ZOOM Webinar/ Video Conferencing:

Best Practices

THINGS TO CONSIDER **BEFORE** YOUR ZOOM MEETING

1. KNOW YOUR LOGIN

For future reference, you may fill in your login information below to save for later:

Username:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Password: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. MAKE SURE YOU HAVE DOWNLOADED ZOOM
* Zoom meetings can be joined from a Web Browser, however, this document will refer for practices to use while operating within the Zoom application on your computer
* If you haven’t downloaded Zoom on your computer yet, use the Zoom website to create an account and download Zoom: <https://zoom.us/>
1. CHECK TO SEE IF YOUR WEBCAM AND SPEAKER ARE SET UP PROPERLY AND WORKING ON YOUR COMPUTER
* If you are joining a Zoom meeting using your computer, check in your computer setting to ensure you have video capabilities and your audio settings are working properly (for help on this, contact your IT department and a colleague with skills in technology)
* If you DO NOT have a webcam or your audio settings are not working, you can still join a call using your computer to see the additional members or presentation, but you must also dial in to the call so you can be heard (please see notes on joining the call as a participant via a telephone)
1. FAMILIARIZE YOURSELF WITH ZOOM FUNCTIONS
* As the host, it may be helpful to find out the level of familiarity with Zoom for the meeting participants. If you find that many of the participants are unfamiliar with Zoom, ask them to join the meeting 10-15 minutes early and review the various functions within Zoom.
* As a participant, even if the meeting host has not asked you to do so, plan to join the meeting 10 minutes early to ensure you are able to get in to the meeting without any issues. This way, if you do run into any problems, you can get help before the meeting time.

NOTE: These instructions are designed to assist with Zoom practices in general. Some of the functions may appear differently on your computer as this document drew from icons on a Zoom Pro account.

PARTICIPANTS:

1. Joining a meeting

*Note:* If you are joining a meeting either by phone or computer, it is helpful to mute yourself (located at the bottom of the screen or on the call screen of your phone) unless you have a comment/question as your background noise will be heard by all participants

* 1. Video Conference on a Computer, iPad, Phone, Tablet, or other handheld device)

There are 2 options for joining:

* + 1. Click the link provided to you by the meeting host in the email or calendar invite
		2. In your Zoom application, click “Join” and type in the Meeting ID

When joining the video conference on your computer, make sure you select the option to “Join With Computer Audio”. Here, you may also test your speaker and microphone.



* + 1. When joining the meeting, your video may not automatically turn on. Navigate to the video camera icon at the bottom left of the screen, if there is a red slash through it, your video is off. Click the icon to turn it on.

 

* + - 1. The host can also ask you to turn on your video. Click “Start my video” to begin the video



NOTE: Video refers to the ability for you to be seen during the call. This is NOT the same as the “record” function, which will record the meeting.

* 1. Telephone
		1. Dial the phone number provided by the host in the email or calendar invite.
		2. Enter Meeting ID, followed by #
			1. You will be prompted to enter you Participant ID, which can be found when you use the instructions above to join the meeting online, but instead of joining with computer audio, you will choose the “Phone Call” tab
			2. If you cannot locate your Participant ID, press # again
		3. You will hear a message if the meeting has not started, wait on the line until the host begins the meeting
1. Additional practices to keep in mind
	1. To participate in a Zoom when someone else is speaking, there are several ways to do so
		1. Use the Chat window to submit a question or alert the host or Chat Operator that you are having trouble accessing the Zoom
		2. Answer questions using the “yes” or “no” options in the chat bar
		3. Click on the icon w/ three dots to see more ways to respond in the chat
	2. On you bottom tool bar, click “Participants” to be able to “Raise Your Hand” to alert the host that you have a question to ask. Once your question has been addressed, be sure to lower your hand.



These options will show up at the bottom of your chat bar on the righthand side of your screen:



* 1. It may be helpful to use headphones when joining a call to decrease the amount of background noise
	2. Be aware that your location can affect the quality of your video image, close window blinds or adjust your lighting to avoid glare

GENERAL PROBLEM-SOLVING TIPS

1. In the event that you can’t hear the other person on the call, here are a few ways to troubleshoot:
	1. Ensure the volume is up on your computer or device
	2. Check with the individual to see if they have muted themselves
	3. Invite them to “leave the meeting” and rejoin, but ensure that they select “Join With Computer Audio”
	4. Check your setting (location may vary depending on your device) to ensure that you have enabled the microphone
2. In the event that you are disconnected from a call, rejoin the call using the link provided by the host or click “Join” in the Zoom app and type in the Meeting ID

To watch a review of Zoom practices and to see many of these practices in action, use the following link:

<https://www.youtube.com/watch?v=GP6pJMw2fyc&feature=youtu.be>