



# Help! Zoom

This is a more detailed guide on using Zoom as an exercise provider.

A reminder also to review our Online 101 guide (available from our members sections of ExerciseNZ, REPs and YogaNZ's web sites).

This resource was put together by Roslyn Ryan, and re-produced by us with permission.

Details of Roslyn's business and services are listed at the end of this guide .

00:00:00 / 00:38:02



Speed



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## Plans & Pricing Options:

Pricing: We recommend upgrading to the PRO account for live streaming

- <https://zoom.us/pricing>  
- it is \$US15/mth (approx. \$25 NZ)
- Free Account: meetings capped at 40 minutes, up to 100 people, unlimited number of meetings, can be recorded, but ONLY to your desktop (not in the cloud)
- Pro Account: Up to 24 hours per meeting, 100 participants (but you can upgrade for more), can store recordings in the zoom cloud (recommended)



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## Q: How to run TWO separate classes / livestreams at the same time?

You CAN do this! You will need to:

You CAN do this! You will need to:

1. Add a NEW license to your account for a further \$US 15/mth per licence (approx..\$25 NZ)
2. Assign that license to a new user

### **FIRST, to add a new license: (SKIP THIS STEP IF YOU'RE USING THE FREE ACCOUNT)**

1. Sign in to the Zoom web portal.
2. In the navigation plan, click Account Management, then click Billing
3. On the Current Plan tab, click Edit next to the plan you would like to update.
4. Edit the plan. You can change the number of licenses, upgrade an add-on plan, or change the frequency of the billing cycle (monthly vs. annual).
5. Click Continue.
6. Review the changes. If correct, click Upgrade Now.
7. Click Confirm to complete your purchase.
8. You will receive confirmation that your purchase was completed successfully.

### **NEXT, Create a new user, and assign them the license:**

1. Go to: <https://zoom.us/account/user#/>
2. Click "Add Users"
  - a. Email Address: Enter in the user's email address.
  - b. User Type: Select if this user should be Basic (free), Licensed, or On-Prem.  
To assign a Licensed user, you will need to have licenses available. (step #1)
  - c. Feature: Check which features you want the user to have. You will need to have available licenses for these features.
  - d. User Group: If you are using group management, select a group to add this user to.
  - e. Default Password: Set a default password for the user.
3. Click Add.
  - a. New users will be sent an activation email. Users with existing free Zoom accounts under the same email address will be sent an email to accept your invitation.
  - b. When adding an existing Zoom user to your account, they will retain their current personal meeting ID (PMI), cloud recordings, and meetings/webinars.

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## Q: Can I use ONE Zoom link for all of my Online Coaching Sessions / Livestreams?

Absolutely! A walk through of the steps is here:

More info on Zoom Meetings (if needed):

<https://support.zoom.us/hc/en-us/articles/201362373-What-is-a-Meeting-ID->

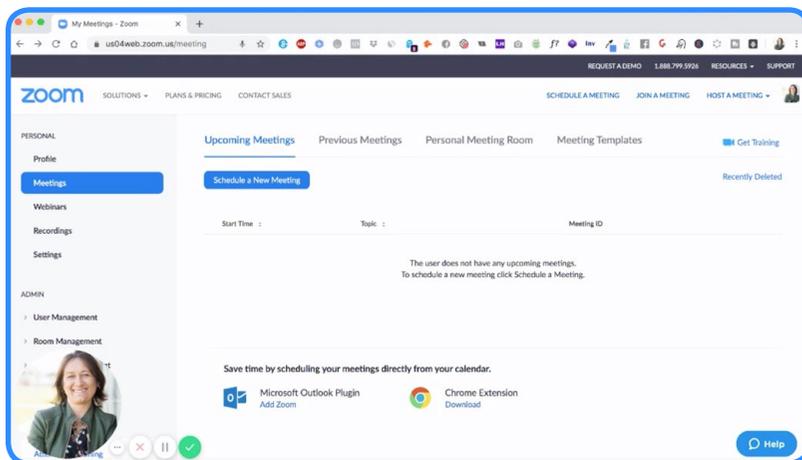
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## Q: Can I setup different meetings links for my different classes (Example: one meeting link for my 8am ... and a different link for my 10am)

Absolutely! A walk through of the steps is here:

<https://www.loom.com/share/b2f25a19625d4e62ba40c810842de86d>

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## Q: What are my Recording Options & Which Settings Do You Recommend?

A quick walkthrough can be found here:

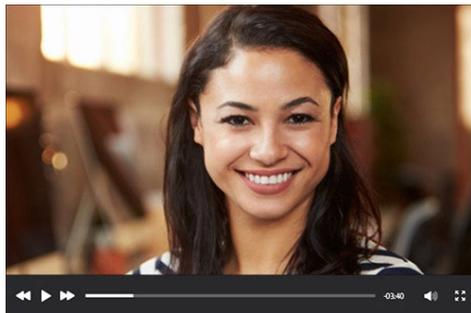
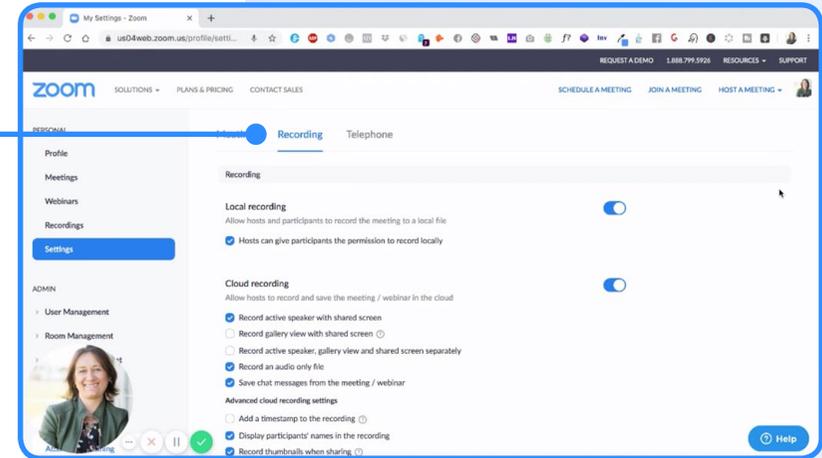
<https://www.loom.com/share/9eaecd31e08e4d4cbdd6252c0e352169>

**\*\*Quick Note:** it doesn't matter what the view looks like WHILE you are Livestreaming, it only matters which one you have in the settings for the final recording.

Example, EVEN if you livestream and your view is showing the (Gallery View) while you're live ... if you have the "Active Speaker" view selected for your recording setting, it will RECORD in active speaker view. So anyone watching the replay from your recording, it'll be in the "Active Speaker View."

Here's the Zoom support article on Recording:

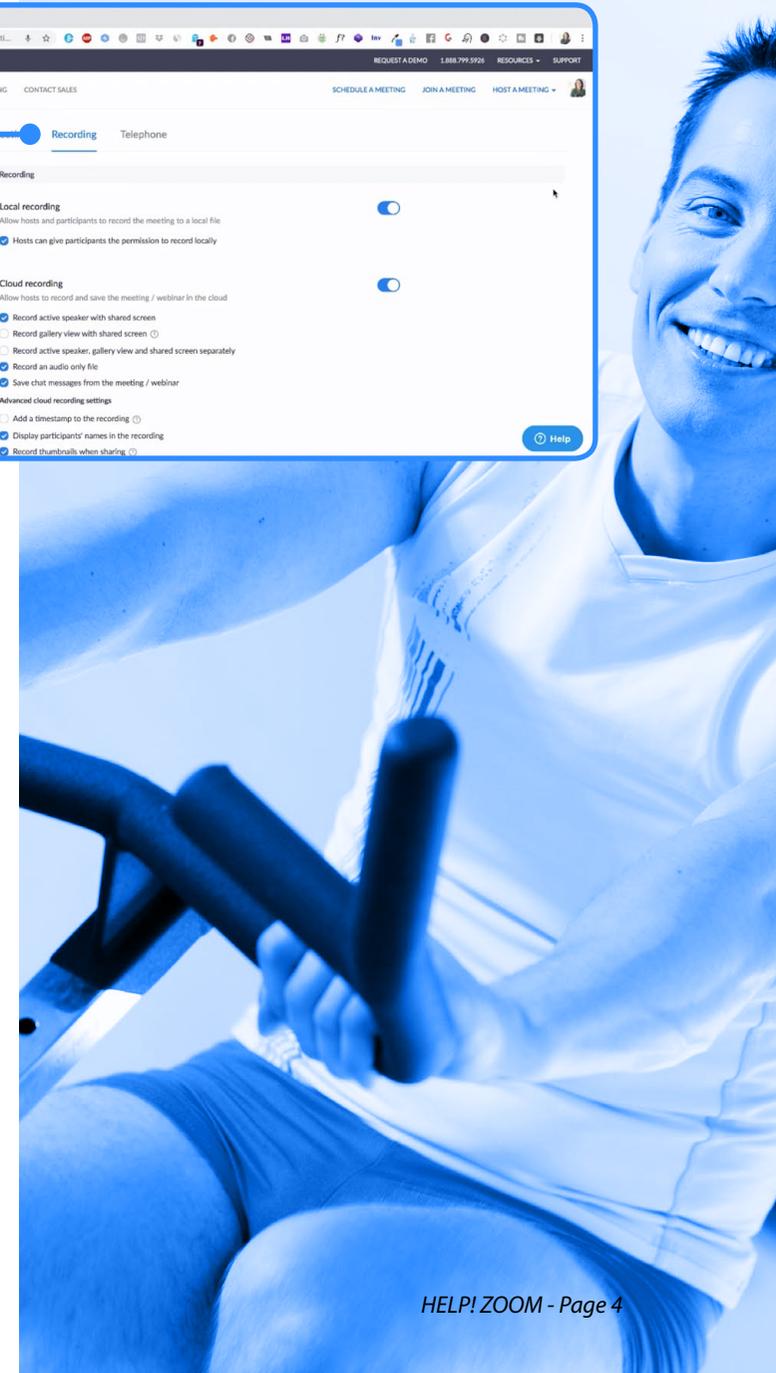
<https://support.zoom.us/hc/en-us/articles/360025561091-Recording-Layouts>



*Active Speaker*



*Gallery View*



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## **Q: Do I Need to Stream To Facebook Live from Zoom? Why Would I do this?**

No. When you stream a live class on Zoom, you definitely do NOT need to stream it to Facebook Live. Some people like to have this option, and it is available.

For a real “community” feel to your classes, we would NOT recommend that you stream it into the Facebook group. We would require clients to attend LIVE via the Zoom link. You can always post the replay later in the Facebook group if you want.

When you’re on Zoom, you can see everyone and engage with them! With a Facebook live, they can only see YOU, so it’s not as engaging and you certainly can’t watch their form!

If all you want is for them to see YOU during the workout, you can skip Zoom all together and just go straight Facebook Live. Hope this helps!

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## **Q: Do I Need to Have My Clients Sign a Waiver of Liability to Coach Them Online?**

The most important step to avoid legal issues is pre-screening clients, and a reminder all REPs registered exercise professionals can use the REPs digital pre-screen for free.

Do not use terms that imply absolute no liability, as this will likely break NZ consumer laws. A better approach is to let them know what they should do, and how to stay safe.

An example:

Important: By participating in this online workout - You are acknowledging that are physically and mentally sounds to proceed with exercise, and that any limitations you have are advised to the instructor/coach, and that you assume responsibility for your participation and activities. As the instructor/coach can not know how you are feeling during exercise, it’s important you monitor your own body and stop if you experience discomfort or pain. Remember to enjoy exercise and stay safe too.



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## **Q: What is a good example set up for virtual training?**

Here is a link to a loom video showing you another trainers set up as an example

<https://www.loom.com/share/1d6b9bb071944e7dbe8acd99da1dad62>

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## **Q: Should I Check with my Insurance Company to Make Sure They Cover Online Coaching / Training?**

Yes! If you are registered with REPs or YogaNZ, you are covered for online delivery if your registration is at the contractor level, or if you have purchased insurance as an option from REPs or YogaNZ. For details of this insurance visit [www.reps.org.nz/insurance](http://www.reps.org.nz/insurance)

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## **Q: Are there alternatives to Zoom?**

Yes! Use whatever platform fits your needs. We've always had the best reliability and most flexibility with Zoom, which is why we've been a customer for years. However, depending on what you need, you can check out Skype, Google Hangouts, BlueJeans, Facebook Live, or even Facetime.



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## Q: How do I Stream to Facebook Live from Zoom with the FREE Account? The workaround for the FREE Zoom account is here.

Step #1: First- make sure you begin a ZOOM livestream, then:

Step #2: Watch this:

<https://www.loom.com/share/02befec95c2043f6b0036724840c0609>

(Note: This is the workaround for the FREE Zoom account. It's a LOT easier with a pro account :-)

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## Q: How do I Stream to Facebook Live from Zoom with the PRO Account?

Step #1: First, ENABLE Facebook Live Streaming in your Zoom Account Settings:

<https://support.zoom.us/hc/en-us/articles/115000350406-Streaming-a-Meeting-or-Webinar-on-Facebook-Live>

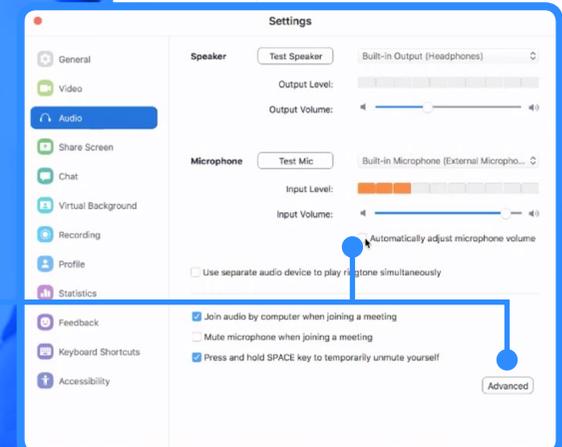
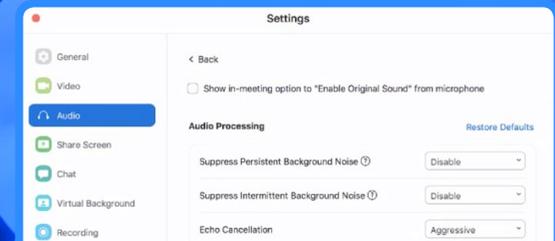
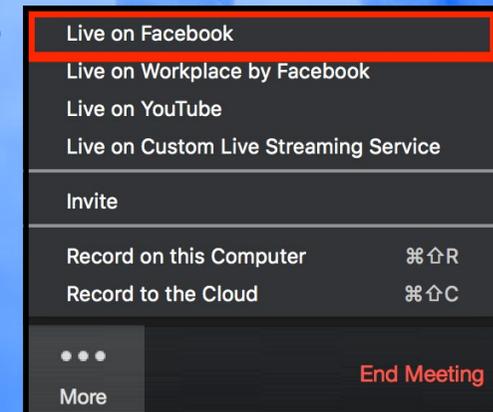
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## Q: How do Adjust the Sound Quality on My Zoom??

A quick 1 minute NINJA trick for you to enhance the quality of your audio while you're streaming. This should take care of your sound quality!

<https://www.loom.com/share/3881b18b3e2e45bb8b37ccf3fdf6dffe>

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## Q: What's the Deal with Music Copyright and What Am I Legally Allowed to Use On Zoom and on Social Media?

**ZOOM:** Generally, any music that you typically are licensed to play in your gym is permissible to be played on a Zoom livestream. If you have a music license for your gym, be sure to check to see if that license covers Livestream/Broadcast.

**SOCIAL MEDIA:** If broadcasting either live or posting a replay of a recorded video on social media, ONLY "royalty free", "open license" or specially licensed music can be played without potential penalty from Facebook/Instagram/YouTube, etc. Not following this can result in the automatic removal of your video, or in the case of repeated violations, being banned from using the service altogether.

\*These guidelines are continually changing and it is always best to confirm with your music licensing company, as well as the social media channel that you are using regarding music.

This resource was put together by Roslyn Ryan:

Roslyn Ryan - OMG Marketing helps Frustrated and Overwhelmed Fitness and Health professionals with their social media and online marketing.

Facebook <https://www.facebook.com/RoslynRyanOMGMarketing/>  
Instagram @roslynryan  
[www.onlinemarketinggroup.co.nz](http://www.onlinemarketinggroup.co.nz)

