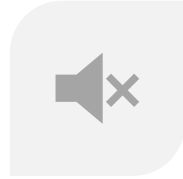


Welcome to Zoom
online format
some tips & tricks

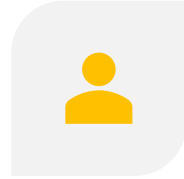
Zoom Etiquette – the basics



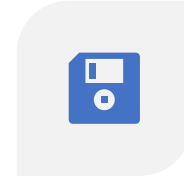
USE A HEADSET WHERE
POSSIBLE



MUTE YOURSELF WHEN
NOT SPEAKING



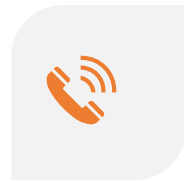
POSITION YOURSELF SO
YOUR FACE FILLS THE
SCREEN



TURN YOUR VIDEO OFF
WHEN IT DOESN'T ADD
VALUE (SAVE
BANDWIDTH)

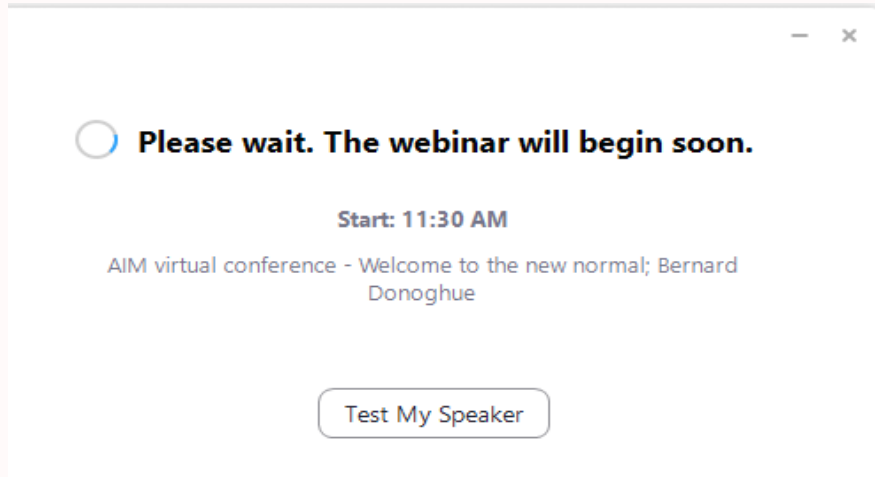


CLOSE DOWN AS MANY
OTHER WINDOWS AS
POSSIBLE



IF YOU HAVE
PROBLEMS – DIAL IN
VIA AUDIO NUMBERS
IN INVITATION

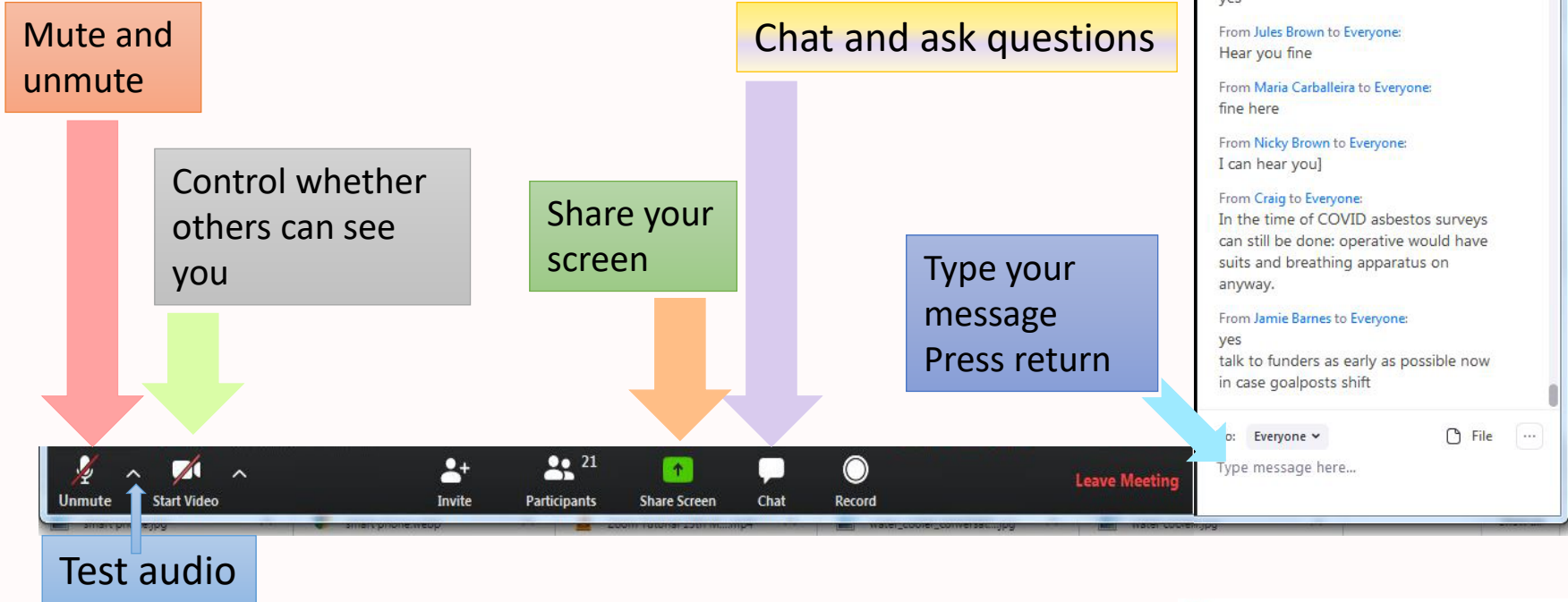
1. Arriving to a session – the waiting room



We are using the waiting room function of Zoom, so we can let in just people who have booked on.

When the session leader is ready they will accept you into the session.

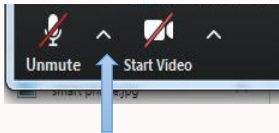
1a. Participant Controls – a quick overview



1b. Arriving to a session – getting set-up!

Mute and unmute

Control whether others can see you.



Test audio

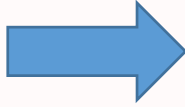
Check your controls – located at the bottom of the screen

On arrival:

- check if your video and audio is on. Please mute yourself until requested by the host or trainer to turn the audio on. *Please note, some sessions you will be muted in advance*
- switch off your video if you need to help you get the best connection or when asked by the host or trainer. *Please note, some sessions you will be unable to use a video function in advance*

1c. Arriving to a session – who else is on the call & checking your screen name

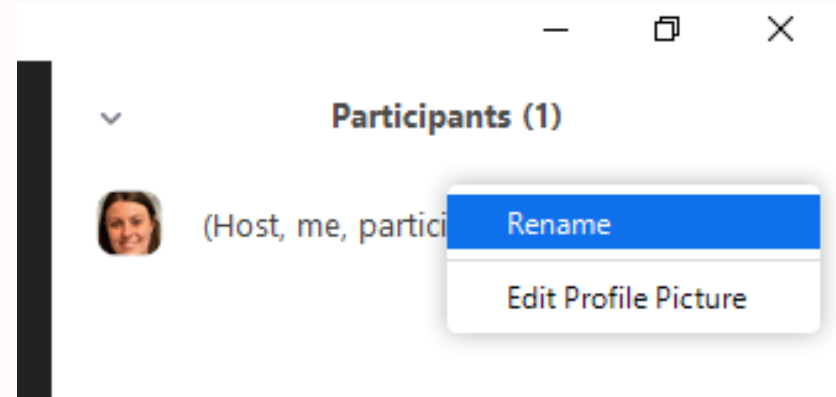
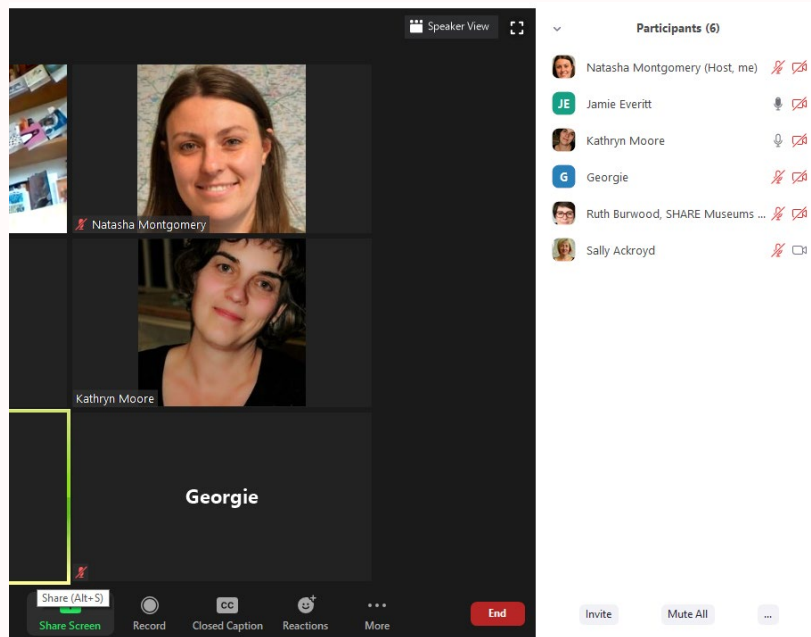
Click to see delegates names



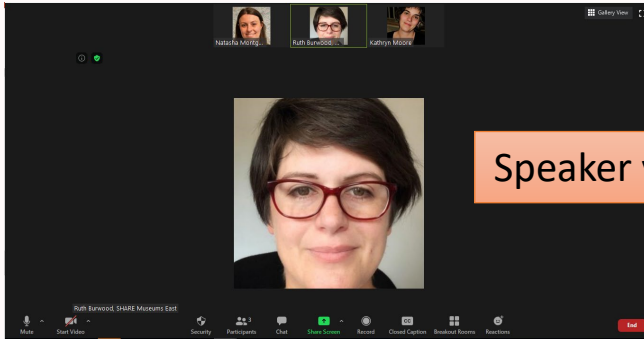
Your control panel will tell you how many participants are on the call. To see the full list click the icon and a full list will appear.

Please note, if you are attending certain webinars you may not see who is participating.

On arrival, please check your screen name is showing as you wish. see below for how to change it.



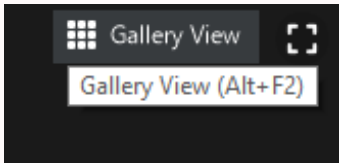
1d. Who else is on the call – screen options



The format of session will depend on how best to arrange your screen. Zoom Screen options are: **'speaker view'** or **'gallery view'**

Speaker view

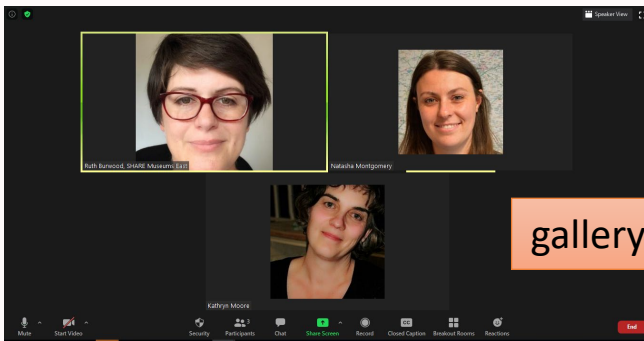
- Will focus on anyone speaking, useful to focus on trainer
- Note; if other participants are not muted it will pick up noise and move screen around



Located: top right corner

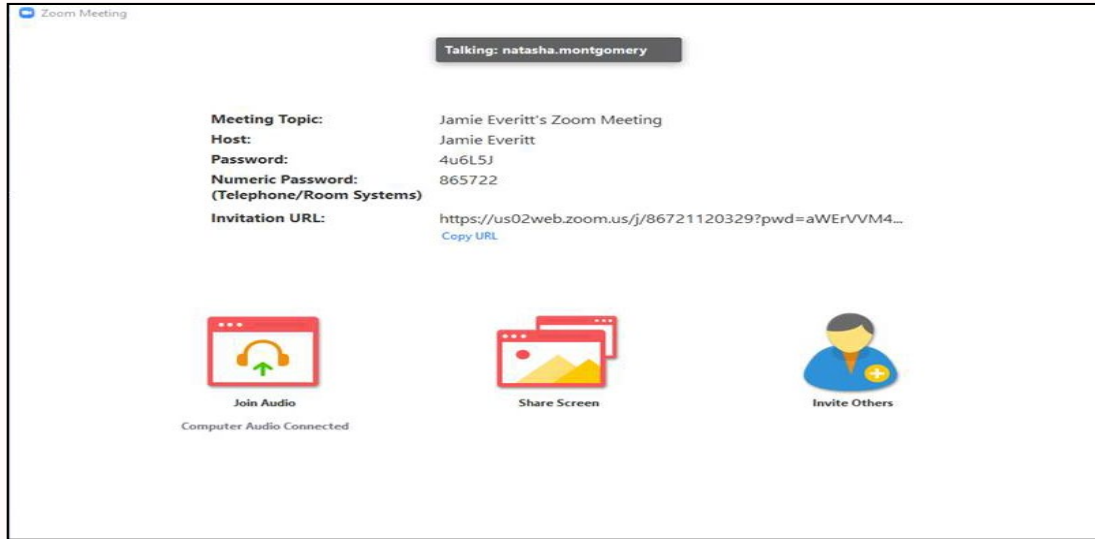
Gallery View:

- Show multiple participants on a screen
- The larger the call, the screens will move onto multiple slides
- Whoever is speaking has their box highlighted in yellow



Please note, if you are attending a webinar, you will only be able to see the speaker and unable to share your screen.

1e. Who else is on the call – no participants have a screen showing



During the session people will see you via your device camera. If you stop the video, others will see your name or photo (if you have set this up in advance).

If no-one has their video on, and no-one has set their photos, Zoom shows this screen.

1f. Changing your background & having your screen on

If you want to keep your video on, but would like to remove or blur the background behind you, use the video settings menu to select an alternative background before the call the starts

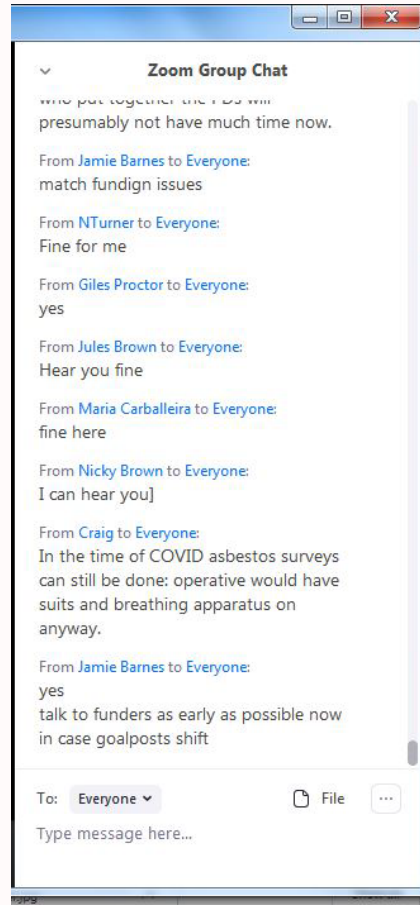
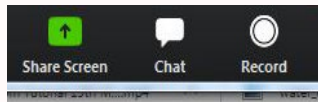
Just remember a few things:

- What does your face look like? Our facial reactions sometimes see more extreme online
- the tone of your point – sometimes if peoples internet is slow or lagging sometimes it helps to finish with. 'end'.
- Speak clearly and at a medium pace.

2a. I have a question – use the chat function

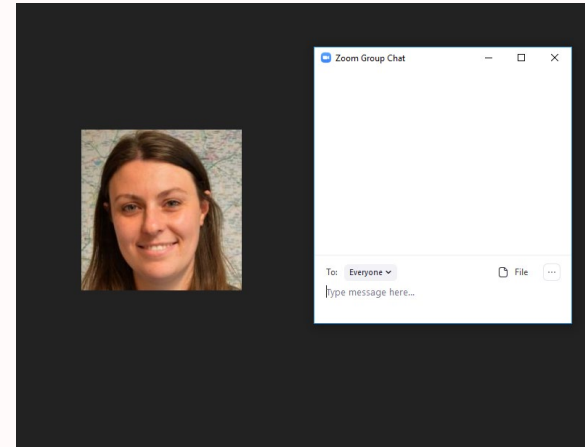
Use chat if you have any questions or comments to share

Type your message
Press return

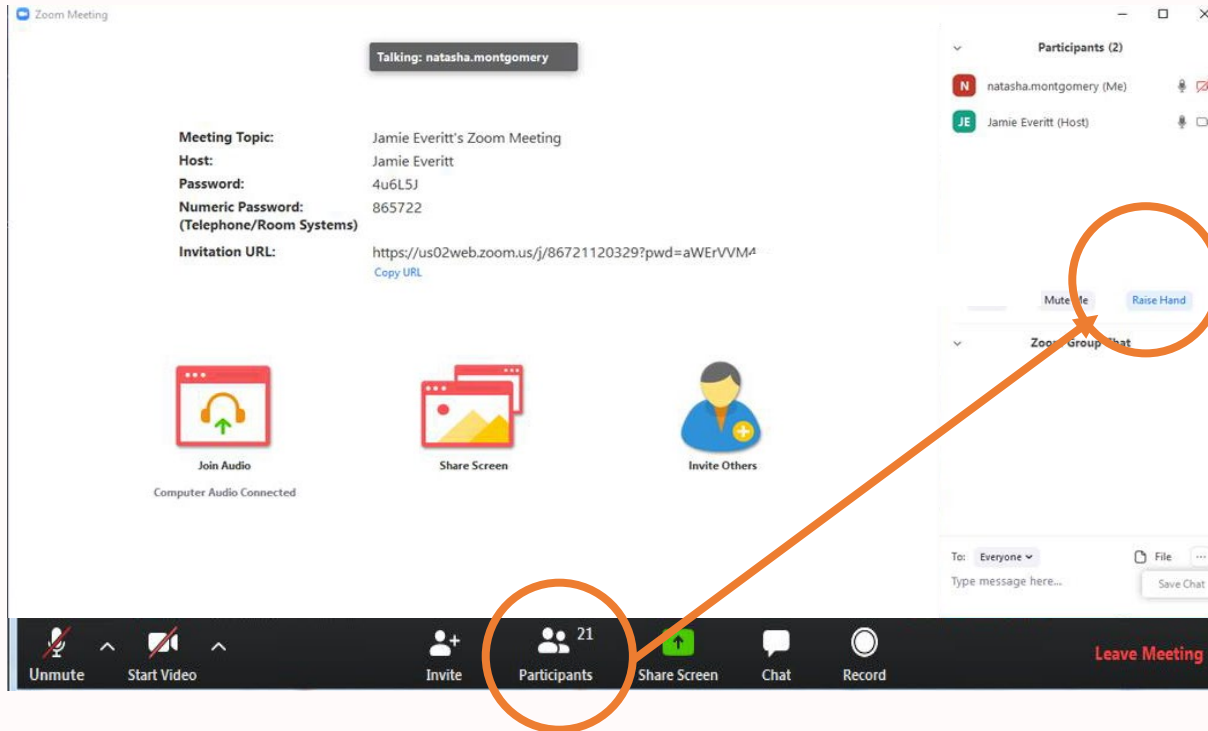


Type and send your questions in chat. The host or trainer will either respond in the chat or address the question at a later stage. The chat function can 'pop out' to move around the screen

You can also send messages to individuals



2b. I have a question – Raise your hand to speak: *Participants > Raise Hand*

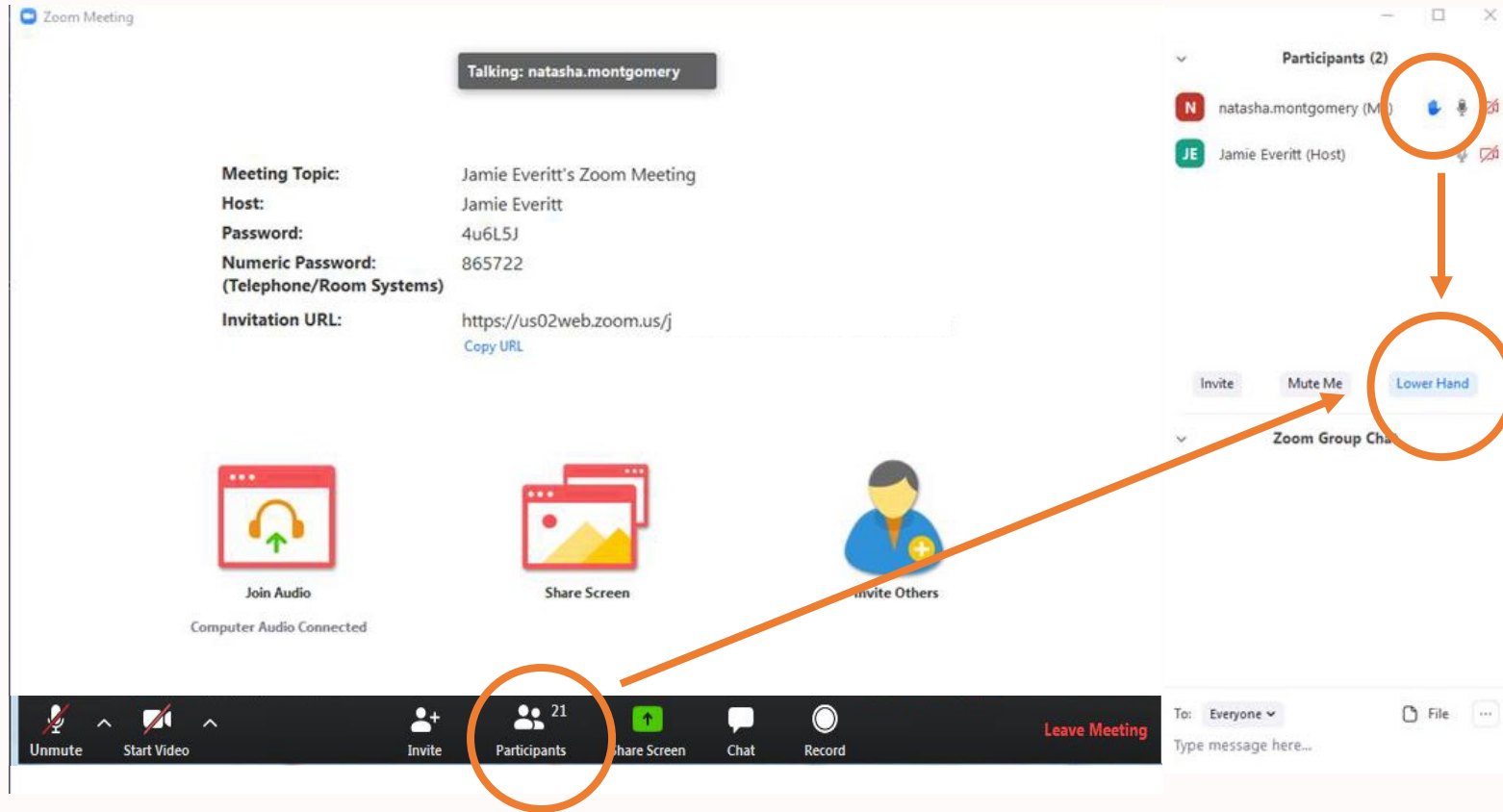


You will be instructed by the host or trainer how to ask questions.

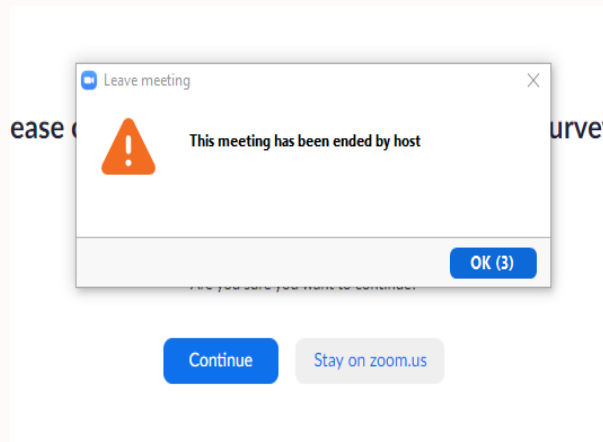
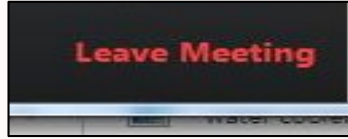
One option is to use the 'Raise hand' button and wait until you are invited to ask your question. Don't forget to unmute yourself when you start speaking!

Don't forget to lower hand once finished (see next slide)

2c. I have a question – Lower hand after speaking: *Participants > Lower Hand*



Leaving the session – thank you for participating!



What happens next

When the session has finished you can leave the meeting yourself by selecting the 'leave meeting' function.

Alternatively, the host may end the session and you will leave the meeting.

SHARE will send a link to an evaluation form after the event. It is requirement of the booking to complete it.

At a later stage SHARE will circulate any notes, documents or slides used from the session.

Troubleshooting FAQ

I'm having problems with:

1. Connection Problems: there is a lag on zoom?

- Check your internet bandwidth via [Ofcom](#) to see if it is your connection
- If you're not using the desktop version of zoom; close as many internet tabs
- If you're still experiencing a problem, 'leave the meeting' to then re-join. *Please note: that you should inform other participants that you'll be doing this via the chat*

2. There is an Audio echo during this meeting

- Is there Audio Echo in a meeting, find [out more](#)

3. I'm still having problems that have not been mentioned

- Please navigate to the to the [zoom troubleshooting page](#).

4. Feeling overwhelmed from all the online conference meetings

- You may find this [well-being article](#) useful

5. Zoom desktop via Zoom browser

- Although Zoom works in browsers, the functionality of the web-based version is limited compared to the app. The time it takes to connect to a meeting is also a lot longer, and in some cases, the connection doesn't get established at all. It is better to download zoom and use the desktop feature to join or run meetings.