

Thank you for signing up for your mandatory 5-Hour Pre-Licensing Course with City A1 Driving School! Below you will find all the information needed to complete your course from home.

The process begins when you receive an email from “Abdul Wadood” (your course instructor) with a confirmation of your class’ date and time. In the middle of this email is a link that says “Click to Join”. If you have ever used the Zoom software on your phone or computer, all you need to do is click this link and you’ll be taken right into the course.

If you have never used Zoom before, or if you have an out-of-date version of Zoom on your phone or computer, you will be taken to a page where you can download the current version. Versions are available for PCs, Macs, Apple-based devices and Android devices. After Zoom installs, you will be asked about which meeting you want to join. Instead of filling any of this in, it’s easiest just to go back to your email and click the “Click to Join” link again. Now you’ll be let in the classroom – all that is left is to take the course!

If you do get asked for a passcode to get in, you’ll find that six-digit number in your email right below the “Click to Join” link.

There is absolutely nothing wrong with using a phone, tablet or laptop to take your 5-Hour course, but there are a couple of warnings. (1) Be sure to have enough battery charge for 4+ hours of streaming video with your camera on or have your charger connected, (2) Be sure to have something to prop up your phone or tablet because holding it pointed at yourself for 4+ hours is typically impractical, and (3) if you are asked if you want to use “Computer Audio” or “Telephone”, be sure to pick “Computer Audio” since you are using your phone as if it were a computer. (“Telephone” is only used if you were using a separate phone to listen as you watched the video on a different screen.)

We try to start the video on our end five minutes before your class starts so you can see the office and tell you are in the right place. Officially the class starts at the time you signed up for and which appears at the top of your email. Realistically though, it is unlikely we will get to start the actual course until five minutes after the official start time as we wait for people to install the software at the last possible minute.

Once the course starts, you have total control over your computer’s AUDIO. You can mute yourself at will, and at times the entire class may be muted to prevent 36 homes of background noise from drowning out the instructor. For privacy reasons, we cannot turn your microphone back on, so if you start talking and don’t hear your voice in the broadcast, you may have to click the microphone icon in Zoom to unmute yourself. There will be times when your instructor will ask questions and expect you to have your microphone on so you can answer and contribute. Besides those moments, you can turn your microphone off whenever you like.

Video requirements, on the other hand, are very strict. **YOU MUST KEEP YOUR CAMERA ON AND POINTED AT YOU AT ALL TIMES.** If your camera is not showing your face, it will be assumed you are not there. You may be prompted to get back in your camera’s view by the instructor or other technical staff, and you will not get much time to get back on camera before it is assumed you’ve left the course.

You must also make sure you are easily identifiable while the camera is pointed at you. The lights in your room must be on. Your camera must show your face, not just your forehead or hair. We’ll ask you to hold up your permit from time to time so we can see the right person is taking the course.

We'll even ask you to move around from time to time to make sure people are not putting a photograph of themselves in front of the camera and leaving! If you fall asleep, the instructor will try to wake you, but if they can't then you won't be given credit for attending, so it is strongly recommended that you not take the course while in a bed!

We will include breaks about once an hour throughout the class, and each break is about 10-15 minutes long. This is when you can stretch your legs, grab a snack, or run for the bathroom. Do not disappear from camera for these things during your lesson!

If you do have an emergency, such as getting sick or having a short home crisis, you do have about 5-10 minutes where you can disappear before we have to flag you as having left, so don't worry about having to take care of unavoidable things. After you've been gone more than that, the instructor may start asking where you are, and if you stay off camera longer than that it is unlikely we will be able to give you your completion certificate without you coming back at a future date to finish the class at the point where you disappeared.

If you do suffer some serious problem, like your house's power going out or your internet being disconnected mid-class, get in touch with us and we will try to get you into a future class to complete the course with no extra charge to you.

When the course is finished, all that is left is to receive the certificate you've earned. Your instructor will stay after class for approximately 45 minutes so that, if you'd like the certificate immediately, you can come to the office at 271 Kenmore and pick it up right away. You can also call to try to schedule a time to pick it up, but be aware that the phone rings almost non-stop immediately after the class and voicemail is packed now that the course is available again. The easiest way to get your certificate is to simply do nothing. If we don't see you or hear from you within 24 hours, we'll put your certificate in the mail and send it to you through the post office. This is the default method, so if you do nothing we will automatically send it, which for local mail means you'll receive it in 2-3 days.

If you have questions, try to call or email the driving school well in advance of the meeting. The half-hour before the broadcast is quite hectic, so calling right before a class starts is NOT recommended.

BE AWARE THAT THE ENTIRE COURSE ONLINE IS BEING RECORDED, AND THAT THIS VIDEO IS KEPT TO VERIFY ATTENDANCE AND OTHER ISSUES THAT ARISE. OUR GOAL IS TO GET A CERTIFICATE IN THE HANDS OF EVERYONE THAT SIGNS UP, BUT IT MUST BE LEGITIMATELY EARNED!

Thank you for choosing to take your 5-Hour Pre-Licensing course with City A1 Driving School! We know that the COVID-19 pandemic has thrown a curve into many people's driver education path, but hopefully being able to take the course at home with your own couch, refrigerator and bathroom nearby makes up for a little bit of the extra stress we've all had while waiting for the course to reopen!

We'll see you all online soon...