ZOOM user guide

Technical preparation & Meeting Set-up

Recommendations for a smooth running of the ZOOM session:

- Make sure you have already downloaded the Zoom desktop application to ensure that your IT environment can support the software: https://zoom.us/download.
- Join the meeting room 30 minutes in advance to test your Zoom connection
- You will be requested to type your name. This name will be used for the Chat, **so we invite you to type your full name** in order to facilitate the work of the session moderator and technicians
- Use headphones or a headset
- Your microphone will be muted by default when you join the meeting but you can unmute yourself when the Moderator gives you the floor. **Mute yourself again while not speaking**
- **Avoid background noise** during your intervention
- Choose a **place with a neutral background** (white wall, some plants, bookshelves)
- Try as much as possible to have **a good light during your intervention** with the light coming in front of you not behind you

VERY IMPORTANT !

- Avoid VPN connection it may affect your connection to the ZOOM platform
- Avoid running any background applications
- When connecting to the meeting make sure that "use your computer sound" option is chose by default.
- In case you have a poor connection with no sound and video try to logout and login again to the meeting

HOW TO JOIN THE SESSION IN ZOOM:

1.To join breakout session you have registered for you can press the button **join now** that you will find in **Agenda page/ session name in Swapcard platform**

2. If your device doesn't have the ZOOM app yet, you will be automatically directed to a pop-up window inviting you to download ZOOM.

Please accept and wait, it will only take a few seconds and you will then automatically join the meeting.

3. When you join the meeting, a pop-up window will appear.

Please select the option **"Join with my computer audio"**

4. You will then be connected to the Zoom call.

5. Waiting for the host/technician to start the meeting. If the host hasn't started broadcasting the meeting, you'll receive the following message:
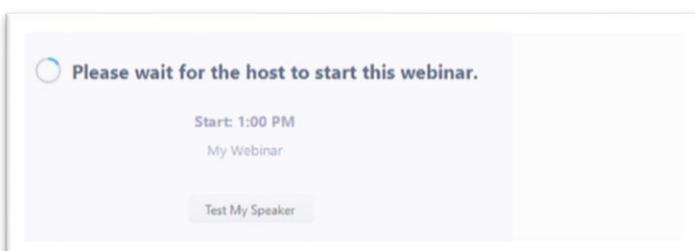
*If you have issues, or need more information on how to join a Zoom meeting, please watch the video available at this link.

In-meeting Functionalities &Tools

YOUR PERSONAL SETTINGS: CAMERA & MICROPHONE

Although is highly recommended that you have your camera and mic muted during the meeting, if the moderator gives you permission, you can unmute and talk during the meeting. All participants will be able to hear you.

You can start your video and unmute yourself using the two buttons circled below (bottom left of the Zoom window). By clicking on the small arrows beside those buttons you get options allowing you to change the video or audio input and output.
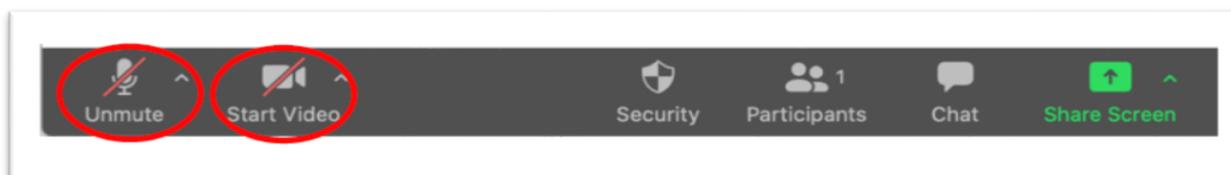

ACTIVE SPEAKER OR GALLERY VIEW

By default, you will have an active speaker view, where you will be able to see a limited amount of participant's images and the image of the person speaking in the bigger window. To see all participants, you can click on gallery view (upper right corner), the button is circled in the image below.
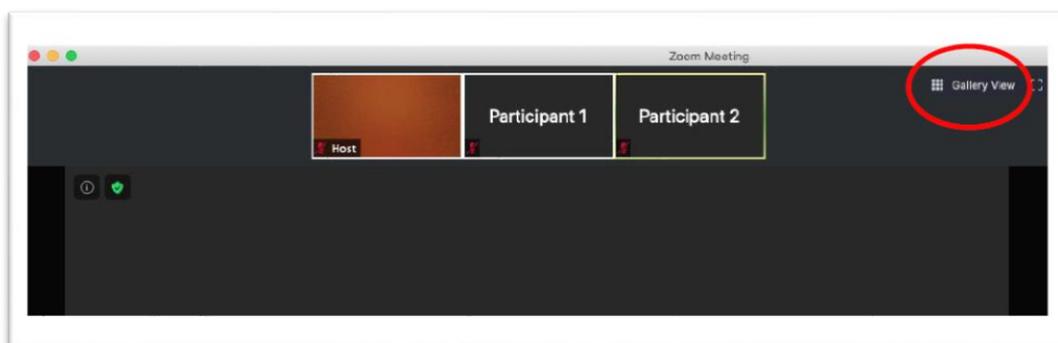

CHAT WINDOW

By clicking on the Chat button, you will open the right side a window with the participants and the chat box. You will be able to send question that might be seen by all speakers in the session and technical desk. The session moderators will be able to see only the chat but they will not be able to answer.
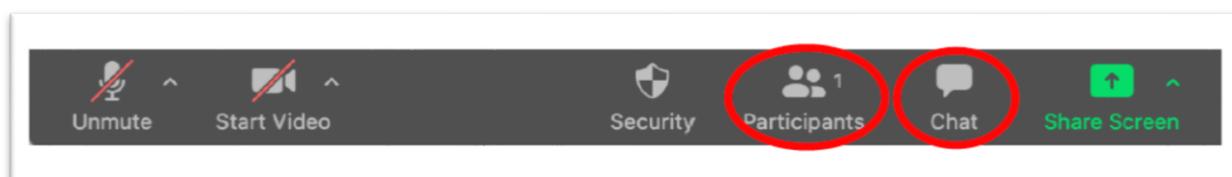
If you want to address a question to a speaker or the technical desk private, you have to choose instead of Everyone the technical desk or/and a Speaker name
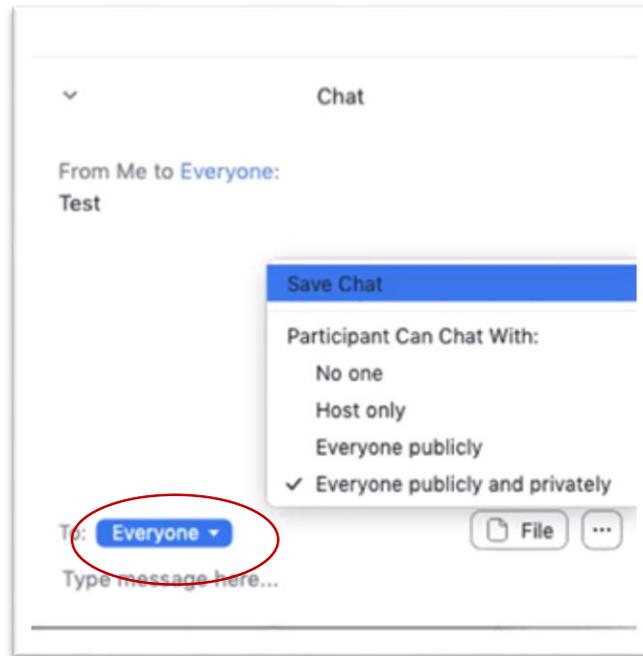
RAISING THE HAND (for participants in breakout rooms)

As participant you will be able to raise their hand if you want to ask a question or contribute to the discussion. The Moderator you will have an overview of who has raised their hands (they will be listed in chronological order in the participant window).

If you want to use raise hand option, please follow the next steps:

1. Click **Raise Hand** in the Webinar Controls.
2. The host/Moderator will be notified that you've raised your hand. If the Moderator allows you to talk, you may be prompted to unmute yourself. While unmuted, your profile picture and name is displayed to the host and panelists.
3. Click **Lower Hand** to lower it if needed. This will not mute yourself if you are unmuted.