# Are you ready for your online Sphere course?

## This document contains some guidance to help you get the most from this upcoming learning experience

You will soon embark on a new kind of learning adventure with Sphere.

We love in-person workshops with no technology: No slides. No projector. Just some flipcharts, sticky notes, handbooks, pens, and PEOPLE.

By contrast, virtual workshops require technology: Virtual flipcharts. Virtual sticky notes. Virtual pens. Virtual rooms. Virtual just about everything… but importantly, **REAL PEOPLE**.

Please review this short guide to get familiar with – and even practice using – the technology we will be using. And don’t worry – **we will take the time to get familiar with it during the workshop**.

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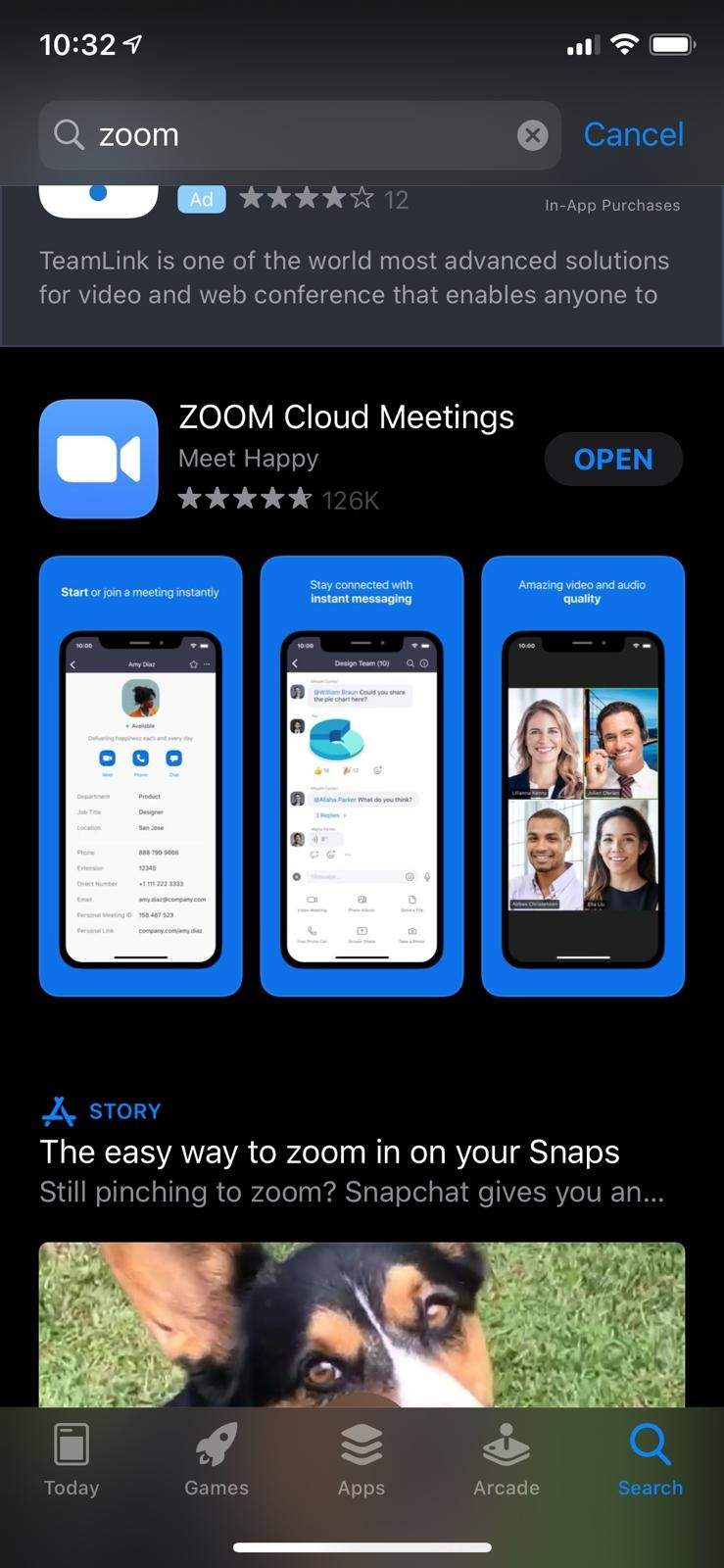
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# How to prepare yourself for this workshop

**Make sure you have a marker pen and a pad of blank A4 paper to hand.** Even though the workshop is virtual, we will use some physical materials.

**Please join this workshop using a PC or a Mac if you can.** Having a large screen allows you to see all the other participants; not just the last person who spoke.

**If you must join by smartphone, install the Zoom app and the Miro app before the workshop, and create an account on the Miro app.**



Miro runs perfectly well in a browser on a PC or a Mac with no installation required. However, you may wish to install the Miro desktop app and create a Miro account for an even better experience: <https://miro.com/>

**Please have a camera connected** to Zoom and be prepared to keep it on most of the time. This is *not* one of those webinars you can give half your attention to while doing something else. It is activity-based and includes small-group work. Please be prepared to **participate actively throughout the workshop**.

Do your best to find a quiet location with a stable Internet connection. A headset is highly recommended for your, and everyone else’s, benefit.

If you are not familiar with Zoom or Miro, please review the guidance below. **Do not worry if you are not a fan of technology** as we will take time during the workshop to get familiar with these applications and functions.

If you have not used Zoom before, please set up a free account and test it with a friend or by joining a test meeting: <https://zoom.us/test>. Install, or upgrade to, the latest version of the desktop app and make sure your headset and camera are compatible.

# How to access the Sphere Handbook

If you’re lucky enough to have a printed copy of the Handbook, that’s great. Please have it to hand. If not, no worries – this is a virtual workshop, so a virtual Handbook will do just fine.

The Interactive Handbook is available online here: <https://handbook.spherestandards.org/en/sphere/>

You will find a link to download the HSP (Humanitarian Standards Partnership) App here: <https://www.spherestandards.org/humanitarian-standards/app/>

You can download a PDF here: <https://www.spherestandards.org/handbook/editions/>

Please make sure you are ready to use the Sphere Handbook in at least one of these formats. If you have more than one device (PC, Mac, phone, etc.), why not use them all so you have one application running on each.

# Zoom guidance

## Breakout rooms and polling

During this workshop, we will use **breakout rooms**, **polling**,and **hand-raising** functionalities in Zoom.

**Breakout rooms**: You will be put into a small group with a few other participants to complete an activity. **Please take this opportunity to get to know each other**. You may not get a chance to speak to everyone in the group, but it will be great if you can make a few new contacts.

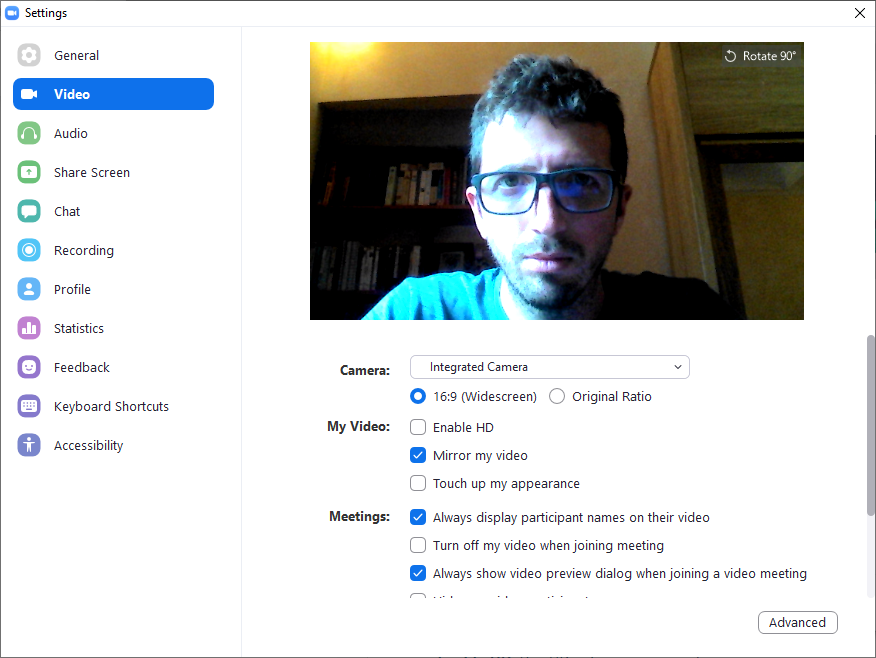
If you have a problem while in a breakout room, you can ask for help (click “Ask for help”), and one of your hosts will join your room to assist. When the allotted time is over, you will be returned automatically to the main room.

**Polling**: At various points, you will be shown a multiple-choice question. Please select the best answer for you.

**Hand-raising**: If your camera is turned on, you can raise your **actual physical hand** when asked to do so. In case you are having trouble with your camera, and if you’ve not raised your “virtual” hand in Zoom before, please study the [How to raise your “virtual” hand in Zoom](#_How_to_raise) section below as the control is not easy to find.

**Bandwidth issues**: Here are five things you can do to improve Zoom connectivity:

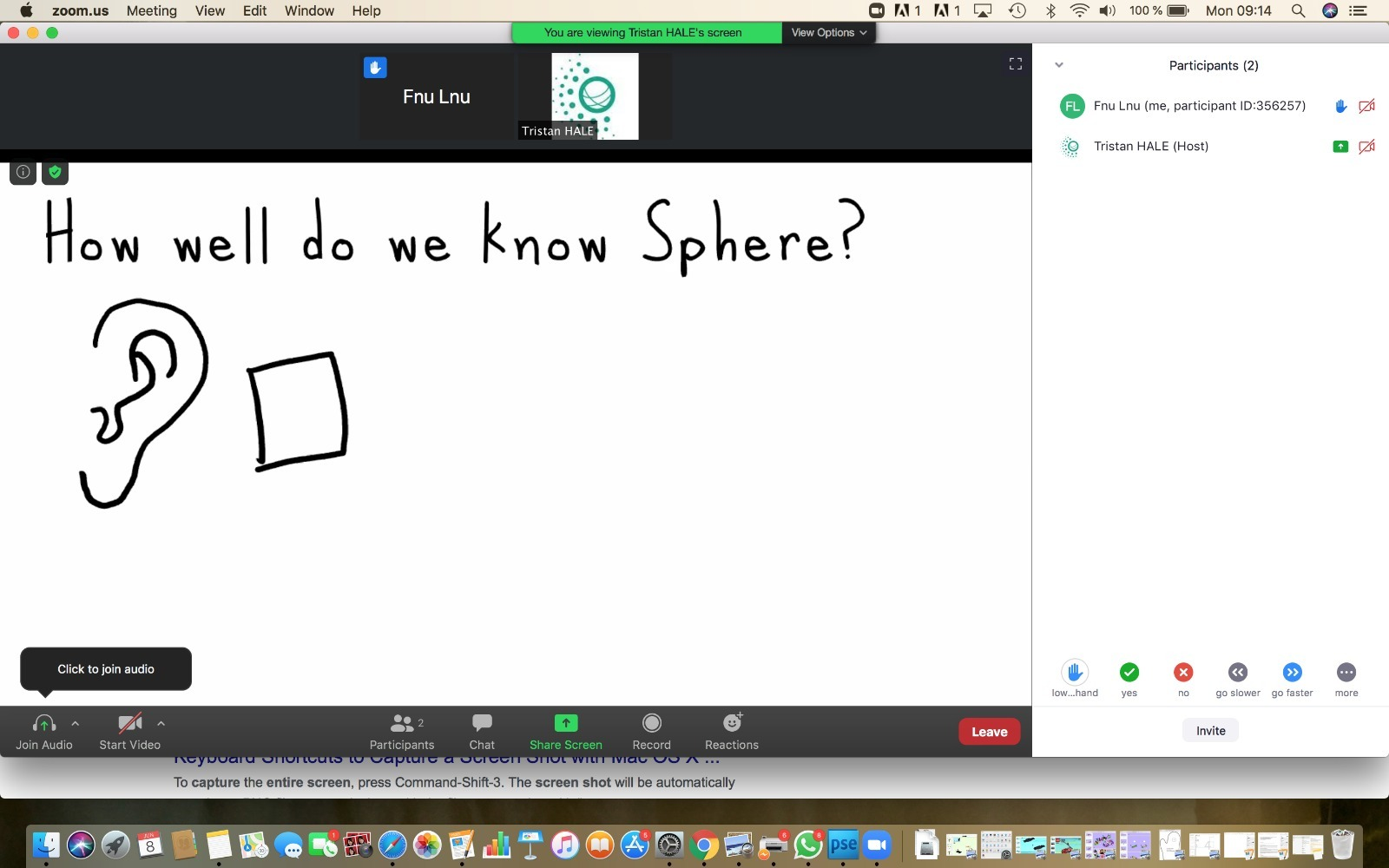
1. **Use the best Internet connection you can**. Office internet is generally better than home internet. Wired internet is generally better then wireless. Wi-Fi is generally better than 4G cellular, but not always. If you have several connections available, use the best one available and be ready to switch to a backup in case of problems. Run a speed test (e.g., <https://www.speedtest.net/>) to check your bandwidths.
2. **Mute your microphone while you’re not speaking**.
3. **Avoid other Internet activity**. This includes you and anyone else who is sharing your Internet connection.
4. **Make sure HD (High Definition) video is turned OFF in the Zoom settings**

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1. **Stop your video when you don’t need it.** Please do this as a last resort only, as we want to stay in constant contact with each other.

## How to raise your “virtual hand” in Zoom

On a PC or Mac, click “Participants” to show the Participants panel, then click “Raise hand”.



Using the Zoom mobile app, tap the screen to show/hide the controls, tap “Participants”, then “Raise hand”.

Don’t forget to click “Lower hand” to lower your hand later.

Using the same approach, you can answer “yes” or “no” to a question, and you can ask the presenter to “go slower” or “go faster”.

# Miro guidance

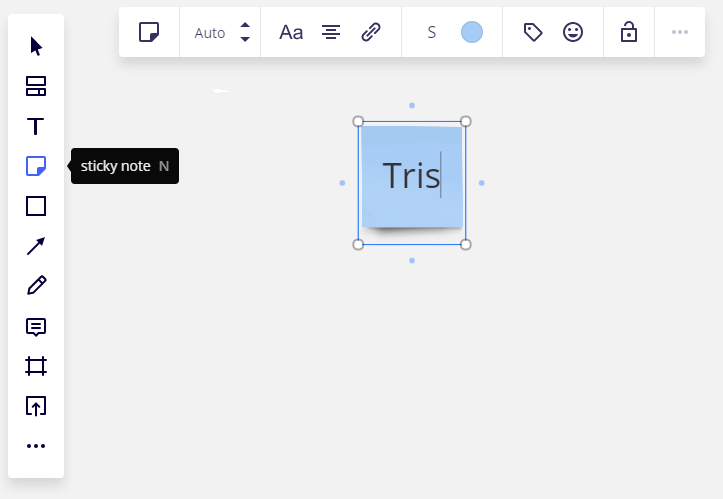
Throughout the course, we will use Miro to simulate and support various interactive activities. Miro is a virtual whiteboard app. This may be a new tool for you. We will take some time early in the course to get familiar with it, but please review the following guidance beforehand so can move quickly from **learning the technology** to **using the technology to learn**.

Miro is free to download and use, so you can try these actions now: <https://miro.com/>

The following instructions are based on PC use. If you will be using the mobile app, take some extra time to find the controls.

## Add a sticky note

Click the sticky note icon from the toolbar, select a colour, click where you would like to place the sticky note, type some text on the stick note, then click outside the sticky note to finish.

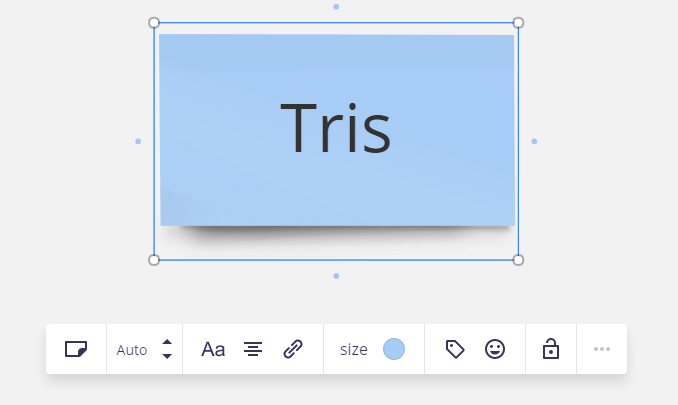


After you have added the sticky note, you can edit the text (double click the text), move the sticky note around the screen, or resize it.

We can use this functionality for generating ideas just like we would in-person.

## Add an emoji to a sticky note

Click the sticky note you wish to add an emoji, click the emoji icon, then select an appropriate emoji.



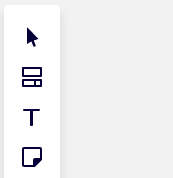
These can be used as coloured dots in the classroom to “vote up” each other’s ideas.

## Navigating Miro workspaces

Miro workspaces are large. You may need to navigate around them, and you may need to zoom in and out to read text.

**Touchpad or touchscreen**: Navigation is easiest on a touchscreen device or a PC/Mac with a touchpad. Use two fingers together to move around the screen by swiping left, right, up, and down. Use two fingers in a pinching movement to zoom in, and a spreading movement to zoom out.

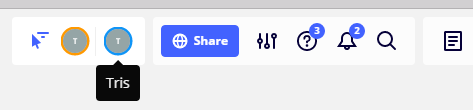
**Mouse**: Hold down Ctrl and use the mouse wheel to zoom in (using an upwards movement) and to zoom out (using a downwards movement). Before zooming in, position the mouse cursor to the point you wish to zoom in on. To navigate around the screen, first click the pointer icon in the toolbar so that it is black (instead of blue). The mouse pointer should change into a hand. Use the hand to move around the virtual whiteboard using a drag-and-drop action.



Don’t forget to reactivate the pointer in order to manipulate objects, for example, to move them around, alter text or add emojis.

**Two other ways to navigate which may be useful:**

1. **Follow someone else**: You can click the presenter’s (or anyone else’s) icon near the top of the screen to see what they are looking at.



**This could be especially useful during a debriefing session** so you can better follow what the speaker is saying.

2. **Move and zoom to object**: Double-click an edge of any object to view it. The screen will move and zoom so that object is fully visible in the centre of the screen.

Finally, most objects on the pre-prepared virtual whiteboards are locked. Please do not unlock them.

Thanks for reading. See you soon.