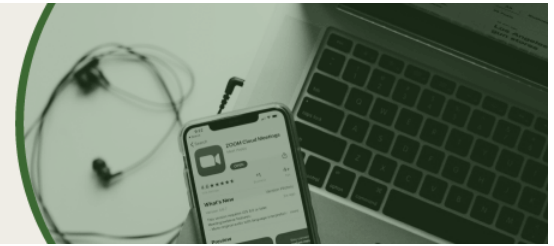




# TRAINING ZOOM 101



## Zoom 101: Attending a Meeting or Webinar

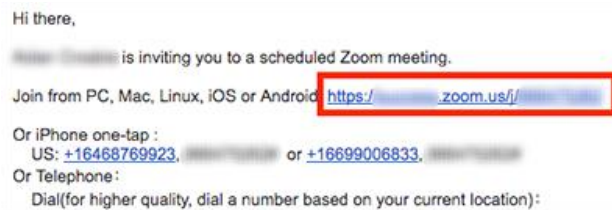
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Download Zoom (or Zoom will automatically download the first time you join): [Zoom.us/download](https://zoom.us/download)

### Step 1: Click on the meeting link provided

To join the webinar, click the link that the host provided you or that you received in the confirmation page after you registered. If the host sent a registration confirmation email, the link can also be found there.

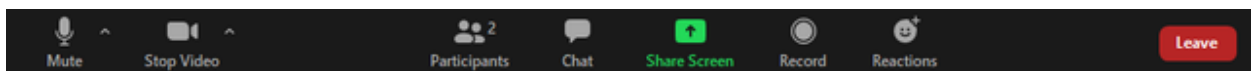
#### (Sample)



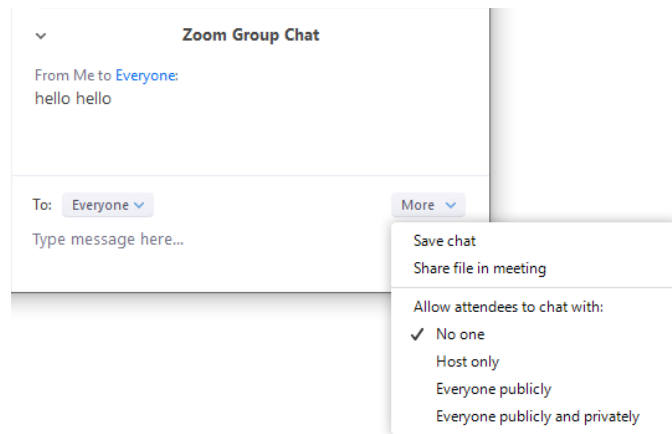
**Step 2:** Click on “Join by Computer Audio” and then “Start Video” on the task bar at bottom of Zoom. If you don’t have a built-in camera, you’ll need to make sure you select which one you want Zoom to use in the Settings.

- **Video and Audio quality:** Be sure to be in a quiet room and to keep yourself muted while not talking. It is best to be facing a window, so you have good light on your face. Do not have a window behind you as this can make you look like a silhouette.
- **Audio:** You can choose to use the speaker through your computer or dial in separately from a phone. Please keep yourself muted when not speaking, and if you’re dialed into the meeting using your phone, please do not place the call on hold as this may play “hold” music for all attendees.
- **Suggestion:** Invest in a pair of headphones for privacy and comfort.

### Step 3:



- If you are joining a webinar as an Attendee, you can:
  - Mute/Unmute your audio (far left microphone image), you can also hold spacebar while muted to temporarily unmute yourself.
  - Start/Stop video turns your camera on or off, so others can see you on screen
  - Virtually “raise your hand” (to be called on to speak or ask a question)
  - Send comments/questions using the Chat box to ask questions.
    - To ask to speak, click on the **Raise Hand icon** (\*9 if you’re dialed in on the phone) in the webinar controls (You may need to click on the “**Participants**” button to access these commands).



- In Chat, you can directly message someone, everyone or just the Panelists/Hosts, so you'll want to make sure you select the correct audience from drop down To: menu
- **Warning:** If you're having a private conversation, the meeting Host will be able to see all messages sent (private or public) after the meeting is concluded and these messages may also be considered public record.

**Step 4:** When the meeting ends, the Zoom app itself should automatically close. If you wish to Leave the meeting at any time, click "Leave Meeting" (in bottom right corner). If you leave, you can always rejoin the webinar later if it's still in progress.

#### **Troubleshooting Tips:**

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- Audio Issues:
  - Are your speakers on and volume up? Turn off camera to reduce bandwidth, call in using the phone (one or the other, not both). Have phone # and access code ready in case you need them.
- Video Issues:
  - Is your camera plugged in? Do you have it covered?
- Turn off VPN as this can slow down your connection and disrupt your video/audio.
- Plug your laptop into power
- Use a wired internet connection instead of WiFi. You will usually get more a stable and higher speed internet connection.
- More troubleshooting tips can be found [HERE](#) on Zoom's website

#### **Etiquette:**

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- **Video:** While on video, please do not walk around or move too much as this can be distracting. If you need to move or relocate, click on the "**Video**" tool and turn off your camera until you're ready again. It is best to be facing a window, so you have good light on your face. Do not have a window behind you as this can make you look like a silhouette.
- **Audio:** Please keep yourself muted when not speaking, and if you're dialed into the meeting using your phone, please do not place the call on hold as this may play "hold" music for all attendees.