

Zoom: Guide for Participants

Video Tutorial Links

- For video tutorials on how to use Zoom click [here](#)
- Video tutorial on managing [Video Breakout Rooms](#)
- Video tutorials on [Hosts and Co-Hosts Controls in a Meeting](#)

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Join a Zoom Meeting

- Click on the link shared with you
- Click 'launch application' which will install the Zoom app on your computer. If needed, you can also install the app by following the directions on their website, <https://zoom.us>
- After the Zoom app is installed, your meeting will start.
- If needed, click "join audio conference by computer" to connect your headset/microphone.

Once the meeting has started you will see the Zoom menu bar at the bottom of the screen. If you do not see the menu bar, move your mouse slightly and the menu will appear. The menu bar may disappear in full screen mode.

From the menu bar you can:

- Mute/unmute your audio
- Stop/start your video
- Configure your settings for items such as audio and video
- Invite more people to join by email, IM, SMS (mobile users) or meeting ID
- View a list of participants
- Share your desktop (everything you have open) or select a specific application to share (for example, Google Docs)
- Send a message to one person (private chat) or to all participants
- Record the meeting (if you have been granted permission)
- Leave or end the video meeting

Guide

You will need:

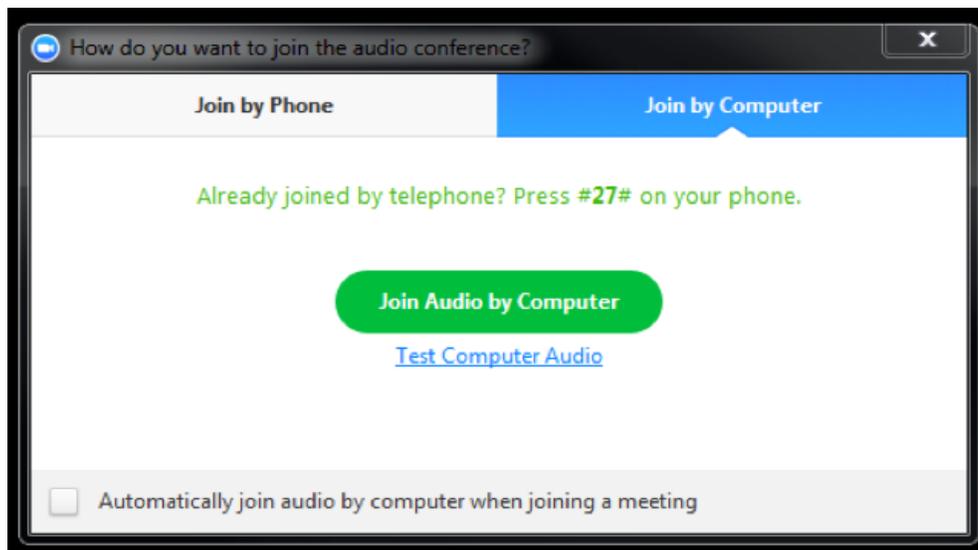
- An internet connection - broadband wired or wireless
- Headset/earbuds with microphone
- Webcam - built-in or USB plug in

Enter the Zoom Meeting

Your meeting host/instructor will provide the URL to the Zoom room. Simply click the URL or paste into your browser of choice to open the meeting.

Audio and Video Setup

After launching the Zoom meeting from the meeting URL, you will be prompted to join the room's audio. Zoom allows audio participation through your computer's internal speakers, a headset, or a phone line. The initial step of joining the audio by computer looks like this:

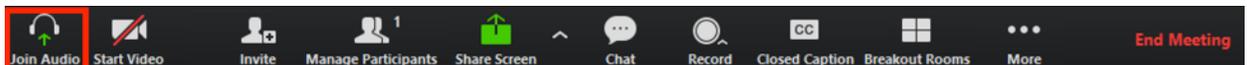


Should you experience problems connecting your audio, click the arrow next to the microphone icon in the bottom-left hand corner, choose “Audio Options”, then “Test Computer Audio”. Built-in and peripheral webcams will turn on automatically when the meeting launches.

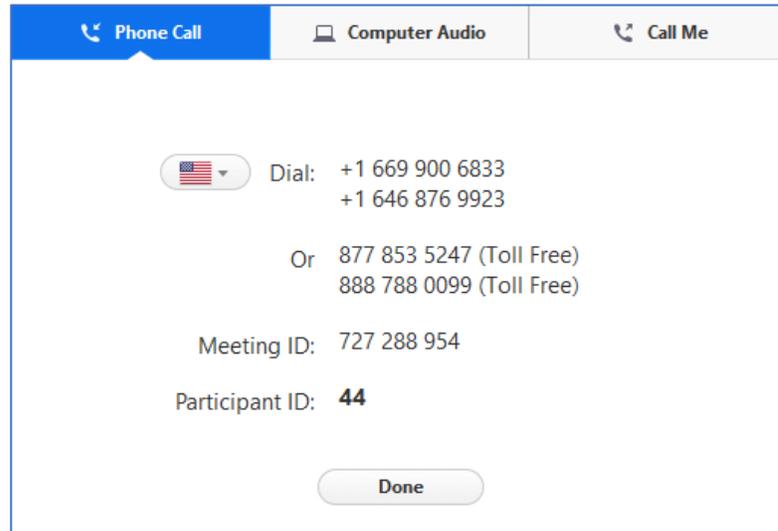
If you need to change your audio/video input device, click the arrow next to the microphone/camera icon and select the appropriate device.

Joining meeting audio by phone

1. Join a Zoom meeting.
2. You will be prompted to join the audio automatically, but if this prompt does not appear or you close out of it, click Join Audio in the meeting controls.



3. Click Phone Call.



4. Follow the instructions for dialing in:

- Select the country you're calling from in the flag drop-down menu.
- Call one of the numbers provided.
- Enter your meeting ID followed by #.
- Enter your participant ID followed by #.

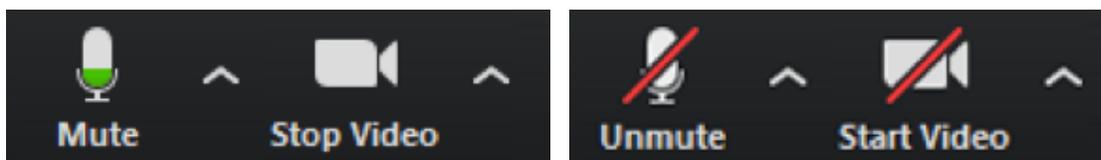
Phone controls for participants

The following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:

- *6 - Toggle mute/unmute
- *9 - Toggle raise/lower hand

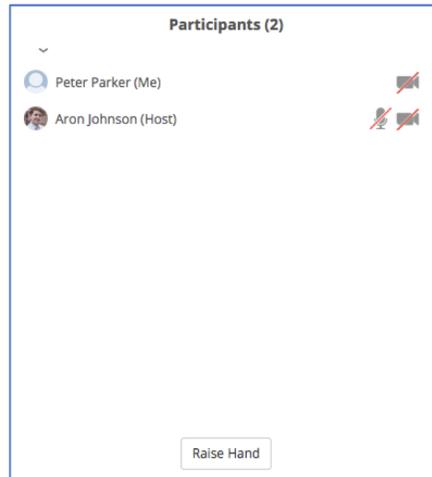
Mute Yourself

To mute yourself so others cannot hear you, click on the microphone icon in the bottom-left corner. To unmute, click the microphone icon again. Follow the same process to turn the webcam on and off.



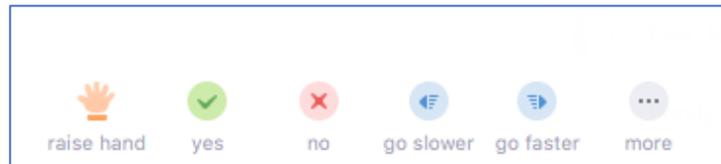
Participants List

The participants list shows all the active members in the meeting, including your instructor(s) and fellow students. To open the participants list, click "Participants" in the bottom menu. This will open a list on the right-hand side of the meeting screen. You can mute yourself or change your display name by hovering over your name in the participants list.



Raise and Lower Hand, and display other statuses

Let your instructor know you have a question by raising your hand. This will place a hand icon next to your name in the participant list until you choose to lower it. You can access this feature in the Participants window. If you're using the latest version of Zoom, there are also options to ask the meeting host to go faster or slower, and you can also indicate "yes" and "no" as shown below:



Share Screen

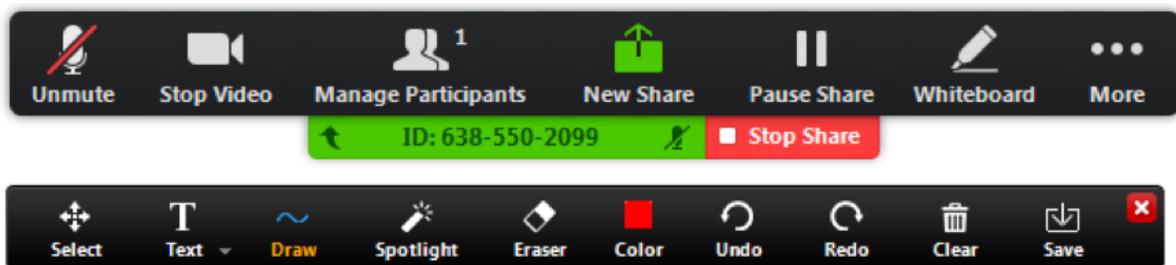
Participants are able to share applications or documents using Share Screen, assuming the instructor has granted sharing rights. After selecting “Share Screen”, Zoom will present a list of all active applications and available desktops on your computer. You may also choose to share a whiteboard or iPhone/iPad.

When the screen is shared, the bottom navigation menu will move to the top of the screen. To reposition the menu, simply click and drag.

NOTE: By default, screen share opens in full screen. If you have the participants list and chat windows open (they will display on the right-hand side of the meeting), the windows will be hidden in full screen. Either click “Exit Full Screen” in the upper right corner or re-enable the windows by clicking “Manage Participants” and “Chat”.

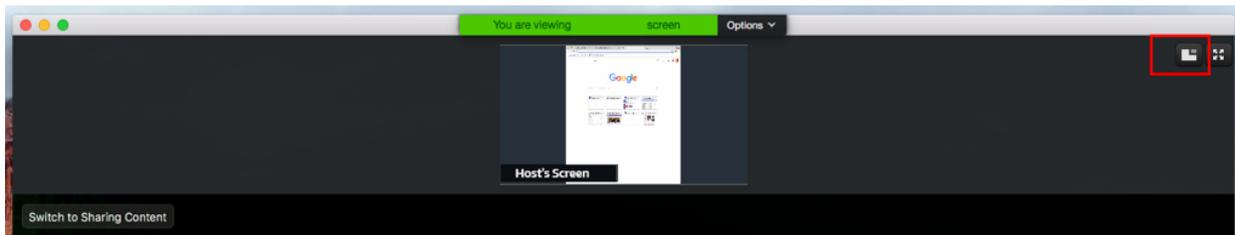
The annotation toolbar allows participants to draw and make comments on the shared screen. Your instructor may choose to disable this feature.

To end the screen share, choose “Stop Share”.



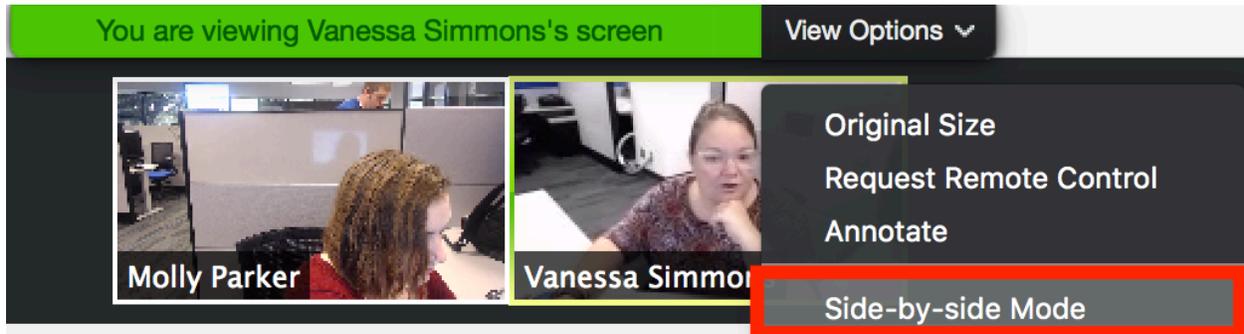
Swap Screen

If you want to see the podium video (video of the class) in a larger screen, you can click on the icon to the left of the full screen icon, which should be located to the right of the list of videos at the top.

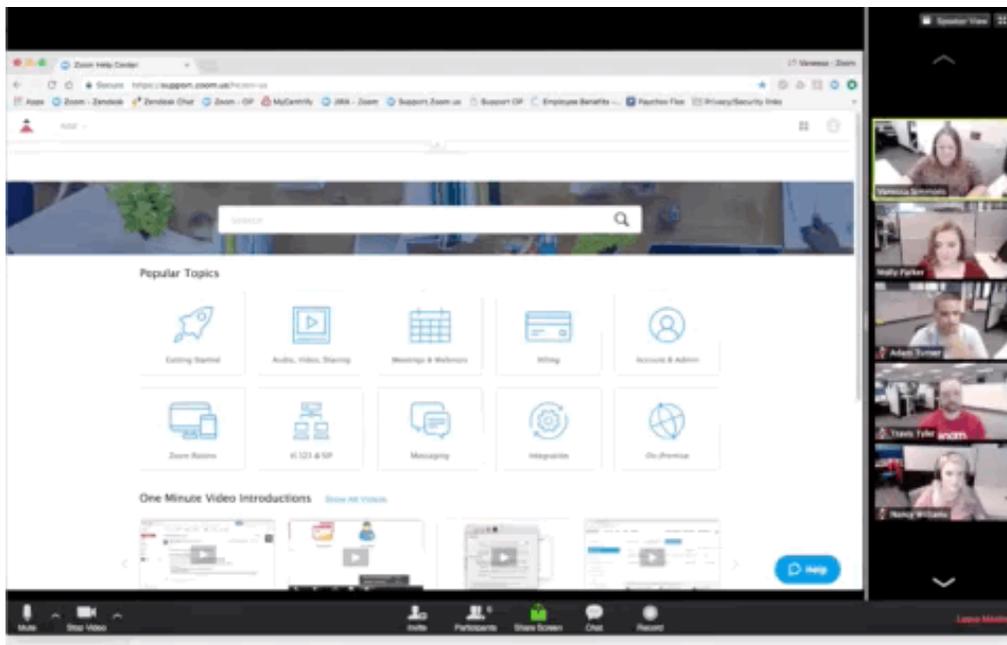


Viewing Shared Screens with Side-by-side Mode

To see a shared screen and the participants at the same time, you can use side-by-side mode. When viewing a shared screen, click on the dropdown arrow that says "View Options." Select the checkbox to enable side-by-side more, or deselect it to turn off side-by-side viewing.



You can also change the size of the side-by-side view by clicking and dragging the partition over to the left.



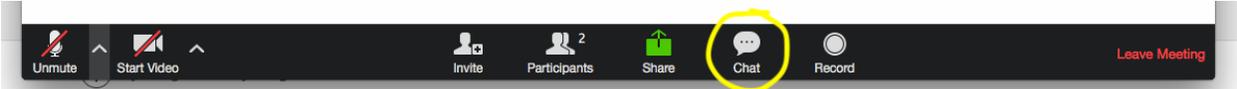
Chat

Chats may be sent either to all members of the meeting or privately to specific individuals. Choose the appropriate person for private chat using the dropdown menu next to the "To:" field. Your instructor may choose to disable private chat, in which case chats are sent to all participants in the room.

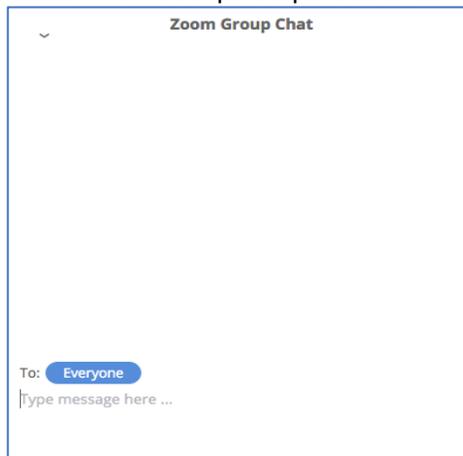
NOTE: If you enter a Zoom room after the meeting has begun, the chats received prior to that time will NOT be available in the chat window.

View Chat Box

Once you have joined a meeting and connected audio, you will see a black box at the bottom of the screen.



Click on the chat button and a chat window will appear on the right side of your screen which allows you to chat with all participants or select an individual participant to chat with.



Video Conferencing Instructions and Etiquette

Etiquette and Expectations

1. Facilitator will always include a unique Zoom meeting link, dial-in instructions, and an Attendee Zoom Guide boilerplate text in all calendar invitations.
2. If it is a recurring meeting, the facilitator will set up the meeting series in Zoom to create an individualized meeting link. This will allow for recordings to be collected under one category.
3. Facilitator will always record to the Zoom cloud to allow for note-taking reference source. This typically applies to meetings that take place with vendors or third-parties.
 - a. Pro-Tip: In order to avoid recording keyboard strokes, ask another attendee to serve as the main audio source. You may still control the recording function from your computer.
4. When meeting with external stakeholders, vendors, etc., facilitator will utilize the video function.
5. During the meeting, the facilitator will monitor the chat room and the raised hand function.
6. During the meeting, if there is continued audio feedback, the facilitator may decide to mute certain attendees in order to avoid further feedback.

Instructions for Usage

Download Outlook Plugin for Zoom:

Schedule your Zoom meetings directly from Outlook with this Plugin.

- Log into the Zoom website, <https://zoom.us/account>
- Click the Meetings tab.
- At the bottom of the page click Add Zoom button to begin using the Plugin.

Set meetings using Zoom Desktop app or website, <https://zoom.us/account>

- Desktop App
 - Set up an impromptu meeting:
 - For immediate use, click the New Meeting button. A new video will pop up.
 - Invite others by clicking the Invite button and selecting Copy URL. Share the URL via email or Slack.
 - Set up a future meeting:
 - Within the Outlook meeting invitation, set up the invite as normal.
 - To add a Zoom link, click the Add Zoom Meeting button. A unique meeting link will be created and pasted within the body of the invite as well as the location.
- Website, <https://zoom.us/account>
 - Set up an impromptu meeting:
 - Under your Profile tab, copy and paste your Personal Meeting ID URL into your browser's address bar for immediate use.
 - Invite others by clicking the Invite button and selecting Copy URL. Share the URL via email or Slack.
 - Set up a future meeting:
 - Under your Meeting tab, click the Schedule a New Meeting button to create a meeting link for future use.
 - Once you've created the meeting, click the Add to Outlook Calendar button or copy and paste the Zoom meeting URL into a calendar invite.

Attendee Zoom Guide boilerplate text:

Add this text above/below your signature in all calendar invitations

Use these tips for an issue-free meeting:

- When joining Zoom, you may opt to use your computer audio, headphones, or dial-in using your phone. If you encounter any issue with audio, test your speaker and microphone by clicking on the arrow to the right of the Mute/Unmute button. This fixes most audio issues.
- You may experience audio feedback, especially if you're joining a call with multiple attendees in one room. Designate one attendee as the sole source for audio and mute all other attendees.
- This call may be recorded for note taking, follow-up, or training purposes. By joining this meeting, you consent to the meeting being recorded.

Meeting Functionality

- Join Audio
 - Click the arrow to test speaker and microphone
 - Mute/Unmute yourself
- Start/Stop Video
 - As a default, start the meeting with video on
 - Consider who your audience is to determine if video is necessary
- Invite
 - Copy URL or invitation, which includes instructions, to quickly send via email or Slack
- Manage Participants
 - View attendees
 - Mute attendees
 - Other settings can be accessed by clicking the More drop-down menu
- Share
 - Select a document or desktop screen to share with your attendees
 - As a default, only allow one person to share their screen at a time
- Chat room
 - Click Chat and a pop-up window will be accessed
 - You may message the entire group or select an attendee
 - When a message is sent to the group or to you directly, a notification will appear
- Record
 - As a standard, announce when you begin and end recording
 - Access the recording post-meeting via the Desktop app or website
- End Meeting
 - If you are the host, but the other attendees would like to continue to use the link, assign a new host using the Manage Participants tab, then select Leave Meeting
 - Select End Meeting for All to end the meeting immediately

Access a Meeting Recording

- Desktop App
 - Click Meetings tab
 - On the left panel, select Recorded
 - Select the desired meeting. When you click Open, you will be directed to the website
 - Click to play or click Copy shareable link to share with others
- Website, <https://zoom.us/account>
 - Under the Recordings tab, select the meeting you wish to review.
 - Click to play or click Copy shareable link to share with others

Video Conferencing Best Practices

Prior to the meeting

- Create a free Zoom Account
 - <https://zoom.us/signup>
- Test internet connection for an effective call (the recommended minimum speed is 8mbps download and 1.5mbps upload)
- Download the Desktop Client ahead of time or make sure your Desktop Client is up to date
 - https://zoom.us/download#client_4meeting
- Test Audio and Microphone connections

During the meeting

- Use Headphones with a Mic, especially in crowded places
- Mute microphone when not speaking
- Avoid Window Backdrops for a clear video

Support

For support or help with troubleshooting, please contact the OnRamps Technology team at support@onramps.zendesk.com or by calling 512-232-6872.