



## KidsCrossing Pre-K Virtual Family Experience FAQ's

KidsCrossing is utilizing Zoom and the room breakouts function to orchestrate a Virtual Family Experience for our 3, 4, and 5-year-old attenders. Below you will find a list of helpful questions and answers. Please read through these before your child joins.

***When is it and how long will it last?*** The experience will take place on Saturday August 8<sup>th</sup> at 10AM. We are planning on the event lasting approximately 40 minutes.

***What is Zoom and a breakout room?*** Zoom is a virtual meeting platform. A breakout room takes a large meeting and allows us to break up into much smaller groups. This will give you and your children the opportunity to connect with one of our leaders, much like we do on any weekend in KidsCrossing.

***Do I need anything special to get on a Zoom?*** You can use Zoom's website <https://zoom.us/> or download the app on your smart device. (To do this, you may need to install a plug-in on your computer.)

***How do I access the Zoom?*** You need to register for the event to receive the links and passwords. To join you will use the links/Meeting ID's that you received via your confirmation email. If you did not receive the email, or you are having trouble, please contact [kids@thecrossing.church](mailto:kids@thecrossing.church).

***Do I need to participate with my child?*** We ask that at least one adult or parent participate. However, this event is a family experience, so everyone is welcome to join!

***What if I have multiple Pre-K kids?*** You are all welcome to share one screen!

***How do they get in the breakout room?*** Your child should automatically be placed in their breakout rooms once they open. If they do not, they may need to click join.

***My child can only see a limited number of people, is there a way to see more?*** If your child would like to see his/her entire group at once, it is best to use a computer. The default for both the computer and smart devices is speaker view. In other words, whoever is talking is the main video that appears.

- **On a computer:** In the top right corner, you have the option of clicking gallery view. This will place all video feeds on one screen.
- **On a smart device:** You will need to swipe left. Your screen will be limited to 4 participants at a time. To continue seeing the rest of the participants, keep swiping.

***What safety measures are you implementing?*** Along with only using our vetted and background checked small group leaders that serve with us for our in-person services, we are also using the following safety measures:

- Our link will only be obtained by email. It will not be posted online for anyone to access.
- We will be utilizing a waiting room as people enter. A KidsCrossing staff member will need to approve everyone before they are able to join.
- Our host, or KidsCrossing staff member, will be able to rotate through the rooms to listen and help, if needed.

***I have not been receiving Crossing Communications. How do I ensure that I do so moving forward?*** You may not be subscribed to KidsCrossing emails. To check, follow these steps. Go to our church website: <https://thecrossing.church>. Click menu and select "My Account". Log in with your ID and password. Scroll down until you see Subscriptions. Make sure there is a check mark next to the KidsCrossing Parents option.

We are looking forward to seeing you and your child in this new virtual way!