USING ZOOM

AN ATTENDEE'S GUIDE

For best viewing of ESC Region 11 Webinars, we recommend using a computer, laptop or tablet. These devices allow you to easily see the presentation and interact with the presenter.
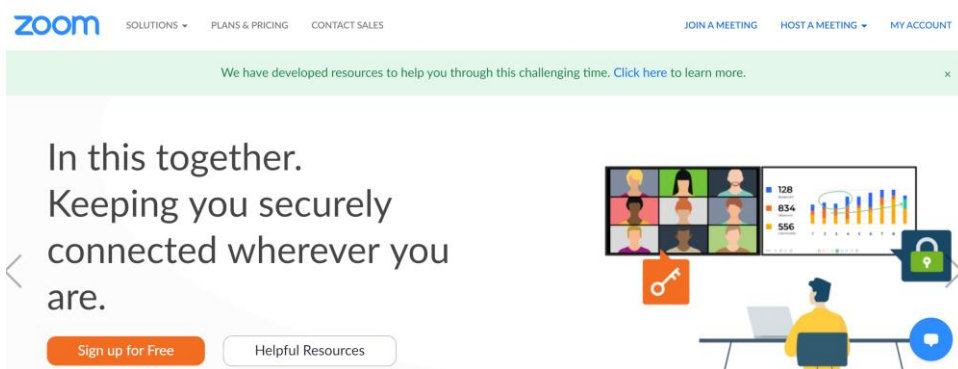
BEFORE JOINING THE WEBINAR

1 Create a free Zoom account if you do not already have one: https://zoom.us/. We require registration for Webinars. Therefore, having an account already set up will make registration faster.

2 Log into your Zoom account prior to the meeting. Ensure that you have downloaded the Zoom app and the latest updates. (The Zoom app is more stable than the Web browser.)

To update your Zoom account, visit https://zoom.us/download. If you are a new user, you will automatically be given the new version.
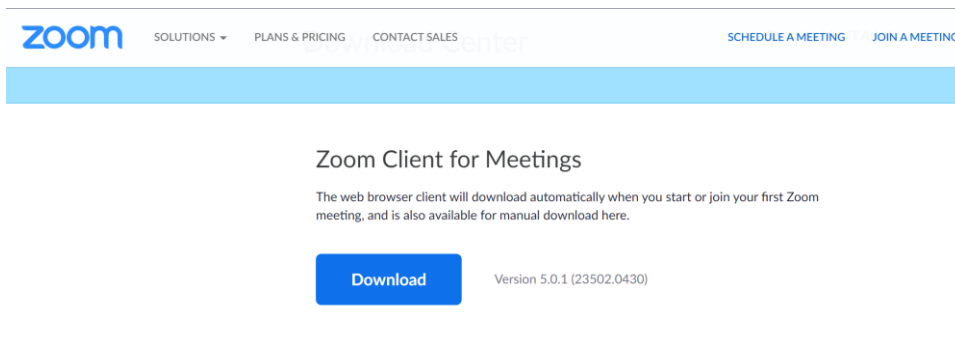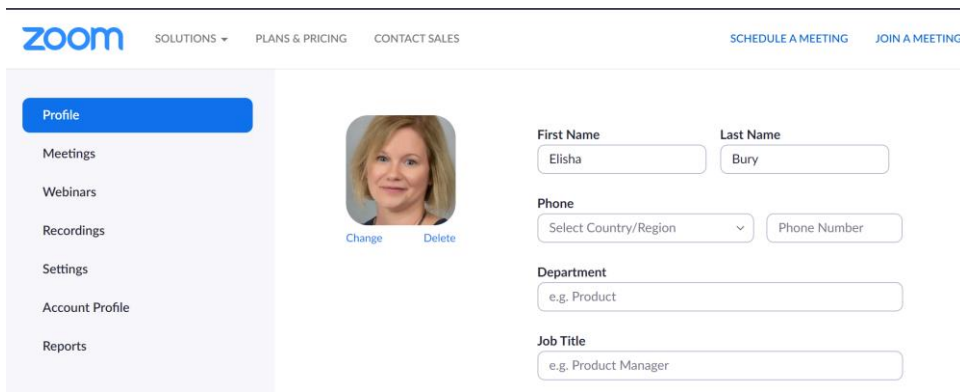
If you would like to install the Zoom app on your phone, find the Zoom Cloud Meetings app in the App Store or Google Play.

BEFORE JOINING THE WEBINAR (continued)
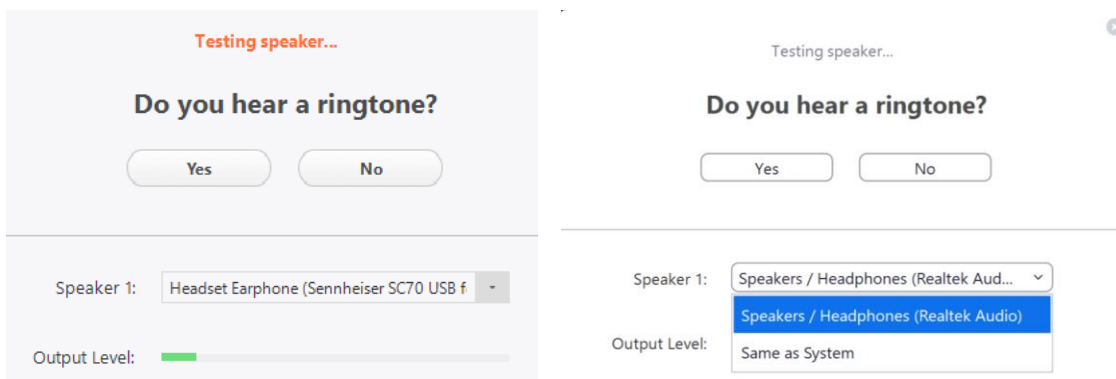
3   Once logged in, navigate to your Profile. Add a photo and change your name to the name on your Webinar registration. (You may also change your name when entering the Webinar.)

4   Next, join a test meeting to check your audio and video settings: https://zoom.us/test. Once in the test meeting, you will be prompted to test your speaker. Listen for the ringtone. If you hear it, click Yes to continue. If you do not hear it, select a different speaker from the Speaker drop-down list or adjust the volume.

BEFORE JOINING THE WEBINAR (continued)

5

Next, test your microphone. Speak and listen to hear yourself. If you do hear yourself, click Yes to continue. If you do not, select another microphone from the Microphone drop-down list or adjust the volume. You may have to allow Zoom to access your microphone. For more audio troubleshooting, see the Frequently Asked Questions on page 9.

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Once you have clicked yes through both of these settings, click Join with Computer Audio to join the meeting.

JOINING THE WEBINAR

1 Open the Zoom app on your desktop (or phone) and log in if necessary.
- Then click Join.
- You will be prompted to enter the meeting ID. You can find the meeting ID on www.esc11.net/CN/SC for Summer Conference. (For other Webinars, the meeting ID will be included in the email invitation.)
- At this time, you can also update your name to match the name you used to register.
- Do **NOT** click any of the boxes below the name.
- Then click Join.
- You will also be prompted for a meeting password, which has been provided. (This is not your personal Zoom password.)
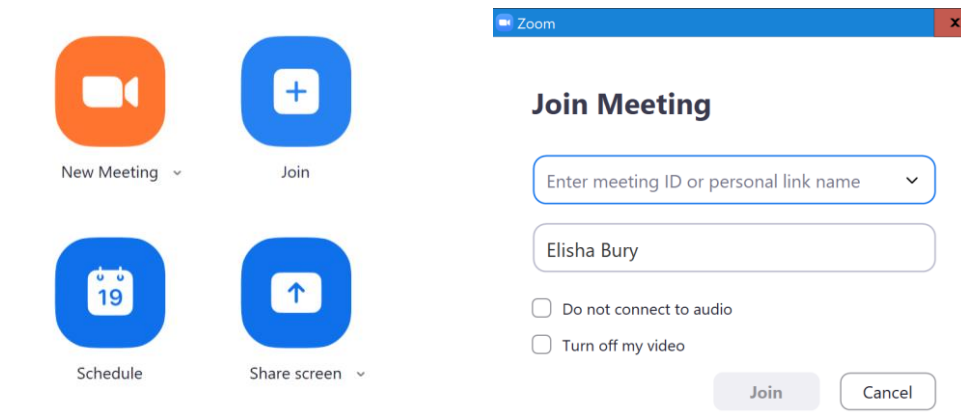
2 Alternatively, you may join the Webinar using a direct link. Simply click on the link. You will be prompted to Open Zoom. Then follow the instructions.

**3** From here, you will be placed into a waiting room until the host admits you into the Webinar. After you join the Webinar, type your name into the chat box to sign in. If you are sharing a computer with another participant, please be sure to type in everyone's name in the chat to sign in. *If you would like to join audio by phone, please request the phone number in chat. You will still need to stay logged in to view the slides.*

PARTICIPATING IN THE WEBINAR

All participants will automatically be placed on mute with no video once they enter the Webinar. You may opt to show your video, although it will slow your bandwidth. Do not unmute yourself during the presentation.

When prompted, you may use the following controls to participate in the Webinar.
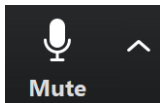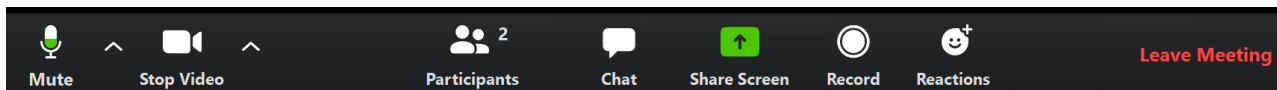
Mute allows you to turn your microphone on and off. Click the arrow on the right to adjust sound settings.

Stop Video allows you to turn your camera on and off. When off, either your profile picture or name will show. Click the arrow on the right to add a virtual background or touch up your appearance.
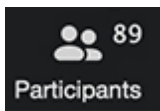
Click Participants to see others in the meeting. In this view, you can also rename yourself by hovering over and clicking your name. In addition, you can access nonverbal icons to respond to the presenter by clicking on More.
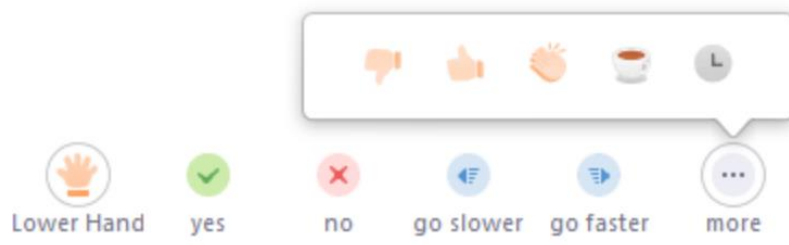
PARTICIPATING IN THE WEBINAR (continued)

Use Chat to type your name to register, ask questions and respond to the presenter when prompted.
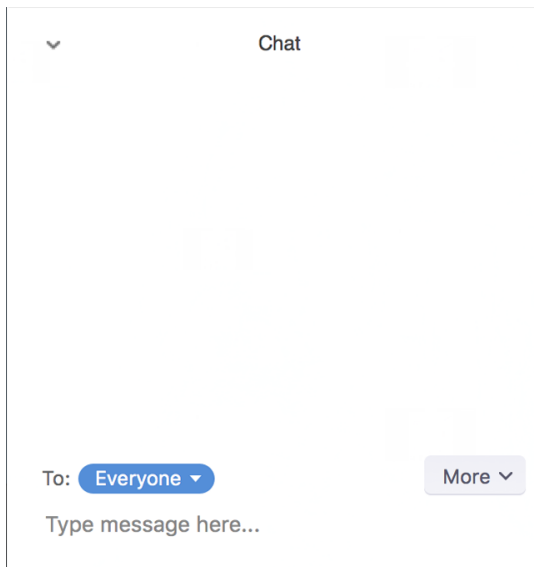
TYPE YOUR MESSAGE HERE AND CLICK ENTER.

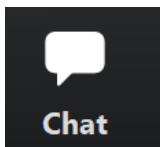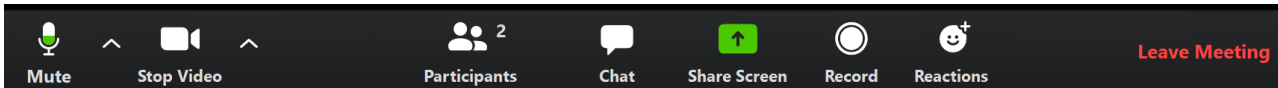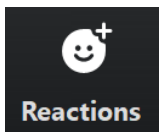Reactions allows you to choose clapping hands or a thumbs up.

Click Leave when you are ready to leave the meeting. *Note: If you click Leave Meeting, you will not be able to return to the meeting.*

You will not have access to **Share Screen** or **Record** for this meeting.

FREQUENTLY ASKED QUESTIONS

1 **Do I need to create a Zoom account to participate in a Webinar?**
No, a Zoom account is not necessary to participate in a Webinar. However, having a Zoom account will make registration for ESC Region 11 Webinars much easier.
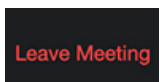
2 **How do I join computer/device audio?**
Click **Join Audio**, **Join with Computer Audio** or **Audio** to access audio settings.

3 **Do I need a Webcam to join a Zoom meeting?**
No, a Webcam is not required. However, you will not be able to transmit video of yourself.

4 **Why do I hear an echo?**
The most common reasons for an echo are connecting to the meeting audio with a computer and phone, joining a meeting from the same room as another participant, or positioning devices too close to speakers.

5 **What can I do if my Zoom camera is not working?**
Check to make sure another program is not using your camera. Also, try restarting the computer to reset it. From a phone, you might have to grant the Zoom app access to the camera. If all else fails, try uninstalling and reinstalling the Zoom app.

6 **What do I do if my audio is not working on my mobile device?**
Ensure your speaker is turned on (top left of app). Increase volume on mobile device. Try using earphones.

If you're having trouble with the microphone, ensure you are not on mute. Tap the audio button and ensure you are connected to the device's audio. Ensure Zoom has access to your device's microphone and that no other app is using it.

Restart the mobile device. If all else fails, try uninstalling and reinstalling the Zoom app.