

At Home with Mote Tech Checklist

Minimum Requirements

- An internet ready or wifi-enabled device such as a PC, laptop, tablet, or phone
- Reliable internet access (to allow for connection via Zoom 60 minutes at a time)
- Zoom downloaded on your chosen device
- A quiet, comfortable space so you can hear us!

Tech Tips

- If you cannot hear the program, first check your audio. Your volume may be off or your headphones may not be properly plugged in. If you still cannot hear everyone else, use the chat area to connect with the Mote moderator and they will assist you.
- If your connection is frozen or the video is choppy, you may need to log-off and connect again. Connecting from a different location within your home may also be helpful.
- For tech support or other related questions, use the chat space.
- For questions regarding the class content, use the Q&A.

All About Zoom

Keeping your child safe online is our priority. Our Zoom connection is a private, password-protected webinar and moderated by Mote Staff. Participant sound and video is off, and chat is only available between participants and Mote Staff.

When you register for one of Mote's At Home with Mote programs, you will receive a link for your Zoom meeting in your confirmation email. This is the link you will use to join on the day of your program. We recommend clicking on it and registering with Zoom if you have not previously done so. Downloading Zoom doesn't take a long time, but it's helpful to have it done before your program begins.

For more information about Zoom, please visit zoom.us.

For questions on tech requirements or Zoom connections, please email educate@mote.org.

Updated 7/25/2020: This guide is subject to updates. Families will receive the most up-to-date version in their confirmation emails.

