COLLEGE of AMERICAN PATHOLOGISTS

Zoom Meetings

Attendee Quick Start Guide

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ABOUT THIS DOCUMENT:

If you have been invited to join a Zoom meeting hosted by another user, or are not expected to present during the meeting, then you are considered a Zoom meeting attendee. This document provides a listing of the most popular features used by Zoom meeting attendees, instructions on how to access these features and when to use these features. If available, links to detailed instructions or training videos have also been provided.

HELPFUL HINTS:

- You do not need a Zoom account to join a meeting; when prompted, download the Zoom app and enter your complete name to join the meeting
- Some organizations block Zoom. If you are unable to download Zoom on your workplace device, download the Zoom app on your mobile phone to join the meeting
- To test drive Zoom anytime, or test your speaker and microphone, visit http://zoom.us/test

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OVERVIEW OF ATTENDEE CONTROLS

Every meeting attendee will see a black horizontal bar - like the one shown below - at the bottom (or the top) of their screen. Depending on your settings, this control bar may be hidden – move your cursor to the bottom (or top) of the screen to reveal this control bar. The most popular attendee controls available via this bar are listed below:
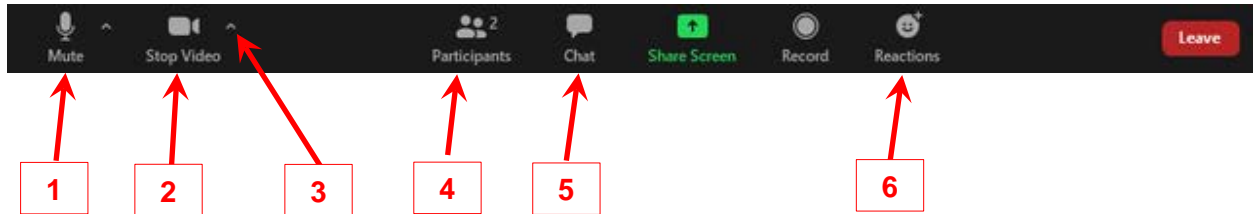
1. **Mute/unmute** yourself by clicking on the microphone icon at the bottom left hand corner. To unmute yourself temporarily:
   - Use the 'push-to-talk' feature – **press and hold the spacebar** on your computer
   - OR, on a Windows computer: **Alt + A**
   - OR, on a Mac computer: **Shift + Command + A**
2. **Start/stop your video** by clicking on the video icon
3. **Enable a virtual background** to mask any distractions or clutter in the background of your video feed:
   a. Click on **the ^ arrow** next to the video icon
   b. Then select '**Choose a virtual background**' to choose from available images or upload your own
4. **Raise your hand** by clicking the **participants icon** and then selecting the raise hand icon. Be sure to lower your hand after you've been addressed. Keyboard shortcuts to raise hand:
   a. On a Windows computer: **Alt + Y**
   b. On a Mac computer: **Option + Y**
5. **Chat** (if enabled for your meeting) Click on the chat icon and then use the dropdown next to '**To**' to send text instant messages to:
   o *Everyone publicly***:** messages will be visible to all participants
   o *Host only:* messages will be sent only to the meeting host
   o *<Any named attendee> only:* message will be sent to the selected meeting participant only
6. **Reactions** click on the reactions icon to provide non-verbal feedback e.g. thumbs-up, clapping, slow down, etc. Reactions disappear after 5 seconds.

Additional details and video available at https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting
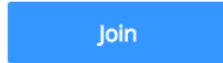
TEST YOUR SPEAKER AND MICROPHONE

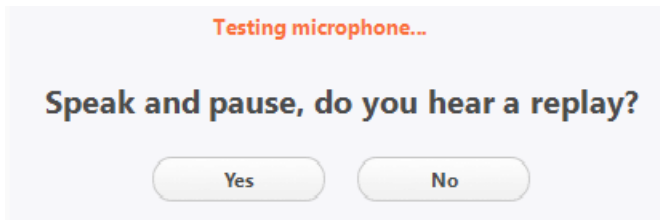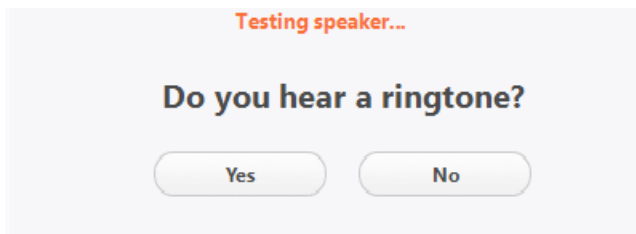An attendee can test their computer's speaker and microphone to ensure optimal sound quality during the meeting.

Before the scheduled meeting

Follow the steps below to test your computer's microphone and speakers before the scheduled meeting:
1. Visit http://zoom.us/test
2. Click on the blue **Join** button to join the test meeting
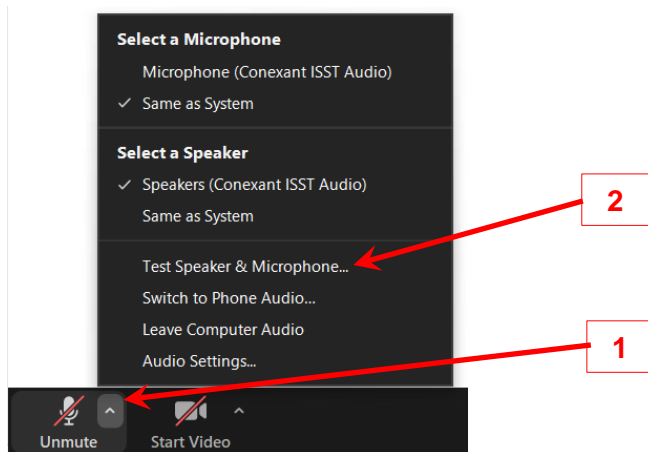
Join

3. When prompted, click **Open Zoom Meetings**
4. *(if Zoom is not installed on your computer, follow the prompts to download and install Zoom)*
5. Once in the test Zoom meeting, a pop-up window will help run the diagnostic to test your speakers and microphone (sample screenshot below)
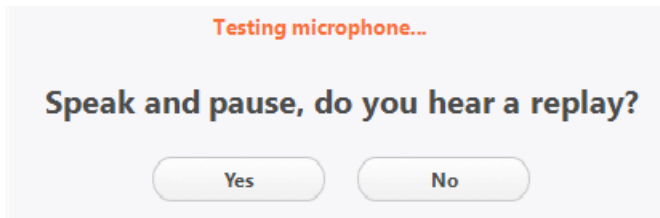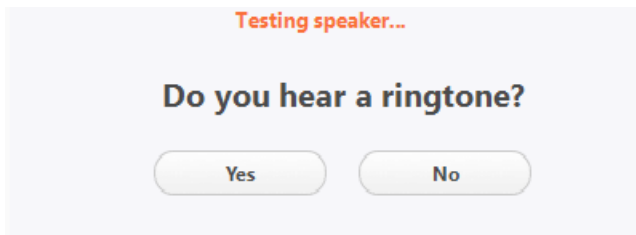
Testing speaker...

Do you hear a ringtone?

Yes   No

Testing microphone...

Speak and pause, do you hear a replay?

Yes   No

During the scheduled meeting

To test your computer's microphone and speakers during a meeting:
1. Click on the **^ arrow** next to the microphone icon
2. Then click on '**Test Speaker & Microphone**'

Select a Microphone
Microphone (Conexant ISST Audio)
✓ Same as System

Select a Speaker
✓ Speakers (Conexant ISST Audio)
Same as System

Test Speaker & Microphone...   2
Switch to Phone Audio...
Leave Computer Audio
Audio Settings...   1

Unmute   Start Video

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3. A pop-up window will help run the diagnostic to test your speakers and microphone (sample screenshot below)

Additional details and video available at https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-test-meeting

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SET YOUR VIRTUAL BACKGROUND

Use a virtual background to mask any distractions or clutter in the background of your video feed by displaying an image/video as your background. The background image/video can be one that is provided by Zoom or you can upload your own.

Follow these steps to set up a virtual background during a meeting:
1. In the black control bar (detailed on page 1) click on the **^ arrow** next to the video icon
2. Then click on '**Choose a virtual background**'
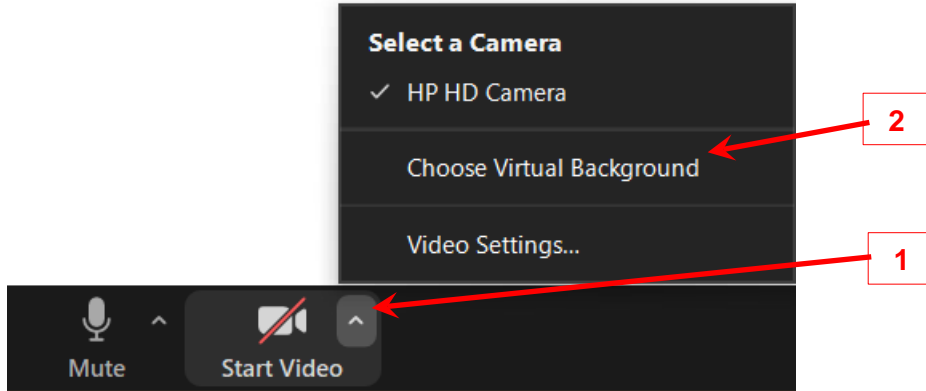
3. In the subsequent pop-up, you have the option to select from one of the **available images or videos** provided by Zoom
4. OR, you can upload your own image or video using the '**+**' icon in the top right hand corner

Zoom allows you to '**Mirror my video**'. As shown above, by default mirroring is enabled. 'Mirroring' ensures that when you move your head to the left, the video feed you see of yourself also shows your head moving to the left. If mirroring is not enabled, then when you turn your head to the left, the video preview you see of yourself on the screen will show your head turning to the right – and that can become weird very quickly! However, an unintended consequence of mirroring is that if your virtual background has text, then it will appear, only to you and only on your screen, as backwards.

NOTE: All attendees will always see your head turns and text in your virtual background correctly, regardless of whether 'Mirror my video' is checked or not. Checking 'Mirror my video' is optional but recommended for your own sanity.

Additional details and video available at https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background

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RAISING YOUR HAND

Attendees have the option to raise their hand to inform the meeting host, presenter and/or Zoom Meeting Admin (ZMA) that they would like to ask a question. To raise your hand:

- Click on the **participants icon** and then select the raise hand icon
- OR, use keyboard shortcuts to raise hand:
  a. on a Windows computer: **Alt + Y**
 b. on a Mac computer: **Option + Y**

Once you raise your hand, Zoom elevates your name in the list of participants and you will be placed in a queue that prioritizes attendees who have raised their hands before you. This priority list of hand raisers is correctly visible to the host and the ZMA; given how Zoom arranges attendee names in the participant list you may not see the relative position of your raised hand vis-à-vis other hand raisers in that meeting. Zoom lists all participants using the following schema:

1. < Your name first >
2. Host(s)
3. Co-host(s)
4. Prioritized list of participants who have raised their hands, starting with the oldest hand raise
5. All other participants

Rest assured that the ZMA will call on you when its your turn.

NOTE:

- Be sure to lower your hand once you've been given the opportunity to ask your question
- Host & co-host cannot raise their hands

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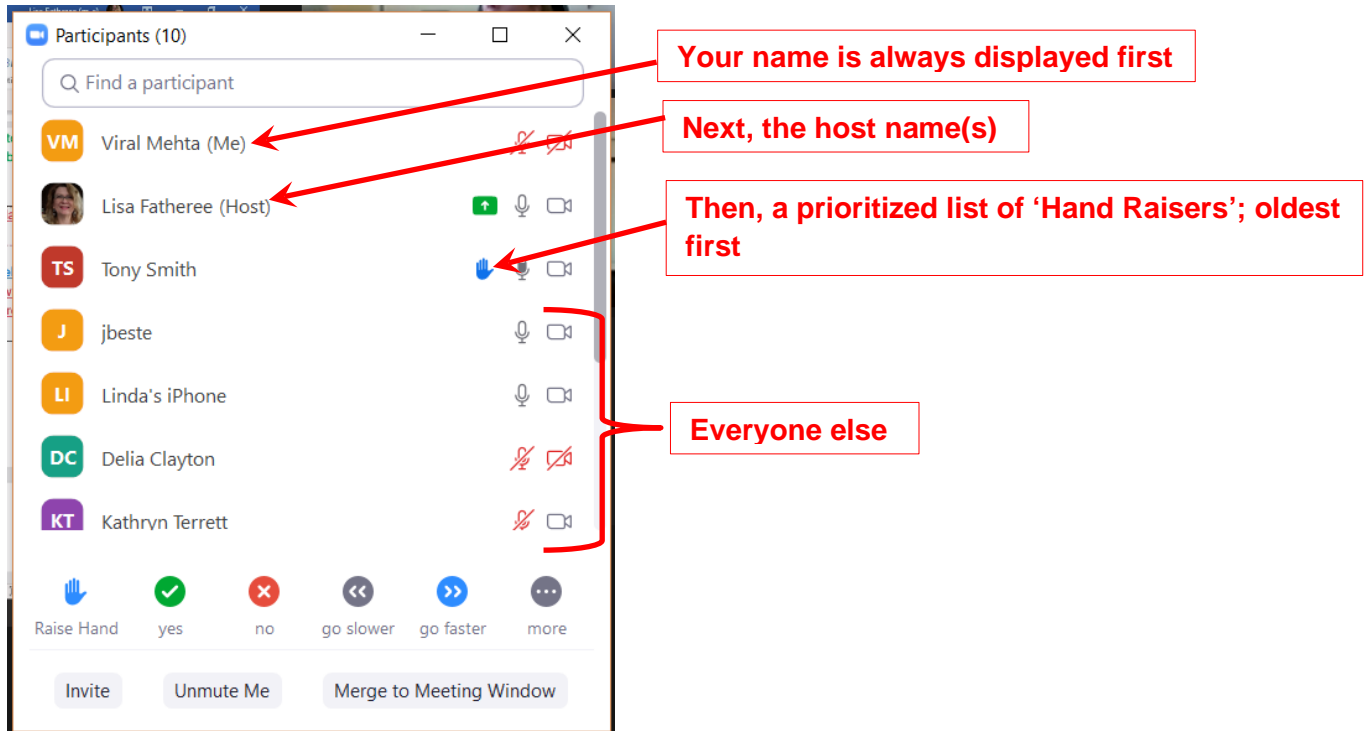
VIDEO LAYOUT DURING MEETING

Every attendee has several options to change how the layout of the video feeds from other meeting participants is displayed on their computer screen. This can be best understood as follows:

When no one is sharing their screen:

Attendees can use the '**Gallery view / Speaker view**' button in the top right-hand corner to toggle between **Gallery view** (seeing an array of video feeds), or **Active Speaker** (just the video feed from the speaker):

- **Gallery view** allows, depending on your screen size and resolution, for up to 49 video feeds to be displayed on your screen. Be sure expand your Zoom to maximum by clicking on the '**Enter Full Screen' icon** in the top right-hand corner. Windows shortcut for full screen is **Alt+F1** *(use the escape key 'ESC' to exit full screen mode; use the 'Page Up (pg up)' or 'Page Down (pg dn)' buttons on your keyboard to flips through the different pages of video feeds)*
- **Speaker view** automatically switches the video feed to the person who is speaking at that moment
- **Mini Window view** minimizes the Zoom video feed into a small tile that is always placed on top of any other application that may be open on your computer. To switch to a mini window view, click on the minimize icon in the Zoom video *(use the 'Exit Minimized video' icon in the bottom right hand corner of the video feed to return to Gallery view)*

When someone is sharing their screen:

In this scenario, your screen now has to accommodate the shared screen as well as the video feeds. By default, the shared screen will occupy majority of the screen and the video feeds from the attendees will appear in a horizontal bar at the top of the screen, as shown below.

To swap this placement, click on the '**Switch Shared Screen with Video**' link in the top right hand corner.

Click to swap screen share with video, and vice-versa
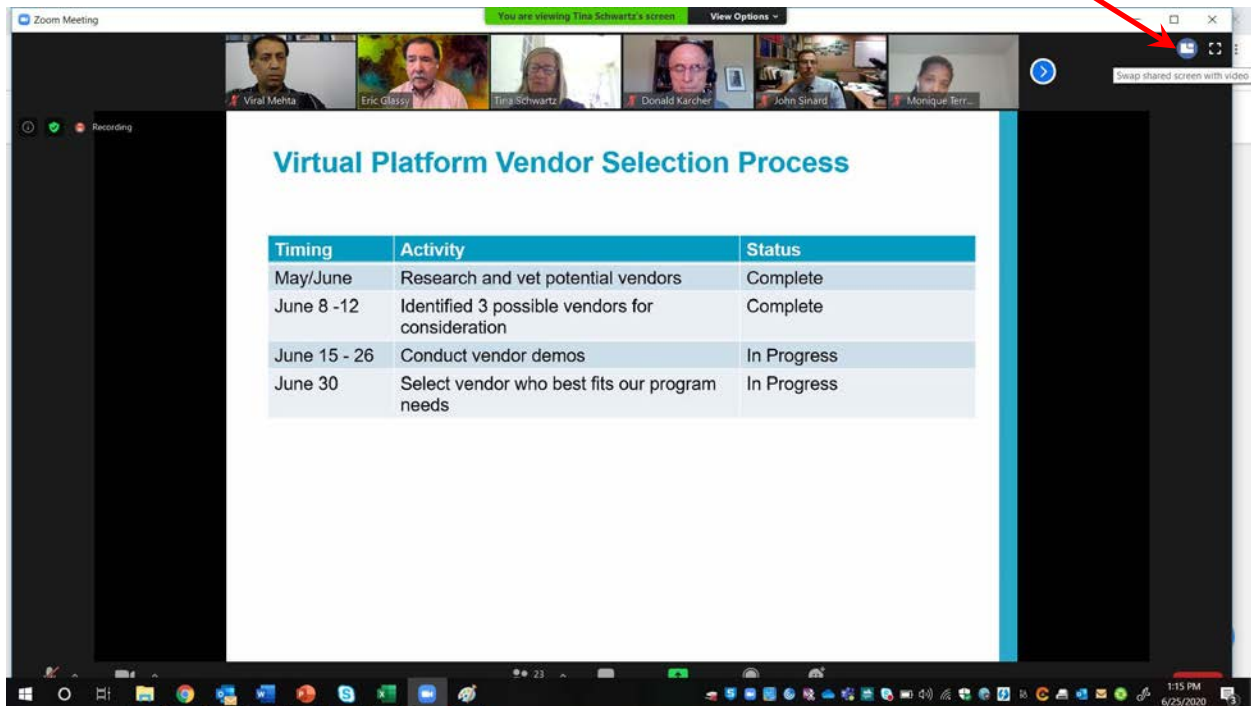
Another option is to view '**Side-by-Side**'. This places the shared screen and video feeds horizontally next to each other, with a vertical divider between these two sections that allows the attendee to resize these two section.

To enable 'Side-by-Side' view when someone is presenting, click on the 'View Options' dropdown on the top of the Zoom window and then 'Side-by-side'.

Additional details and video available at https://support.zoom.us/hc/en-us/articles/201362323-How-Do-I-Change-The-Video-Layout-

RECORDING A MEETING

By default, only the meeting host and co-host can record a meeting. If a meeting attendee wants to record a meeting, the meeting host/co-host has to grant permission to that attendee to record the meeting.

Is this meeting being recorded?

If a meeting is being recorded, a red 'Recording' icon will be visible in the top left hand corner. (see screenshot below)
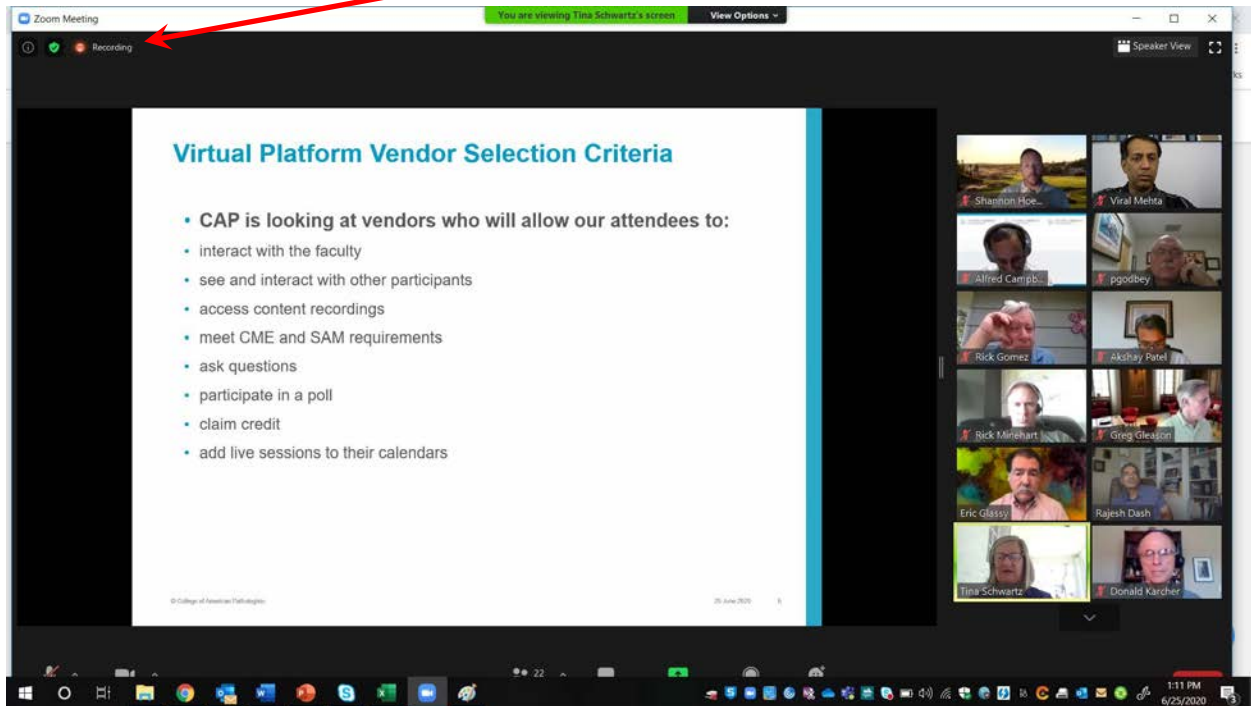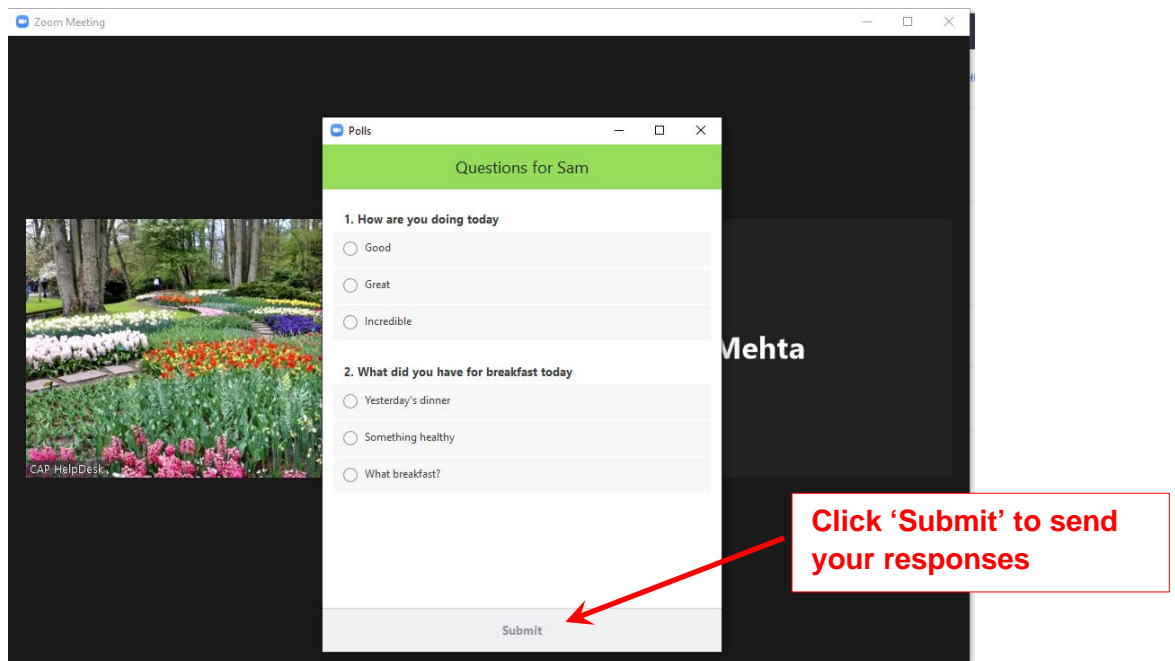
RESPONDING TO IN-MEETING POLLS

Zoom allows the meeting host to field polls during the meeting.

1. When the meeting host activates a poll, all attendees will see a dialog box with poll questions in their Zoom interface
2. Answer the questions and then click '**Submit**'

TIP: If the dialog box does not pop-up, click 'Polls' icon to bring up the poll

Click 'Polls' icon to submit your responses

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TIPS FOR MOBILE USERS

- You do not have to create an account; download the Zoom app and '**Join a Meeting**'
- Use a headset or earphone
- Given the small screen size of your device, you may not be able to view a screenshare and video feeds at the same time
- When viewing an array of video feeds, swipe left or right to see additional video feeds
- Mobile users can only record to the cloud

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