A Starter Guide for OCIO

What is Zoom?

Zoom is a cloud-based video conferencing tool you can use to virtually meet with others by video or audio (or both!). You can join meetings using an internet connection.

This can be used for conversations about unclassified information.

Aside from this quick guide, you can find one-minute video tutorials on joining a call, the meeting controls, and scheduling meetings, as well as short articles on how to get started and how to join a meeting. Zoom also has a dedicated page on COVID-19 on how you can make the most of their services during the pandemic.

En francais: Scroll to the bottom right of the Zoom web page to find the Language category, where you can change the webpage to French through the drop down menu. Montreal's École de technologie supérieure (ETS) put together a detailed document on how to plan a Zoom conference call.

For questions regarding accessibility, Zoom has a number of documents on its page describing accessibility features.

For Meeting Participants

I've been invited to a Zoom meeting, what do I do?

- Make sure you're using a personal device or work iPhone. Zoom doesn't work on TBS tablets.
- You don't need to have an account to attend a Zoom meeting. You can join the meeting either through your browser or by downloading the Zoom app.
- In the meeting invitation you will either find a link which will take you directly to the meeting, and/or a Meeting ID made up of 9 or 11 numbers.

How to join on a browser:

1. Open your browser and go to www.zoom.us/join.
2. Enter your 9 or 11 digit Meeting ID and click "join".
3. You might need to select what audio to use. Choose device, computer or internet audio.

How to join through the app:

1. Go to the App Store and search for Zoom Cloud Meetings.
2. Download the Zoom app on your phone or device. You do not need to pay for an account.
3. To join a meeting, you can either:
   ○ open the App and enter your Meeting ID code to join the call; or
   ○ click on the meeting link and the app will open joining you to the call
4. A message will pop up asking you to select what audio to use. Choose *device*, *computer* or *internet audio* so you can hear everyone in the call. If you accidentally click cancel, didn't see the message, or aren't connected to audio, click the "Join Audio" icon and follow the steps.

For Everyone

Basic in-meeting controls:

Along the edges of the screen, there are buttons to help control your participation in the call. On mobile, tap your screen to show the grey banners with various buttons and icons.
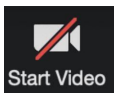
- **Microphone:** Mute or unmute your own microphone.
- **Video camera:** Start or stop your camera from sharing your video.
- Share Content: Display instructions to share content from your laptop or mobile device, which is great for when you need to share a presentation or information
- Participants: View the meeting participants. If you're the host, you will see controls to manage participants.
- You can change the view of the video displays on your screen.
  ○ Speaker: Display the video of the active speaker.
  ○ Thumbnail: Display the video of the active speaker. All other attendees are displayed with thumbnails below the active speaker.
  ○ Gallery: Display all attendees in a grid layout.

Top tips for a great call:

- Only use this for __unclassified__ information.

- Type your real name when signing in so everyone knows who is on the call.

- On mobile, tap your screen to show the grey banners with various buttons and icons.

- Always keep yourself on mute when not talking so we don't hear background noise or your multitasking. Click the microphone icon to mute and unmute yourself.

- Start your video if you can - it's good to see each other!

- Under "More", there is an option to "Chat". You can send a message to the entire group (send to Everyone) or just one person, like the host. Make sure you know who your message is going to before hitting send!

- Under "Participants", you can virtually 'raise your hand' to signal that you're waiting to ask a question. You can also give a thumbs up to show you agree without interrupting the speaker.

- On iPhone, swipe right to activate "Gallery View" so that you can see multiple people on the call. Keep swiping right to see more people.

- For those who make an account, keep in mind you can only be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign in to an additional device while logged into another device of the same type, you will be logged out automatically on the first device.

On how to be your best self on video calls:

- Make sure the room is well-lit so we can see you. Face a window or light (and avoid having lights behind you) or else you will only be a shadowy figure on the call.

- When possible, use a headset to ensure you can hear everyone clearly. iPhone headphones with a microphone work well. Your device's built-in tools will work, but if you have another webcam, microphone, or headphones, feel free to use them.

- Adjust your camera so it isn't too high or low - around eye level is ideal. Only your hairstylist wants to stare at the top of your head!

- Make sure you're not too close to the camera. Position yourself so the camera shows your upper body as well as your face. This is more natural for the viewer and is especially beneficial if you tend to gesture a lot.

- Look into the camera when talking instead of looking at yourself. Direct eye contact into the camera while speaking gives everyone the impression that you are looking at them, rather than off to the side.

- Remember to keep yourself on mute when not speaking!

- We know everyone is at home, so don't worry if your pets or children make a surprise appearance! But try to remember that we can still see you :)

For Meeting Hosts

You can sign up for a free Zoom account at zoom.us/signup. As a host, you can schedule calls in advance or have instant calls for up to 40 minutes at a time. Please take a look at this handy reference guide for hosts developed by Zoom.

How Do I Host A Meeting?

First, make sure you are signed in at https://zoom.us/.

- Here is a step-by-step guide on how to schedule a call.
- You can either schedule a meeting in advance or start an instant meeting.
- When scheduling in advance, you will select a time, date, and duration for the call and receive a unique 9-digit code in the invitation. This Meeting ID number should be shared in your meeting invitation to participants.
- If you need to host a meeting immediately, share your 11-digit Personal Meeting ID with participants. You will need to open Zoom to manually start your meeting. This should not be used instead of scheduling, but is a great option for last-minute calls.

Hosting the Call

- You can only host one call at a time, so don't schedule meetings at the same time.
- Hosts are able to mute participants, and request they unmute their microphones.
- As host, you can share content with everyone on the call:
  - At the bottom there is a square icon to "share content"
  - Sharing your screen pushes your screen's image to everyone, helpful if you are going through a document or powerpoint together.
  - You can also share photos, website URLs, or links.
- Hosts can see whether any participants are "raising their hands" to speak, and can monitor the chat window.
- When finishing a call, do not end the meeting until everyone else has left. This gives everyone an opportunity to leave at their own pace and exchange final words before disconnecting.