

## BE PREPARED FOR YOUR ZOOM STREAM

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Want to test your ability to attend the meeting prior to the meeting?

Visit the Zoom test page <https://zoom.us/test>

[Click here for the app in the Apple store](#) / [Click here for the app in the Google play store](#)

## Zoom Live Stream Commonly asked Questions and Answers

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This Q and A is designed for live streaming classes via Zoom. Students will recognize that Zoom is being used by the link they will see after logging in to [www.keyrealtyschool.net](http://www.keyrealtyschool.net)

**NOTE:** Students, instructors and the entire class may have ability to see one another during this type of live stream. Key Realty school values student privacy and does not have the ability to turn on/off webcams. If the State or Government deems it necessary for Zoom to be used, we are encouraging every student to be aware that everything in view of the student's webcam may be viewed by others participating in the live streaming video class, thus potentially compromising any aspect of personal privacy. Key Realty School encourages students to review the [Zoom platform privacy policy](#) prior to attending a zoom stream.

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Who can I contact if I require tech support pertaining to audio or video issues: [ZOOM Support Page](#)

These questions are asked from a student's prospective and answered by Key Realty School:

Q Do I need a camera or webcam to take a course via live stream?

A YES! Students who do not have a webcam on their computer are encouraged to use a smart device. Course policies require the use of a student camera when attending any NV Real Estate CE or Post licensing course. Please attend the stream through a smart device (such as a smart phone) if your computer does not have a camera. Key Schools recognizes privacy issues as it pertains to use of the camera and student view features. Though we understand that we cannot presently force the student to use the camera, we encourage the use wherein it will further validate the course delivery method for future consideration. Not using the camera on a smart device (phone or similar) or webcam potentially under minds the course delivery and prevent the student from earning the certificate of education.

Q Do I need to download an app to view the stream from a mobile device?

A An app is not required for a computer view but an app is required for mobile view. Search Zoom to download the free app. Once installed, the video would automatically open in the installed app once the active link is clicked on in the student dashboard at the time of the event. [Click her for the app in the Apple store](#) / [Click here for the app in the Google play store](#)

Q How will I know when the streaming video is set to take place?

A The online calendar will note live events that are to be broadcast via live stream. [Click here for calendars](#)  
The live event will take place at the exact date and time as the scheduled live event noted online

Q How will I access the live stream event I have registered for?

A An access link will be provided within your student dashboard at [www.KeyRealtySchool.net](http://www.KeyRealtySchool.net)

Q Is there a tech support line that can be called during the video broadcast?

A There is not a phone number to call but there is a help / contact option within the system that allows the student to connect with the streaming service.

Q Is the live stream the same as attending the lecture in person?

A Though technology is ever improving, the live stream of the lecture still does pose limitations. Though it is a broadcast of the live lecture, technological limitations prevent this from being the exact same experience as the live lecture.

Q Do I need any special hardware or software to view the live stream?

A No. Customarily, the student will only need internet access. Though the stream is best viewed on a computer, a smart phone or tablet will work fine.

Q Will the instructor or the other students be able to see me?

A YES! Students should be aware that any perceived notion of privacy may be compromised as everyone participating in the live stream class may be able to see each other.

Q Will I be required to sign into the chat?

A Yes, it is recommended that you sign into the chat either as a guest or by following another sign in option. Guidance will be provided by the instructor as it pertains to the chat. This guidance depends on the course as some courses do require the chat to be used more frequently. In most cases, the instructor will attempt to incorporate the chat messages into their lecture.

Q How do my hours get recorded?

A This depends on the course, but in most cases, the hours are afforded through exam, not by attendance. That said, clock hour courses may require attendance that is monitored through a combination of the chat and the students IP address. No additional action is required by the student in this case, other than watching the lecture.

Q How will I receive my certificate of education?

A Upon successful completion of the course, the course certificate will be posted to the student dashboard at [www.KeyRealtySchool.net](http://www.KeyRealtySchool.net)

Q Can the video be paused if I need to step away?

A No. This is a live broadcast. Much like attending the seminar in person, the student would simply catch back up when they return to the lecture.

Q What if I have additional questions about the way the live stream works?

A Contact the admissions office of the school during business hours: 800 472 3893