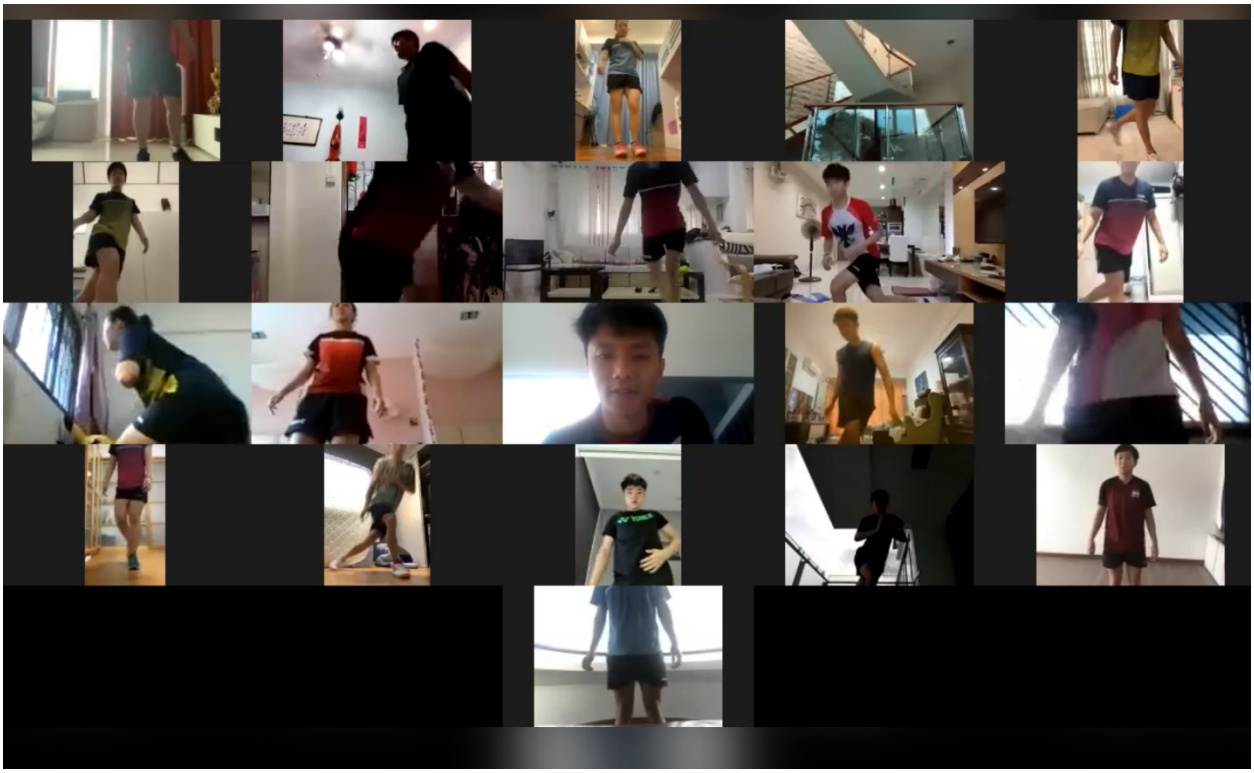
Quick Starter Guide on Using Video-Conferencing Tools for E-Coaching



Credits: Singapore Table Tennis Association

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FOREWORD

Dear Coaches,

As part of full home-based learning, many schools have ventured into video conferencing using applications such as Zoom and Google Meet to conduct “Live Lessons” for the first time. These are valuable tools for teaching and learning that can also help students and teachers continue to feel connected during this time.

For us coaches, even though we are unable to meet face to face with our athletes, coaching can continue online. CoachSG has put together a list* of some online video-conferencing tools for two-way communication with your athletes, that you can adopt for your online coaching session.

When using such applications, ensuring the safety and security of our athletes is of utmost importance. Please do your due diligence to understand the use and implications of these applications and ensure that the necessary settings and security features have been implemented before using any of these platforms. Make sure you are using fully updated versions of the applications before using them to conduct your e-coaching.

We hope you find this information useful in supporting you on your journey in taking your coaching digital.

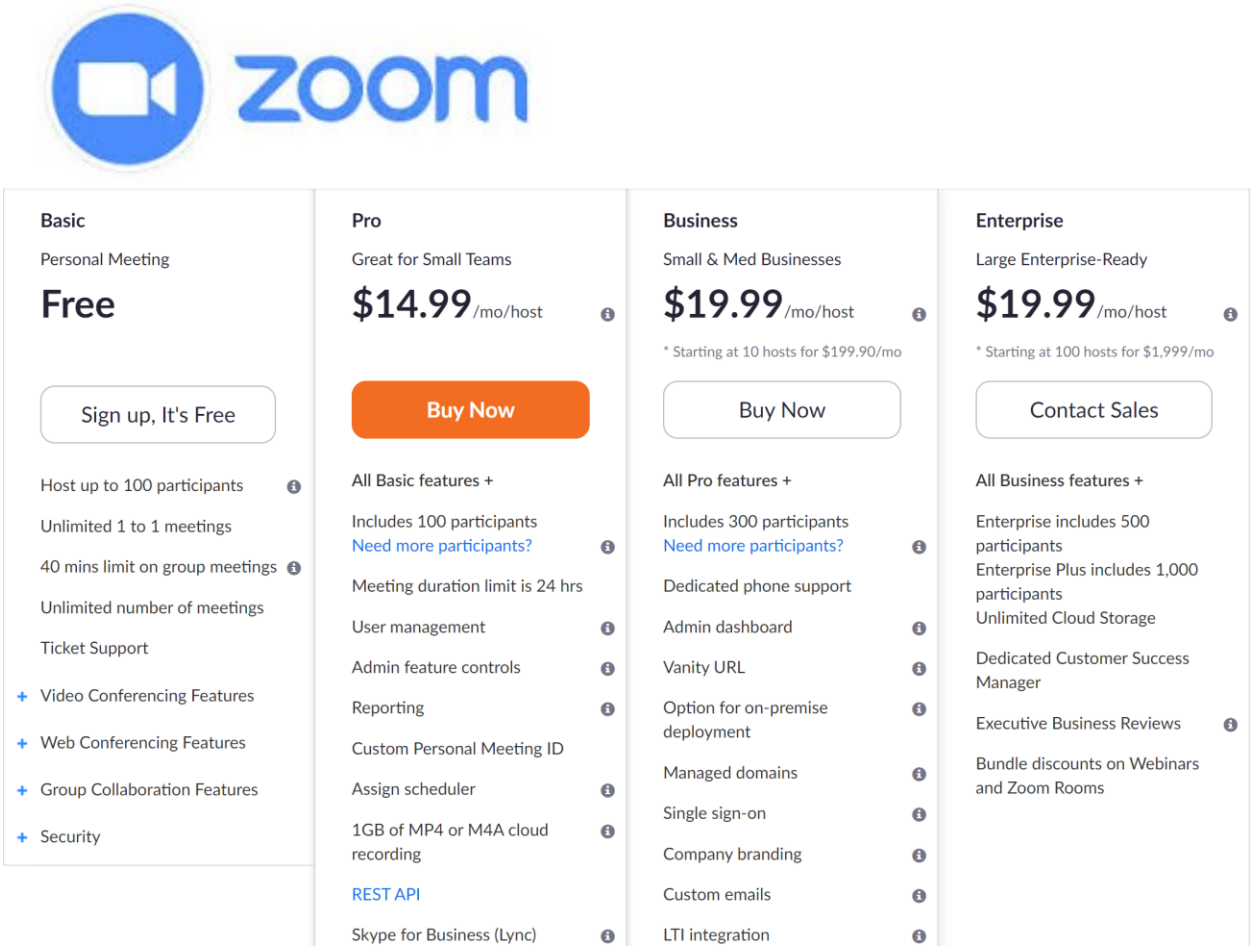
Stay safe and healthy!

With Love,

CoachSG Team

**This list is for reference only and is non-exhaustive. CoachSG neither endorses the companies, nor the views they express or the products/services they offer.*

Zoom



Basic	Pro	Business	Enterprise
Personal Meeting	Great for Small Teams	Small & Med Businesses	Large Enterprise-Ready
Free	$14.99/mo/host	$19.99/mo/host	$19.99/mo/host
		* Starting at 10 hosts for $199.90/mo	* Starting at 100 hosts for $1,999/mo
Sign up, It's Free	Buy Now	Buy Now	Contact Sales
Host up to 100 participants	All Basic features +	All Pro features +	All Business features +
Unlimited 1 to 1 meetings	Includes 100 participants Need more participants?	Includes 300 participants Need more participants?	Enterprise includes 500 participants Enterprise Plus includes 1,000 participants Unlimited Cloud Storage
40 mins limit on group meetings	Meeting duration limit is 24 hrs	Dedicated phone support	Dedicated Customer Success Manager
Unlimited number of meetings	User management	Admin dashboard	Executive Business Reviews
Ticket Support	Admin feature controls	Vanity URL	Bundle discounts on Webinars and Zoom Rooms
+ Video Conferencing Features	Reporting	Option for on-premise deployment	
+ Web Conferencing Features	Custom Personal Meeting ID	Managed domains	
+ Group Collaboration Features	Assign scheduler	Single sign-on	
+ Security	1GB of MP4 or M4A cloud recording	Company branding	
	REST API	Custom emails	
	Skype for Business (Lync)	LTI integration	

Click here for Zoom Price Plans

Download Zoom:

1. By mobile via: Google App Store or Apple Store
2. By computer you can sign in directly from your browser or download the app here

Quick Zoom Starter Videos:

1. How To Teach an Online Lesson with Zoom (3:43)
2. How To Use Zoom Meeting and Video Conferencing (2020) (4:58)

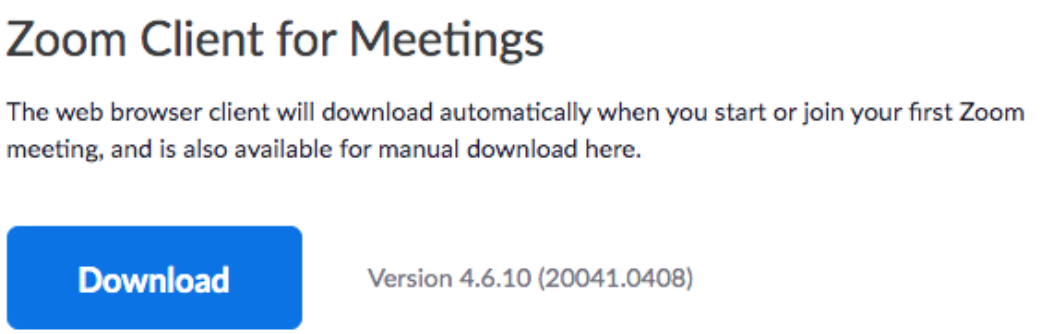
How to Use Zoom Functions Videos:
Summary of How-to videos

More Resources via Zoom Website:
https://zoom.us/docs/en-us/covid19.html

Sign up for Free Zoom Live Tutorials here.

Enhancing Security While Using Zoom:

1. **Download the Latest Version**
   If you are downloading the Zoom app on your computer, ensure you have the latest version. As of 13 April, the latest version is **4.6.10 (200041.0408)**

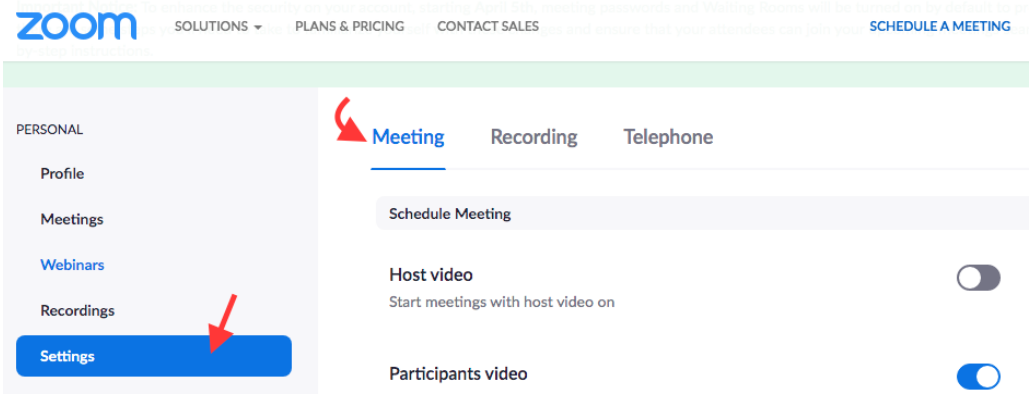


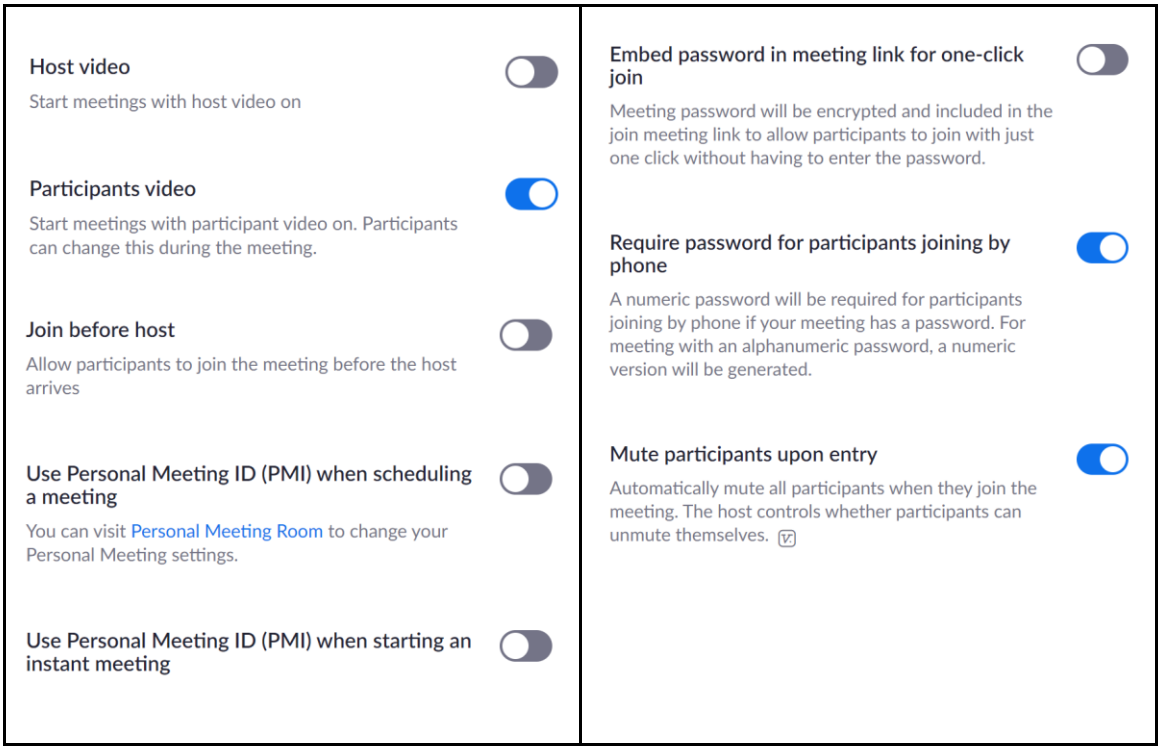
2. **Implementing Security Settings for Zoom**
   Enable
   i. Use Unique ID for meeting or only allow access by email address only
   ii. Enable password for the meeting, use a strong password
   iii. Enable a Waiting Room - participant will have to be admitted to the meeting
   iv. Enable Mute all participants

   Disable
   i. Disable file sharing to avoid sharing of malicious files
   ii. Disable all remote control and remote support feature what will allow users to take over your device
   iii. Disallow participants to join before host
   iv. Disable recording unless required (note that students/participants may still be able to take a recording of the session using other recording tools)
   v. Disable screen sharing for all participants
   vi. Disable annotation/whiteboard for all participants
   vii. Disable private chat

3. **Step by Step Guide to Enable/Disable Settings for Zoom**

Scroll down the settings tabs under **Meeting** to enable and disable the following:





Require Encryption for 3rd Party Endpoints (H323/SIP)

Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP).

Chat

Allow meeting participants to send a message visible to all participants

Private chat

Allow meeting participants to send a private 1:1 message to another participant.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Play sound when participants join or leave

Play sound when participants join or leave

File transfer

Hosts and participants can send files through the in-meeting chat.

Screen sharing

Allow host and participants to share their screen or content during meetings

Who can share?

(•) Host Only ( ) All Participants

Who can start sharing when someone else is sharing?

(•) Host Only ( ) All Participants

Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications.

Annotation

Allow participants to use annotation tools to add information to shared screens

Whiteboard

Allow participants to share whiteboard during a meeting

Remote control

During screen sharing, the person who is sharing can allow others to control the shared content

Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin

Allow participants to rename themselves

Allow meeting participants and webinar panelists to rename themselves.

Remote support

Allow meeting host to provide 1:1 remote support to another participant

Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions

Save Captions

Allow participants to save fully closed captions or transcripts

Far end camera control

Allow another user to take control of your camera during a meeting

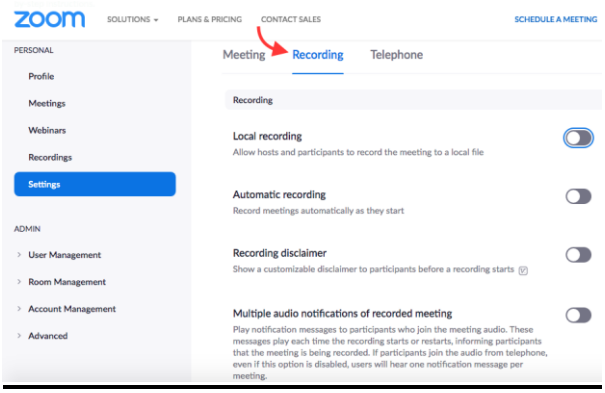
Virtual background

Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.

Waiting room

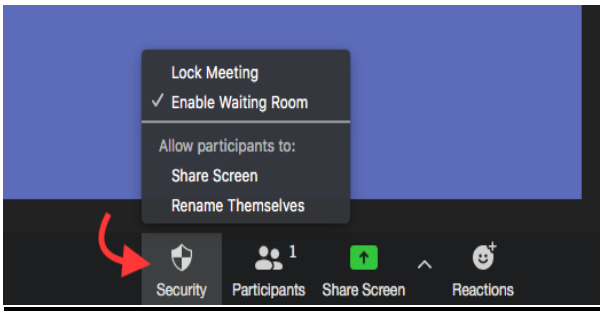
Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled.

Scroll down the settings tabs for **Recording** to enable and disable the following:



Before the start of your E-Coaching Session

I. Click on the Security Icon
II. Check that the following are checked / unchecked



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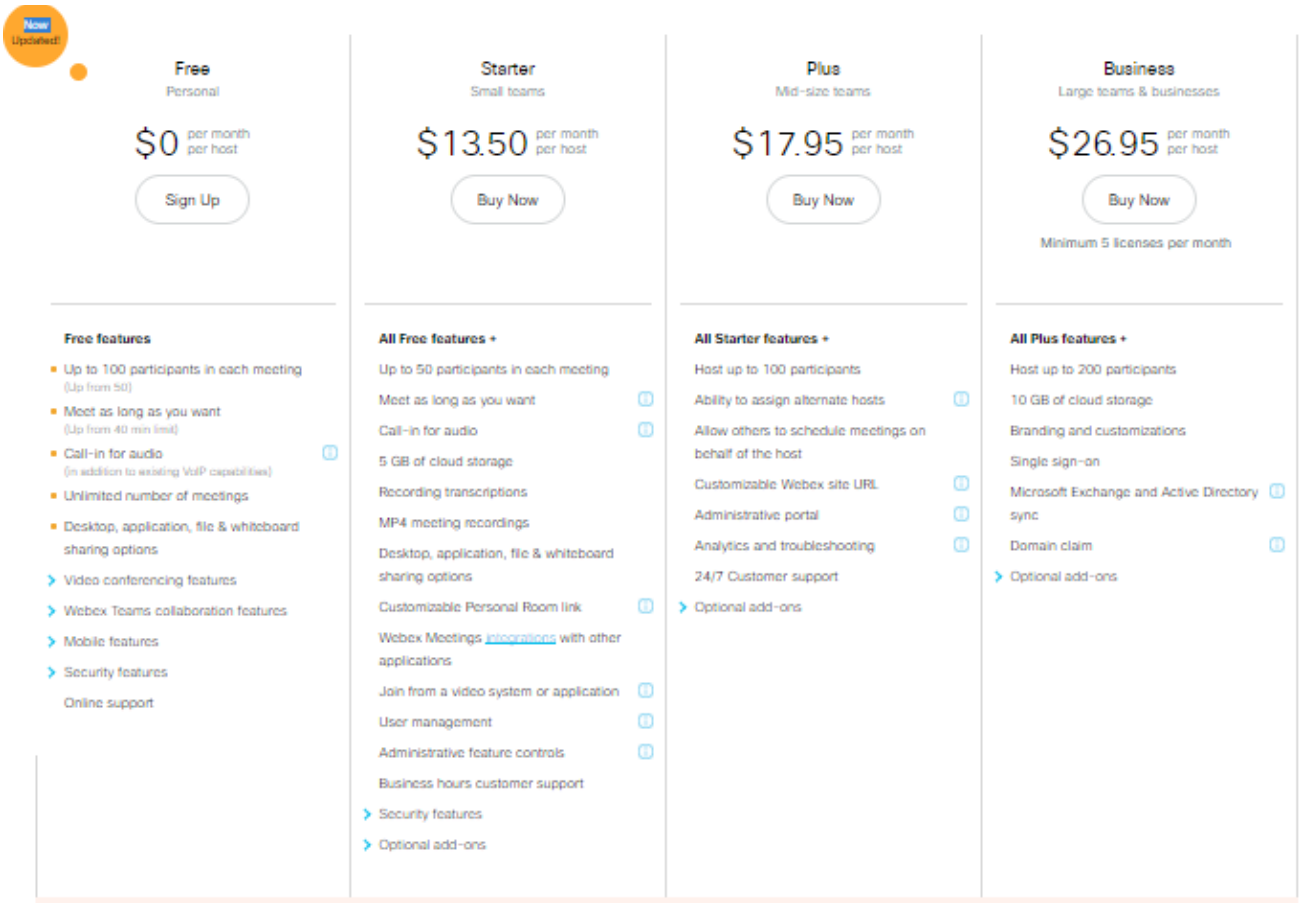
Cisco Webex



Click here for Cisco WebEx Price Plans

Download WebEx:

1. By mobile via: Google App Store or Apple Store
2. By computer you can sign in directly from your browser or download the app here

Quick WebEx Starter Videos :

1. How to Use Cisco WebEx Meetings: Quick Start Guide (3:55)
2. How to Use Cisco WebEx for Video Conferencing and Online Meetings (10:54)

How to Use Cisco WebEx Functions Videos:

1. How to Share Content During a Cisco WebEx Meeting (1:55)
2. How to Use WebEx Meetings with your iPhone Calendar (2:24)
3. How to Change the Video Layout in WebEx Meetings (1:37)

More Resources via Cisco WebEx Website:

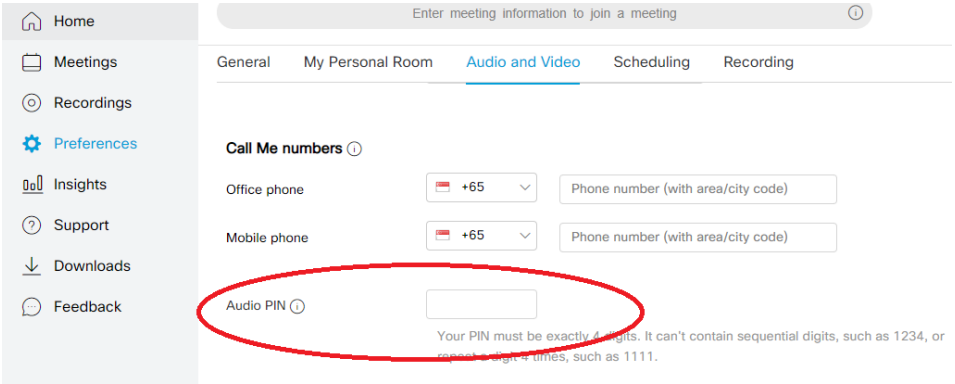
1. https://help.webex.com/en-us/8bzter/Cisco-Webex-Meetings-Video-Tutorials
2. https://help.webex.com/en-us/nrebr3c/Get-Started-with-Cisco-Webex-Meetings-for-Hosts

Enhancing Security While Using Cisco WebEx:

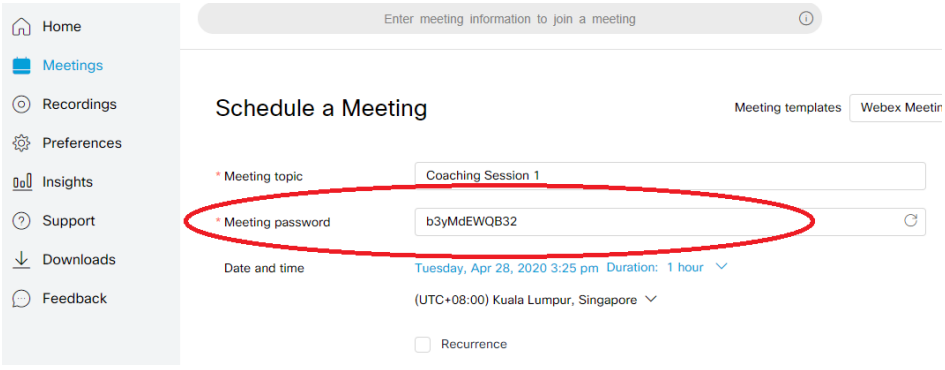
1) **Download the Latest Version**
   If you are downloading the WebEx app on your computer, ensure you have the latest version. As of 17 April, the latest version is **WBS 40.2.14.19**

2) **Implementing Security Settings for Cisco WebEx**

- Do not share your audio PIN with anyone



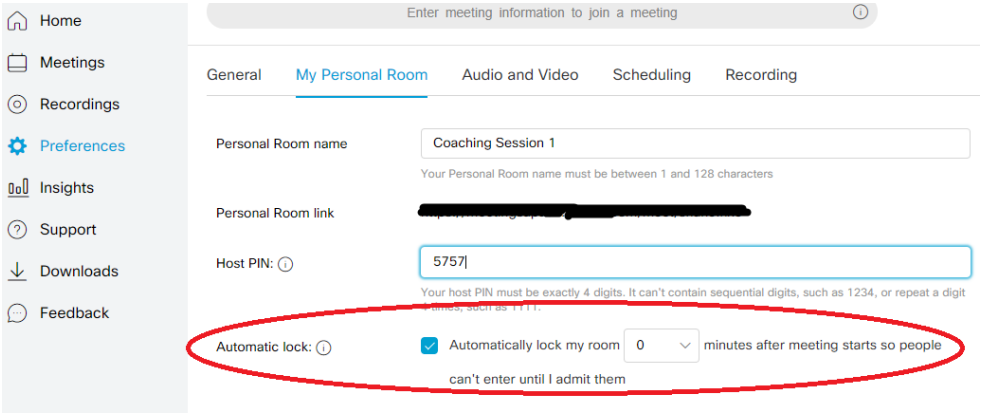
- Secure Meetings with complex passwords and only provide the passwords to those who need them



- Never share sensitive information in your meeting until you are certain who is in attendance

- Autolock Personal Room:

  Set your Personal Room to automatically lock when the meeting starts. WebEx recommends locking your room at 0 minutes.

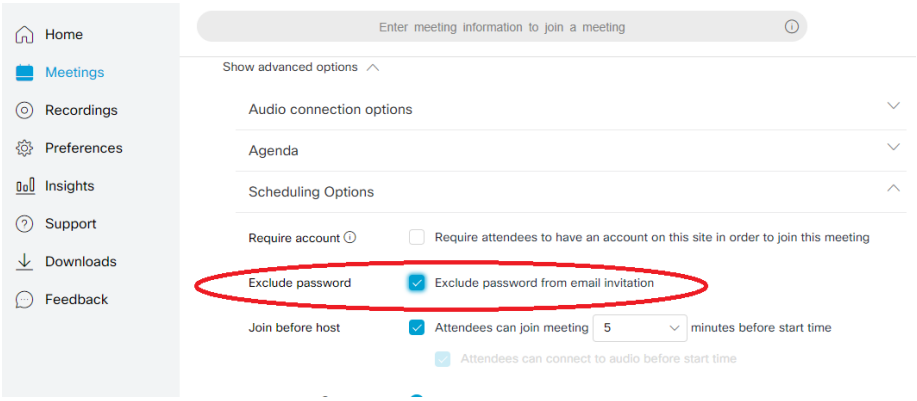


- Personal Room notifications during meetings:

  Upon locking your Personal Room, you can then screen anyone waiting in the lobby. You will be notified when someone enters the lobby and can choose to admit the person or not.

- Exclude meeting passwords from invitations:

  The password will not appear in the invitation and you can provide the password to attendees by other means.



- Request that meetings invites are not forwarded

- Assign passwords to recordings and delete recordings that are no longer relevant:

  The best way to prevent unauthorized access to recordings is not to create any recordings

Refer to this link below for more details on enhancing security when using the Cisco WebEx platform:
https://help.webex.com/en-us/8zi8tq/Cisco-Webex-Best-Practices-for-Secure-Meetings-Hosts#concept_48653A7246C9127435EBB8028B65EE21

Read more about Cisco WebEx's meetings security in this White Paper

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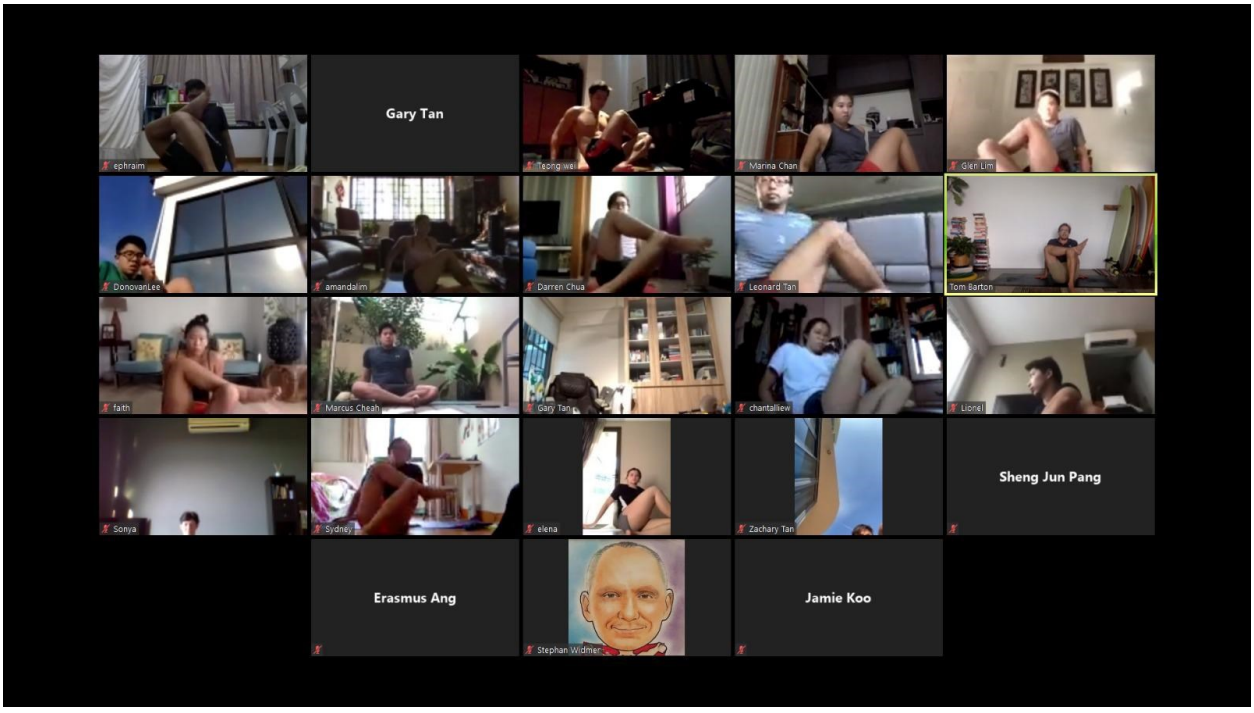
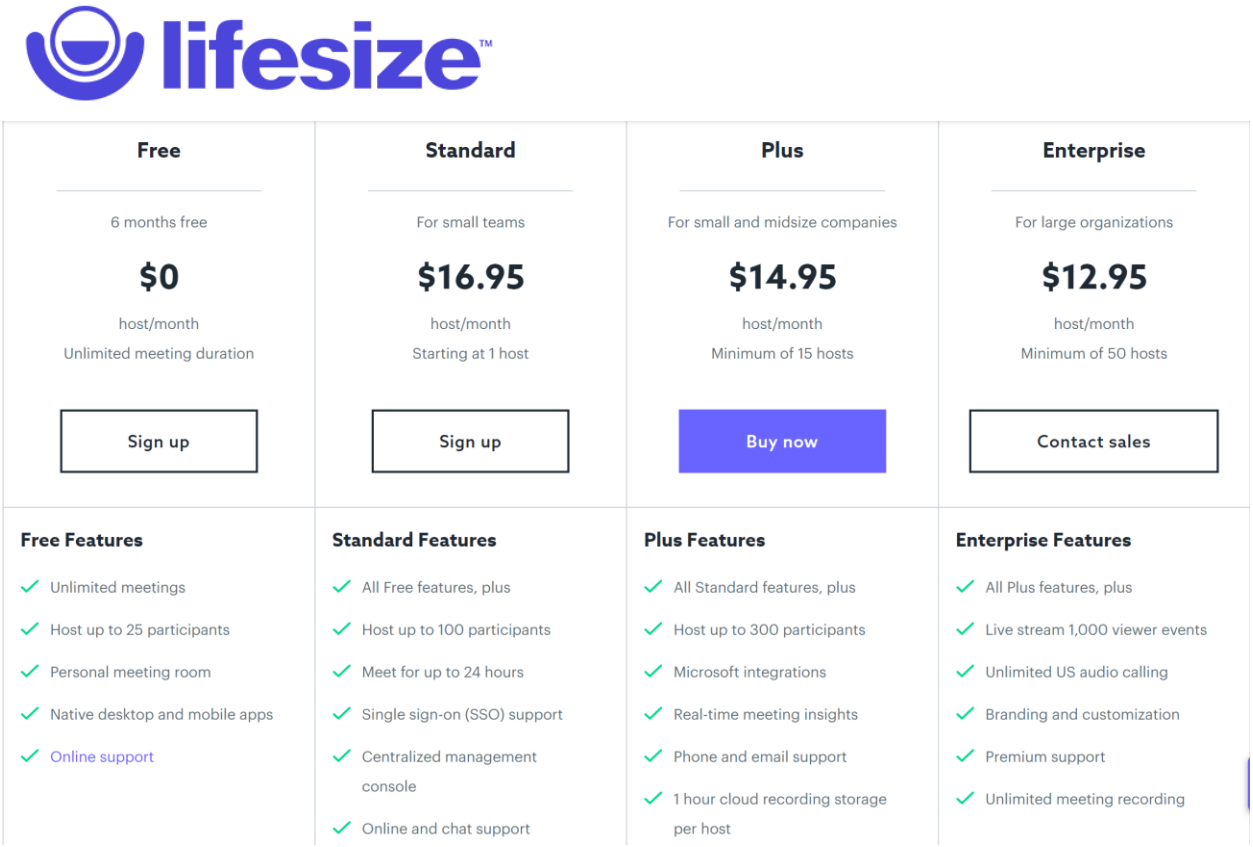


Credits: Singapore Swimming Association

Lifesize



Free	Standard	Plus	Enterprise
6 months free	For small teams	For small and midsize companies	For large organizations
$0	$16.95	$14.95	$12.95
host/month	host/month	host/month	host/month
Unlimited meeting duration	Starting at 1 host	Minimum of 15 hosts	Minimum of 50 hosts
Sign up	Sign up	Buy now	Contact sales
Free Features	**Standard Features**	**Plus Features**	**Enterprise Features**
✓ Unlimited meetings	✓ All Free features, plus	✓ All Standard features, plus	✓ All Plus features, plus
✓ Host up to 25 participants	✓ Host up to 100 participants	✓ Host up to 300 participants	✓ Live stream 1,000 viewer events
✓ Personal meeting room	✓ Meet for up to 24 hours	✓ Microsoft integrations	✓ Unlimited US audio calling
✓ Native desktop and mobile apps	✓ Single sign-on (SSO) support	✓ Real-time meeting insights	✓ Branding and customization
✓ Online support	✓ Centralized management console	✓ Phone and email support	✓ Premium support
	✓ Online and chat support	✓ 1 hour cloud recording storage per host	✓ Unlimited meeting recording

Download Lifesize:

1. By mobile via: Google App Store or Apple Store
2. By computer you can sign in directly from your browser or download the app here

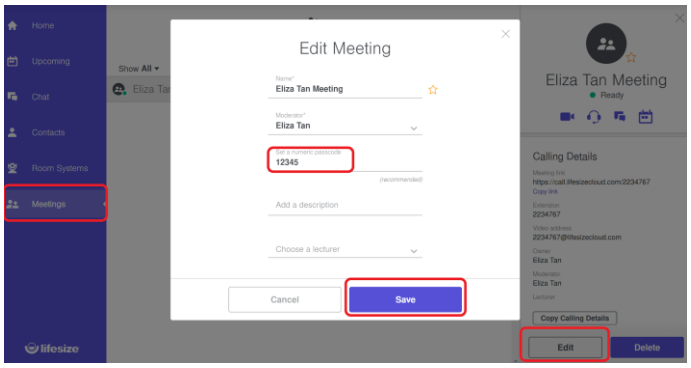
Quick Lifesize Starter Videos:
https://www.lifesize.com/en/resources/videos/getting-started-with-lifesize-free (1:30)

Videos & Quick Start Guides:
Guest Calling on the Lifesize App
Using Lifesize Moderator Controls | Lifesize Training
More How to Use Lifesize Resources

Enhancing Security While Using Lifesize:

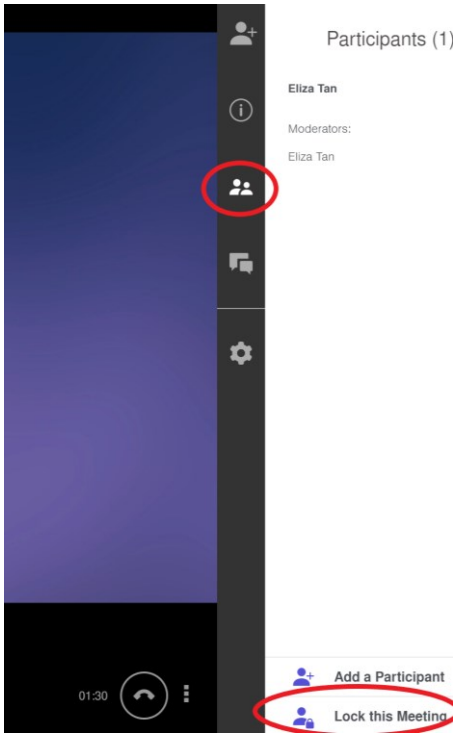
Add a Meeting Passcode

I. Click Meetings from the left navigation pane
II. Select a Meeting
III. Click Edit
IV. Add a Numeric Passcode to the meeting
V. Click Save



Lock Meeting once all Participants have joined:

I. Click on Participants Tab
II. Click 'Lock this Meeting'



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Skype

With the Skype video chat app, group video calling for up to **50 people is available for free** on just about any mobile device, tablet or computer.

Download Skype:
By mobile via: Google App Store or Apple Store
By computer you can sign in directly from your browser or download the app here

Conduct Easy video meetings with no sign-ups or downloads:
https://www.skype.com/en/free-conference-call/

Quick Skype Starter Videos:

1. How to find your way around on Skype for Windows
2. How to use Skype Meetings
3. Making Group Calls with iPhone

Check out more features here:
https://www.skype.com/en/features/

Enhancing Security While Using Skype:
Protecting your online safety, security and privacy
Is Skype Safe, Private, and Secure? + 5 Skype Safety Tips
Blocking and Reporting someone in Skype

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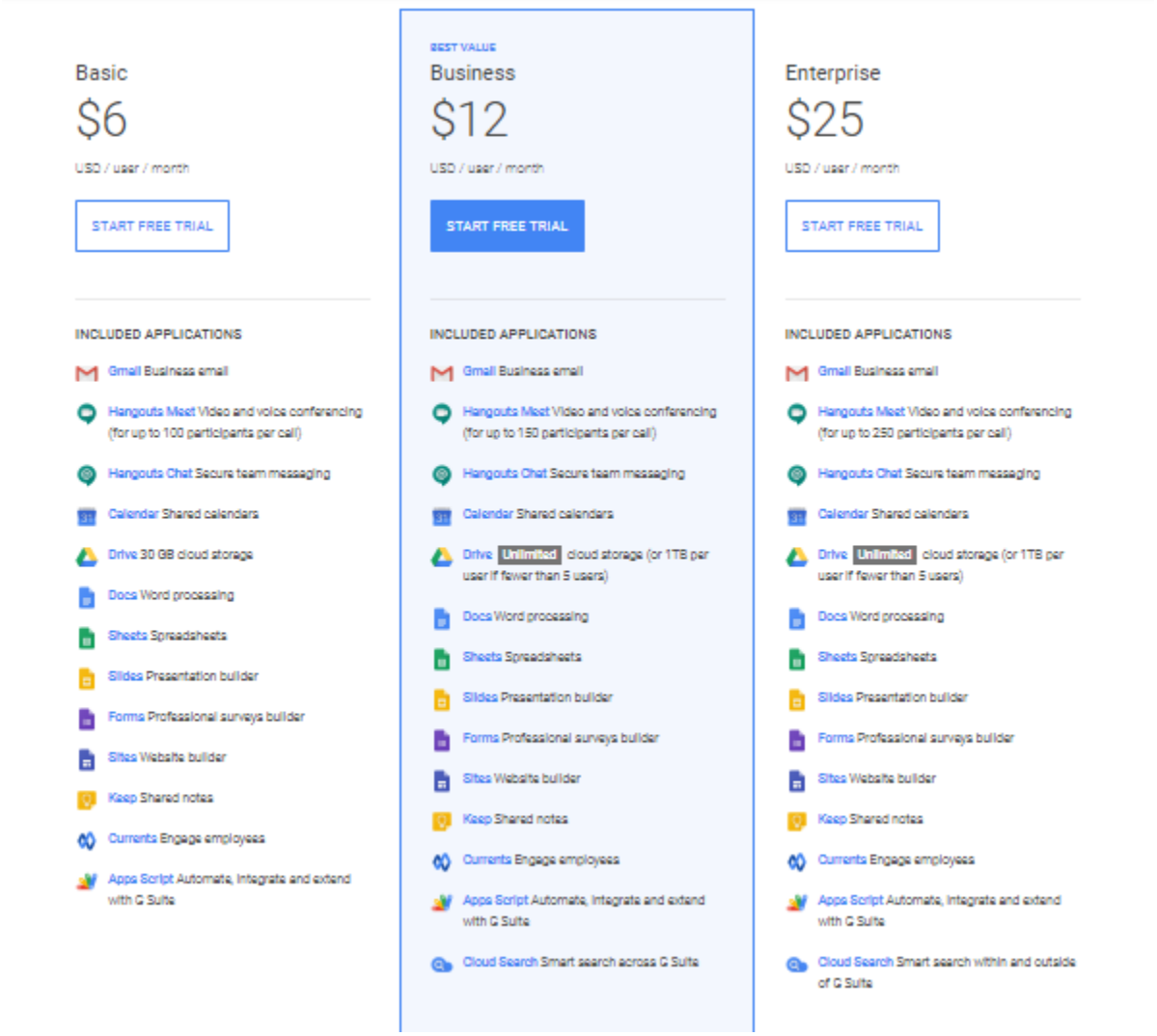
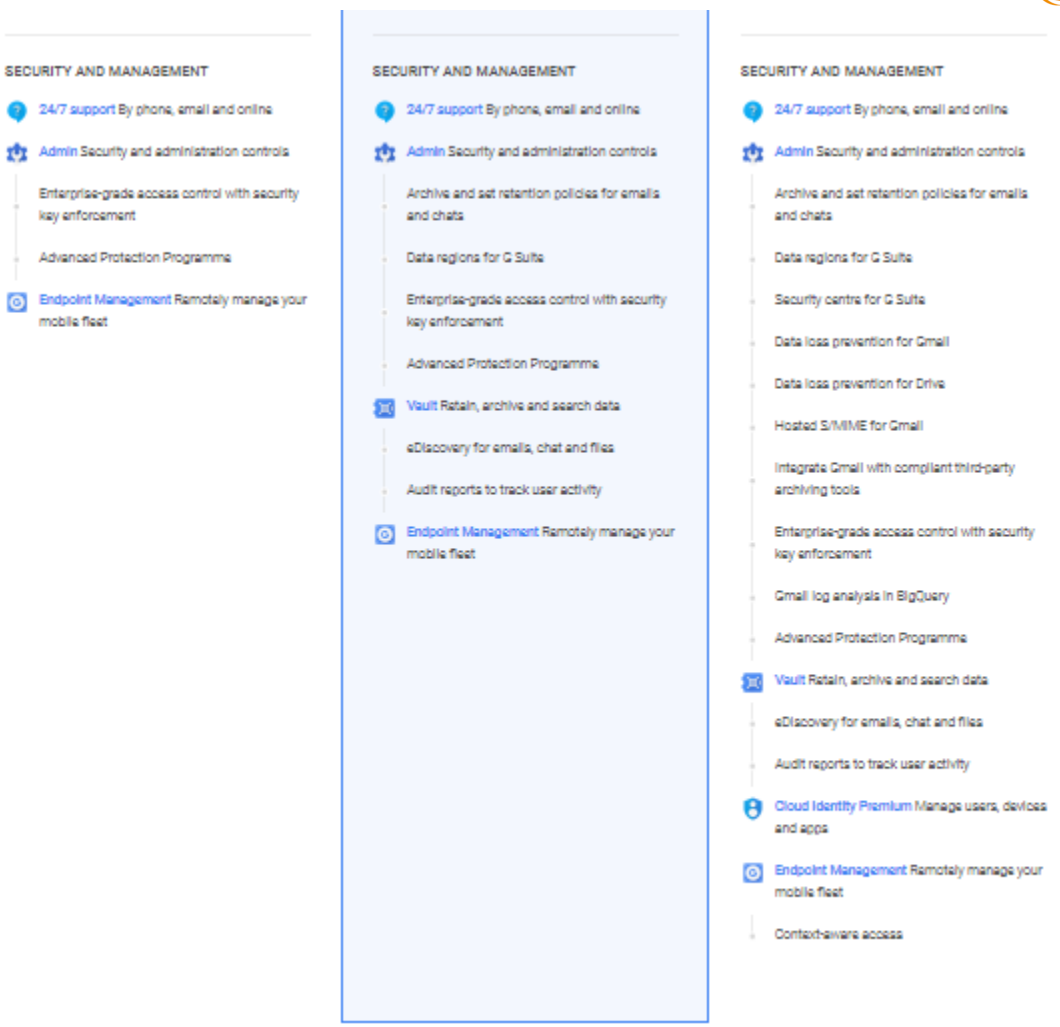
Google Hangouts Meet

Google Hangouts Meet or Google Meet is a video conferencing app that enables users to join pre-scheduled meetings from calendar events or URL links. Hangouts Meet is part of G Suite communication features and therefore require a G Suite account to schedule and host meetings.





Click here for Google Suite Price Plans

Download Google Meet:

1. By mobile via: Google App Store or Apple Store
2. By computer, no download is required. You can access directly from your browser here

Quick Google Meet Starter Videos:

1. How to Use Google Meet - Video Conferencing (Beginner's Guide) (7:29)
2. How to Use Google Meet App on iPhone or Android (8:46)

How to Use Google Meet Function Videos:

1. Screen Sharing with Google Meet (2:45)
2. How to Share Files and Attachments on Google Meet (5:31)
3. How to Take Attendance on Google Meet (5:00)

More Resources Via Google Meet Website:
https://support.google.com/a/users/answer/9282720

Enhancing Security While Using Google Meet:
Google Meet's security controls are turned on by default.
Read more about existing security implementations here

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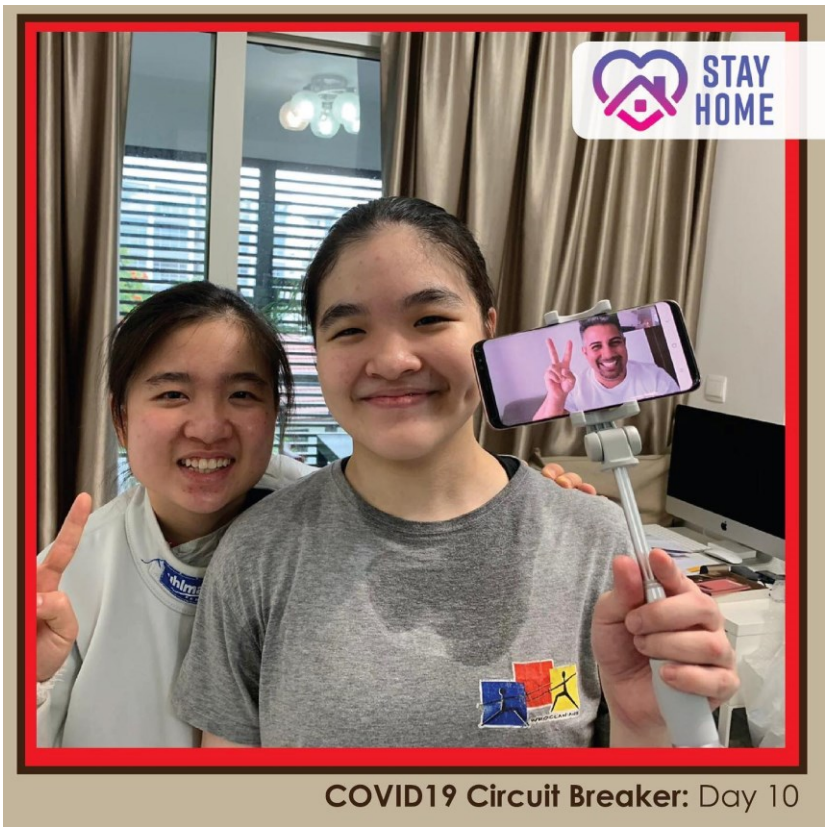

Credits: Fencing Singapore

General Security Measures when Using Online Video Conferencing Platforms

1. Meeting Schedule

Post the meeting details in a closed channel (e.g. whatsapp group or personal emails)

- Do not post the meeting details on publicly accessible platforms such as Facebook.
- Restrict the dissemination of the meeting details to only the participants.

2. Establish Rules for Your Athletes/Participants

- Do not share the meeting details with others
- Use your real name to log in, not a pseudonym, e.g. Full Name
- Wait for your coach/CCA teacher to verify you and your teammates
- Switch on your camera to allow your coach/CCA teacher to identify you
- Observe cyber wellness, e.g. respect others by using appropriate language and not sending inappropriate content to your peers

3. Correct Settings (Before Session)

- Be early for the meeting and check through the security settings
- Verify your participants (both by name and face) INDIVIDUALLY
  i. If there are unidentifiable participants, do not admit them.
  ii. If a participant used a different name, ask them to change to their real name before admitting them.
- Lock your meeting room (if applicable)
- Start your lesson and ask your participants to switch on their camera views
- Conduct your 'live' lessons while monitoring the participants like you would in a training
- If you are conducting an eCCA session for students, do ensure that the CCA teacher is present in the online session as well

4. If intruders enter your e-coaching session:

- Inform participants that you are ending the meeting and end the meeting immediately
- Adjust the necessary settings to prevent intruders
- Invite the participants to join the new meeting
- Verify that the intruder did not join the new meeting
- Lock the meeting room
- Explain to the participants what happened
- Identify any participants who have been emotionally affected by the incident
- End the meeting, counsel or refer the affected participants to a school counsellor (if necessary)
- If it is a school e-coaching session, do inform your CCA teacher in charge on the details of the incident

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Other Resources

- ActiveSG Circle: Sign up to conduct virtual coaching classes to a wider community
- CoachSG YouTube Channel: Check out our latest Home Based Learning videos and other resources that you can adapt for your online coaching
- Follow us on our CoachSG Facebook Page and Instagram for updates

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Version Updated: 22/4/2020