ARTISTS THR!VE

RAISING THE VALUE OF ARTISTS IN EVERY COMMUNITY.

ZOOM TIPS

All you need to know to manage and make the most of your paid Zoom account.

Contents

www.artiststhrive.org

Zoom's *New Users* Guide

https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users

Downloading the Zoom app vs. Joining from the Zoom Website

You have the option to download their Zoom Client App or launching from the Zoom website for any meeting.

When launching from the website, you receive this prompt.
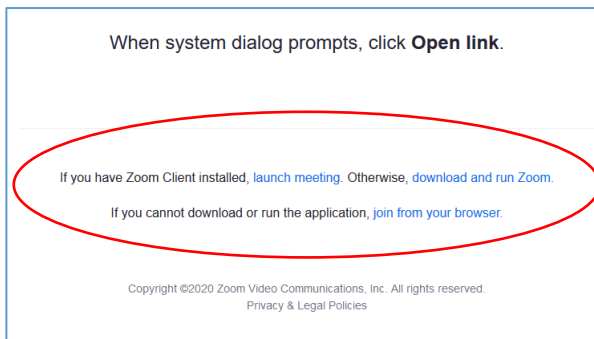
The website limits the options for a meeting. Participants will still have the same Chat and Participants options but they do not have Reactions to Settings or other controls (see image).

Phone Only Participants

Zoom provides a phone only option for participants. Hosts should share with participants by phone that they have control to mute and raise their hand.
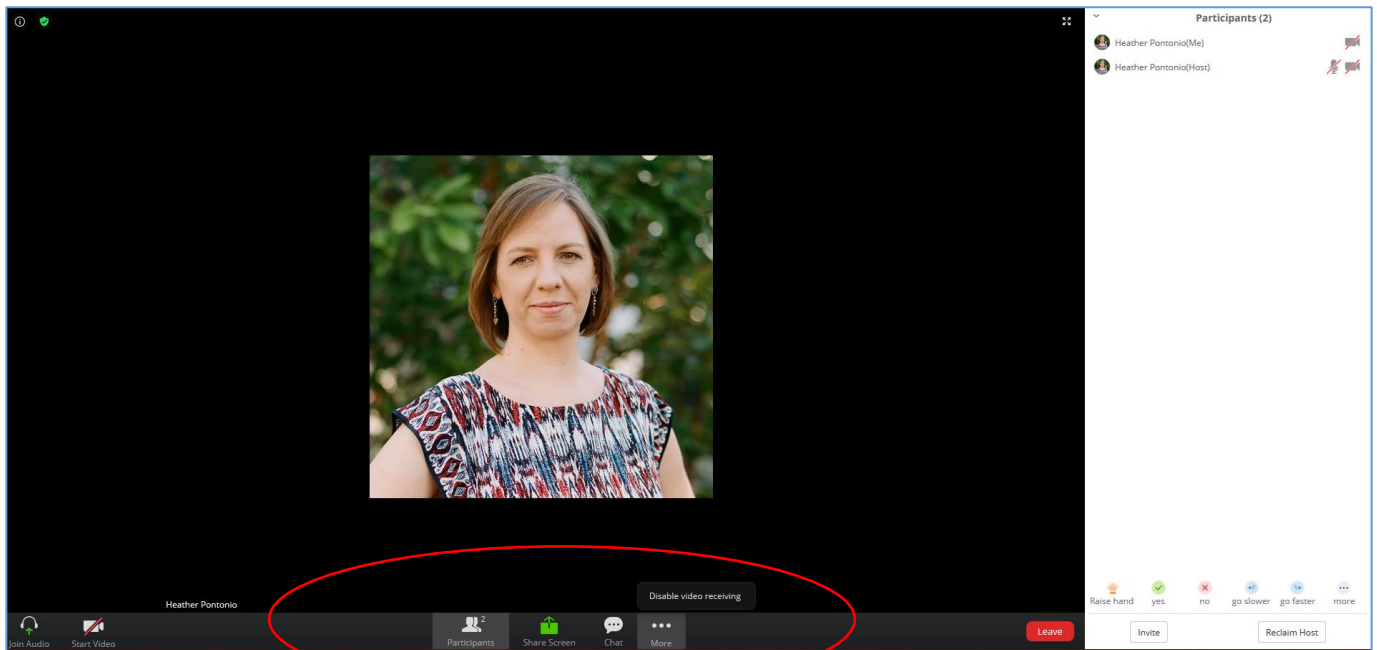
   *6 - Toggle mute/unmute
   *9 - Raise hand

Note that participants by phone only cannot respond to poll or utilize reactions or other icon nonverbal responses.

There are additional considerations for phone participants if you are using breakout rooms.

Sound Management

Signing in via video and phone may improve audio.

Selecting on the arrow next to your microphone in a meeting will open a menu of options to manage your microphone and speaker.
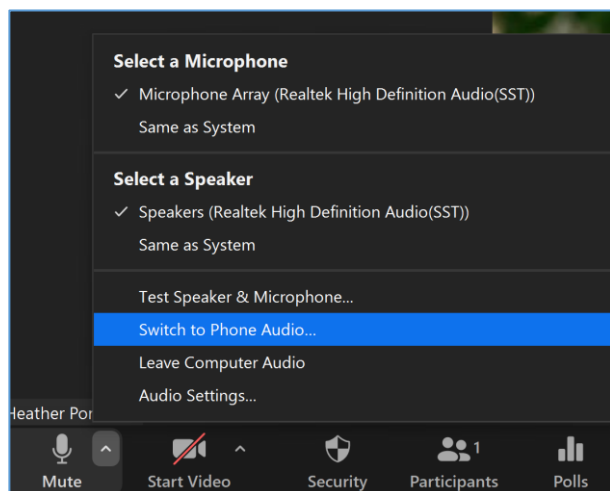
Selecting Switch to phone audio will open a pop-up with phone number options.

Follow the prompts on the phone.

If you enter the Participant ID the phone audio and video will be synced.

Syncing audio and video:
1) Merges the phone image with the video
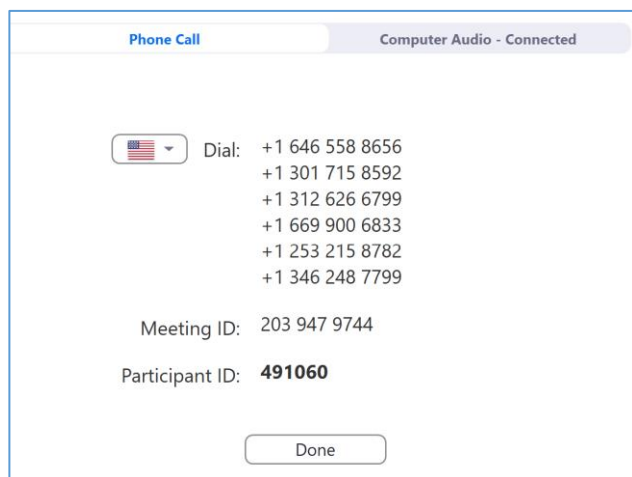2) Means that if the video connection is lost, the audio connection is also lost
* it may be beneficial for hosts to NOT merge lines by not including the participant ID to sync the connections.

Your Settings
https://support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app

There are 2 areas where you locate settings. One in the downloaded app and another online. Online
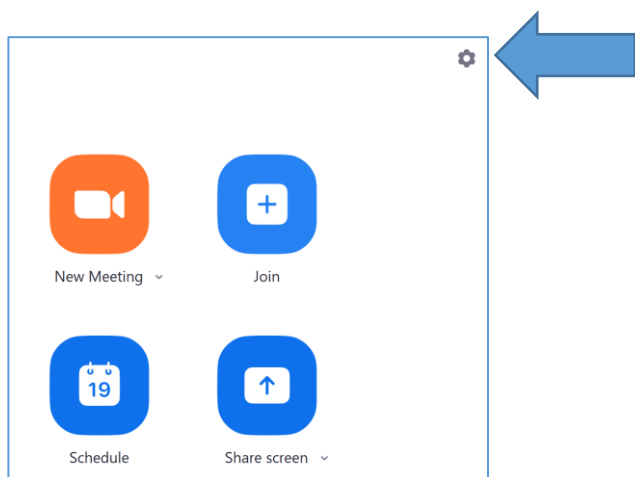
Settings are available in your meeting by selecting Audio or Video settings (using the arrows next to the microphone/video images) but you cannot alter the items in the General tab (shown here).

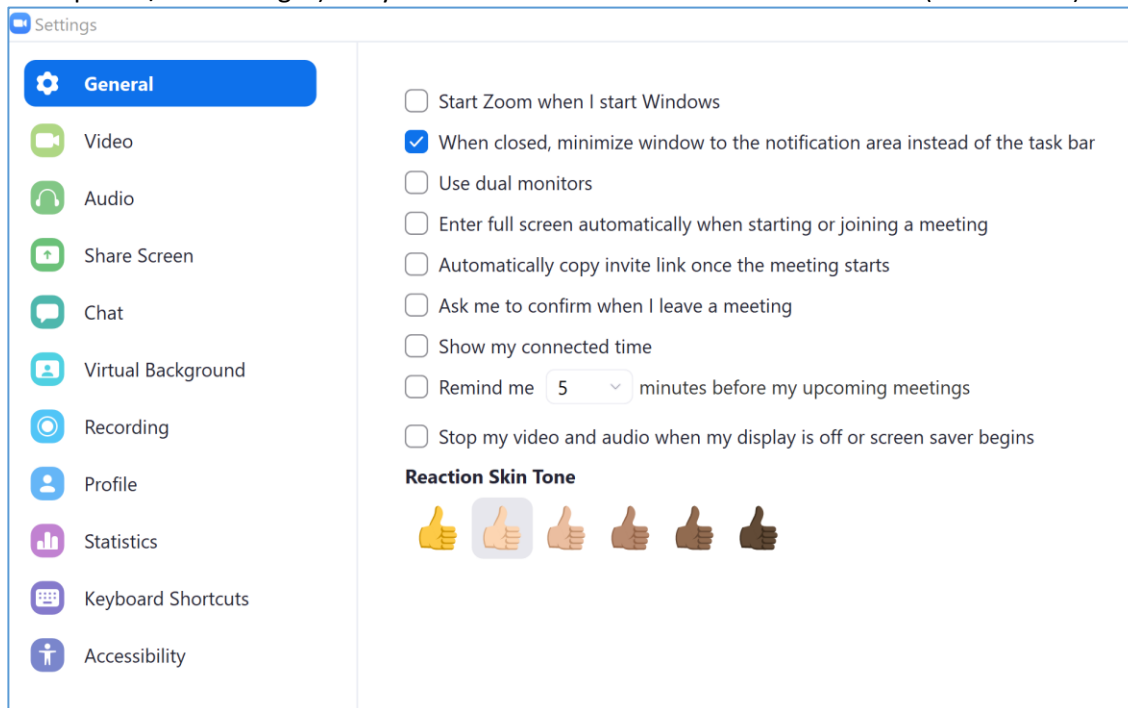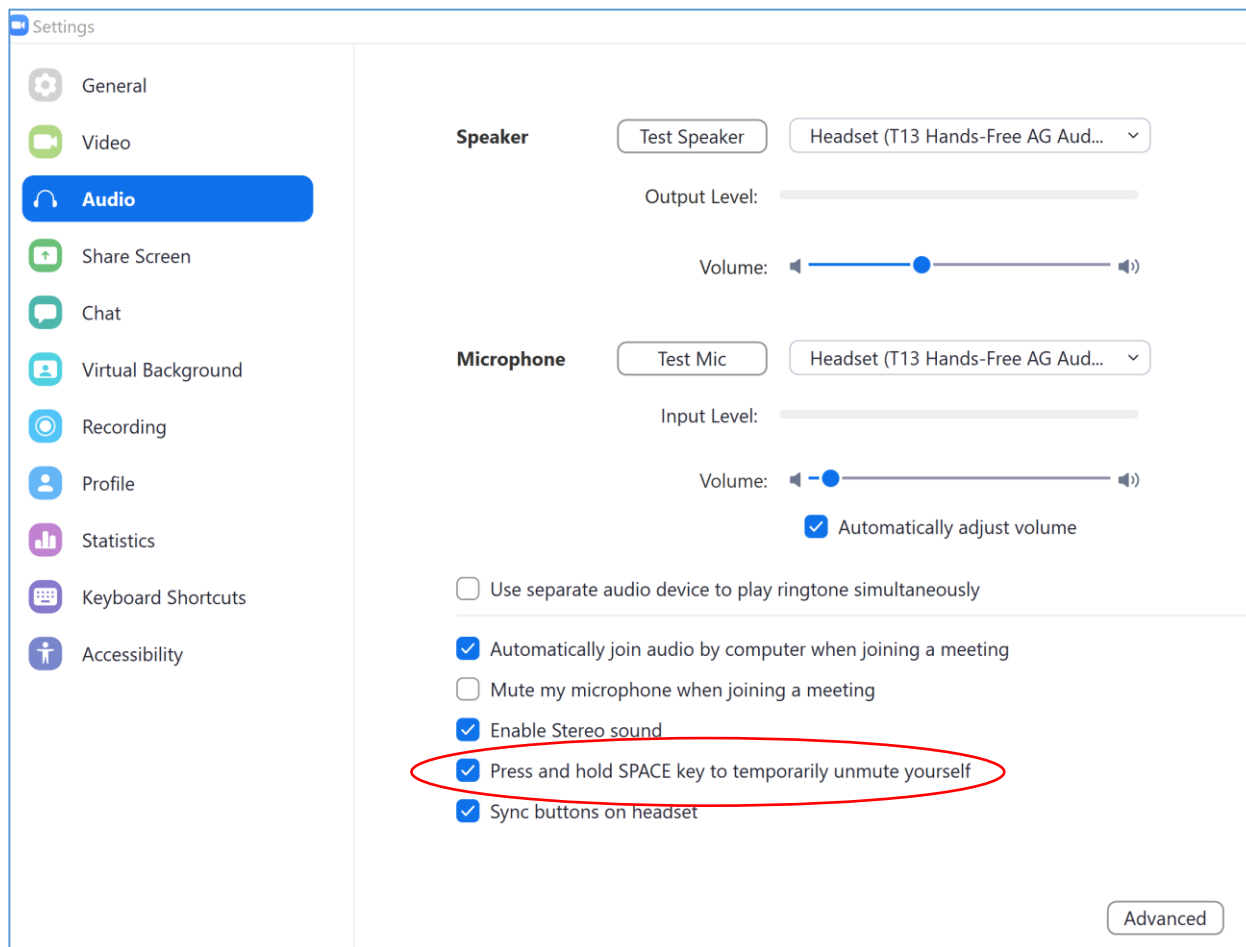From this area or by selecting the Audio or Video settings during a meeting (using the arrows next to the microphone/video images) you can access all tabs except the General. In the Audio tab you can activate the option to be able to temporarily unmute yourself during a meeting by holding down the space bar.

Host Controls

Zoom provides a nice overview of all the host controls in this article: https://support.zoom.us/hc/en-us/articles/201362603-Host-and-co-host-controls-in-a-meeting

Co-Hosts

You may have to enable this in your https://zoom.us settings – In Meeting (basic) – about ½ way down the list.
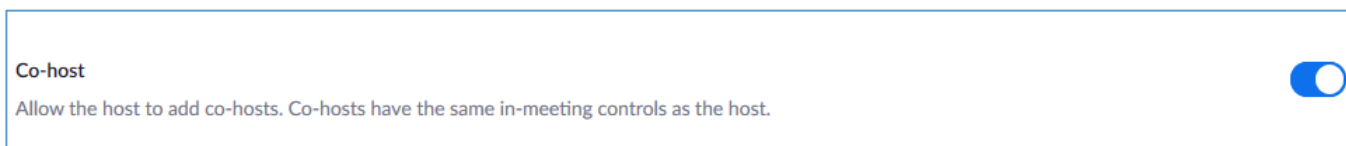
The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.

Co-hosts do not have access to the following controls, as they are only available as host controls in a meeting:

- ➢ Start closed captioning and assign someone or a third-party to provide closed captioning
- ➢ Start live streaming
- ➢ End meeting for all participants
- ➢ Make another participant a co-host
- ➢ Start breakout rooms or move participants from one breakout room to another
- ➢ Start waiting room (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)

Co-hosts cannot start a meeting. If a host needs someone else to be able to start the meeting, they can assign an alternative host when creating the meeting. Co-hosts must have a licensed paid Zoom account to be co-hosts.

Co-hosts also have the ability to move between breakout rooms.

Host tips

- ➢ Don't go it alone! Consider who else can help:
    - o Can a participant be made a co-host to help monitor the participants tab for raised hands, etc (and then they can also remove those icons)
    - o Can a participant be made a co-host to see all chats?
    - o Can a participant be made a co-host to be assigned as the tech help (that person could rename themselves to *tech help - - the combo of the symbol * and making them a co-host means that are first on the list);
- ➢ Have your chat, participants tab open throughout the call and view participants in Gallery View
- ➢ Beginning the meeting with a brief Zoom overview can be helpful to all.
    - o Participants may feel more comfortable turning off their video or being on mute if the host gives 'permission' at the start of the meeting. Many participants are suffering Zoom fatigue but worry that it will not appear they are focused on the meeting if they turn off their camera.
    - o Phone participants should know that *6 mutes/unmutes | *9 raises your hand | # returns you to the main room from a breakout session
    - o Make sure participants know how to Mute/Unmute themselves. Encourage participants to mute themselves when not speaking to reduce noise. Hosts can mute all in the Participants Tab (see below).
    - o Ask participants to open the Participants Tab and locate the Raise Hand and other icons to use throughout the meeting.
    - o Participants can also change their personal view from Speaker to Gallery by clicking on the top right corner button. This is unique to each computer.

Meeting Registration

Hosts can set up a meeting with an RSVP through Zoom – this will also make it easier to pre-assign breakout rooms (when creating the meeting RSVP, select the box to pre-assign breakout rooms (more details below).

Creating a meeting registration via the web portal https://zoom.us/
After you sign in, click My Account on the top right in blue
Select Meetings under the left side bar
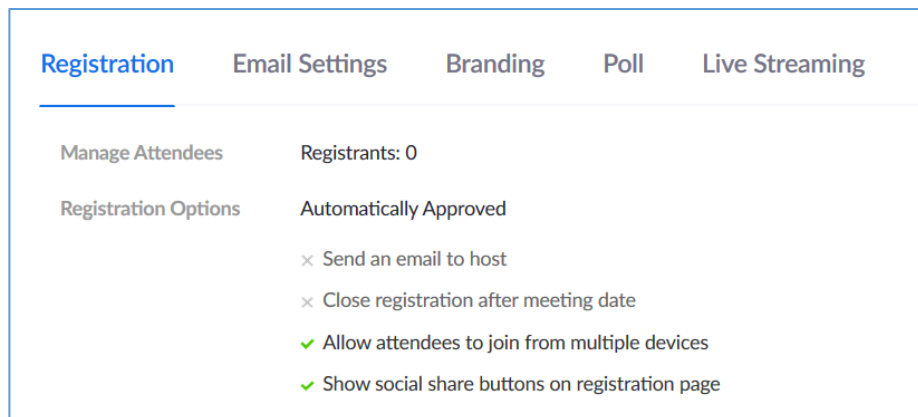Click the Blue Schedule a New Meeting button
Add your meeting details
Click on Registration required
Save the meeting

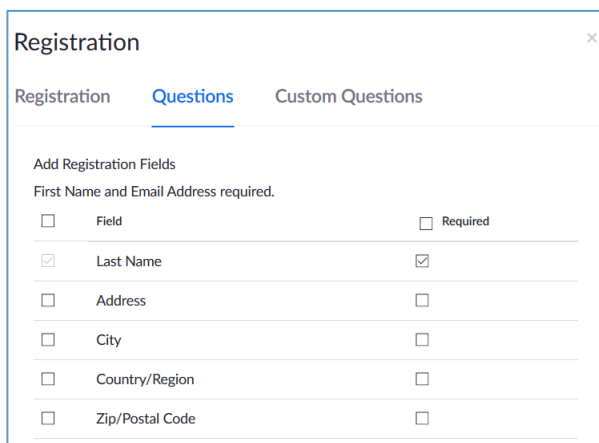After you save, scroll to the bottom and you will see these options:

Registration details
If you click on the far right "Edit" on the Registration options line, you can add registration questions from their list or go to the custom questions tab to create your own.

Email Settings
You can edit the Confirmation sent to registrants

Branding
You can add your logo to the registration page

Poll
You can prep polls for your meeting that will be available during the call

Manage Attendees
Under the manage attendees area you will be able to see who is registered and view a list, but you cannot export or pull a list there. For that, you need to go to reports (see below).
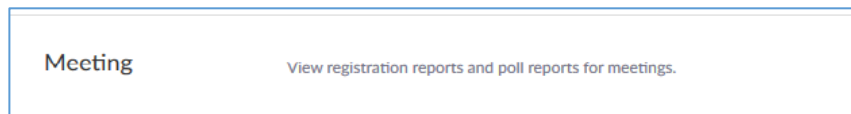
Registration Reports

To get a report of everyone who has registered, you need to go to https://zoom.us
In your Account, left side bar, under Admin, Account Management - locate Reports (see the image)
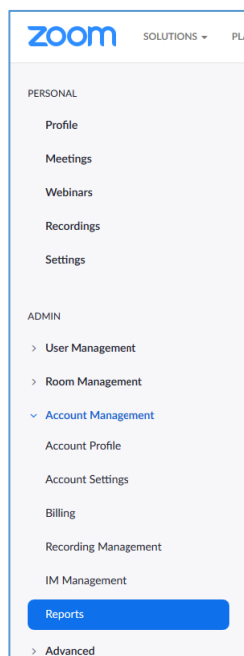

On the next screen, select the Meeting Report to see all your meetings and download registrations

After you select Meeting, you need to select the date range to locate the meeting.
Once you do, you will need to select the blue Generate button on the right. After it processes, that will change to Download. You can then download a csv file with all the registrations and form responses.
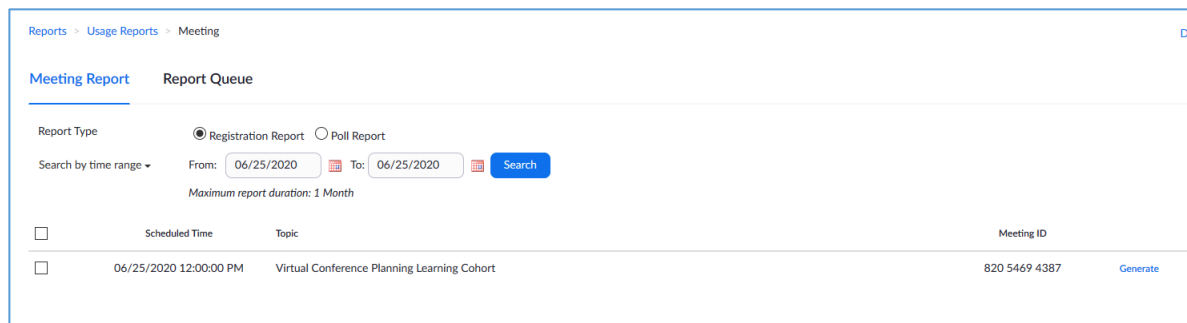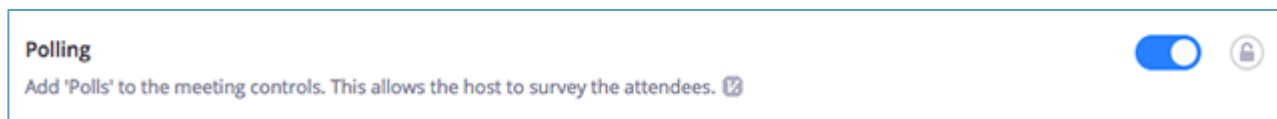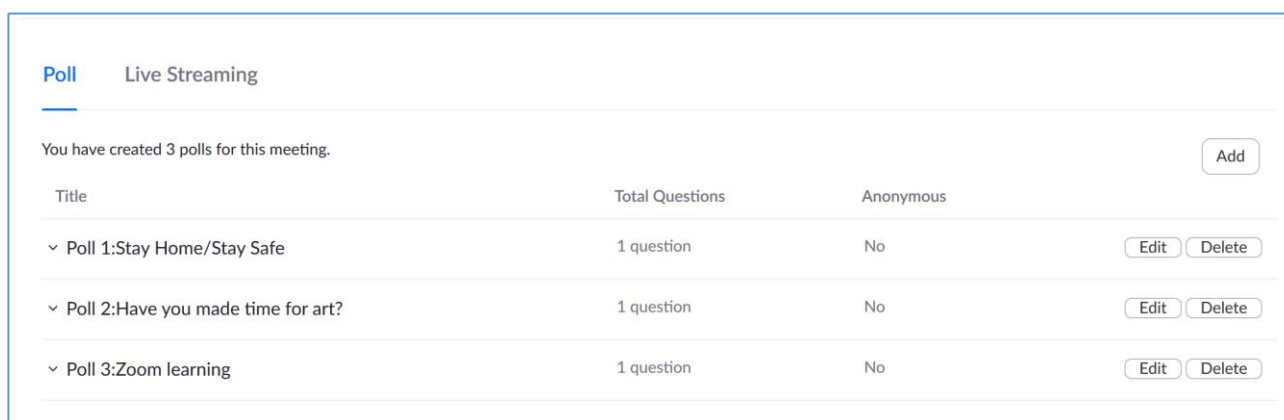
Polling

To enable the polling feature, Sign in to https://zoom.us. In the navigation menu, click Account Management then Account Settings (if you are an account administrator) or Settings (if you are an account member). Navigate to the Polling option on the Meeting tab and verify that the setting is enabled. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.

Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.


After you enable the Poll settings, you can create a poll during a meeting or in advance.

To create a poll in advance, go to https://zoom.us and create or locate the meeting. At the boom of the meeting you will see the option to Add a poll. Each question can have up to 10 choices and participants can be forced to select only 1 or multiple choices.

To launch the poll in the meeting, select Poll on the taskbar.
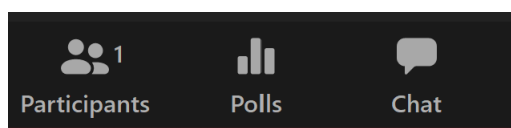
If you have prepared more than 1 poll, use the down arrow at the top to select the correct question and then click Launch Polling.
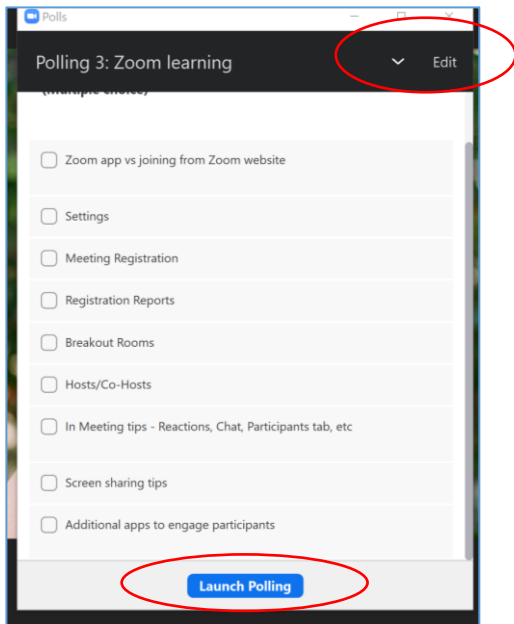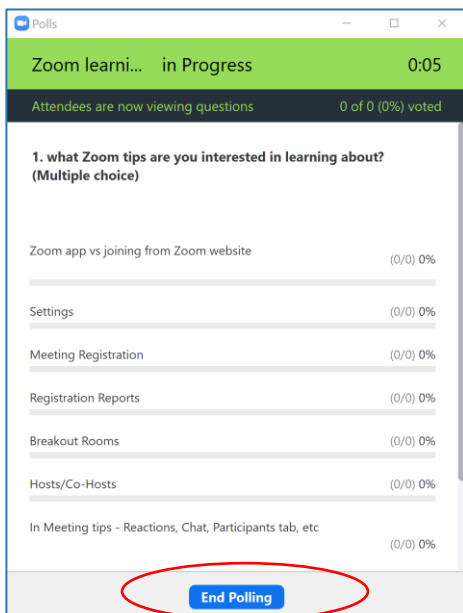
When the poll launches it will pop up on the screen.
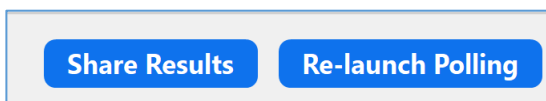
Phone participants cannot participate in polls.

Participants cannot see responses until you close the poll.

Hosts see this screen when polling is live. They can see how many people have voted, what responses are and how long the poll has been open.   Attendees do not see this until you end poll and share results.

When the host Ends Polling, they receive this option:

When the hosts shares results, participants see results. To stop sharing results, the host needs to click on Stop Share Results.
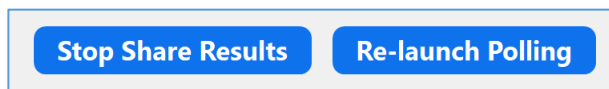
Again, note that phone only participants cannot see results or participate in polling.

You can only create a max of 25 polls for a single meeting.

Downloading a Report of Poll Results

This is found in the same area you can download a meeting registration report. You can download a report of the poll results <u>after</u> the meeting. When viewing a report of the poll results, take note of these things:

➢ If registration was turned on and the poll was not anonymous, it will list the participants' names and email addresses.

➢ If registration was not on, the polling report will show the profile names of authenticated users in the same account.

➢ If the poll was anonymous, it will show "anonymous" for the participants' names and email addresses.

➢

Breakout Rooms

- Breakout rooms are available to all users.
- Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions.
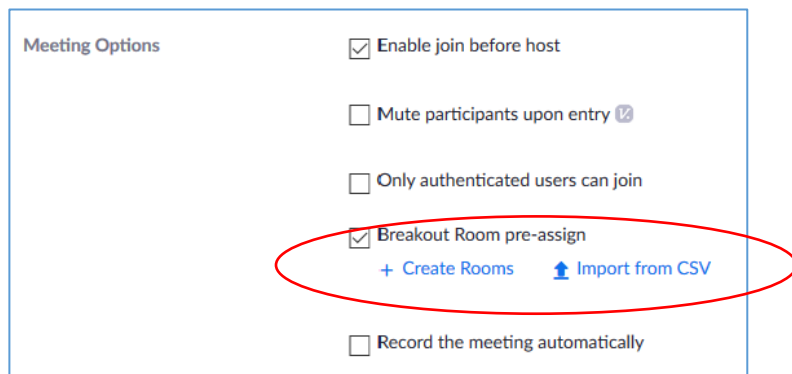- Zoom guide: https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms

You must enable this in your account settings at https://zoom.us – In Meeting (Advanced) 2nd item.

Preset Breakout Rooms

In the image above, having the Allow host to assign participants to breakout rooms when scheduling allows the host to use the registration list to pre-set rooms.

You can also present the room names (without adding participants) when creating the meeting.

Breakout Room Tips

- The co-host can leave and join any breakout room only after they join a breakout room assigned to them by the host.
- If a participant clicks Ask for Help, it will notify the meeting host that you need assistance and they will be asked to join your breakout room.
- Any phone-only participant must stay in the room until the full countdown clock ends. They can return to the main room immediately if they hit #.
- When creating the breakout room the host sets how long the rooms will take to return. Note that anyone on the phone that does not hit # will need to wait until the full countdown clock to return.
- Hosts can broadcast messages to all the breakout rooms. Note that this message appears in small print at the top of the screen and participants on phone only will not receive them.

Recording While in a Breakout Room

Participants must be given permission by the host to record. The host needs to allow recording before opening the breakout rooms. If the host has already open the breakouts rooms, they can join your breakout room to allow you to record.
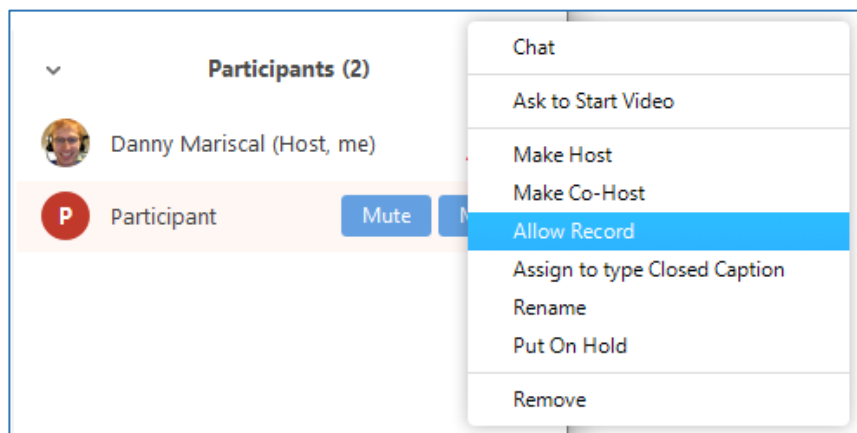
Recordings from the breakout room cannot be saved to the cloud, they go to the computer of the participant who hit record.

In Meeting – Renaming

Whatever name is on the video is that name that will be used in the transcript and chat. Asking everyone to rename to their proper name, include organization, pronouns, and/or native lands is helpful for all participants.

Hosts can rename participants by clicking on the … on their video or I the participants tab.

In Meeting – Reactions

Reactions are one of the choices in the app that is across the bottom bar.
The skin tone is changed in your settings (mentioned above)
Also note that reactions are not available to those using the browser to view the meeting.

Reactions appear for a short time and are viewable on the top corner of your video screen.
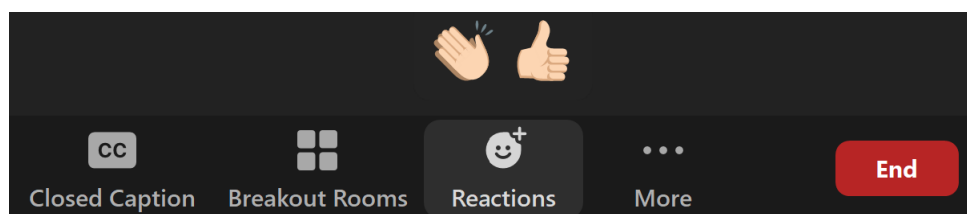
In Meeting – Chat

Participants can only see chats from their point of entry. So, if you posted a link when the call started, only those on the call at that moment see that chat. A latecomer will see a blank chat when they join.

Hosts can control chat capability. See image below for options.

In the https://zoom.us/ settings you can turn on/off the ability for attendees to send files via chat. For large public meetings it's recommend that you turn this feature OFF to avoid zoom bombing issues.

Note, private chats are saved in the master chat recording – they are only private during the meeting.
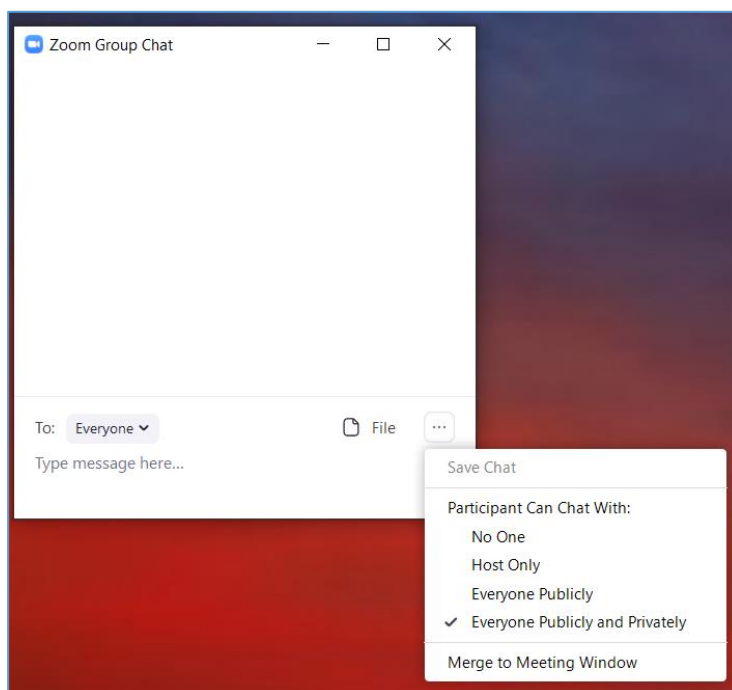
In Meeting – Participants Tab

Under the participants you have access to all the other features for participation including raise hands, yes, not, go slower, go faster, thumbs up/down, need a break, and stepping away.
When participants click on these, they appear in the participant tab next to their name. Hosts see these images in the video boxes as well.
Hosts can clear these for everyone (clear all) or for a single participant (by clicking the icon at their name/video).

It is also in this tab where hosts can instantly mute all participants except hosts (mute all button bottom middle) and by clicking on the … next to mute all select options for participants (see image).
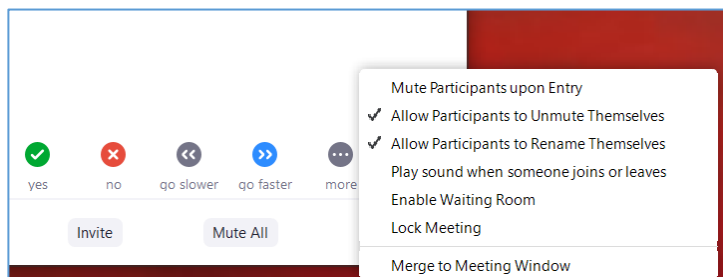
Hosts can see a tally count on top of the icons at the bottom of the tab.
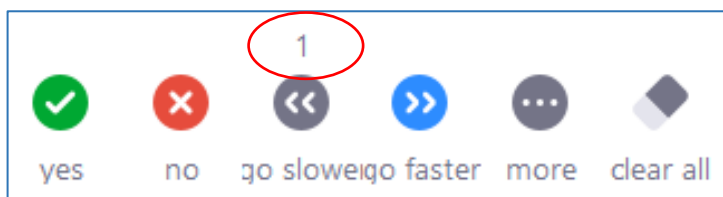
Hosts will see the icons in the participants tab to the right of their name.
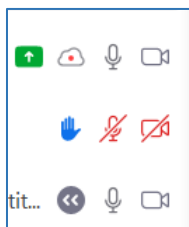
Hosts will also see the raised hand icon on the video screens – hover your mouse over the hand will open the text to click to lower the hand.

In the Participants Tab, raised hard will show up in the cue order from top down in order that they clicked on the Raise Hand icon.

In Meeting – Hide Self Video

In your video screen, click on the …
Click on the Bottom choice – Hide Self View
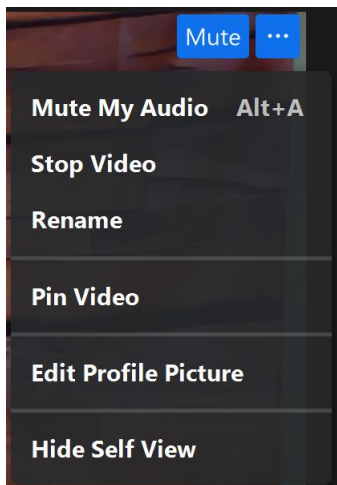
To show again, click on Show Self View in the top right next to the Gallery/Speaker View option
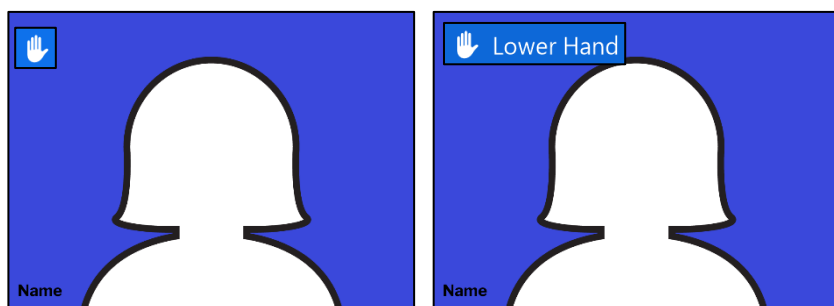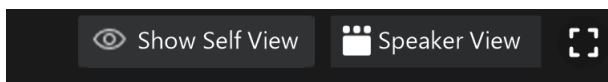

In Meeting – Screen Sharing

By simply clicking on the bottom green icon in the middle of your toolbar you can share any open file or application.

You can preset who can share screens in the online settings for your account. Or during a meeting, follow these steps:

Click on the arrow next to Screen Share:

Click on Advanced Sharing Options…

Advanced Sharing Options...   ✕

How many participants can share at the same time?

🔵 One participant can share at a time

⚪ Multiple participants can share simultaneously (dual monitors recommended)

Who can share?

⚪ Only Host 🔵 All Participants

Who can start sharing when someone else is sharing?

⚪ Only Host 🔵 All Participants
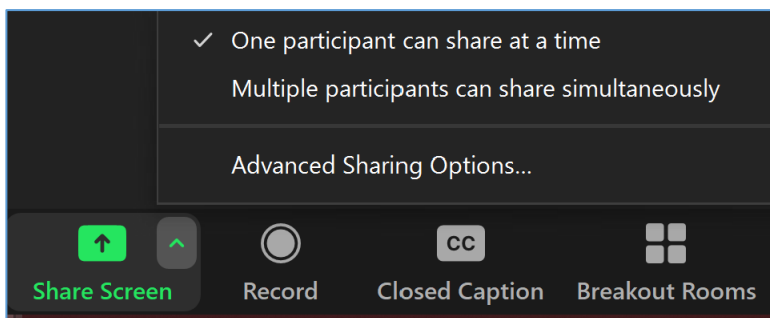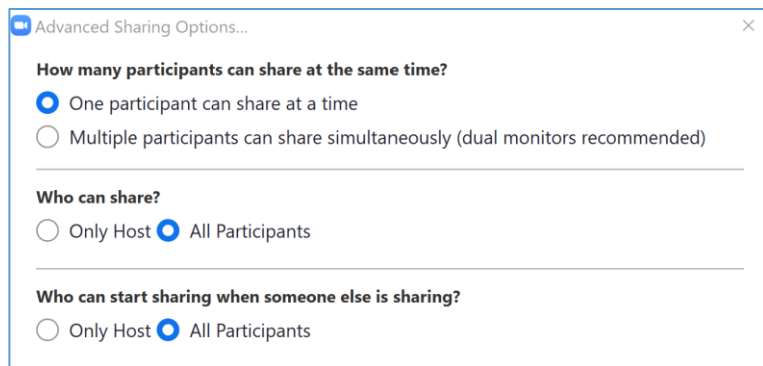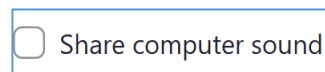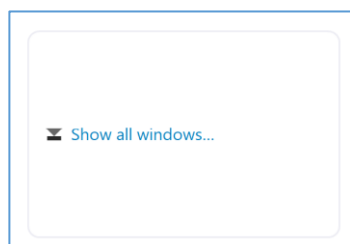
Change options to *Only Host*.

If you are hosting a public meeting, turning OFF screen sharing for participants will help limit "zoom bombing".

If you have more files/applications open than can be seen on this screen, click on the bottom right box for all files/applications to be added to their screen.

⤓ Show all windows...
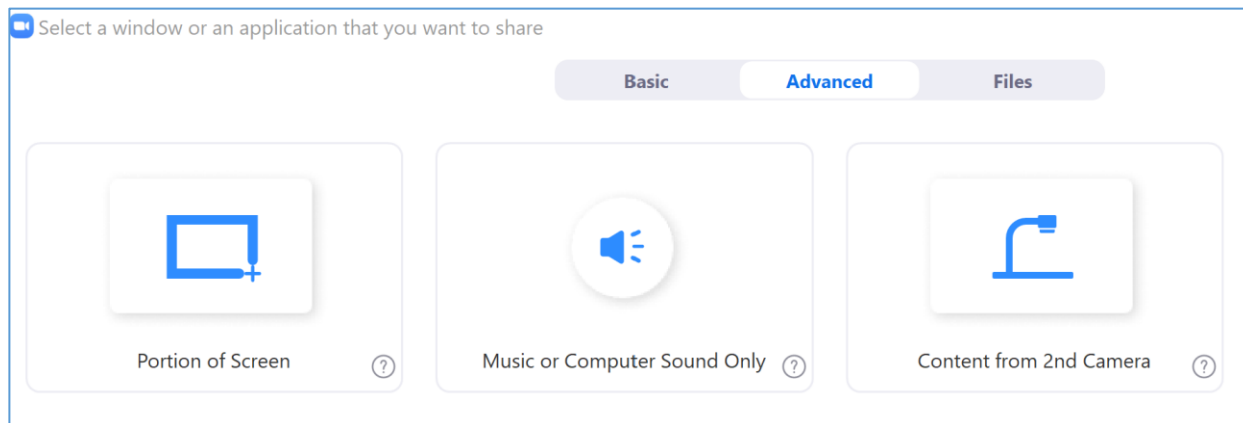
⬜ Share computer sound

If you are sharing sound, make sure you check the box in the bottom left corner

Make sure you test the video before you the meeting. You may have to download something that allows Zoom to officially share your computer audio. This is key because otherwise when you share a video, you will be using your computer speaker or headset audio so you can't mute yourself or the video audio will also be muted.

Under the <u>Advanced</u> tab you can share computer sound only – a great tool if you would like background music playing as people enter the meeting (especially if everyone is on mute).

Select a window or an application that you want to share

| Basic | **Advanced** | Files |

Portion of Screen ⓘ

Music or Computer Sound Only ⓘ

Content from 2nd Camera ⓘ

While screen sharing the default view is 4 participants. You can grab the bar to see more participants.
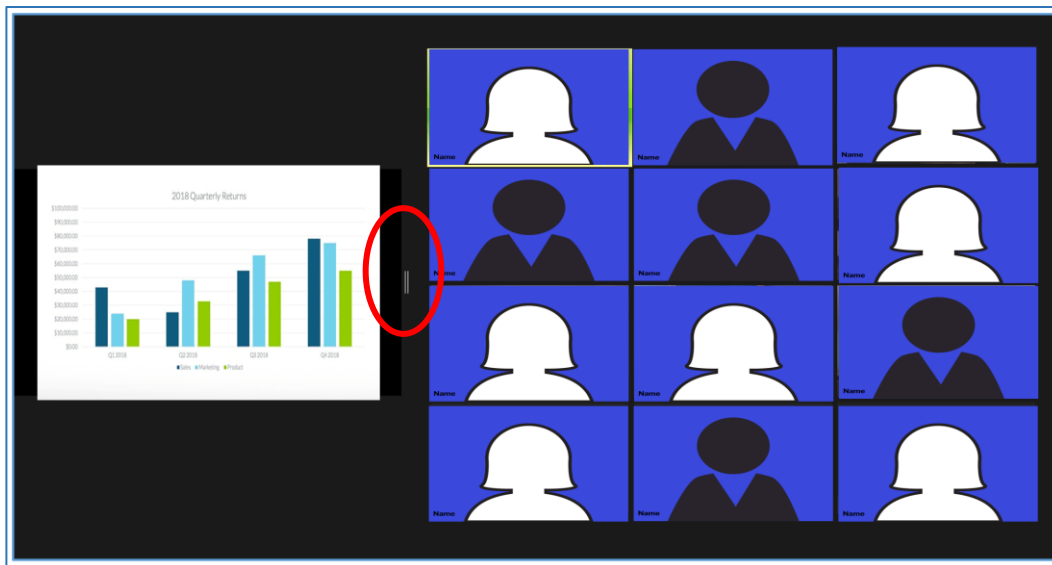
If you are the host, you can pop out the videos to see more participants.

In Meeting – Closed Captions
To activate Closed Captioning, first you need to turn on the feature:

In a Zoom meeting or webinar that you are hosting, click **Closed Caption**.

CC

Click one of these options:
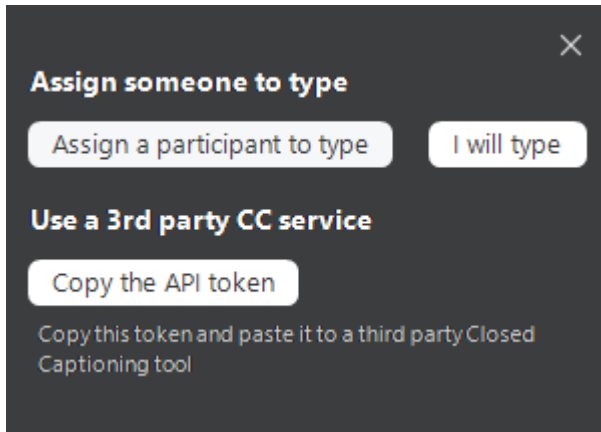
Assign a participant to type: Opens the Participants Tab. Hover over the participant's name and click **More** then **Assign to Type Closed Caption**.
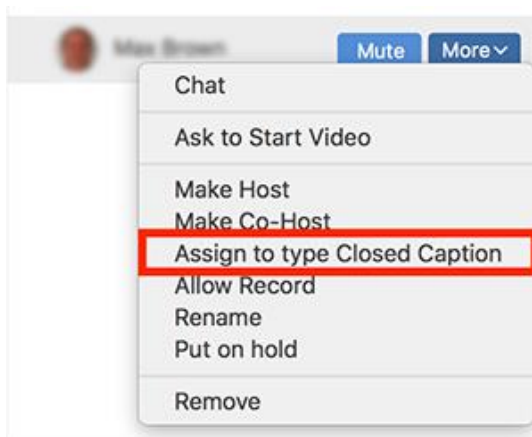
I will type: Opens the closed captioning window for you to manually type closed captions.

Copy the API token: Copy the URL that you can provide to a third-party closed captioning service to integrate the service with your meeting.

When closed captions are in use, participants will see a notification. In a meeting, it will appear in the controls at the bottom of your screen.

After selecting **Closed Caption**, you will see the captioning at the bottom of your screen.
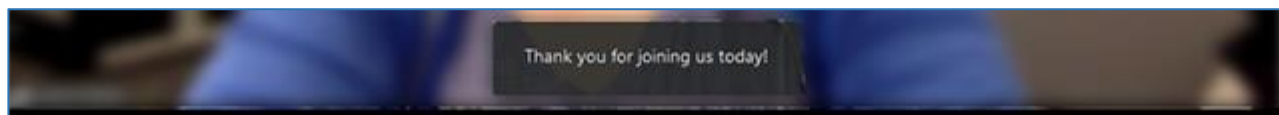
Optional: If you need to adjust the caption size, click on the arrow next to stop/start video and choose **Video Settings**.
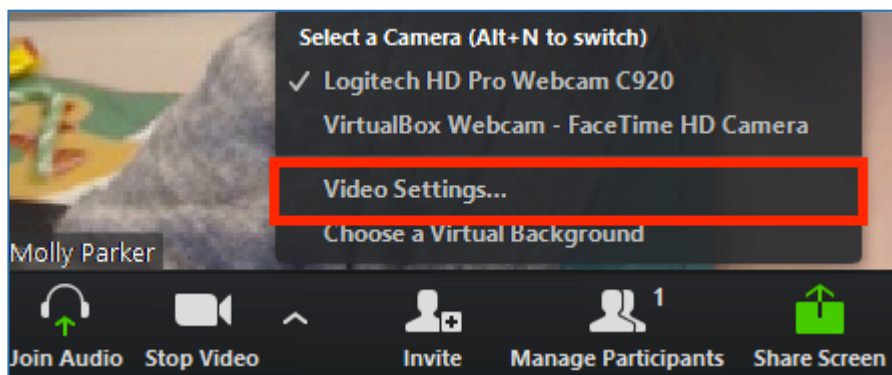
Click on **Accessibility**.
Move the slider to adjust the caption size.
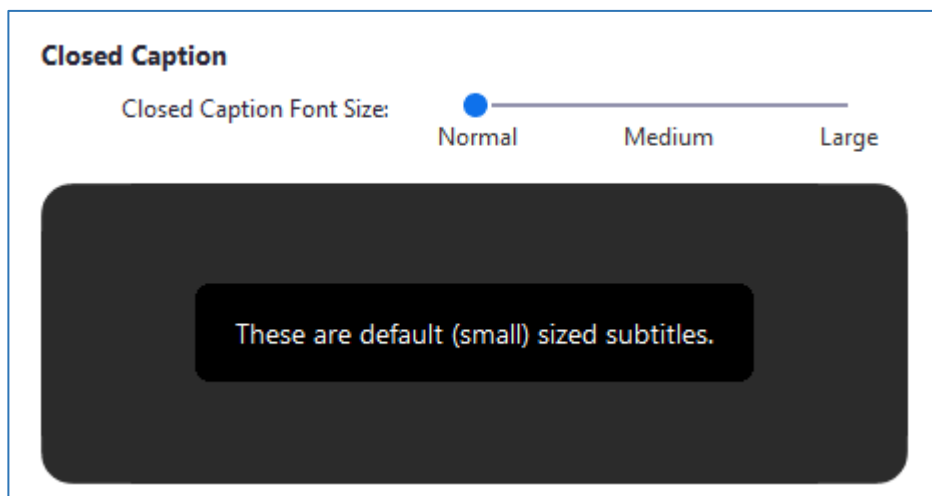
In Meeting – Removing a Participant

If someone has joined the meeting who should not be there, or if a presenter is done with their piece of the meeting, you can remove them.

When you do remove someone, they can't rejoin the meeting. But you can toggle your settings to allow removed participants to rejoin, in case you remove the wrong person of they need to join again.

Note that if this is a recurring meeting, if you remove them without turning on the setting to return, they are unable to rejoin (even on a future call) without your approval.
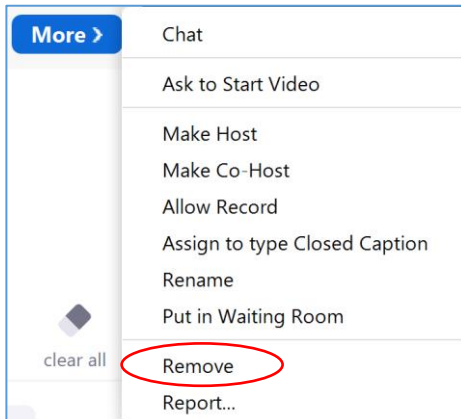
Recording

Hosts can record Locally (Record to this Computer) or to the Cloud (Record to the Cloud).
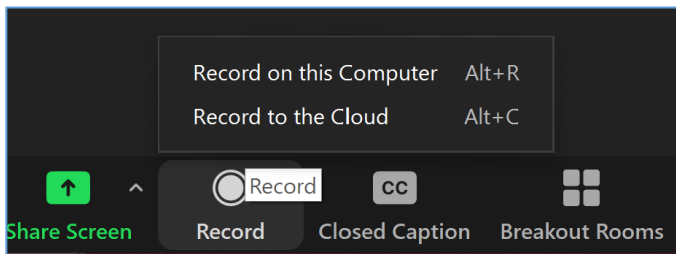
Local Recording
➤ Available for all free and paid accounts.
➤ If the host loses the connection, a local recording will stop.
➤ Recording to your local computer will record utilizing the host's view – gallery or active speaker.
➤ Local recordings do not show speakers names.

Cloud Recording
➤ Cloud recording is automatically enabled for all paid subscribers.
➤ The cloud recording includes options for video, audio, transcript, and chat text files. If you select multiple ways to record you will receive separate files for each.
➤ The recording files can be downloaded to a computer or streamed from a browser.
➤ Recording to the cloud will show speakers names, local recordings will not.
➤ In cloud recording, you can select different recording layouts including active speaker, gallery view, and shared screen. See Zoom's article highlight each option: https://support.zoom.us/hc/en-us/articles/360025561091. This is set online in settings (see below)
➤ If you're have issues with cloud recording, see Zoom's frequently asked questions about recording.

A few considerations:
- ➢ If there is a co-host, either person can initiate the recording, but only 1 person can record.
- ➢ You cannot record locally <u>and</u> to the cloud – you need to pick.
- ➢ Recording settings include an option to optimize for 3rd party software – make sure this is selected if you are planning to share your recordings to YouTube, etc.

Recording Settings

Change your Recording settings at https://zoom.us/
Settings/Recording Tab

Under the Advanced cloud recording settings are a number of helpful options, including the option for an Audio Transcript. This generally takes 1+ hours longer to receive than the notification of the cloud recording being available.

Zoom Security

Zoom offers this robust blog post about security: https://blog.zoom.us/keep-uninvited-guests-out-of-your-zoom-event/?_ga=2.121678859.1669538225.1597682352-348383778.1597682352&_gac=1.192622424.1597841050.CjwKCAjwm_P5BRAhEiwAwRzSO9zfUqicI-qLBu420IT1bb3AbQnHA3IbGwWV0UDcdMeaoZ2gH7ajXRoCEjgQAvD_BwE

This article covers:
  ➢ Screen Sharing
  ➢ Personal Meeting ID
  ➢ Password Protecting
  ➢ Waiting Rooms
  ➢ Locking the Meeting
  ➢ Two-factor Authentication
  ➢ Removing Participants
  ➢ Disabling Video
  ➢ Muting Participants
  ➢ Turning Off Annotation
  ➢ Disability Private Chat

A few additional tips:

In Meeting - Security Settings
In addition to the settings you can enable prior to the meeting, during a meeting Zoom provides options in the Security Button that you can turn on/off at any point in the meeting.
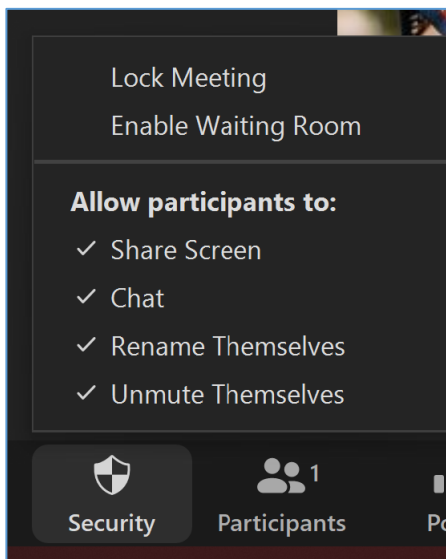
In Meeting – Lock Meeting
When you lock a Zoom Meeting that's already started, no new participants can join, even if they have the meeting ID and password (if you have required one).

You can do this in 2 ways:
  1. In the meeting, click Participants at the bottom of your Zoom window. In the Participants pop-up, click the button that says Lock Meeting.
  2. Click on the Security button on your Zoom toolbar. First choice is Lock Meeting.
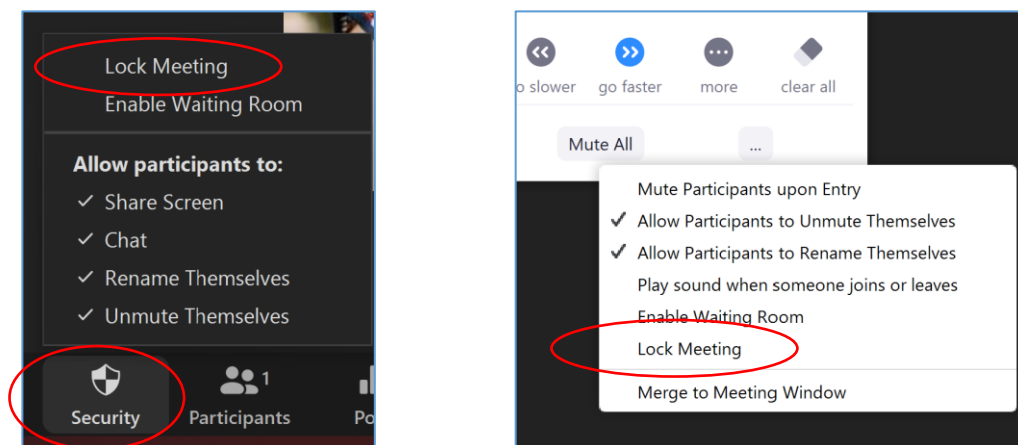
In Meeting – Chat File Sharing
In the https://zoom.us/ settings you can turn on/off the ability for attendees to send files via chat. For large public meetings it's recommend that you turn this feature OFF to avoid zoom bombing issues.

In Meeting – Removing/Reporting a Participant
See the previous section on Removing a Participant, but note that as a host, you have the ability to remove someone from the meeting or report them to Zoom's Trust and Safety Team for review.
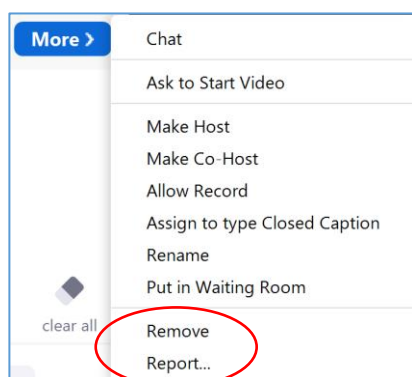
Waiting Rooms
Waiting rooms can be turned on in your settings for all meeting or in scheduling for just that meeting.

You can turn on waiting rooms during a call in the Participants Tab.
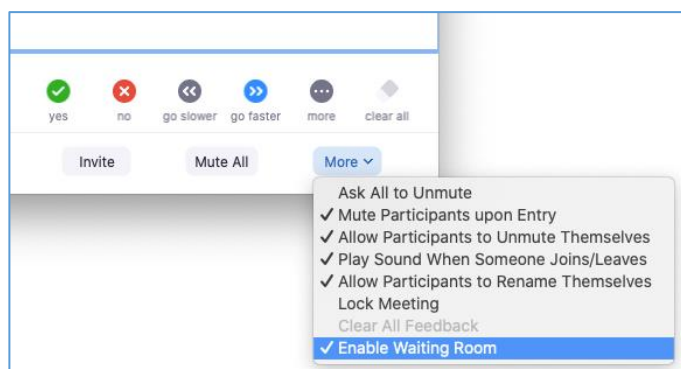
This is a great tool if you are looking to manage office hours or drop in visitors. Check out this video tip: https://www.youtube.com/watch?v=ntaT7KEcids&feature=youtu.be

➢ The host is the only one who can see/bring in people from the waiting room. If using this feature, consider co-hosts, you can also approve attendees.
➢ If the Waiting Room option is enabled, join before host will not work for that meeting.

Using waiting rooms raises Security as any unwanted guests would be held in that space rather than having the ability to join the meeting.

Hosts can also move participants back and forth to/from the waiting room. A great feature if you are planning an interactive game or having presentations during a longer meeting.

Customizing the Waiting Room

You can customize the Waiting Room title, logo, and description at an account, group, or user level.

Note: You will need to enable Waiting Room before you have the option to customize it.

After enabling Waiting Room, navigate to the **Security** section.

Click the pencil icon below the Waiting Room option.
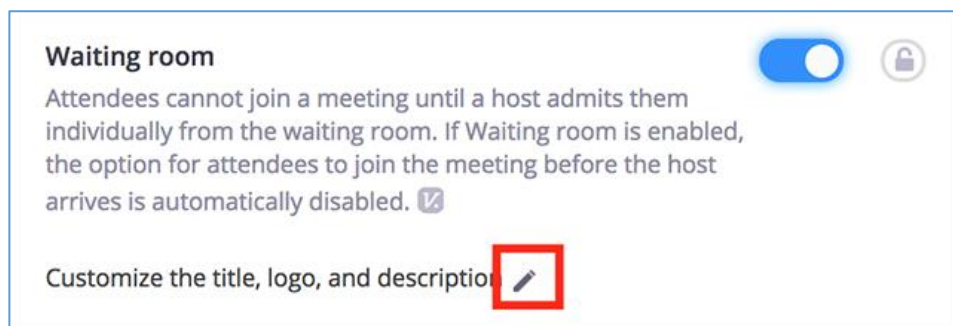
This will open the Waiting Room customization options.
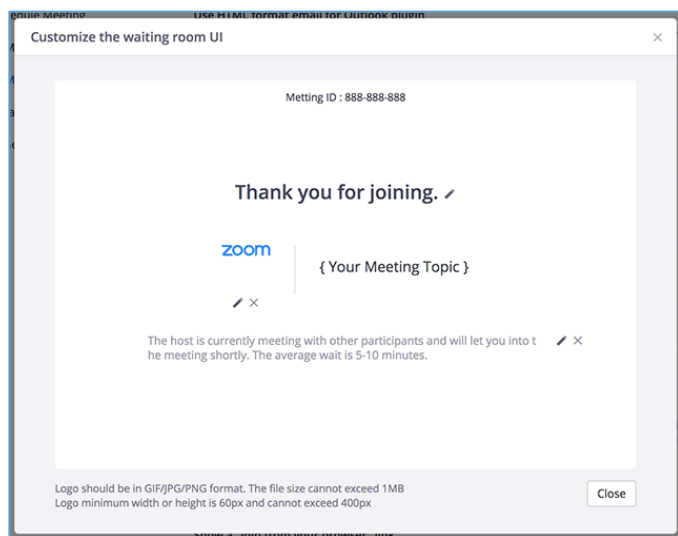
Sending Messages to Participants in the Waiting Room

As the meeting host, open the **Chat**.

Select to send a message to **Everyone (in Waiting Room)**. Type and send your chat message to the Waiting Room.

Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:
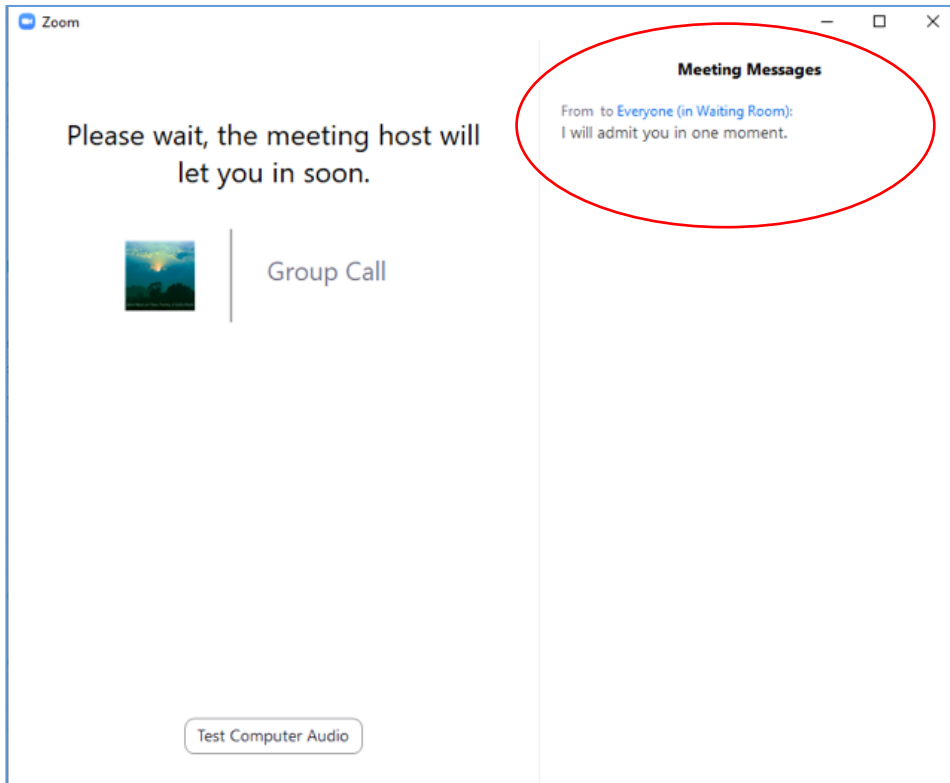
Icebreakers and Interactive Activity Ideas

Here's a collection of icebreaker and team activities to get people connecting and talking during your meetings...

Get Connected

Have all participants hold up their hands as if they are pushing on the sides of their Zoom video boxes, but keep their hands in view of the camera. No matter where the videos appear, it will look like people our hand-in-hand connecting across the screen.

Video On/Off

This works for any single answer game – a Would-You-Rather or Yes-No type game. Ask all participants to turn off their video camera. If they answer one way they turn on their video – this will put all videos to the top of the screen.

Make A Wave

Have all participants turn off their video camera. In the order you note, have them turn them back on – this should place the videos in the same order for all. Have everyone practice making a wave like you would in a sports arena – note that some videos are mirrored and some are not. When ready, have the host start the wave and see how far it can go in order from top left through each line weaving through the screen. The host can restart the wave whenever they would like.

Heads and Shoulders

In this activity, the facilitator will need to have prepared a series of trivia questions with two possible answers. For example, one such question would be "Does Wayne Grezky have more regular NHL season goals or assists?" If participants believe the answer is goals, they'd put their hands on their heads, and if they believe the right answer is assists, they'd put their hands on their shoulders. The facilitator would then reveal the correct answer, and those who did not get the right answer will press the Stop Video button on Zoom to temporarily stop sharing their video, indicating that they are out of the round. The last person remaining in the game will be the winner.

Everything from A-Z

The larger team will be broken up into multiple smaller teams via the Breakout Rooms feature on Zoom. Once they are in their breakout rooms, participants will have 5 minutes to find items in the room that they are calling in (or, shall we say, Zoom-ing in) from that starts with each letter of the alphabet. They will need one item for each letter, and each item can be used once only. For example, they can use Apple for A, and Book for B. Each team will also select one recorder to write down what each item they have found for each letter. Once their time is up, the facilitator will bring the team back to one call, and the recorders from each team will share what they came up with.

Something in Common

This simple Zoom icebreaker will also take advantage of Zoom's Breakout Rooms option. Let Zoom automatically assign the larger team into groups of 2, and give them 5 minutes to find 5 UNIQUE things that they have in common. Within those 5 minutes, participants also need to choose the most unique thing that they have in common with their partner, which they will share with the larger group once they go back to their larger meeting.

Guess Who?

Start by getting participants to think of a unique and interesting fun fact about themselves. Then, using the Chat option on Zoom, have each person send the fun fact (or favourite song, hobby, etc.) only to the facilitator (and not to Everyone). Alternatively, the facilitator can have participants email the fun fact to the them. Once the fun facts have been collected, the facilitator will read each of the fun facts to the group, and as each fun fact is read, the larger team will try to decide who the fun fact belongs to (this might be a good time to use the Polling or Annotations options on Zoom). The objective for the team will be to try to connect the fact to the right participants as many times as possible.

Strike a Pose
This may take a little work and is best if there are 9 people on the call. Shared by
The Smart Local on Facebook in April 8th. You can set the order by asking
everyone to turn off their camera and turn it back on in an order – the host
should be in the top left corner. That should place everyone in the same order.
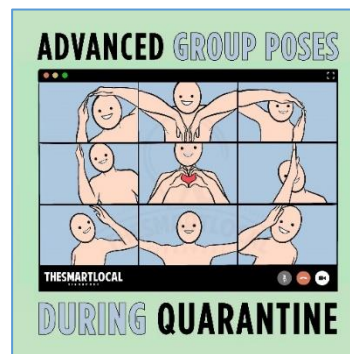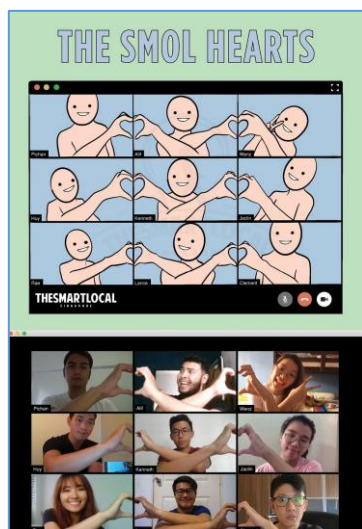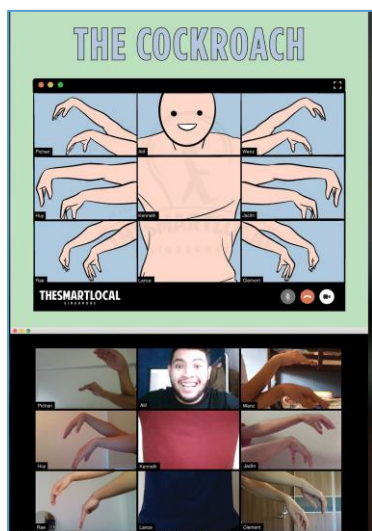
Bon Appétit
Give participants a minute or two to determine the most interesting yet useful app on their phone. Then, have
each participant share their app with the rest of the group. While participants share their apps, the facilitator will
keep track of each app that has been shared. At the end of this activity, the facilitator will send out the list of
Essential Apps to the entire team. Alternatively, in place of apps, you can also do this activity with books, recipes,
movies, and more!

Most Recent Photo
In this activity, have participants pull up the Photos app on their phone and look at the most recent photo they
took. Have each participant share their photo, and briefly tell the story behind the photo.

Color Search
Give everyone a set amount of time (~2 min) to go get something where they are that is the "most red" thing they
can find ("most blue", "most yellow", "closest to Coke red, without being a coke bottle") compare what everyone
brings. Could start a discussion about color and be fun to get up and move around.

Birthday Lineup Icebreaker
In this challenge, the objective is for participants to order themselves according to their birthday within the span
of a year (no, the year does not matter!). However, the challenge here is that they are neither allowed to speak
nor use the Chat option on Zoom. By the end of the activity, each participant will need to determine and write
down what number order they are within the group. For instance, if there 10 participants in my Zoom call, and I
believe that my birthday is the first in a year, I will write down 1 on a sheet of paper. Once the facilitator finishes
explaining the objective of the challenge, she will mute all participants and give them a set amount of time to
complete the challenge depending on the number of participants. Once time is up, participants will reveal what
number they wrote down together, and the facilitator will confirm the birthday of each participant to see how
well the team did.

MORE IDEAS

Additional Apps to Engage Participants

In addition to using Polls in Zoom, there are a number of applications where you can send users to an external website to share their response and screen share immediately via Zoom.

Kahoot! | Online presentation and event software
Drive audience participation and engagement in your virtual event with Kahoot!.

Flippity.net | Easily Turn Google Spreadsheets into Flashcards
Online flashcards. Demo Instructions Template. Flippity Quiz Show. Quiz Show Screenshot. Easily turn a Google spreadsheet into a trivia game show.

Mentimeter | Interactive presentation software
Interact with your audience using real-time voting. No installations or downloads required - and it's free!

MURAL | A digital workspace for visual collaboration
Our platform and professional services enable innovative teams to think and collaborate visually to solve important problems.

Padlet | Let users post notes on a digital wall
Padlet is an online virtual "bulletin" board, where students and teachers can collaborate, reflect, share links and pictures, in a secure location.

Poll Everywhere | Host interactive online meetings
Add live audience response activities to presentations and watch engagement and comprehension soar.

Slido | Audience Interaction Made Easy
Slido is the ultimate Q&A and polling platform for meetings and events. It offers interactive Q&A, live polls and insights about your audience.

StrawPoll | Create a Straw Poll in Seconds
StrawPoll - Type your question, choose some poll answers, share it with your friends and evalute your free poll in real-time.

Thoughtexchange | The Crowdsourcing Platform for Leaders
We help leaders crowdsource answers to questions in real time.

Wooclap - An interactive platform that makes learning awesome
A collaborative platform for your classes, conferences and training sessions. Intuitive and simple, Wooclap makes your presentations interactive.