

Using Zoom - A Guide for Participants

Table of Contents

1. Background	1
2. Joining a meeting	2
3. Participating in a meeting	4
i. Audio controls	4
ii. Video controls	4
iii. Screen views	5
iv. Renaming	5
v. Using Chat	5
vi. Reactions.....	6
vii. Breakout Rooms.....	6
viii. Sharing screens.....	6
ix. Leaving a meeting.....	7
Appendix A – Hints and Tips for Video Calling	8
Appendix B - Index of roles in Zoom	9

1. Background

Zoom is a video and audio conferencing platform that can be used on Laptops, Tablets, Smartphone and 'Audio Only' from any phone.

Zoom should **not** be used for small Team Meetings; meetings with other professionals; or where confidential and sensitive information regarding residents and/or service users will be discussed, for these meetings you should use Skype for Business or MS Teams.

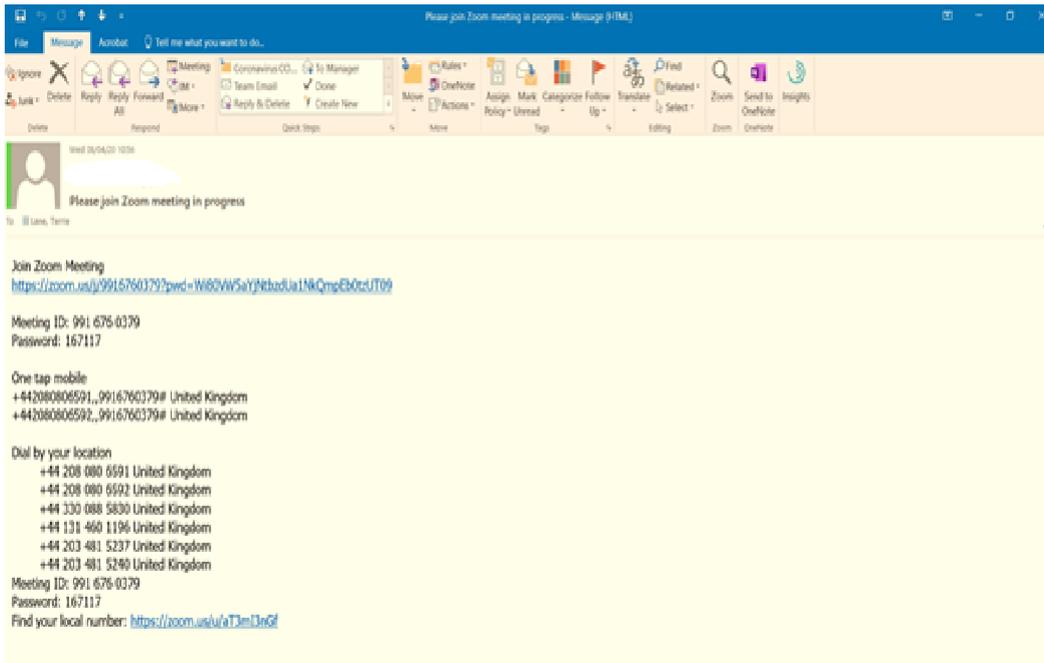
To manage requests for meetings, the council has allocated Zoom licences to named moderators (Zoom calls these hosts), in order to plan, **host and manage a Zoom video conference**. One of these licenses will be required and only someone with a licence will be able to arrange and

manage a conference. You **do not** need a licence to participate in a meeting you have been invited to.

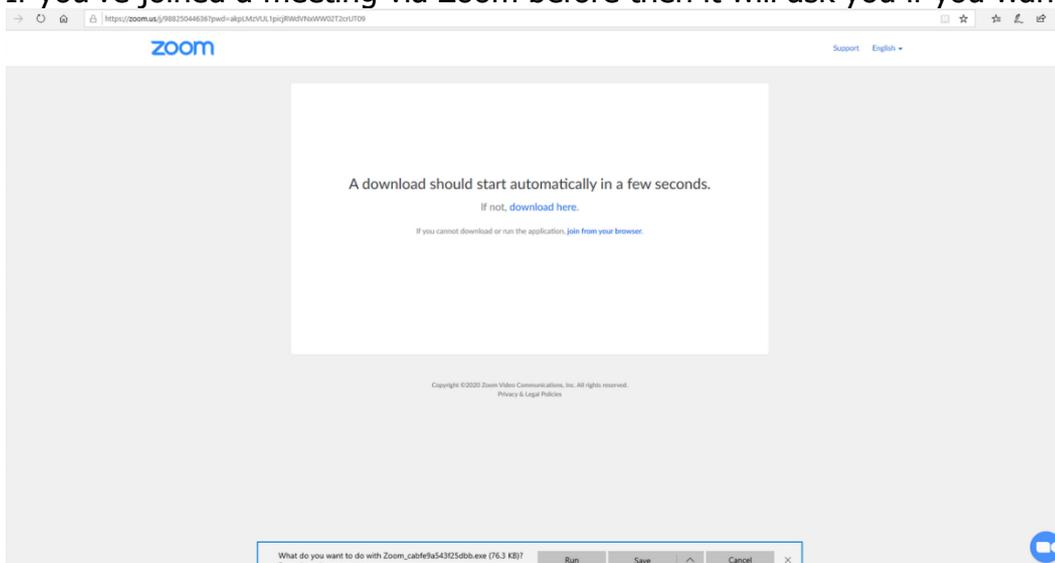
This guide is designed to assist participants in using Zoom.

2. Joining a meeting

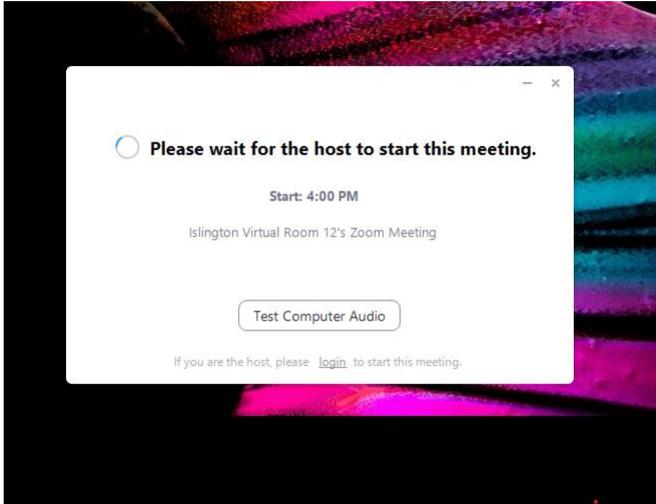
You will have received an Outlook calendar invite for the meeting. To join the meeting you need to click on the link in the email. **You do not need to be logged into Zoom to do this.**



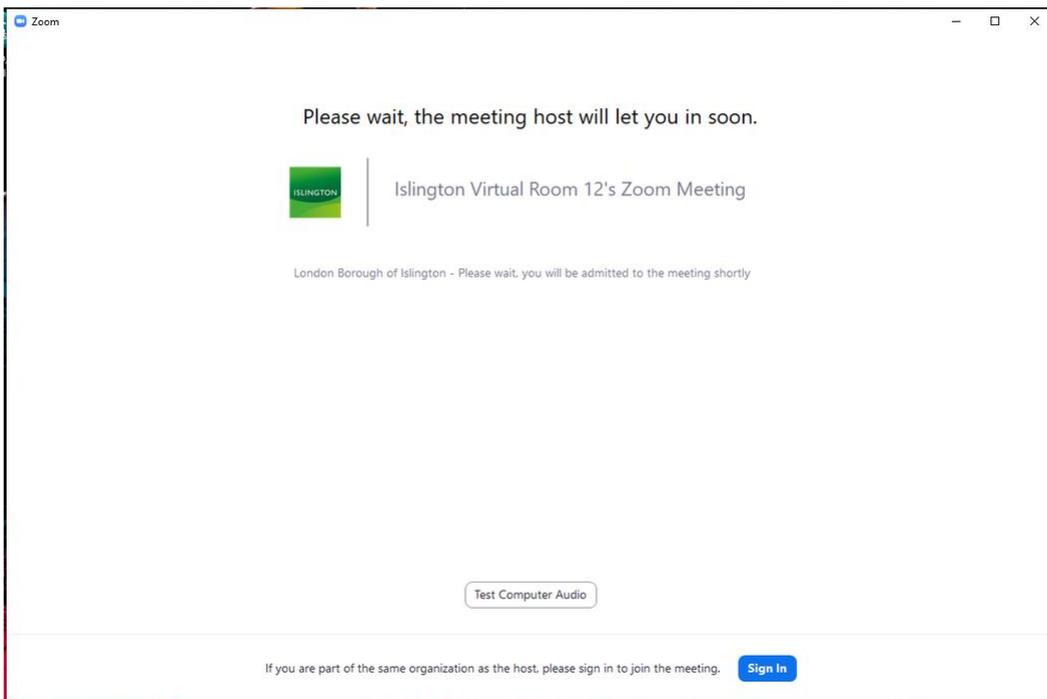
You may be asked to 'run' Zoom if it's the first time you've joined a meeting, it is fine to do so. If you've joined a meeting via Zoom before then it will ask you if you want to open the meeting.



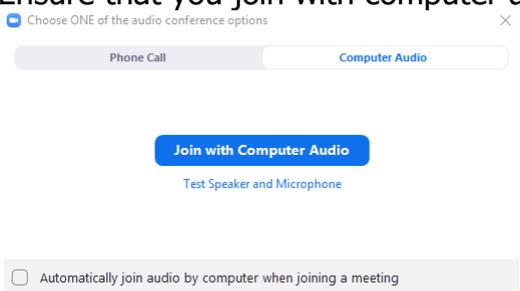
If you join before the host starts the meeting, you will have a message advising you that the host has yet to start the meeting. It is useful to test your computer audio to ensure you can hear and be heard within the meeting using the button provided.



If the host has started the meeting, you may be placed into a 'waiting room' you will see this screen until the host admits you.



Ensure that you join with computer audio (this will also use your headphones)



3. Participating in a meeting

As a participant in Zoom you have control over your sound and camera. You may find that you are muted on entrance to the meeting, depending on how the moderator has set up the meeting.

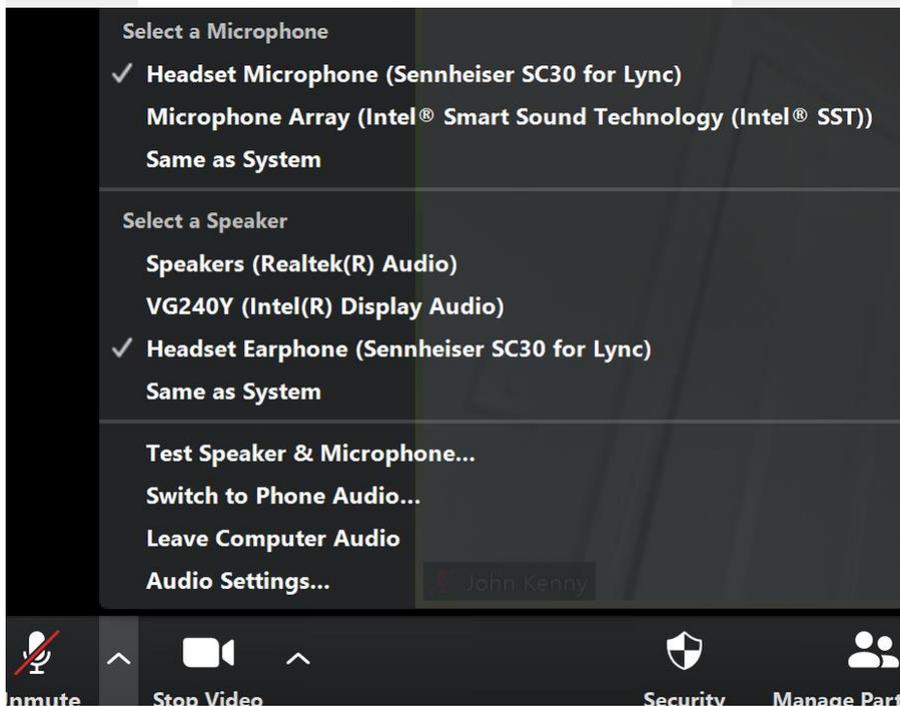
The options to manage your participating are at the bottom of the screen – these do not display all the time, if you want to see them, move your mouse.



i. Audio controls

Your microphone will indicate that it's off or muted by showing a red line.

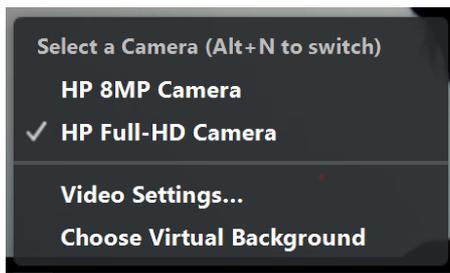
Use the arrow next to the microphone and select the option that works best for you (NB we recommend that you **always** use headphones).



ii. Video controls

If the video appears to be switched on but we cannot see you check to make sure that the camera on your laptop (usually in the top of the screen at the centre) is not obscured or covered. There are further video controls in the drop down menu.

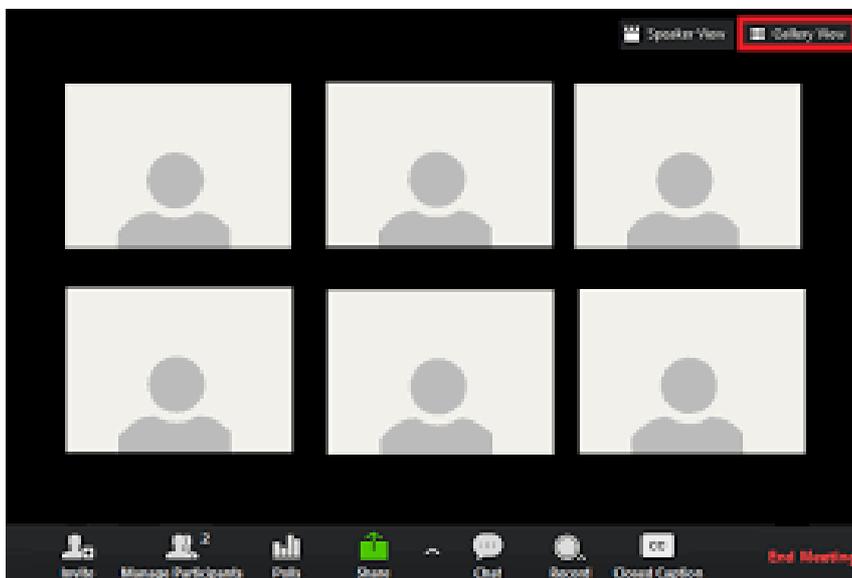
If you are joining from a tablet you may find that your camera is facing the wrong way, to swap click the arrow next to the camera and select the Full-HD Camera.



We recommend that you **do not** use a virtual background. This can affect the quality of the video for all participants.

iii. Screen views

There are three view options. As participant you can choose 'Gallery view' and 'Speaker view'.



- Speaker – will display the person that's speaking as the largest image
- Gallery view – will display the participants on one screen, please note that the number displayed at any one time will depend on your screen size
- Spotlight – will always display one person as the largest image (this can only be enabled by the meeting moderator)

iv. Renaming

You have the option of renaming yourself. You can either do this via Manage Participants and select more on the screen on the right, or when you hover over your image select the three blue dots and choose rename from the menu.

v. Using Chat



The moderator will have the option to disable chat – if you are unable to use chat, it will be because the function has been disabled. The moderator will be able to disable chat at any point in the meeting if they wish to do so.

When someone sends a message using the chat function, it will highlight at the bottom of the screen, when you select the option a 'chat screen' will appear on the right. You will be able to send a message to everyone (all in the meeting) or privately (to one person only). Please be mindful of what you are putting in the chat and the option you select.

vi. Reactions



You can use reactions to wave or put your thumbs up, if you have joined from a laptop, there will be more options available to you.

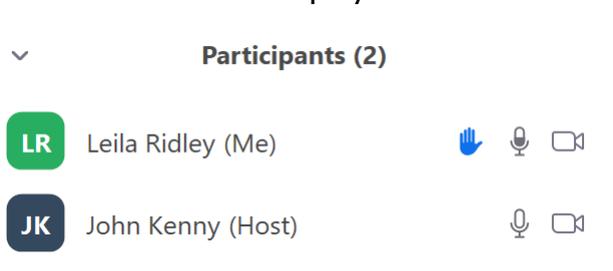
You can indicate to the moderator or chair that you want to speak by 'raising your hand'. Select Participants.



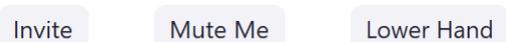
A screen will appear to the right, at the bottom you will see an option to raise your hand.



Your name will then display with a hand next to it.



Remember to lower your hand when you've asked your question/made your point.



vii. Breakout Rooms

Some meetings require decisions to be made by a sub-section of the group, in these meetings the moderator will set these up. You will only be moved into this room by a meeting moderator, and you will receive on screen prompts inviting you into the breakout room.

The moderator will end the breakout room and you will either be able to rejoin the main meeting straight away, or when the breakout room closes.

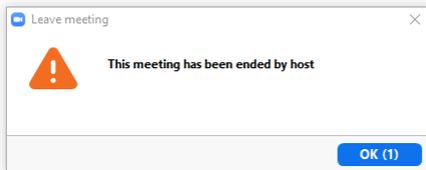
viii. Sharing screens

Only the moderator (host) and co-hosts can share their screen.

ix. Leaving a meeting

Participants can leave the meeting at any point, however the meeting will end for everyone if the moderator chooses to end the meeting.

The moderator can eject participants from a meeting at any point. The moderator can also return participants to the waiting room temporarily, if required.



Appendix A – Hints and Tips for Video Calling

There are a few things you can do to really improve your experience of video conferencing:

- Using a headset with your computer or mobile will work better than running through the laptop speakers and prevent feedback that will be distracting to others.
- For prearranged meetings, try running your Skype/MS Team/ Zoom app ahead of time to ensure your technology is connected and working. This will save time in the meeting.
- Ensure you have a light source in front of you rather than behind – so you don't appear as a silhouette.
- Muting your microphone using the on-screen controls when not contributing will help to reduce background noise. Reduce background noise and/or movement in general, will also help for a smoother call.
- Move headset microphones slightly away from your mouth/nose for clearer breathing-free sound quality.
- 'Hand off' between participants so as not to speak over each other.
- If you are experiencing connection problems, collectively turning off your camera via the on-screen controls and using audio only may help all concerned.
- Remember that any information, documents or images shared should be treated as you would if you were in a physical meeting.
- Consider closing other documents/emails etc so that you limit distractions whilst you are in the meeting.

Appendix B - Index of roles in Zoom

- **Moderator** – Schedules meetings and has access to Host credentials to manage a meeting
- **Host** – Manages the Zoom meeting (technical meeting management), can share screen
- **Co-Host** – Can share a screen and assist the host in managing the meeting
- **Participant** – Anyone, known or anonymous who is in the meeting other than the host (co-hosts start as participants)