

Live Web Class Quick Reference Guide

Refer to this guide for details on how to participate in your Live Web class using Zoom Meetings.

Communicating with Your Instructors

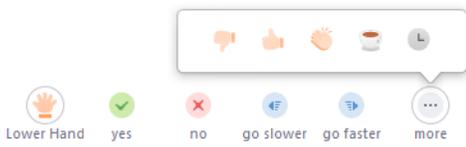
You may communicate your status in the class to your instructors using the status settings below.

Changing Your Status

1. Click on the **Participants** icon from the Zoom status bar.



2. Select **Set Status** in the Participants List.

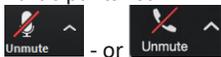


3. Select the appropriate status setting. For example, change your status to **Raise Hand** if you would like to ask an oral question over the audio conference.
4. When you select a status setting, an icon appears next to your name.
5. You can clear your status by reselecting the icon (**tooggling**).

Asking Oral Questions

You may ask questions at any time during your Live Web class.

1. Change your status to **Raise Hand**. This is the equivalent of raising your hand in class.
2. The instructor will acknowledge you and you may ask your question.
3. Unmute yourself by clicking on the **phone** or **mic** from the menu bar at the bottom of your Zoom window, or from the Participants list.



4. State your name before posing your question.
5. After your question has been answered, clear your status via the selected icon and mute your audio.
6. Remember that oral questions are heard by everyone in the class.

Asking Private Text Questions

You may send text questions to your instructors or tech support throughout your Live Web class. Your questions will be answered in the order received.

1. Click on the **Chat** icon from the Zoom menu.
2. Type your question in the **blank** field and press [Enter].
3. Questions and answers will appear in the **Chat**.
4. You may submit as many text questions as you like.

Audio Conference Information

- Refer to your instructions email for the audio conference information.
- Please mute your audio during the class. You may unmute at any time to ask a question.

Technical Support

Audio conferencing, Web conferencing, and the virtual lab

Call: 919-531-9338

Email: trainingtechsupport@sas.com

SAS software addressed in class

Speak with your instructors during class

All other training questions

Call: 1-800-727-0025

Email: training@sas.com

Zoom reference found [here](#).