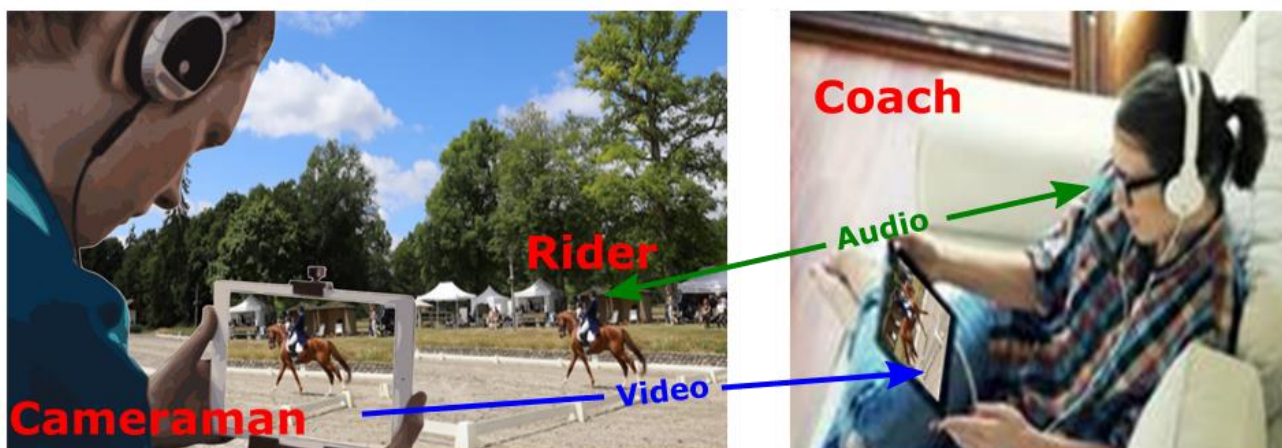


The purpose is to allow riders to have a lesson from a coach who can be located anywhere in the world. This can be achieved with someone filming the rider, and then having the coach, rider and cameraman connected via a group video / audio call.



There are a few ways to set this up, and we've found that having a few options is good because sometimes what works one day, isn't the same another day. Sometimes an App works fine, other times the same App is glitchy. Sometimes hanging up and restarting a call works, other times it's better to have backup options!

### Options for 3-way video and audio calls:



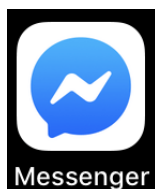
**Pros:** Comes with iPhone/iPad – no need to download App, set up new profile, add contacts etc. You can FaceTime anyone already in your phone contacts if ringing their iPhone.

**Cons:** Not available on all devices – only works on Apple products, i.e. iPhone, iPad, Mac.



**Pros:** Available on all devices and can be logged into same skype account on multiple devices at the same time (including phones, iPads, tablets, computers, etc).

**Cons:** Can be fiddly adding contacts (need to know each others' skype details) so need to do this and test before lesson.



**Pros:** Available on all devices and can be logged into same account on multiple devices at the same time (including phones, iPads, tablets and on a computer via facebook).

**Cons:** When using Messenger on a phone, it has a few gimmicky social media things such as putting bunny ears on your head so just need to ignore all the extra buttons!



**Pros:** You can call anyone already in your phone contacts who also has WhatsApp.

**Cons:** WhatsApp requires a phone number so can only use it on a phone (not iPad / computer). There are ways around getting it on an iPad or computer, but it is not very straightforward so best to just use WhatsApp on a phone.

## Checklist for a remote coaching session:

**Check internet connection at rider's place and coach's place.** You can check your internet speed at [www.speedtest.net](http://www.speedtest.net). Ideally you want at least 4 Mbps download speed and 1.5 Mbps upload speed. Bear in mind that if you have 4 Mbps but somebody else will be using the same connection at the same time then less will be available (i.e. if the coach is using their home internet and somebody else in the house is streaming a movie they will need more – or tell their housemate to stop watching their movie 😊).

### Equipment requirements:



The coach needs: **Wifi connection; 2 devices such as 2 phones, or a phone and iPad / computer** (1 device is a backup in case 3-way options don't work). Sometimes if a 3-way connection isn't good, the coach can do a video call with the cameraman and a separate audio call with the rider to reduce the bandwidth required.



The rider needs: **Wifi connection; Smartphone; Bluetooth headset** so they can put phone in pocket.



The cameraman needs: **Wifi connection; Smartphone or iPad/tablet with camera; Headphones** (reduces the amount of audio feedback because the rider and cameraman are close to each other).

### Everyone must do the following at least a few days before the lesson (coach must do it on both devices):



If using an iPhone and/or iPad, make sure it has the latest iOS version on it (at least 12.1.2) and download FaceTime App if you don't already have it. Do a quick test call on FaceTime with the other 2 people.



Download Skype App on to phones and/or log into Skype on your computer. Make sure you have the other 2 people in your Skype contacts and do a test call.



Download Messenger App and/or log into Messenger on your computer. Make sure you have the others' contact details in Messenger and do a test call.



Download WhatsApp (phones) – make sure you have others' contact details in WhatsApp and do test call.

Discuss with the other 2 people what devices you will use so you can work out which Apps will be best. If one person doesn't have an Apple device, then FaceTime won't be an option for 3-way. If the coach will watch on an iPad or computer, WhatsApp won't be the best as it is designed for calls between phones only.

You can also use a mixture of the Apps 2-way – for example, you could do a FaceTime video between the cameraman and the coach if they are both using an iPad, and then the coach and rider could speak on a WhatsApp phone call (or even on a normal phone call if it's not going to be an expensive international call).

### Before the lesson:

Make sure all batteries are fully charged, including wifi routers, phones, iPads, tablets and bluetooth headsets.

### During the lesson:

The rider, coach and cameraman should connect to wifi and then start the group video call. Then do the following:

**CAMERAMAN: mute microphone** when not talking (reduces feedback because you are close to rider)

**RIDER and COACH: turn off your video.** The only video required is the one from the cameraman to the coach – turning off other videos reduces bandwidth required and so can improve the video and call quality.