Getting Started with Zoom

Welcome

Presentation materials:

- Download the presentation from the AAUW California website Tech Tools page.
- The meeting recording and a summary Q&A document will be posted following the meeting.

Questions:

- Use the Q&A function to pose a question. We'll stop periodically to answer general questions.
- Chat has been disabled.

Check here for answers to all questions.

All questions (1)   My questions (1)

You 09:45 AM

Where can I download the presentation?

Check here for answers to your questions

Collapse all (1)

AAUW California 09:46 AM

Chat has been disabled. Use the Q&A function

Type your question here...

Type your question here.

Chat   Q&A   Leave

How to Use This Document

- Zoom offers a multitude of quality videos on specific topics. This document focuses on practical tips for using Zoom while hosting a session.

- Links to tutorials and additional reference materials are located in the top right corner of each slide for access following training.

- If the reference includes a video, you'll see a video symbol.

Agenda

- Welcome
- Getting Started
    - Create an account
    - Settings
- Schedule a meeting
- Hosting a meeting
- Problem Solving

Getting Started

Before You Begin

- Your workspace should have a pleasant, uncluttered backdrop.

- Choose a room with a door so you are not distracted by family or pets.

- Avoid being backlit by a window.

- Test your setup prior to your first meeting.

- Camera – optional. You can share your screen and manage the meeting. Your participants will not see your face.

- Microphone – optional. You can dial into the meeting by phone if you don't have a microphone.

Creating an Account

Free vs Paid Accounts

Paid Plan Features (Pro version = $14.99/mo/host)

- Extended meeting time - up to 24 hours from 40 minutes
- Phone conferencing (recently discontinued on free accounts)
- Support for large meeting.
    - Add more than 100 participants
    - Advanced meeting controls such as enabling and disabling recording, meeting lock, chat and notifications
    - Meeting registration
- Breakout rooms
- Personal meeting ID
- Polling
- Reports (registration and polling)

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Can You Share an Account?

- Yes. You can share an account.
  - Create (or use) an email account for your branch or group.
    - Gmail accounts are free. Create one that includes AAUW and your branch name such as AAUWbranch@gmail.com.
  - Share the login information.
- Remember, you can not hold two meetings at the same time.

Zoom - Getting Started

- Create an account: https://zoom.us/
- Host a meeting - use this option to start one right now
  - With video on/off or screen sharing only
- Schedule a meeting - use this option for future meetings
- Join a meeting - use this if you're attending someone else's meeting and you know the meeting number.

Keep it simple
- Schedule
- Invite
- Hold the meeting

Zoom - Helpful Settings

Most of the system defaults are fine. You may want to change a few.

Helpful settings to change:

- Video settings default to off for both host and participant. Change this if you have a small group that you trust.
- Change audio to **Mute participants upon entry**.
- **Turn "Auto saving chats" to on** so that you have a record of the conversations.
- Change "Who can share?" to **Host only** to prevent zoombombing.

Zoom - Finding Your Settings

Settings and meeting information can be found at the top right of your screen. Click on your name.

Addressing Security Concerns

There are several ways you can control your meeting and prevent intruders.

- Require registration so that you can review attendees and approve their participation. (*premium feature)*

- Require a password so that hackers can't crash your meeting if you use your personal meeting ID. (*default on all accounts)*

- Enable the waiting room so that you control who enters the meeting (*default on all accounts).*

- Set screen sharing to *Host Only* to prevent a participant from taking control of your screen (*basic account feature controlled via settings).*

- Lock the meeting after it begins to prevent others from joining. Note: it also prevents people you want to join from joining.

Schedule a Meeting

There are two ways to schedule a meeting via the desktop application or web browser.

- "Host a Meeting" – starts a meeting immediately.
- "Schedule a Meeting" – creates a meeting in the future.

Tips

- Zoom has implemented two defaults for meeting security:
  - Password is required (up to 10 characters).
  - Waiting room is enabled allowing you to control who enters the meeting.
- You can start and stop your meeting before the meeting date. This can allow you to practice using your actual meeting.
- If you can't find a security setting in the desktop application, check the web browser tool.

Invite Participants

- Invite prior to the meeting:
  - Copy the invitation information from the meeting and copy it into your email system.
  - Share the meeting with your calendar and invite from the calendar.
- Invite during the meeting:
  - Use the invite function at the bottom of your screen.
  - Send the URL or meeting invitation via email.
- Where to find the password if you didn't set one up?
  - Open the invite window. It will be at the bottom of the screen.

Registration (Premium Feature)

- Requiring registration allows you to know who has intend to join the meeting.
    - How many attendees are expected and who they are
    - Gather information to help with your session.
- Approve registrants automatically or individually.
- Use standardized list of data or create your own custom questions.
- Registration email can be resent.
- Unregistered participants will be prompted to register when joining.

Registration

Registration   Questions   Custom Questions

Approval
- Automatically Approve
  Registrants will automatically receive information on how to join the meeting.
- Manually Approve
  The organizer must approve registrants before they receive information on how to join the meeting.

Notification
☐ Send an email to host when someone registers

Registration

Registration   Questions   **Custom Questions**   Cancel

Create Your Own Question
You are prohibited from soliciting confidential personal information (such as credit card information or social security numbers) in your registration questions.

Order	Your Questions	Required	
1	Branch Name	☑	Delete
2	Did you attend a previous Online Conference Training session offered by AAUW California?	☑	Delete
3	Please describe any specific topic you would like to be covered in this session.	☐	Delete

New Question

Save All   Cancel

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Hosting a Meeting

Your meeting is scheduled. Now what?

Be Prepared

- Have an agenda.

- Distribute or post materials prior to the meeting to allow participants who are unable to join by computer can follow along.

- Start simple. Learn the basics of your tool first - including phone commands.

- Turn off all other programs on your computer such as Dropbox.

- Join the call early to work out connection issues and be prepared for common problems.

- Orient your participants to the screen and what you expect.

- Know when to give up.

- Relax and have fun. Participants take their cues from you.

- Practice, practice, practice.

Starting Your Meeting

1. Join or start the meeting.
2. Share your screen – You can display a presentation that has a welcome message.
3. Let participants in from the waiting room (individually or as a group).
4. Open the chat window.
   - Ask participants to open the chat window and enter their name and branch in the chat.
   - Control who participants can chat within settings.
5. Open the participant window.
   - You can control participant audio and video here. Participants can turn both on and off as desired.
   - Participants can provide non-verbal feedback if enabled (in settings). You'll see it next to their name.
6. Assign a co-host (optional).

Understanding Your Screen

1. Audio controls
2. Video controls
3. Invite more participants (password)
4. Open participant list
5. Share your screen
6. Open chat window
7. Recording controls
8. Control participant screen
9. Share reaction
10. Monitor non verbal gestures

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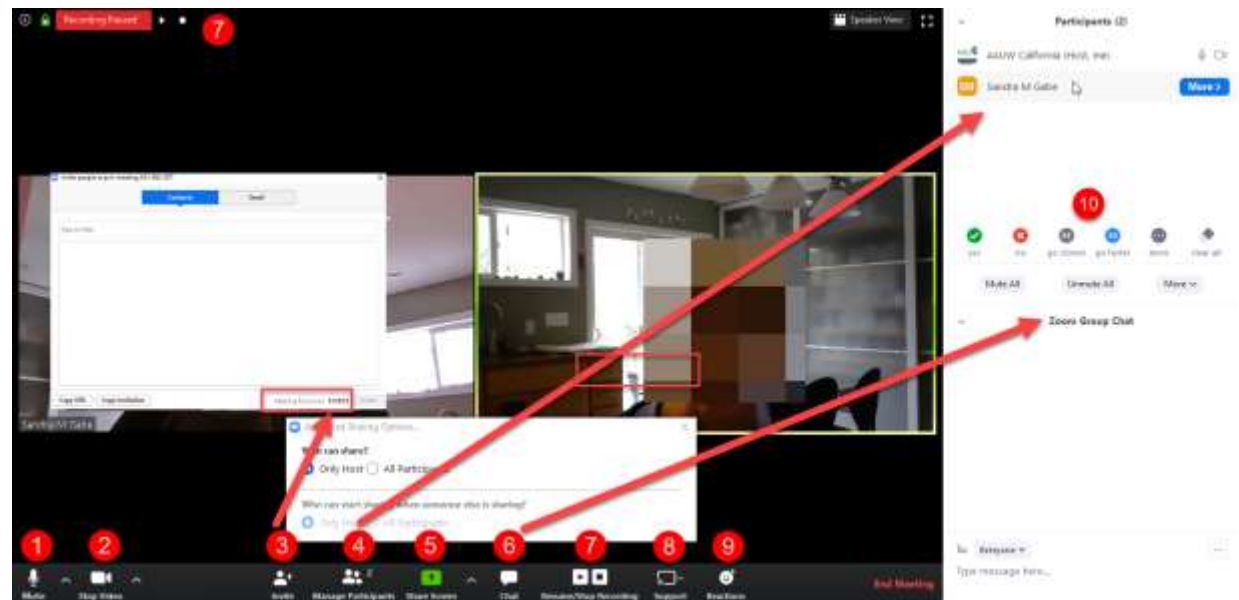
Zoom - Screen Layout

Control your Camera

Select a Camera
✓ Logitech HD Webcam C270

Video Settings...
Choose a Virtual Background

Unmute Start Video

Click to invite participants

Sandra M Gabe

Mute Stop Video Invite Manage Participants Share Chat Record **End Meeting**

Participants (1)

Sandra M Gabe (Host, me)

Shows your participant list.
Allows you to mute and unmute

Mute All Unmute All More ⌄

Select a Microphone
✓ Microphone (HD Webcam C270)
Handset (USB Internet Phone by TigerJet)
Same as System

Select a Speaker
✓ Speakers (Realtek High Definition Audio)
Handset (USB Internet Phone by TigerJet)
Acer H236HL (NVIDIA High Definition Audio)
Same as System

Test Speaker & Microphone...
Switch to Phone Audio...
Leave Computer Audio
Audio Settings...

Control your microphone

Unmute Start Video

If someone joins by phone,

- *6 - Toggle mute/unmute -
- *9 - Raise hand

Zoom Group Chat

Chat with the entire group or individuals.
You can control this in your settings.

To: Everyone ⌄   File ⋯
Type message here...

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Host Controls

There are three different ways that participants can share information with the host. Controls are in your settings.

1. Chat
   - Accessed via the chat bubble.
   - Displayed in the chat window.
   - You control who can chat.

2. Nonverbal gestures
   - Accessed and displayed in the participant window.
   - Raise hand, clap, go faster, go slower etc. available at the bottom of the participant window and display in the participant window.
   - Raised hand displays in the video window and in the host participant window.
   - Host and co-host can view gestures but can not use them.

3. Reactions
   - Accessed on the bottom tool bar.
   - Displays in the video window only.
   - They are also duplicated in the nonverbal gestures.

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Screen Sharing

- Turn off *Host Only* sharing if you want other participants to share their screen.

- You can share you're your entire screen or just a document or window.

- If you sharing a video – share the sound too. These controls are on the bottom of the share screen

- Remember participants can see what is in your window. Protect your confidential information by closing your email or sharing only part of your system.

Screen Sharing Options

Share

1. Your entire screen
2. A piece of your screen
3. If you're sharing a video, click these options
4. Advanced include a portion of your screen and audio/video only.
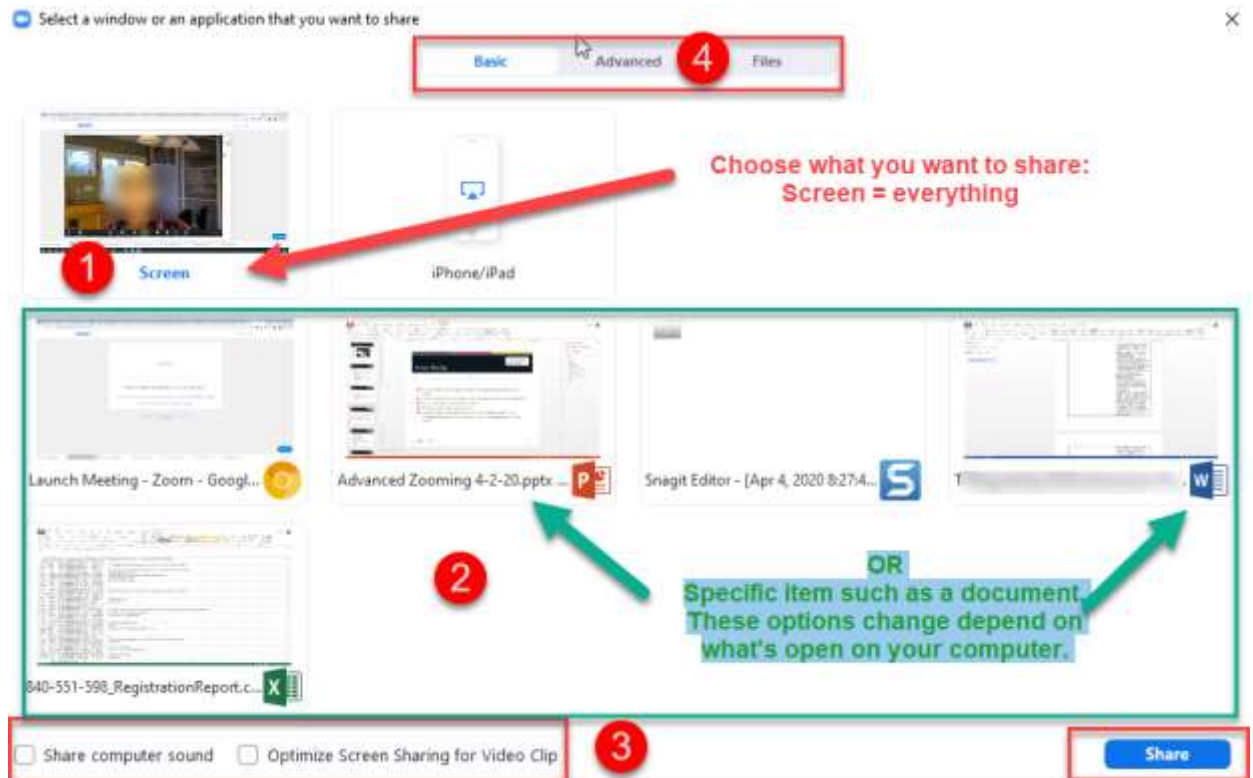
Managing a Large Group

- How do I see everyone in a large group?
  - You can't.
  - Use your participant window to see who's raised their hand. They will appear at the top of the list.
  - Use the chat to see who has questions.
- There are several view options
  - Speaker view – who's talking
  - Gallery view – everyone (up to 25 per screen)
  - You can hide "non-video" participants

Keeping Order in the Room

- **Mute all participants** on the call. Unmute them only when they need to contribute.

- **Use the Chat**. It can be your friend.

  - Have participants identify themselves and their branch name in the chat so you know who attended.

  - Use the chat to ask questions.

  - Assign a moderator to monitor the chat if you're presenting your screen.

- For large meetings

  - Save bandwidth and **turn video off.** It can be distracting for a large group.

  - **Limit who can share a screen** - You only.

Problem Solving

(Things didn't go as planned)

Common Audio Problems

DON'T PANIC

Problem

- I don't have a microphone.
- We can't hear you. You can't hear me.
- There's an echo when someone talks.

Tip

- Use the chat window to communicate while you work out the problems.
- Give yourself a deadline for solving problems, then move on.

Common Solutions

- Turn the microphone on.
- Use a headphone. Computer microphones are frequently not strong enough to pick up sound.
- Mute everyone who's not talking. The video conferencing software responds to sounds. If someone has a lot of background noise it will interrupt your speaker.

When all else fails

- Have the person keep their video session going and have them dial in by phone.

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Common Video Problems

Problem

- I can't see you.
- I can't see what you're displaying.

Common Solutions

- Turn the camera on.
- Confirm that you're sharing your screen.
- Is your camera covered by an anti-glare screen?

When all else fails

- Have the person follow along using materials you've sent out or posted. You'll have to describe how you're navigating more clearly.

Optimizing Bandwidth in Your Home

Many items in our home are connected to the internet. Even when they aren't being used the devices ping your internet to stay connected. Each of these devices take a small bit of your available bandwidth and can impact your system performance. If you lose your connection to the internet or have slow response time when you're in an online session consider turning these items off.

- Network connected printer

- Smart TV

- Other computers, tablets and cellphones (or put in airline mode)

Other tips

- If you are sharing your screen, present materials from your local computer if possible. Sharing online google files takes bandwidth. Download them to your computer.

- Reboot your router or modem prior to your session.

Recording a Session

- Choose Record from the bottom tool bar
    - Record on the Computer so that you maintain control of the recording
    - Putting the recording "to the cloud" means Zoom has access to it.
- Notify participants that you are recording them and tell them how you'll use the recording.
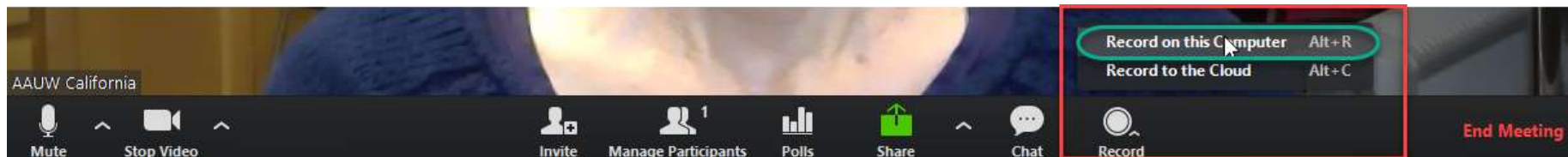
Recording a Session
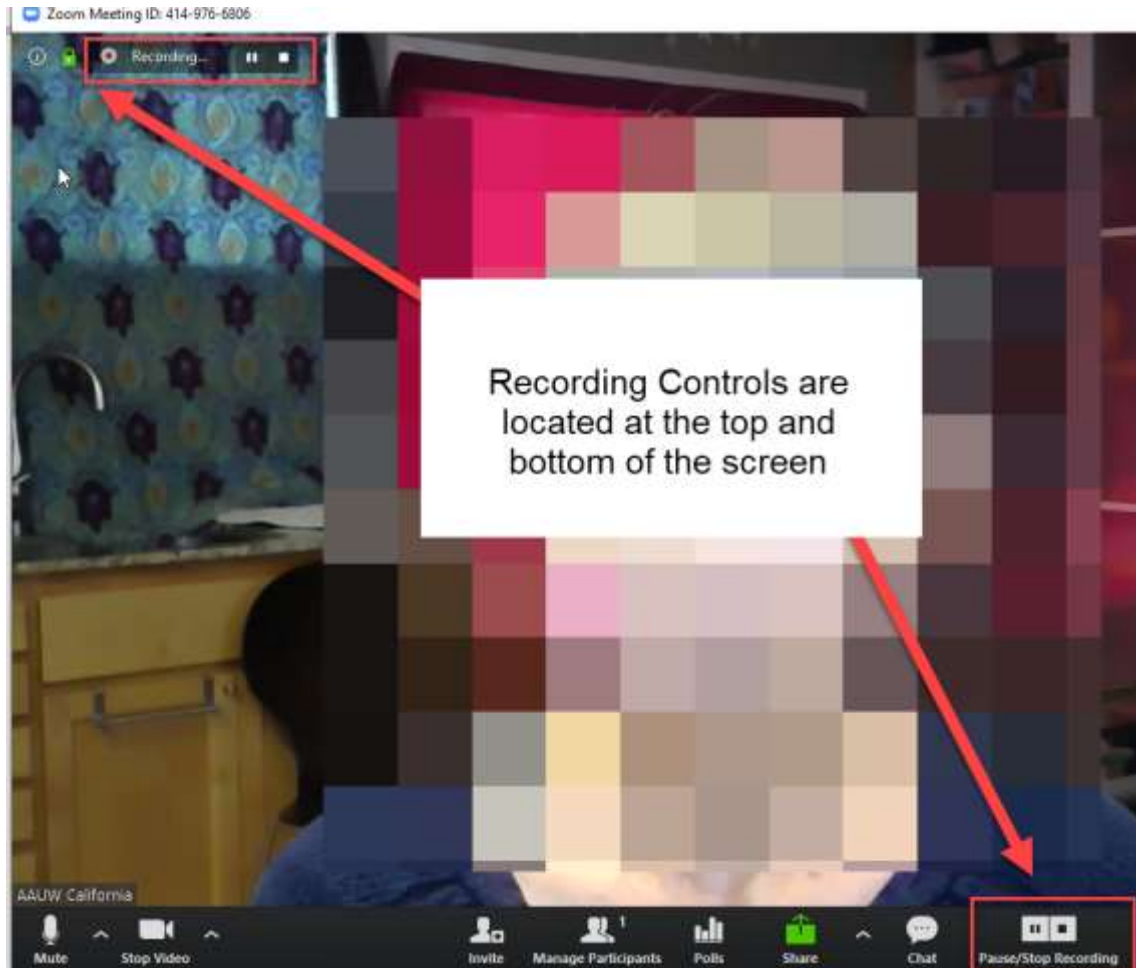
Reports

Reports are located on your dashboard under Account Management

- Registration reports
- Poll results

Chat transcripts are located in a folder in your Zoom application folder.

- When you close the meeting a folder will open where the chat transcript is located.

Breakout Rooms

- Turn on feature in settings prior to meeting:
    - Create rooms
    - Assign participants to a specific room using the registration report
- Available to host and co-host only.
- Create up to 50 rooms.
- Breakout rooms can be started, stopped and restarted multiple times during a session.
- Split participants manually or automatically during session.
- Host and co-host can:
    - Join any room.
    - Message all rooms.
    - Move participants between rooms.

Closed Captioning

- Turn on closed captions in settings
- Assign someone to type closed captions

- Note: Zoom is evaluating the inclusion of automatic transcripts to be included in a future version. Release date and price have not been announced.

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