



Thank you for signing up for our Make It! Live programs. Provided below are FAQs and precautions we are using to protect the privacy and safety online of our families.

What technology platforms are you using to deliver Makelt! Live?

We are utilizing Zoom.us for our video conferencing technology. We encourage our participants to share the final projects with our social media team for posting. We also would encourage our participants to have their parents/guardians share on their social media accounts, too!

How do I sign up for Zoom?

While Zoom allows you to register for an account, we highly encourage our families to join our virtual sessions as participants through the Meeting IDs that are sent out from our KID Museum Help Desk email (help@kid-museum.org).

I have been hearing about individuals “Zoombombing” sessions. How are you being proactive and preventing this?

We are using password-protected Meeting IDs to prevent Zoombombing. We also have disabled file transfers, allowing only our hosts to have the ability to present their screen, and have trained our Maker Educators who conduct the sessions on how to handle a potential disruption.

What about participants that are disruptive or inappropriate during the session?

We have a Virtual Code of Conduct that we ask parents/guardians to discuss with the program registrants. We send this out in the initial registration email and also have it posted on our website under Make It! Live policies.

For the safety and enjoyment of all of our program participants, our Maker Educators will remove any student who is being disruptive during the sessions. If a participant is removed from the session, KID Museum Education Leadership will reach out to the parent to discuss the removal and why it was necessary. No refunds will be given to participants who are removed from the program.

What is your refund policy for Make It! Plus programming?

Full refunds are given up to 48 hours prior to the start of Make It! Plus programs.