

Please read the following information carefully before booking your place on one of House of Illustration's online masterclasses.

### **Accessibility**

We understand our participants may have a range of access needs. We are working towards our online masterclasses being as inclusive as possible and want participants to be supported. Please get in touch if you have any queries about online access by emailing [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk).

Most masterclasses include a combination of screen-shared visual presentations and live practical illustration activities.

### **Before the event**

All event times are GMT or BST.

Attendees must be aged 18+.

Important information and login details for the masterclass will be sent to the email address associated with your ticket booking, usually the one linked to your PayPal account.

If this email address is not the one you check regularly, please let us know by contacting [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk) from your main contact email address. Please do this **immediately after booking** and no later than two weeks before the event begins.

For security reasons, you will be sent the Zoom joining link, Meeting ID and Password, and a link to a Padlet board for the class **the day before** the masterclass, but not before. Please do not share these with anyone else.

### **Using Zoom**

Zoom is a free video communications platform that can be accessed by phone, tablet or computer which we use for live online delivery of our events. You do not need a Zoom account to participate in the Zoom meetings.

To join a Zoom meeting, either:

- click on the Zoom joining link sent to you by email; or
- go to [www.zoom.us](http://www.zoom.us) and enter the Meeting ID and Password; or
- open the Zoom app on your phone, tablet or computer, click 'join' and enter the Meeting ID and Password.

## **On the day**

Registration opens 30 minutes before the masterclass starts to allow enough time to let everyone in. Please remember that all timings are GMT or BST.

When entering the class, you will be placed in a waiting room and admitted once your name has been checked against the register.

Please ensure your on-screen name is the same as the name we have for you on the register.

You can change your on-screen name by going to your settings, or by clicking the 'participants' button when in the meeting, and selecting 'rename' from the drop-down menu on your name in the list.

After registration you can remove your surname if you wish.

If your on-screen name does not match your name on the register, you will be messaged privately for your email address or registered name. House of Illustration reserves the right not to admit anyone who is not identifiable from the bookings.

Once registered, you can step away from your screen before returning for the advertised start time. Events start promptly at the advertised times.

Latecomers may not be admitted, or there may be a delay in admission.

## **During the event**

Your video and microphone will be switched off until the session begins.

You are encouraged to have your camera on once the session begins in order to create a sense of community, but this is optional. Please do whatever makes you feel comfortable.

Please avoid overly distracting backgrounds, flashing lights and any offensive or insensitive material on shelves or walls. There are options to change your background in Zoom. House of Illustration is not responsible for participants' backgrounds.

You are free to participate, take breaks, walk away from the screen, or 'leave' an event at any point by turning off your microphone and camera for as long as you need. If you exit the event, there may be a delay in re-admitting you.

The host will introduce themselves at the start. They will be responsible for managing any administration required during the session and managing the chat. Participants can use the direct message function at any time to communicate with the host.

House of Illustration aims to foster an inclusive and supportive online space and will not tolerate the use of discriminatory or inappropriate language at any time.

## **Recording**

Please do not take screen shots or record any video or audio of the sessions.

Tutors may record masterclasses for training and access use only. Participants' faces will not be recorded. Unless requested for accessibility reasons, masterclass recordings will not be made available to participants after the session. Please make any such request at least one week prior to the class taking place.

## **Padlet**

Padlet is a free online tool that allows content to be shared within a defined group. You do not need an account to access Padlet.

For online masterclasses, Padlet is used for the optional sharing of participants' work. Participants will be sent the link to the Padlet board the day before the class.

You must not share the Padlet link with anyone else.

Padlet should be an inclusive and supportive online space and help foster a sense of community while participating in an event remotely. You are encouraged but not obliged to share your work, and to comment on that of other participants. Please be kind, respectful and non-judgemental.

Uploading work to Padlet enables your tutor to provide feedback on your work.

Any work you share on Padlet is yours and will not be used or shared without your consent.

You may share your social media handles with the rest of the class on Padlet when you upload your work.

The Padlet board will be available for participants to revisit for reference for two weeks after the masterclass.

We have found Padlet works best if accessed from a Google Chrome browser.

*If you have any questions or concerns, please email us at [education@houseofillustration.org.uk](mailto:education@houseofillustration.org.uk).*