



Taking your meetings and activities online



superhighways
harnessing technology for community benefit

What we'll cover before the break →

2pm - start

- ✓ Zoom basic controls e.g. sound
- ✓ How to take part this afternoon
- ✓ Introductions as a whole group
- ✓ Zoom controls
- ✓ Using the chat box to write messages
- ✓ Zoom settings and scheduling your meetings

3.10pm - comfort break (15 minutes)

What we'll cover after the break →

3.25pm – Start of second session

- ✓ A quick Zoom poll
- ✓ How to share your screen
- ✓ Tips for staying safe in your meetings
- ✓ Final questions
- ✓ Next steps

4.30pm – end of training

How to take part today



Mute (turn off your sound)
unless you are talking



Turn on video (if you can) when
we are all together talking



Hold onto questions until the end
of each section of training...



Speaking aids for chat



Want to talk/
Have a question

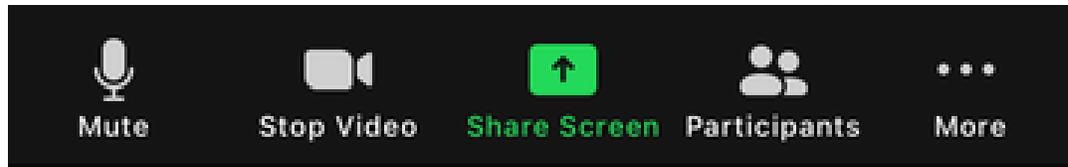


Direct response
(to previous)



Clarify

How to take part today



Tap your screen lightly to see the toolbar if you are on a mobile phone

Tap / click on the three dots that says More if you're looking for something that's not obvious

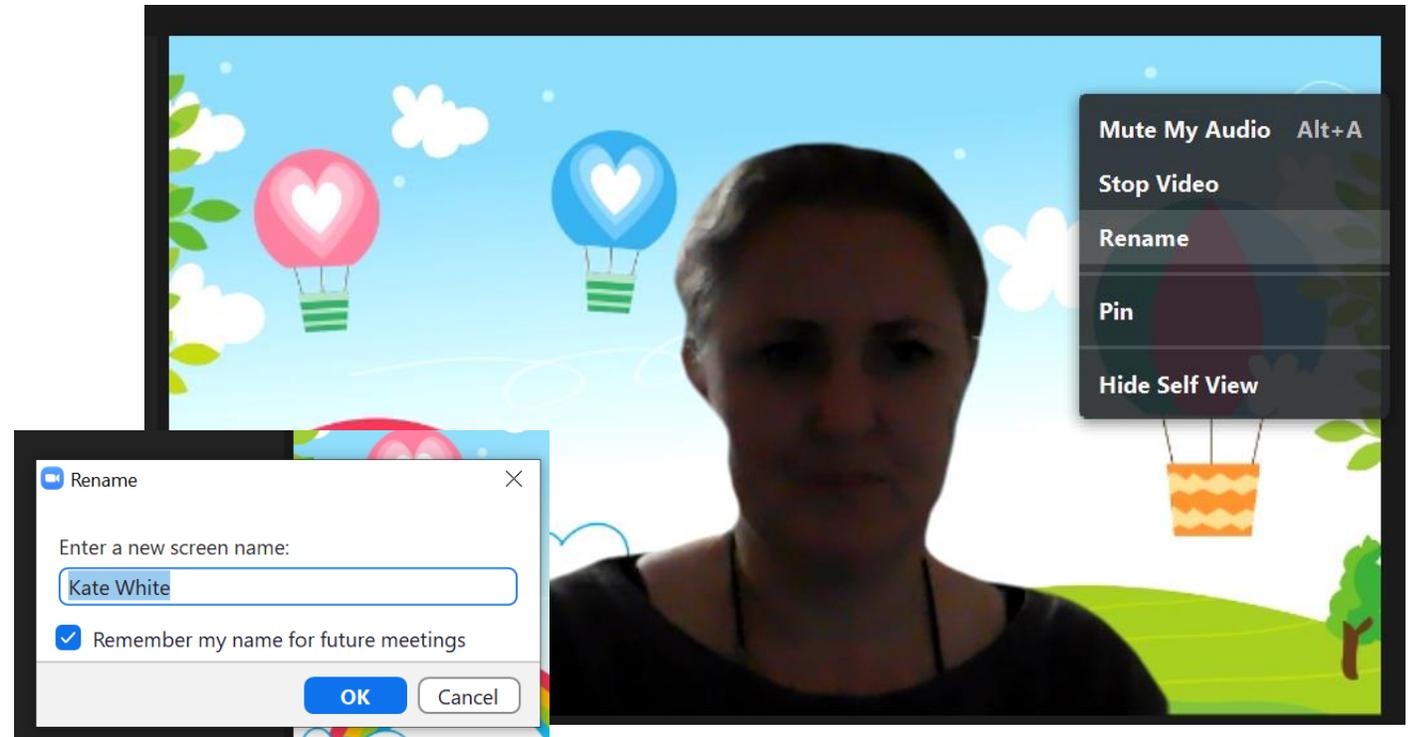


Rename and hide you from yourself →

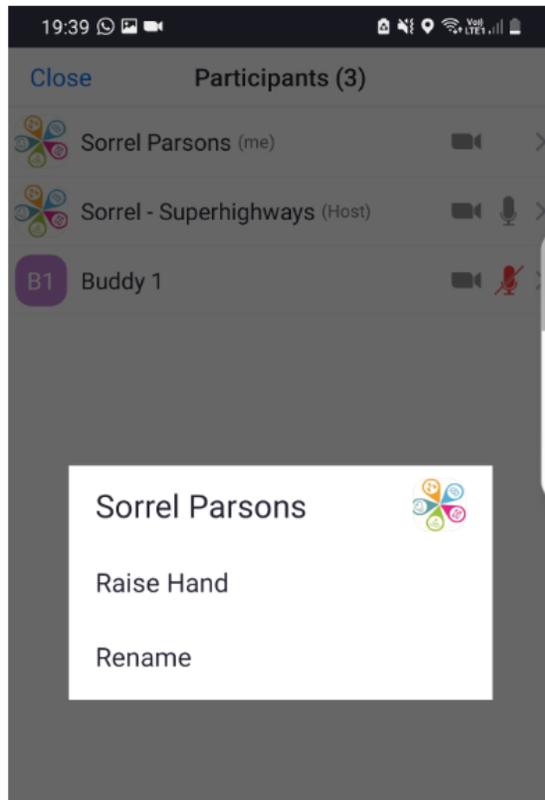
1. Click on the 3 dots by your video to Rename yourself.

2. 'Hide self-view' so you don't have to look at yourself through the meeting. Everyone else can still see you if your video is turned on.

Laptop / computer example



Rename yourself on mobile

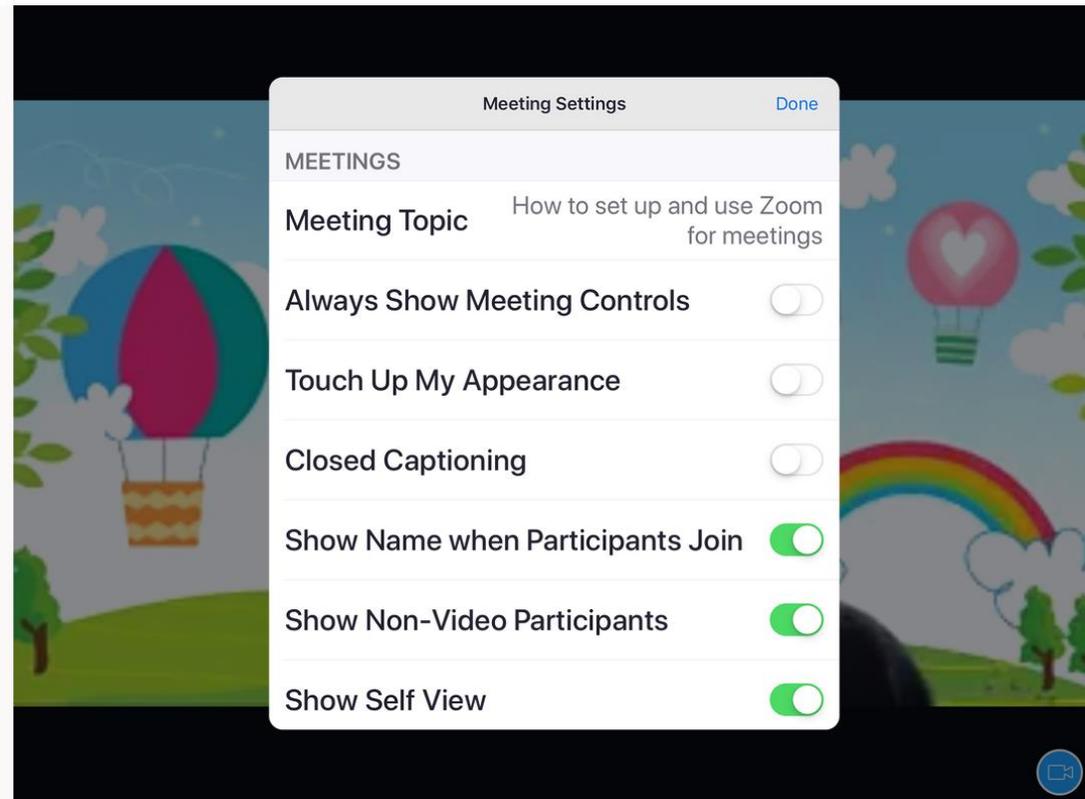


Example from an Android phone

1. Tap on participants
2. Then on your name
3. Tap on Rename

Apple devices will be similar.

Hide you from yourself on mobile



Example from an iPad

1. Tap on three dots More
2. Then meeting settings
3. Turn off self view

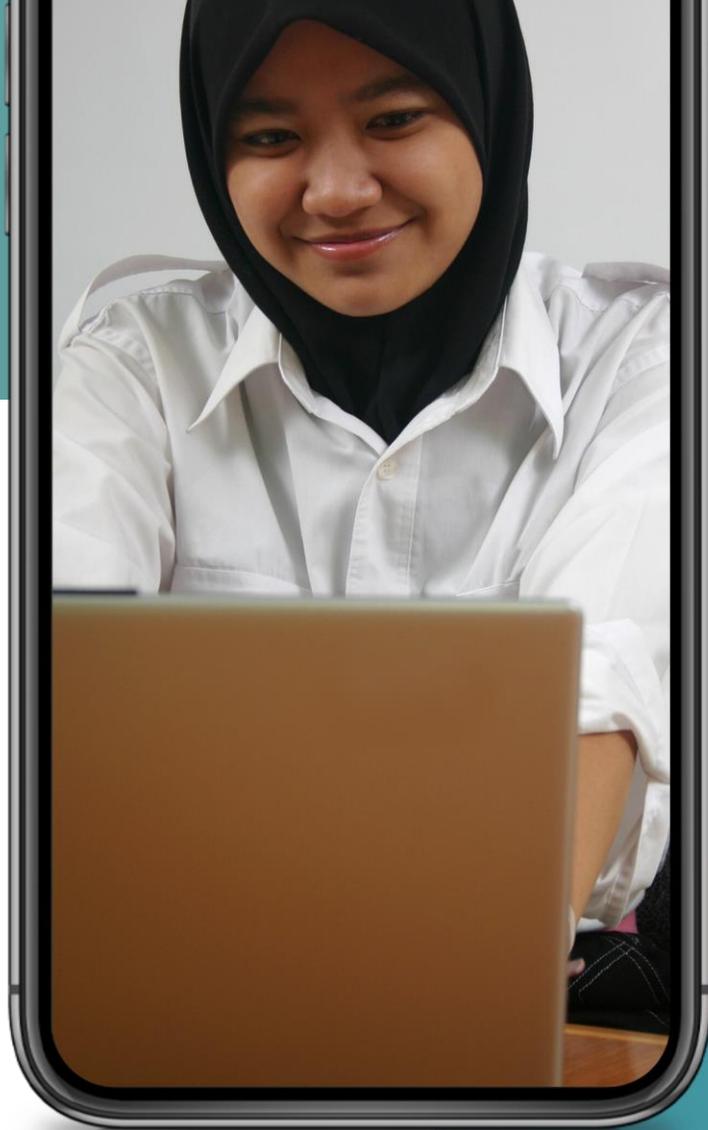
Android phones are similar but it may be called 'Show my Video in Gallery View'

Make sure you...



It's OK to...





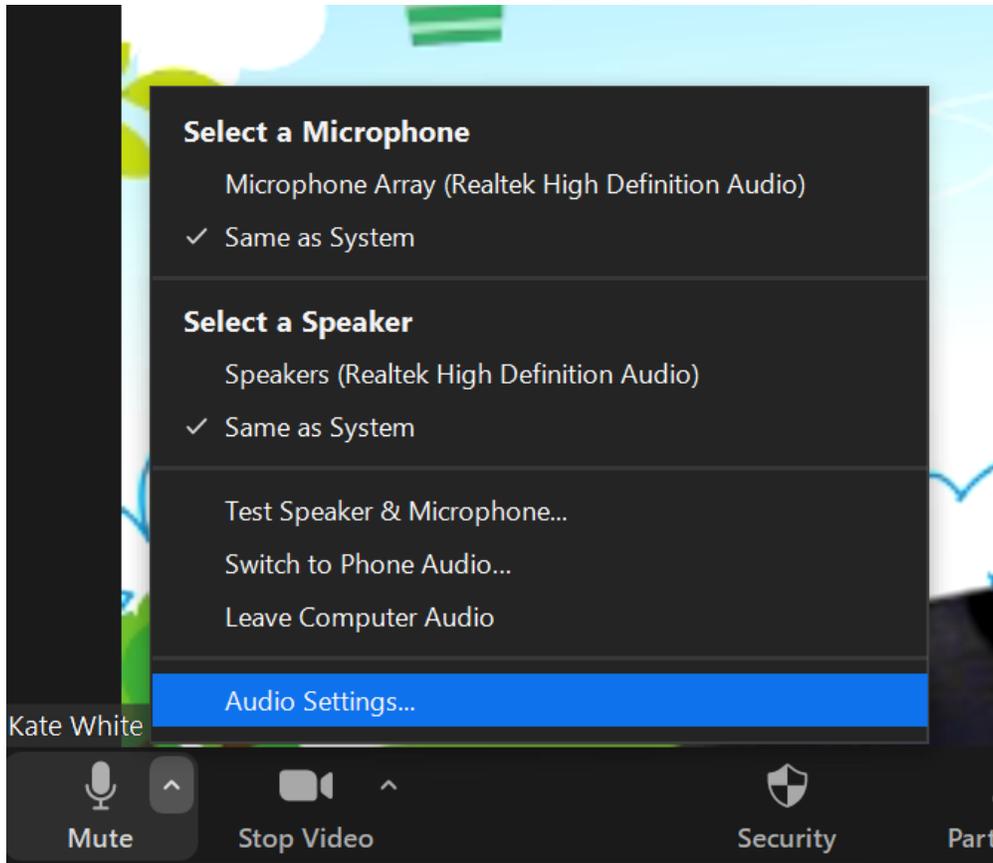
Getting started



Explaining how to take part in your meeting or activity, including video, sound and how to move around Zoom

[See our guides](#) for how to join Zoom

Changing your sound on desktop →



- ✓ Click on the little arrow by your Mute icon to see where your microphone and speaker sound is coming from.
- ✓ You can also click on audio settings to test your sound if things aren't working

Settings

- General
- Video
- Audio**
- Share Screen
- Background & Filters
- Recording
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

Speaker

Test Speaker Same as System

Output Level:

Volume:

Use separate audio device to play ringtone simultaneously

Microphone

Test Mic Same as System

Input Level:

Volume:

Automatically adjust microphone volume

Suppress background noise Auto

Select the default noise suppression level (low) to optimize for music

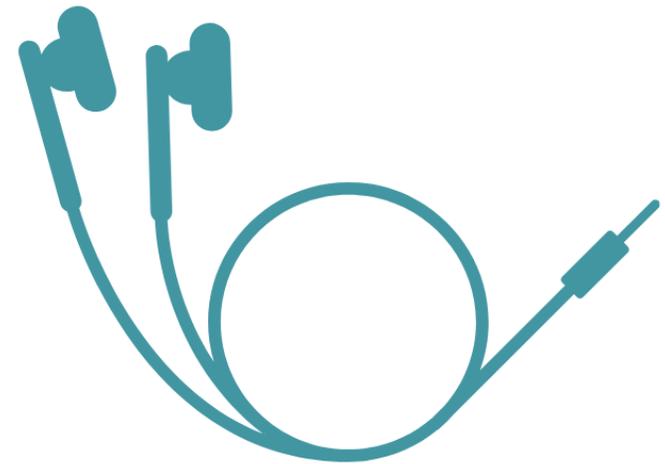
Ringtones Default

- Automatically join audio by computer when joining a meeting
- Mute my microphone when joining a meeting
- Press and hold SPACE key to temporarily unmute yourself
- Sync buttons on headset

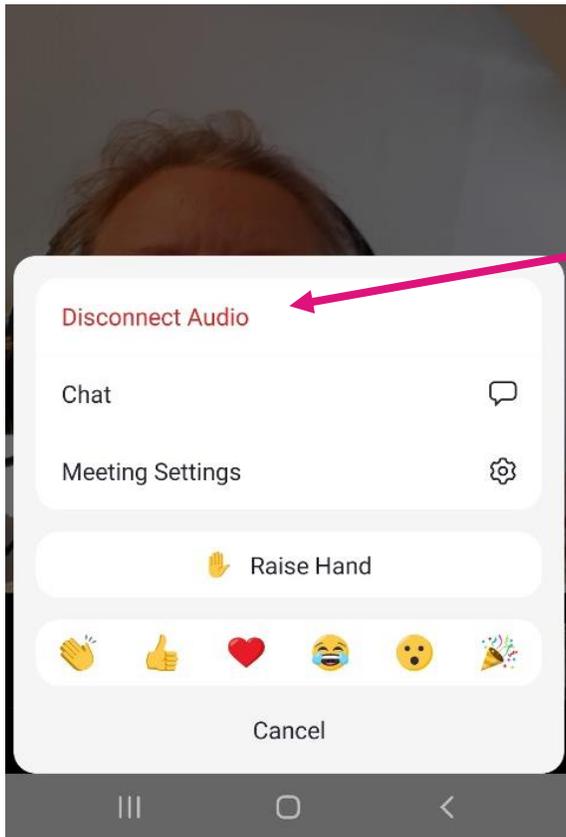
Advanced

Struggling with sound on a mobile →

- ✓ Have you clicked or tapped on unmute?
- ✓ 'Call over internet' to connect your audio
- ✓ Ensure Zoom has [access to your device's microphone](#)
- ✓ Try using headphones
- ✓ Restart your mobile device



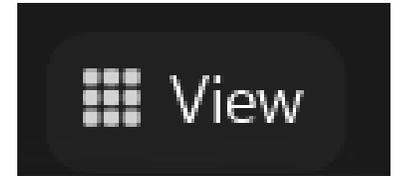
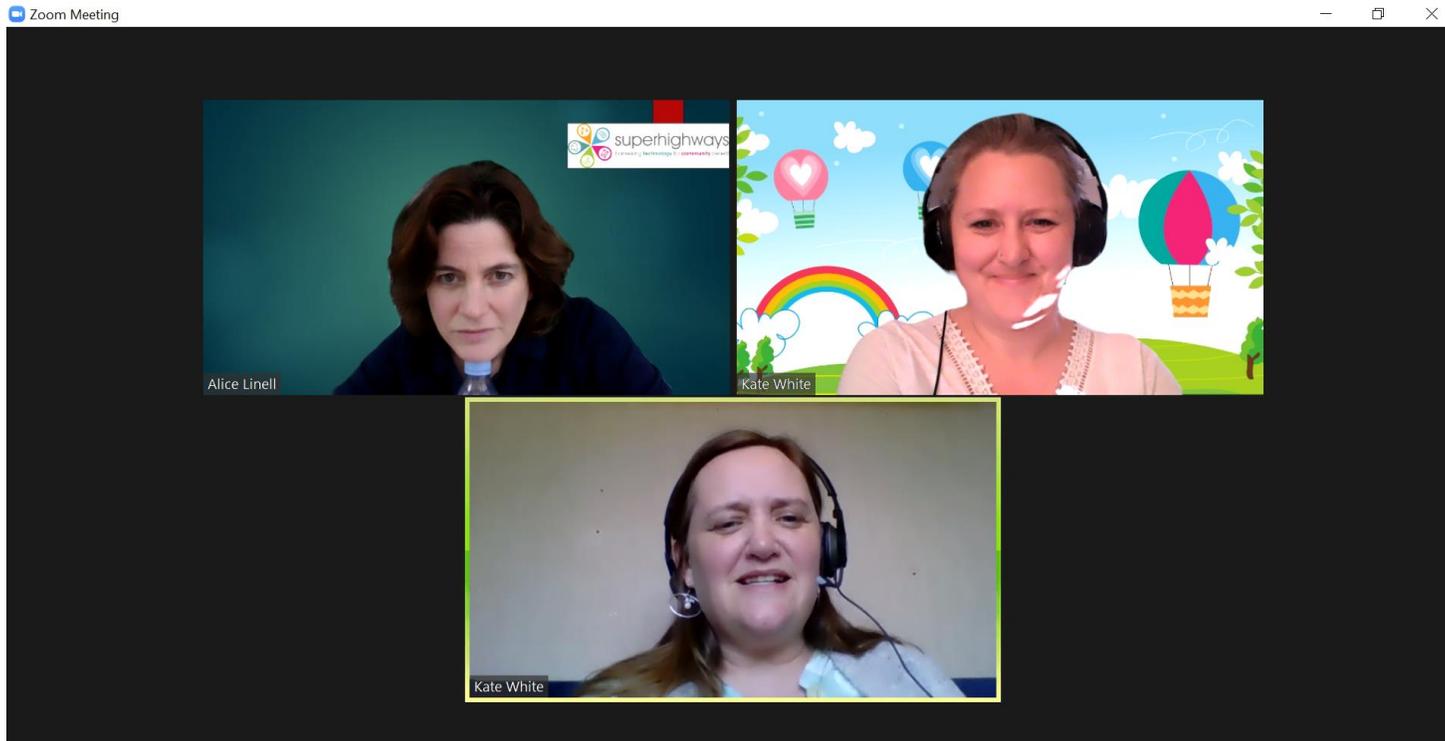
Are you hearing a horrible sound? →



When someone uses **two devices** in a meeting, you will need to **turn off (disconnect) the audio for one of the devices.**

This example shows a mobile phone (android). Find this setting by tapping the 3 dots ...

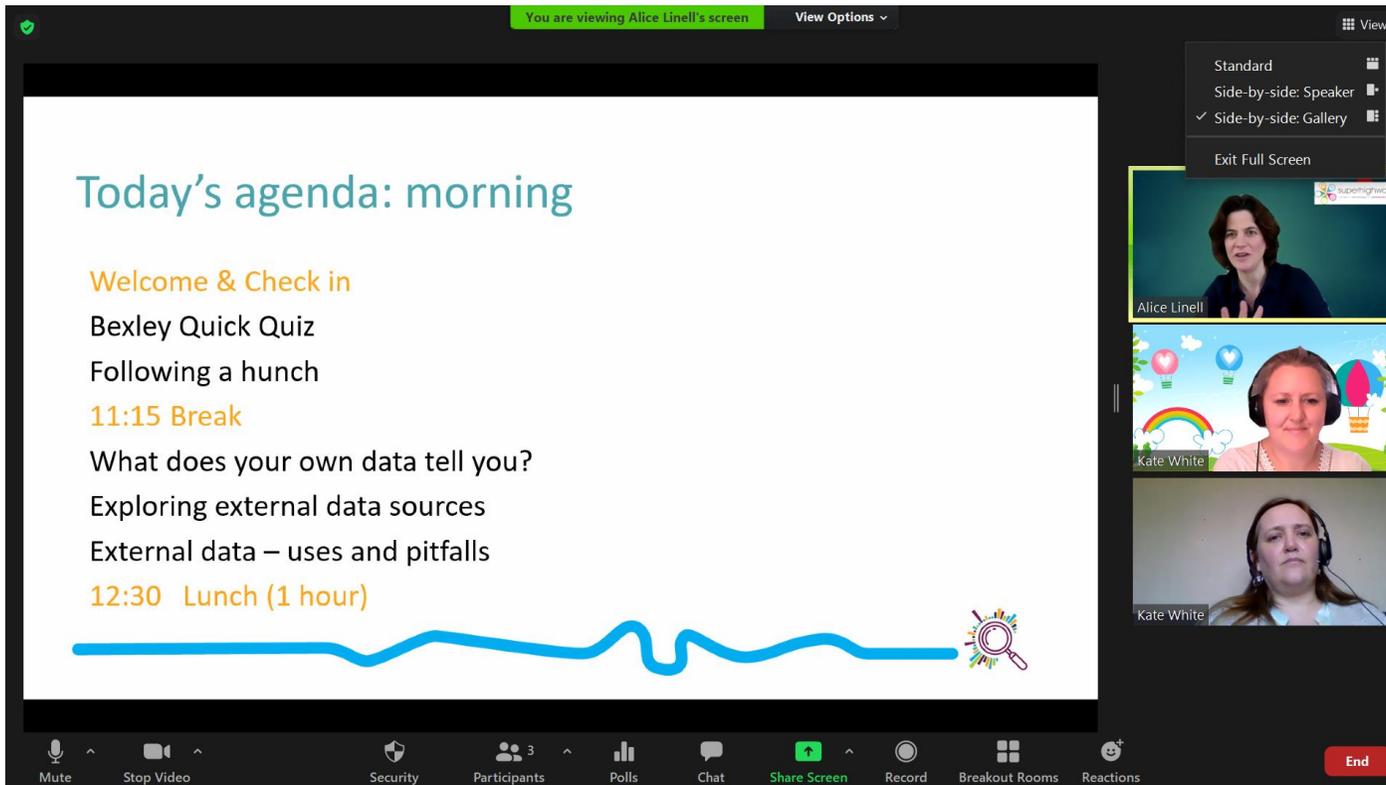
Changing your view on desktop



Click on 'View' in the top right of your screen and click 'Gallery'.

This will show every person in your meeting on one screen.

Changing your view on desktop →



The screenshot shows a Zoom meeting interface. The main window displays a slide titled "Today's agenda: morning" with the following content:

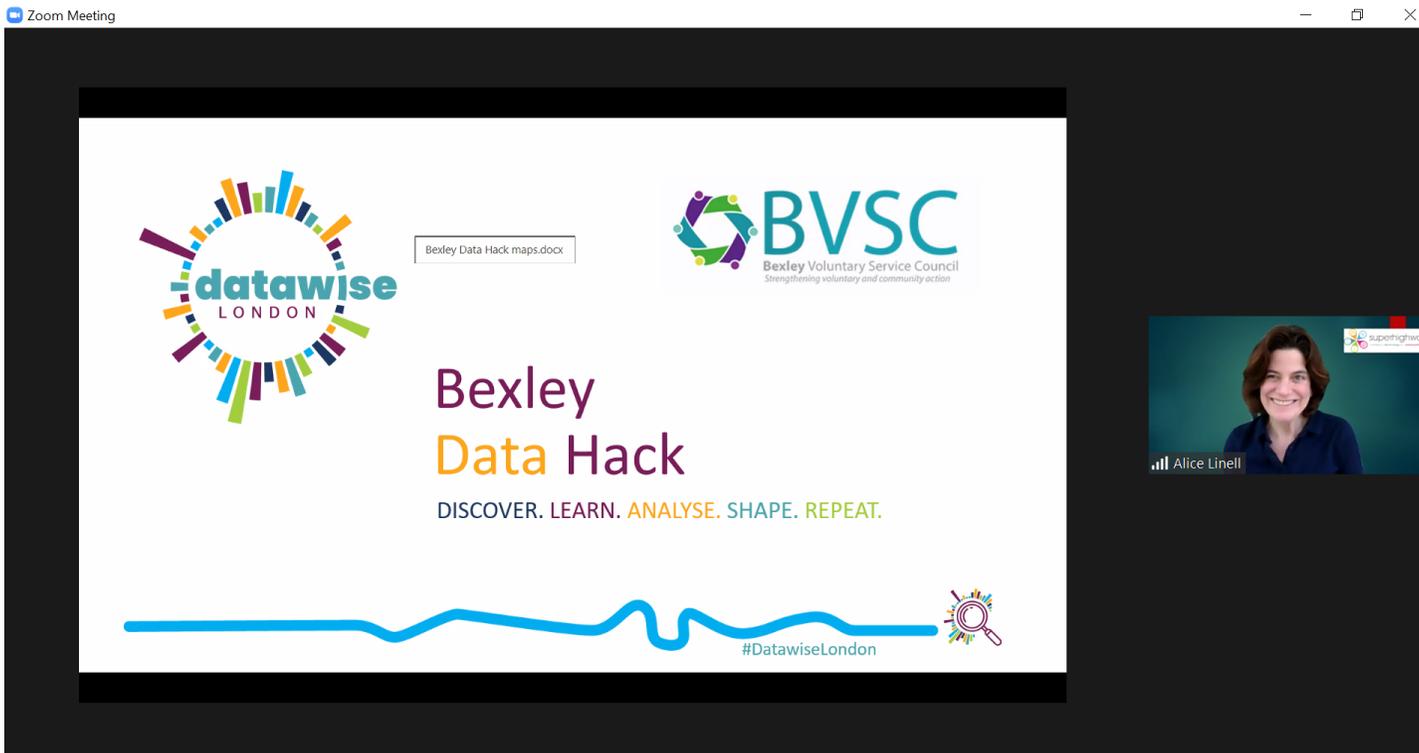
- Welcome & Check in
- Bexley Quick Quiz
- Following a hunch
- 11:15 Break
- What does your own data tell you?
- Exploring external data sources
- External data – uses and pitfalls
- 12:30 Lunch (1 hour)

The interface includes a top bar with "You are viewing Alice Linell's screen" and "View Options". A "View" menu is open, showing options: "Standard", "Side-by-side: Speaker", "Side-by-side: Gallery" (selected), and "Exit Full Screen". The gallery view on the right shows three participants: Alice Linell, Kate White, and another Kate White. The bottom toolbar contains icons for Mute, Stop Video, Security, Participants (3), Polls, Chat, Share Screen, Record, Breakout Rooms, Reactions, and an End button.

Click on 'View' to show 'Side-by-side Gallery'

This is useful when someone is sharing a screen with you but you still want to see other people's reactions

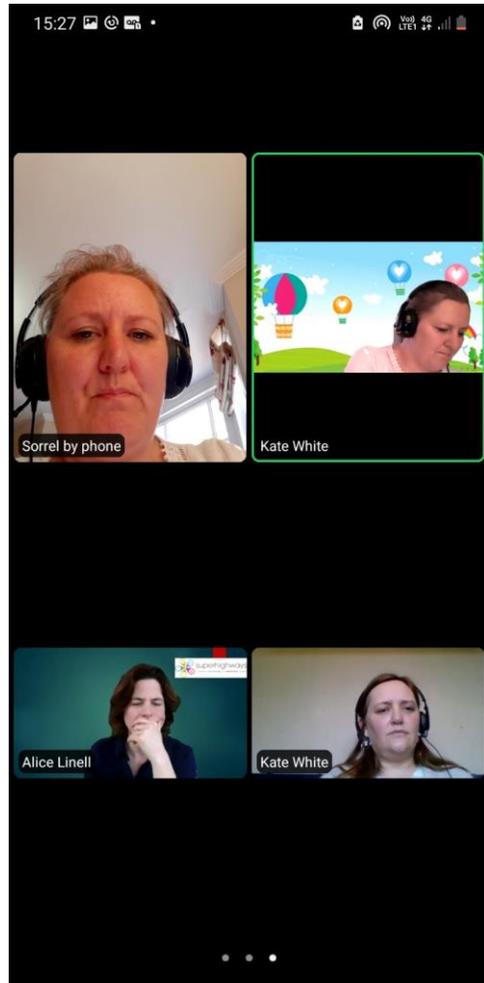
Changing your view on desktop



Click on 'View' to show 'Side-by-side Speaker'

This is useful when someone is sharing a screen with you and you only want to see the face of the person speaking.

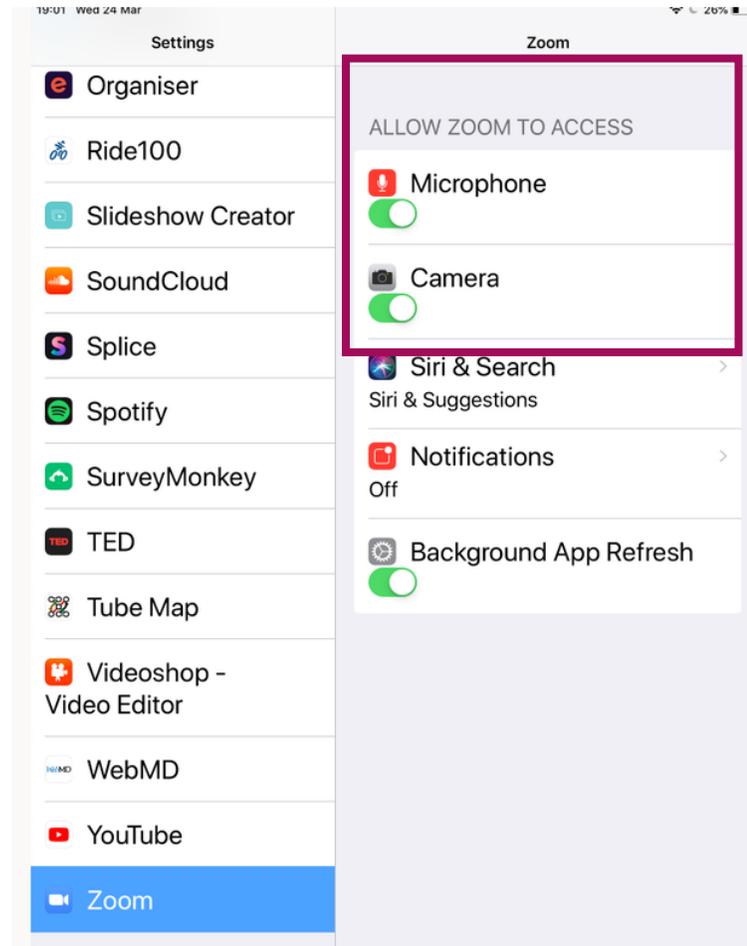
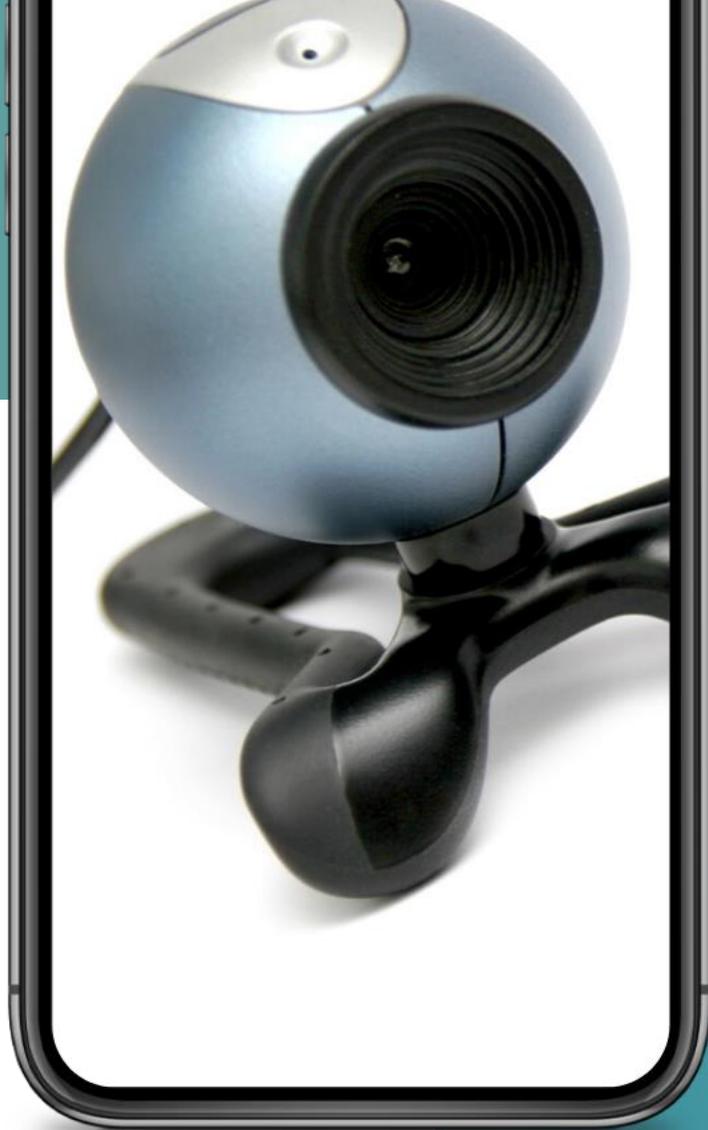
Changing your view on a phone



Usually you will need to swipe right.

You can only see a small number of people at any one time (usually 4 max on one screen).

Checking device settings



Example
from an
iPad



Q & A





**Who's in
the room?**

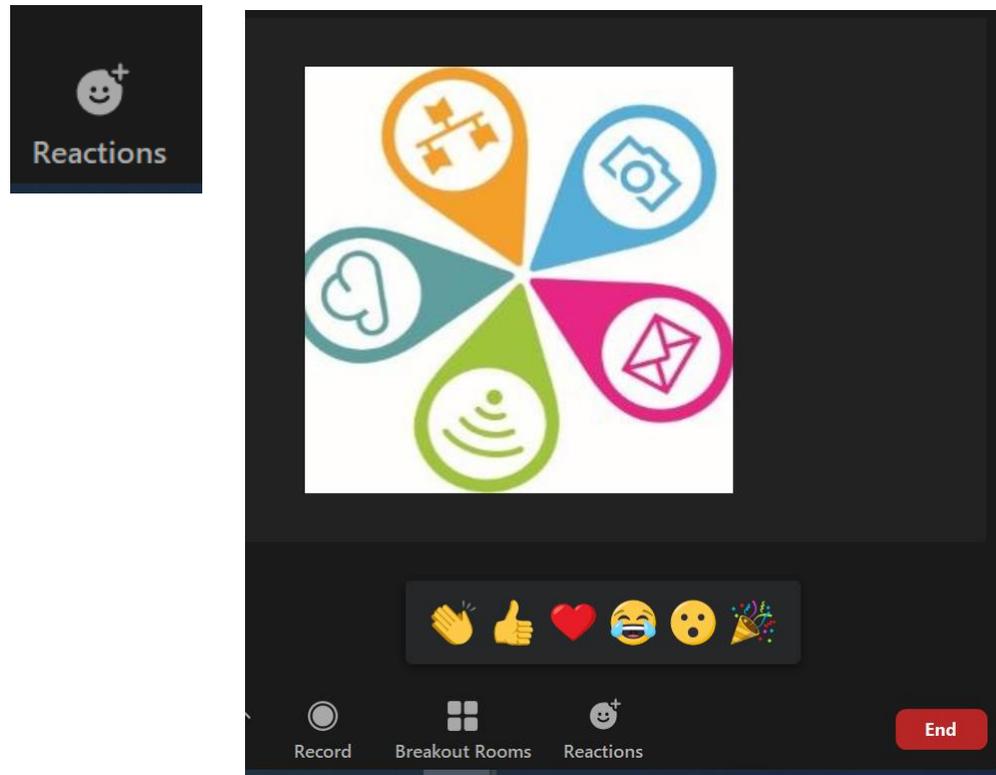


**Using the
reactions
and chat
functions
in Zoom**

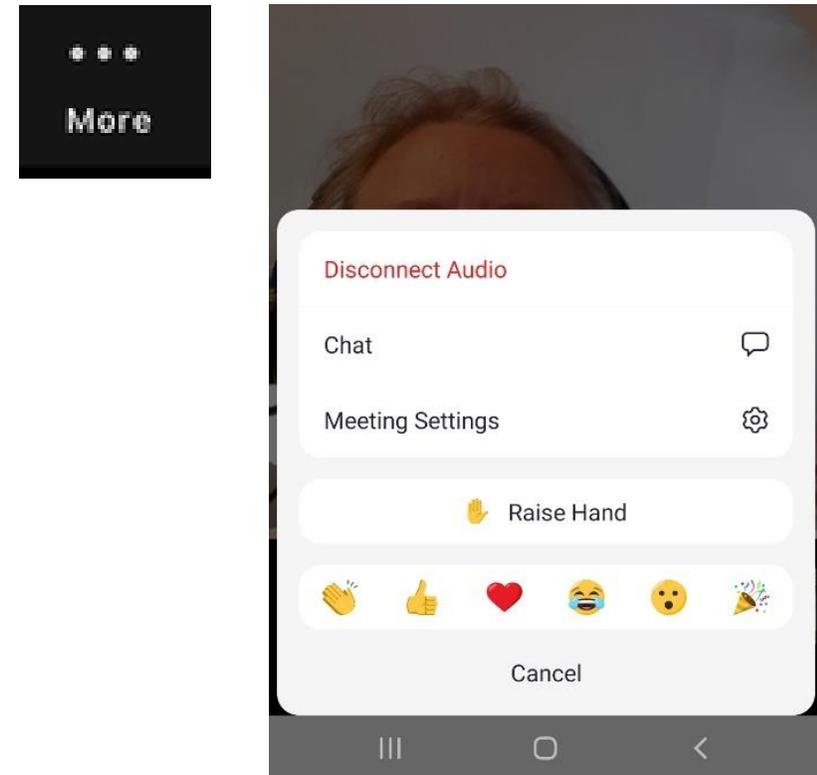
Reactions and raising your hand



From your laptop or computer



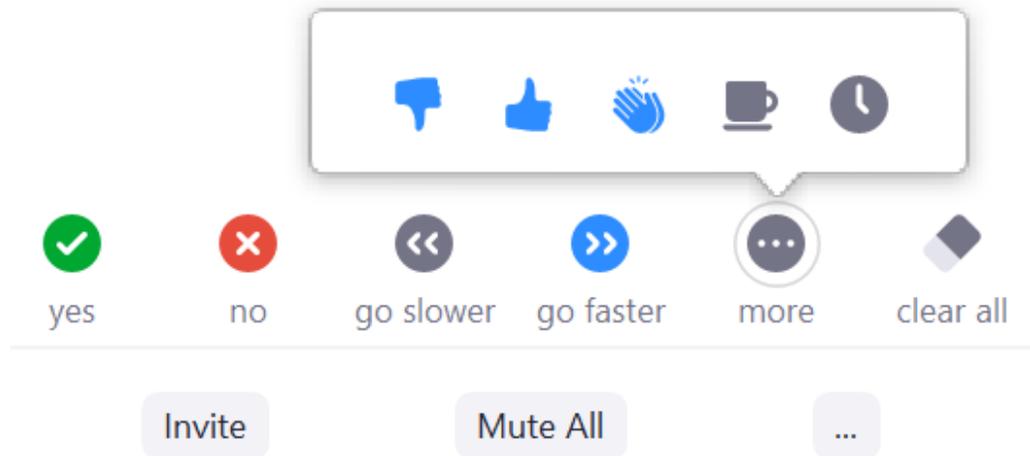
From your mobile device



Reactions and raising your hand



Limited reactions and Raise / Lower hand are available at all times. There are extras but you must enable them in your Account Settings:



Non-verbal feedback

Allow meeting participants to communicate without interrupting by clicking on icons (yes, no, slow down, speed up). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list until dismissed. 

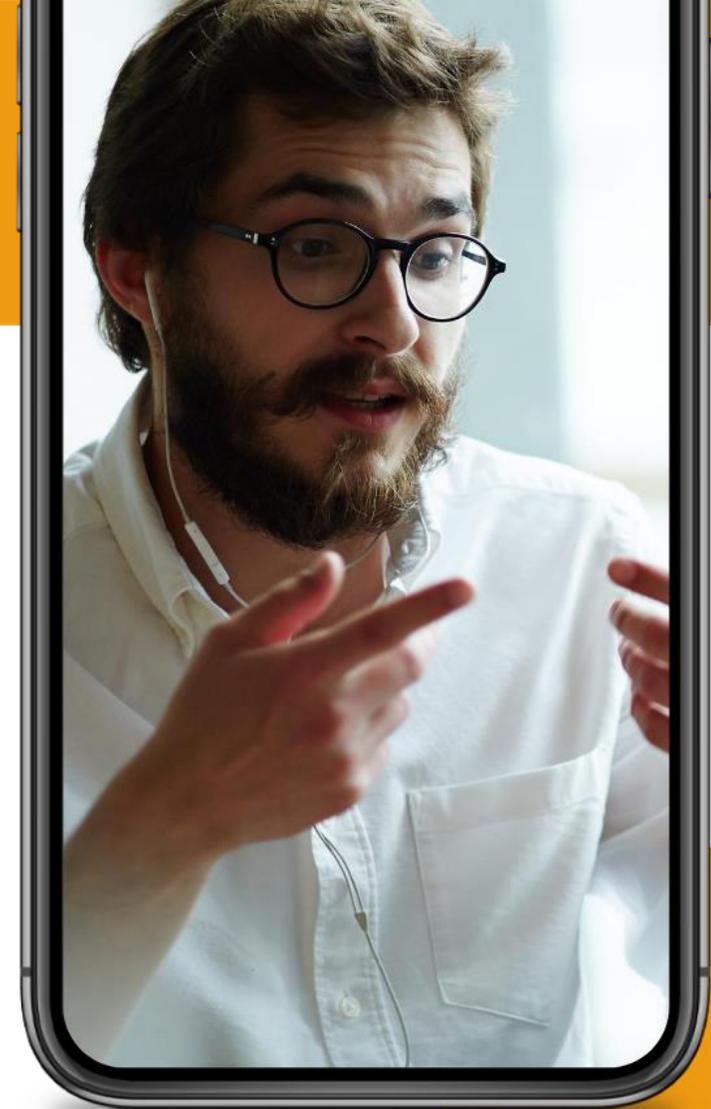


Using the chat box

Tell us what Zoom could help you to do.

Or how you might use it?

Answers using the chat box



Zoom enhanced chat security



When you set up your own meetings you can decide how you want others to communicate

Chat

Allow meeting participants to send a message visible to all participants



Prevent participants from saving chat 



Private chat

Allow meeting participants to send a private 1:1 message to another participant.

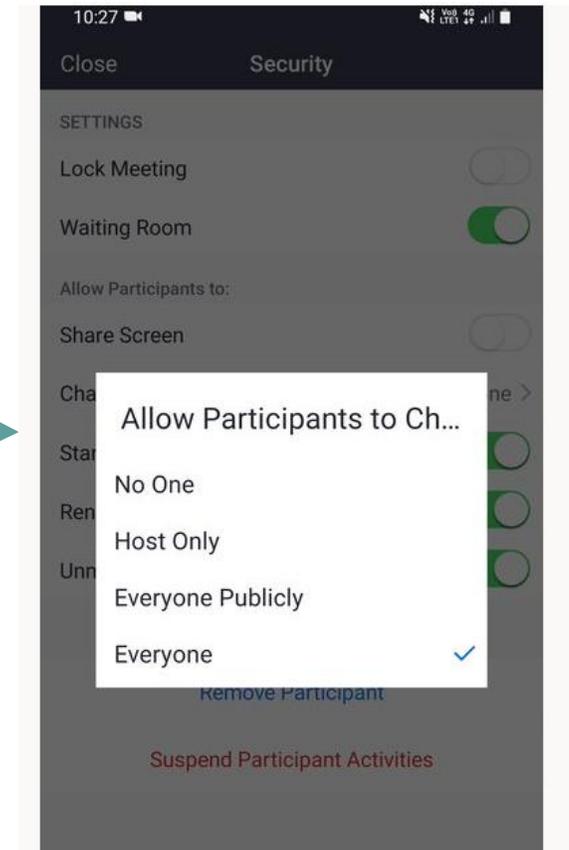
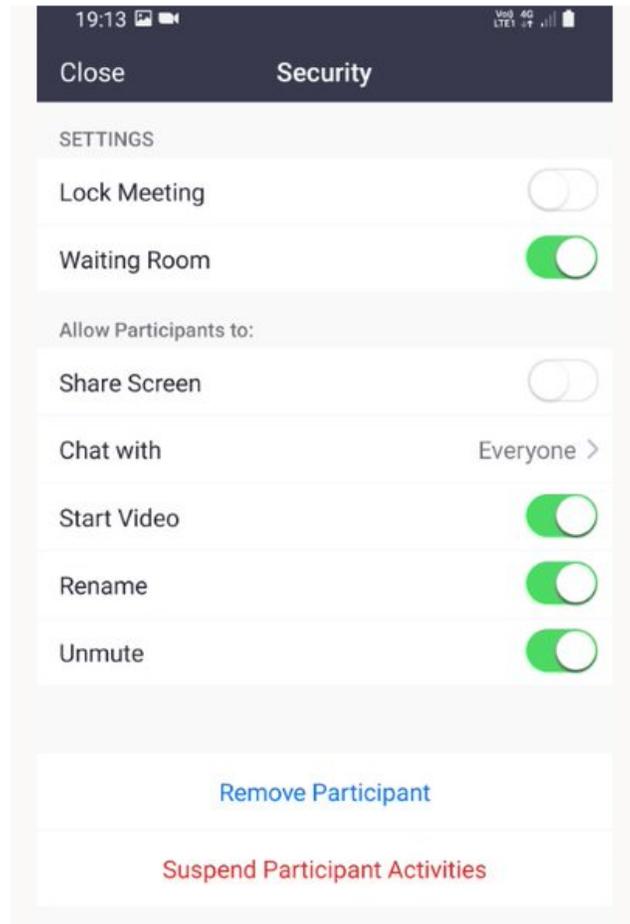


Auto saving chats

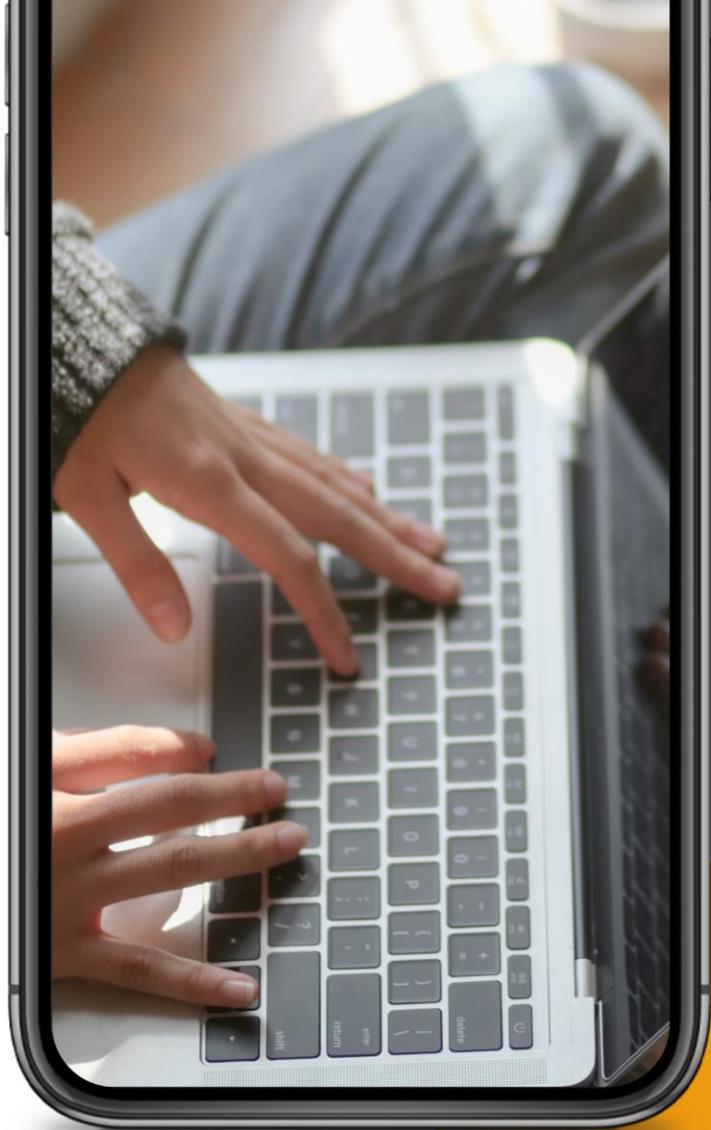
Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



Zoom enhanced chat security



Example
from an
Android
phone



**Inviting
people to
your
meeting....**

Schedule a meeting - desktop



SOLUTIONS ▾

PLANS & PRICING

CONTACT SALES

SCHEDULE A MEETING

JOIN A MEETING

HOST A MEETING ▾



PERSONAL

Profile

Meetings

Webinars

Recordings

Settings

ADMIN

> User Management

> Room Management

Meetings

Recently Deleted

Get Training

Upcoming

Previous

Personal Room

Meeting Templates

 Start Time to End Time

Schedule a Meeting

Tomorrow

11:00 AM - 12:00 PM

Setting up email accounts & domain names (O...

Meeting ID: 937 6999 1896

02:00 PM - 04:30 PM

How to set up and use Zoom for meetings 🎤

Meeting ID: 959 7311 6868



Schedule a meeting - desktop



[My Meetings](#) > Schedule a Meeting

Schedule a Meeting

Topic

My Meeting

Description (Optional)

Enter your meeting description

When

03/24/2021



9:00



PM



Duration

1



hr

0



min

Time Zone

(GMT+0:00) London



Schedule a meeting - desktop



Registration

Required

Meeting ID

Generate Automatically Personal Meeting ID 636 021 3685

Template

None

Security

Passcode

Only users who have the invite link or passcode can join the meeting

Waiting Room

Only users admitted by the host can join the meeting

Require authentication to join

Video

Host on off

Participant on off

Audio

Telephone Computer Audio Both

Dial from United States [Edit](#)

Scheduling a meeting security



These are some things you can do when scheduling your meeting e.g.

- ✓ enable waiting room
- ✓ mute participants on entry

Audio

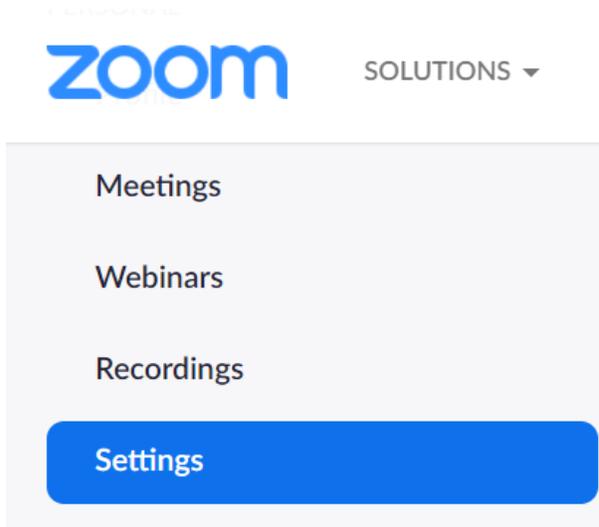
Telephone Computer Audio Both

Dial from United Kingdom [Edit](#)

Meeting Options

- Enable join before host
- Mute participants upon entry 
- Enable waiting room
- Only authenticated users can join
- Breakout Room pre-assign
- Record the meeting automatically

Zoom scheduling security settings →



Change your settings to control how people both join your sessions and interact in them.

Meeting password requirement

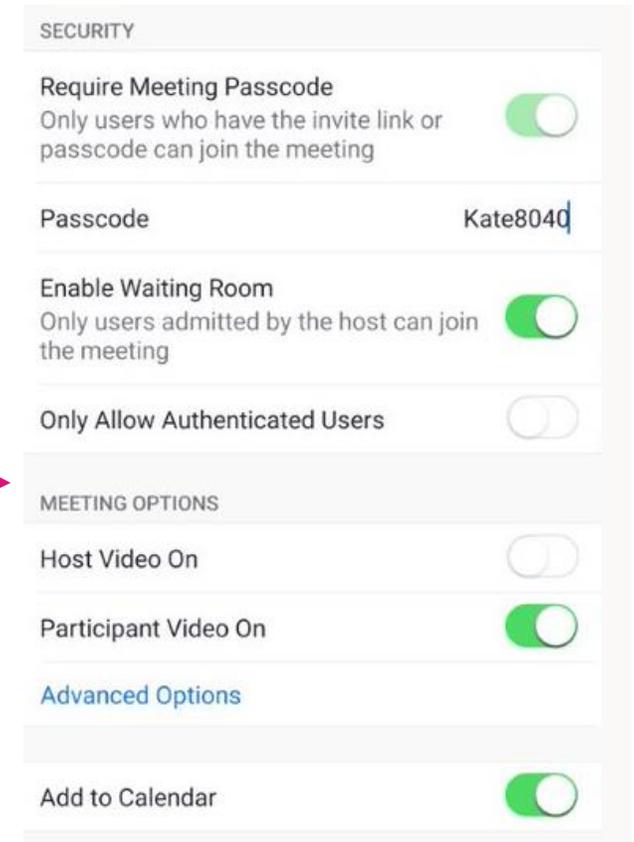
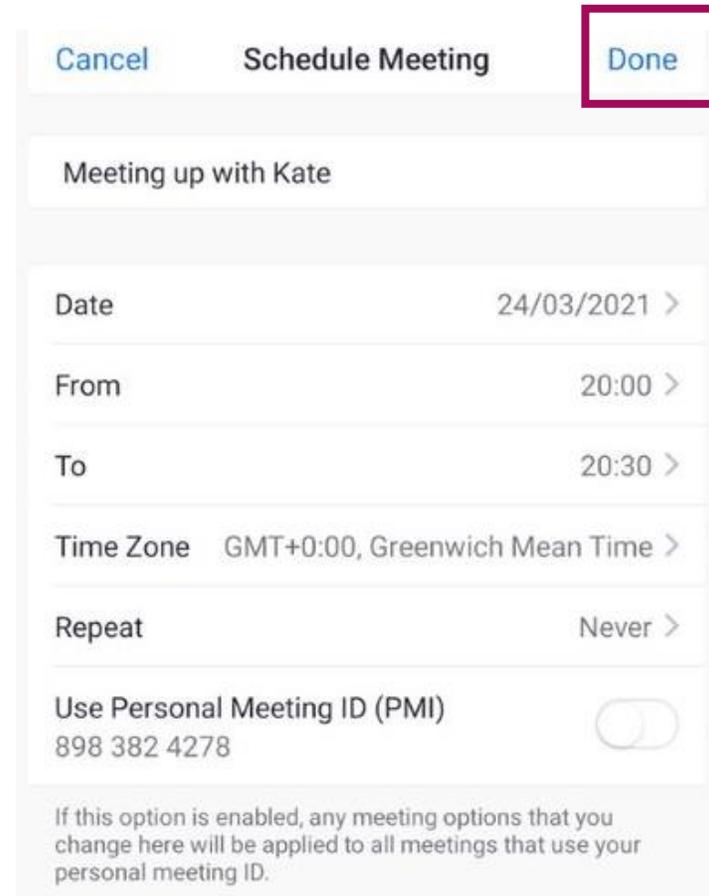
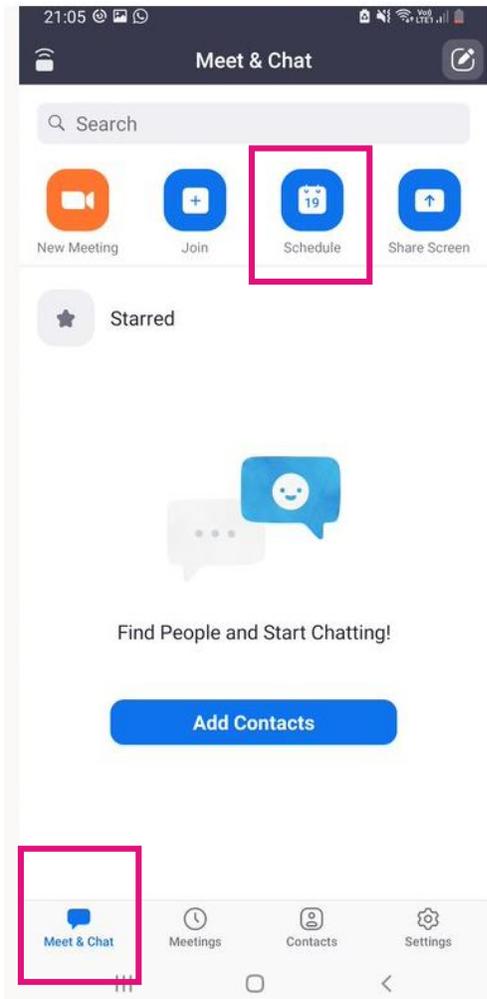
- Have a minimum password length
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Have at least 1 special character (!, @, #...)
- Include both uppercase and lowercase characters
- Cannot contain consecutive characters (e.g. "11111", "12345", "abcde", or "qwert")
- Use enhanced weak password detection ?
- Only allow numeric password

Only authenticated users can join meetings

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.

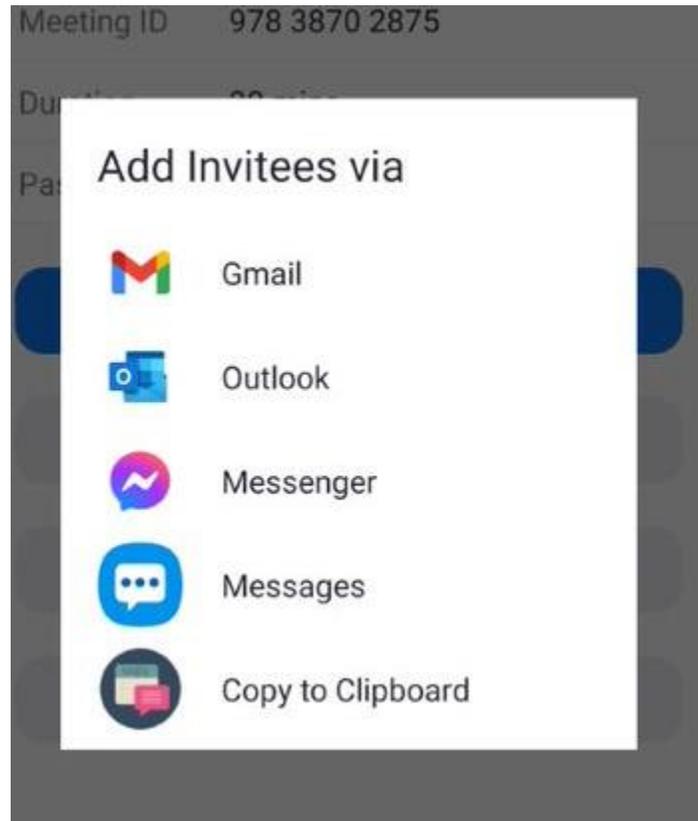


Schedule a meeting - mobile



Then click on Done

Schedule a meeting - mobile



You can invite people straight away to some other providers. Tap on Invite and this box will pop up.

Or give them your Meeting ID and passcode

How will you invite people?



- ✓ Text them the ID number and password
- ✓ Send a link in a 'bcc' email or text
- ✓ Calendar invitation to email
- ✓ Zoom registration

Also consider...

- ✓ Devices people are using to join (maybe ask in advance?)



Q & A

Settings DEMO and
any questions
about scheduling
meetings





Be right back! BREAK



**15
mins**

Quick poll



On a scale of 1-10 (with 1 being low and 10 being high) what is your energy level?



**Sharing your
screen, files
and maybe
even video!**



A CONFERENCE CALL

IN REAL LIFE



<https://youtu.be/JMOOG7rWTPg>

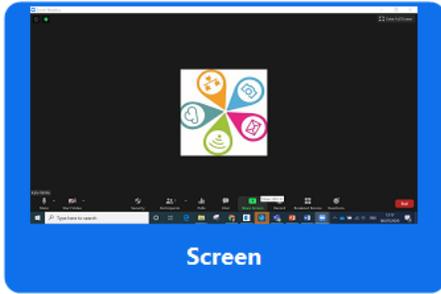
Select a window or an application that you want to share



Basic

Advanced

Files



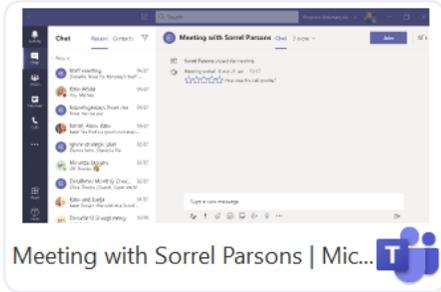
Screen



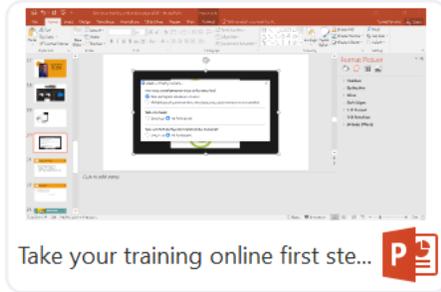
Whiteboard



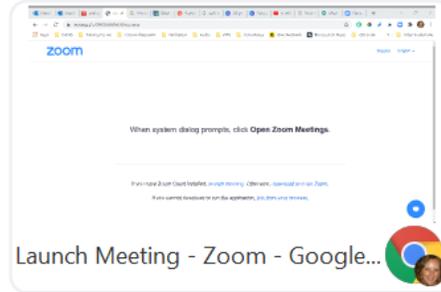
iPhone/iPad



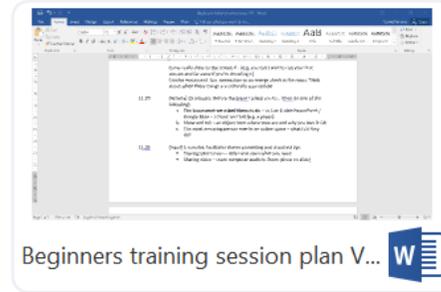
Meeting with Sorrel Parsons | Mic...



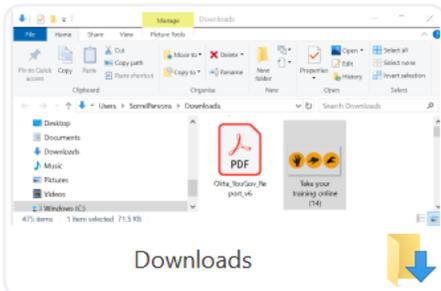
Take your training online first ste...



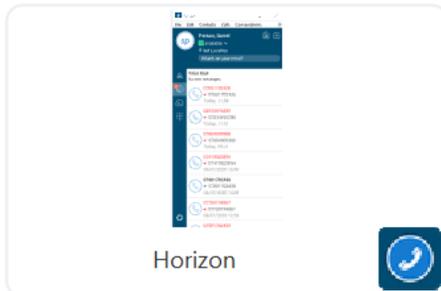
Launch Meeting - Zoom - Google...



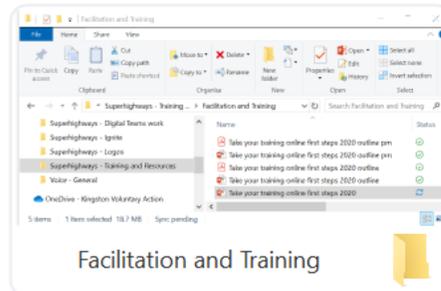
Beginners training session plan V...



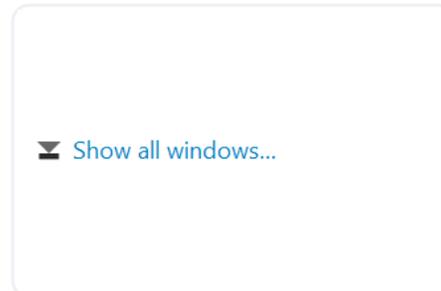
Downloads



Horizon



Facilitation and Training



Show all windows...

Share computer sound Optimize Screen Sharing for Video Clip

Share



Sharing video



- ✓ Share computer sound!
- ✓ Check your sound levels pre-session
- ✓ Video ready to start on one screen
- ✓ Decide on embedding in your presentation
- ✓ Stop share and re-start if you make a mistake

 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)
-

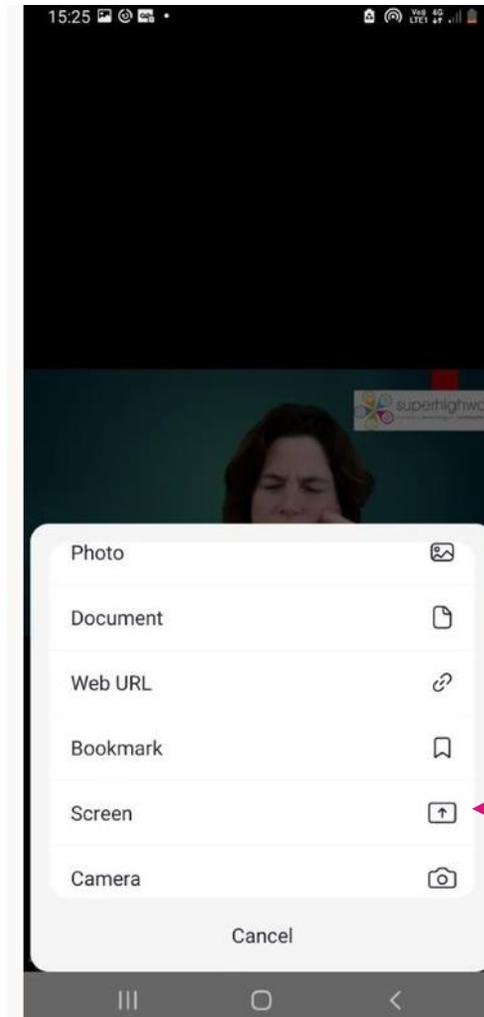
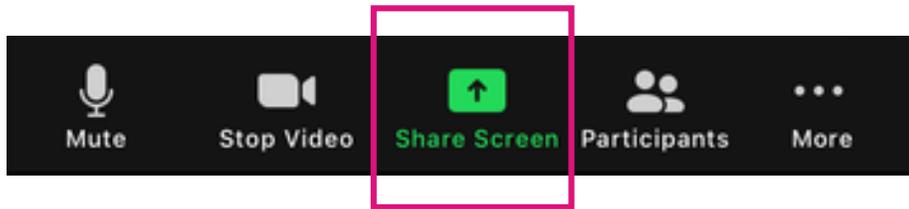
Who can share?

- Only Host All Participants
-

Who can start sharing when someone else is sharing?

- Only Host All Participants

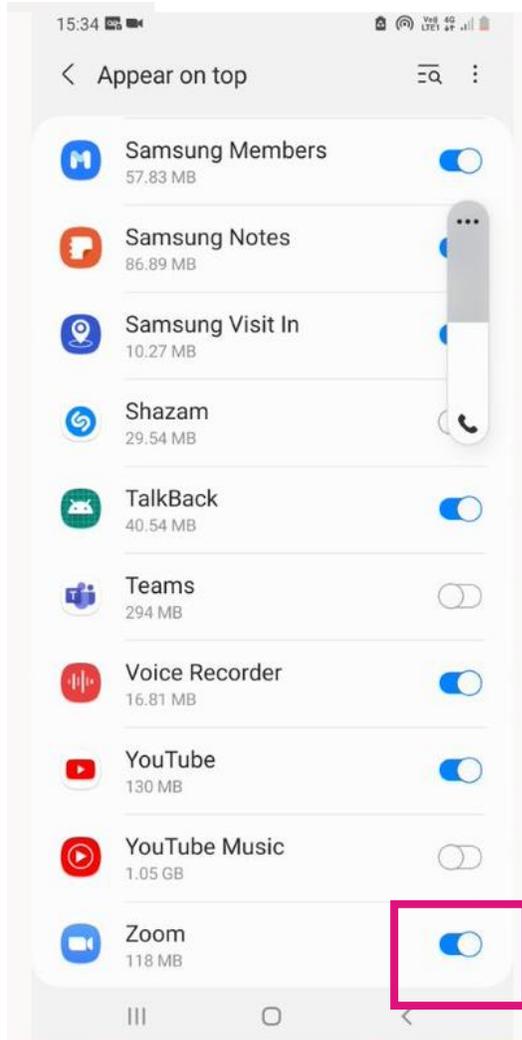
Sharing your screen from mobile



Be careful with sharing 'Screen'! This gives access to your device. It can be useful but make sure you are aware of the security or confidentiality risks



Enable screen share on your Android phone →



Don't forget, you may need to allow Zoom to access your device first before sharing your screen. Go to Settings and Apps

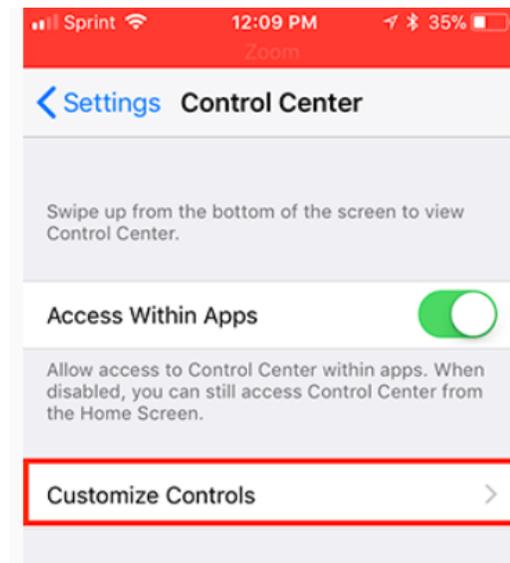
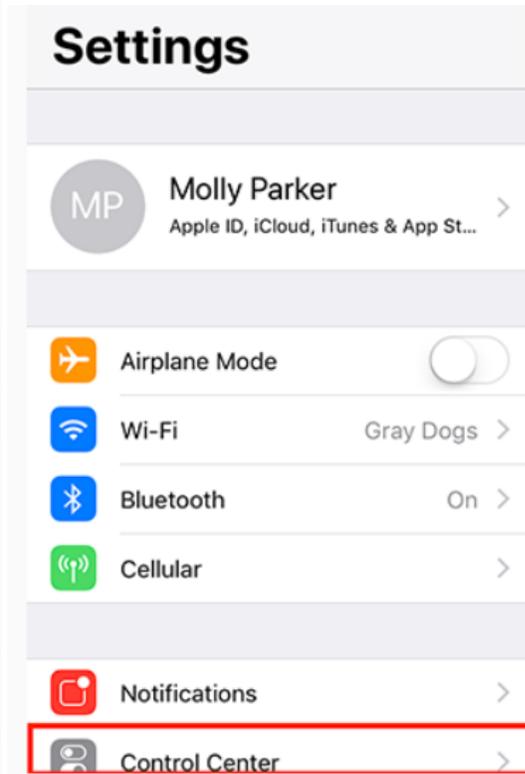
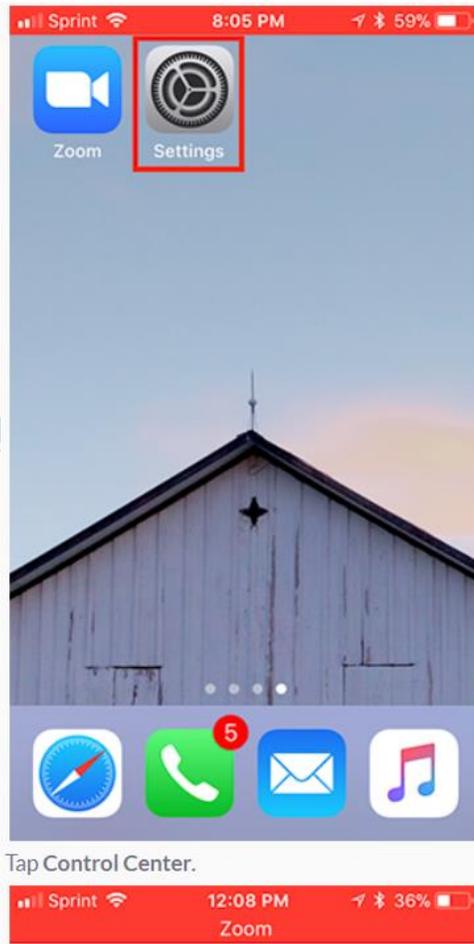
When you try to share Zoom may ask for your permission

Enable screen share on your iPhone

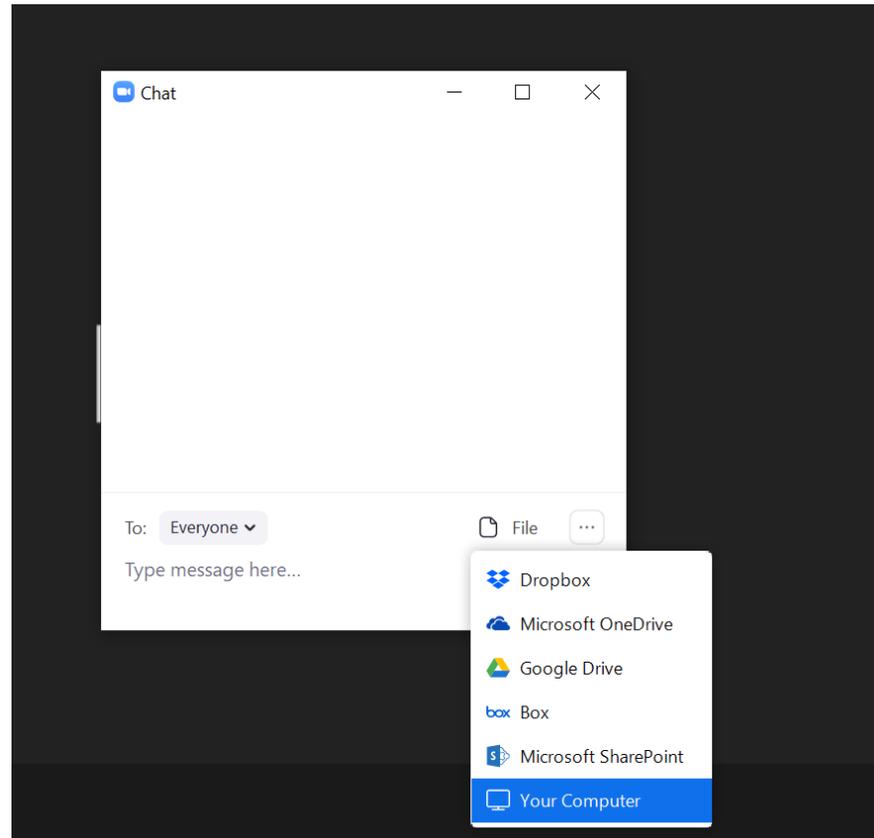


Example from an iPhone phone

[Press the home button on an iPad](#)



In-meeting file transfer



- ✓ You can only send a file to someone to download straight away if you are using a laptop or computer.
- ! Not mobile phones

In-meeting file transfer



- ✓ You have to enable File Transfer in your Account Settings.

File transfer

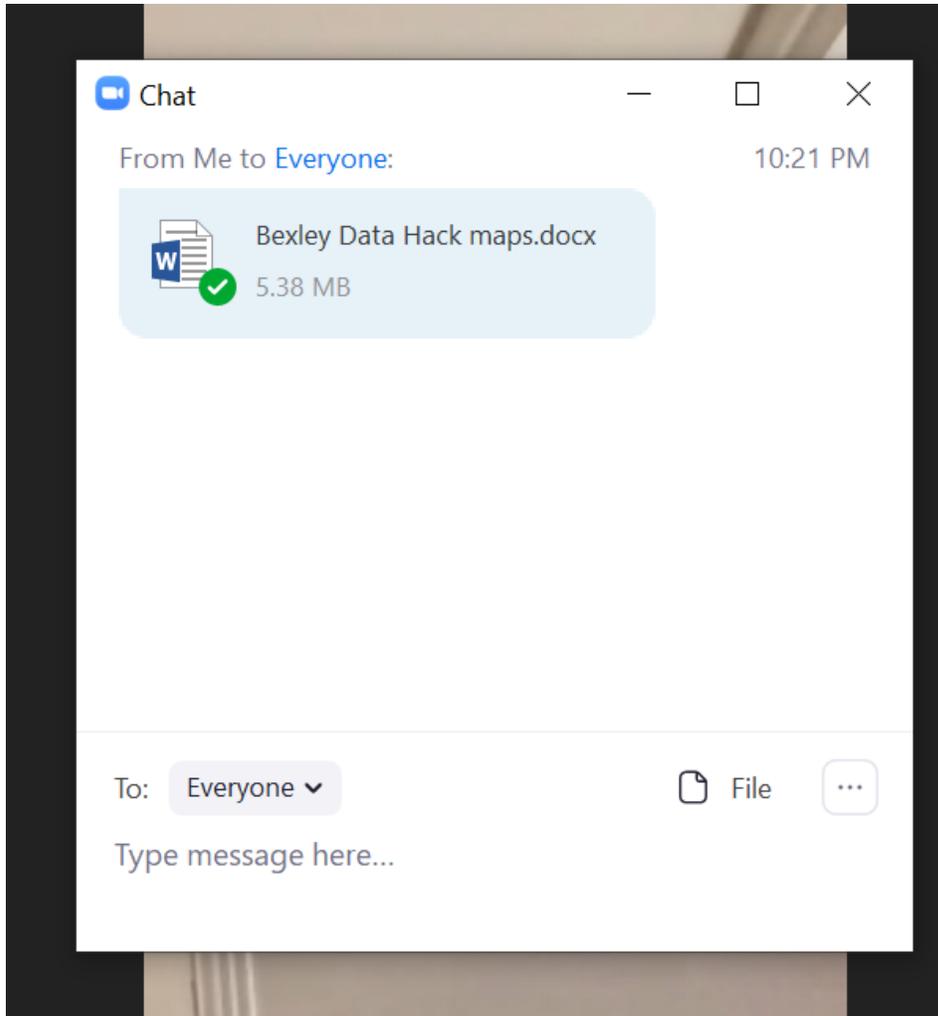
Hosts and participants can send files through the in-meeting chat. 



Only allow specified file types 

Maximum file size 

In-meeting file transfer



- ✓ You can share Word documents, PDFs, photos and more.
- ✓ But check that you have enabled it in your settings

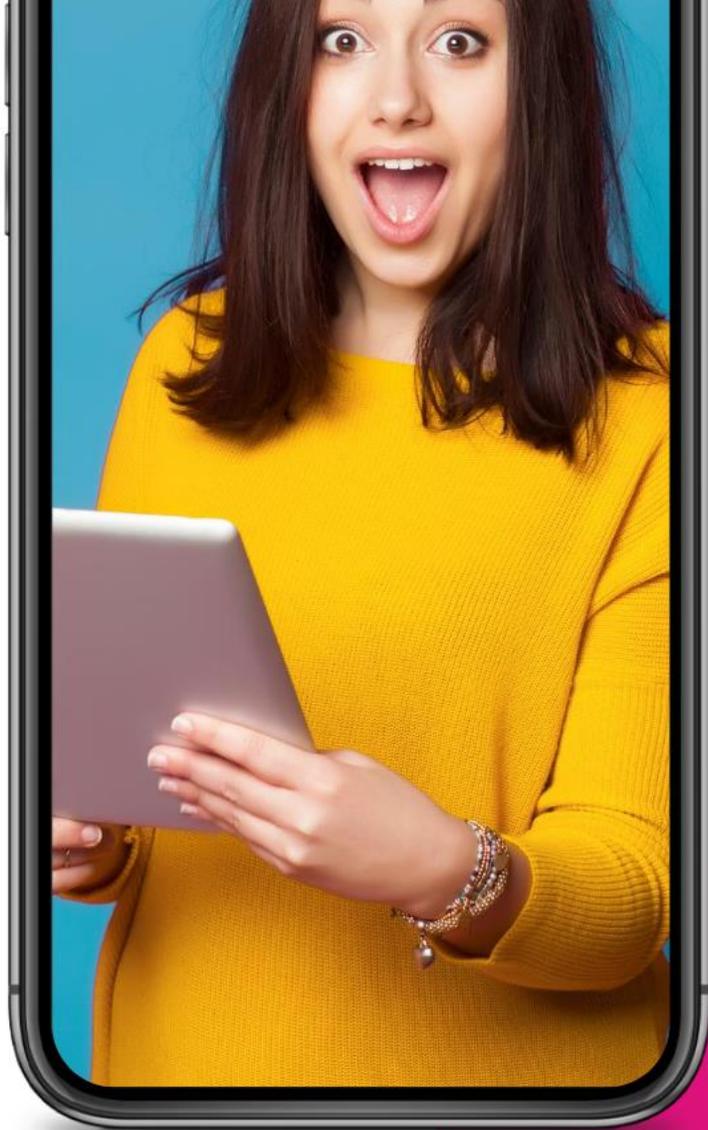
[See how on this webpage](#)

Sharing your screen

Practice in
small breakout
rooms

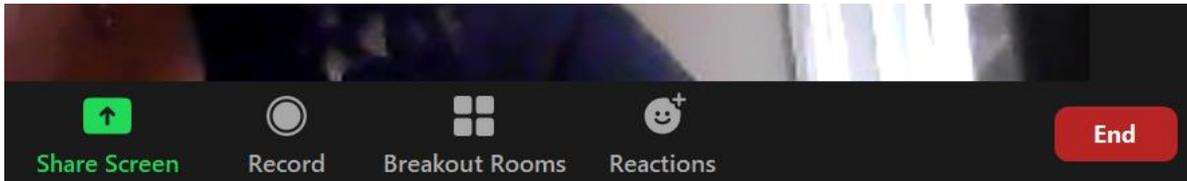
20
mins





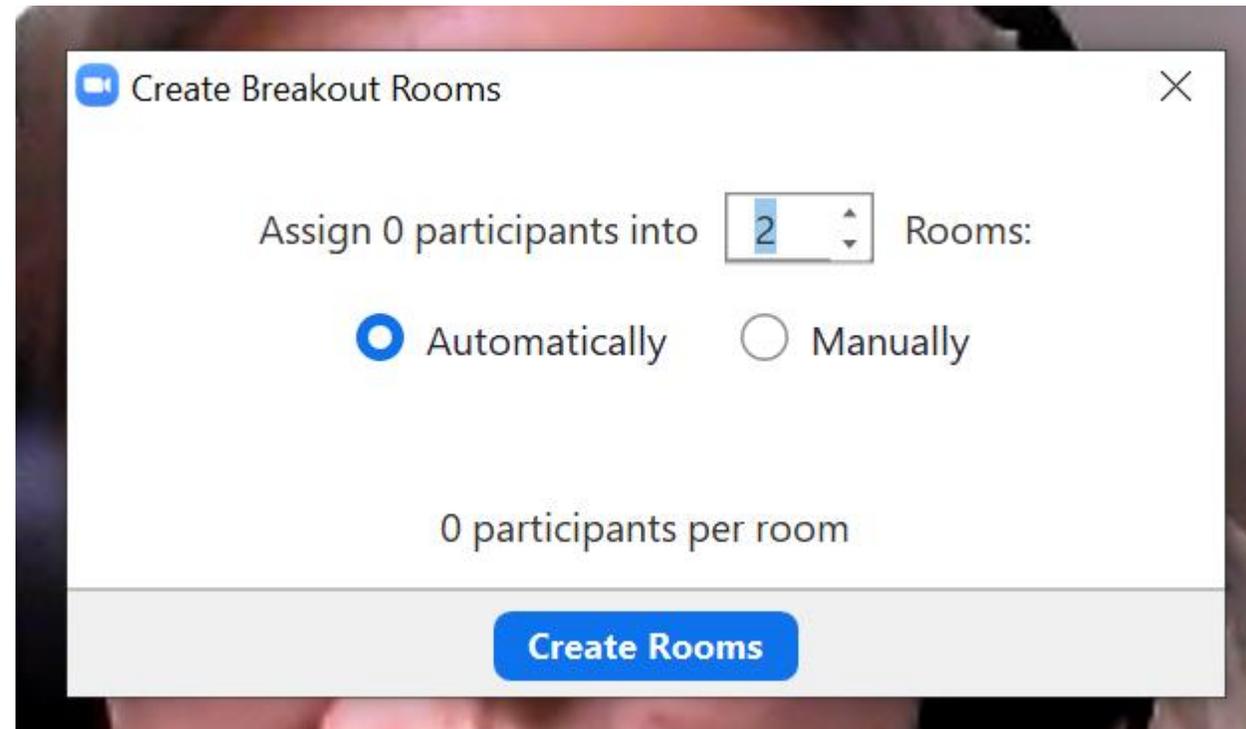
**Zoom breakout
rooms for
smaller group
discussion**

Zoom: creating breakout rooms



Click on Breakout Rooms – sometimes you’ll find this if you click on the three dots

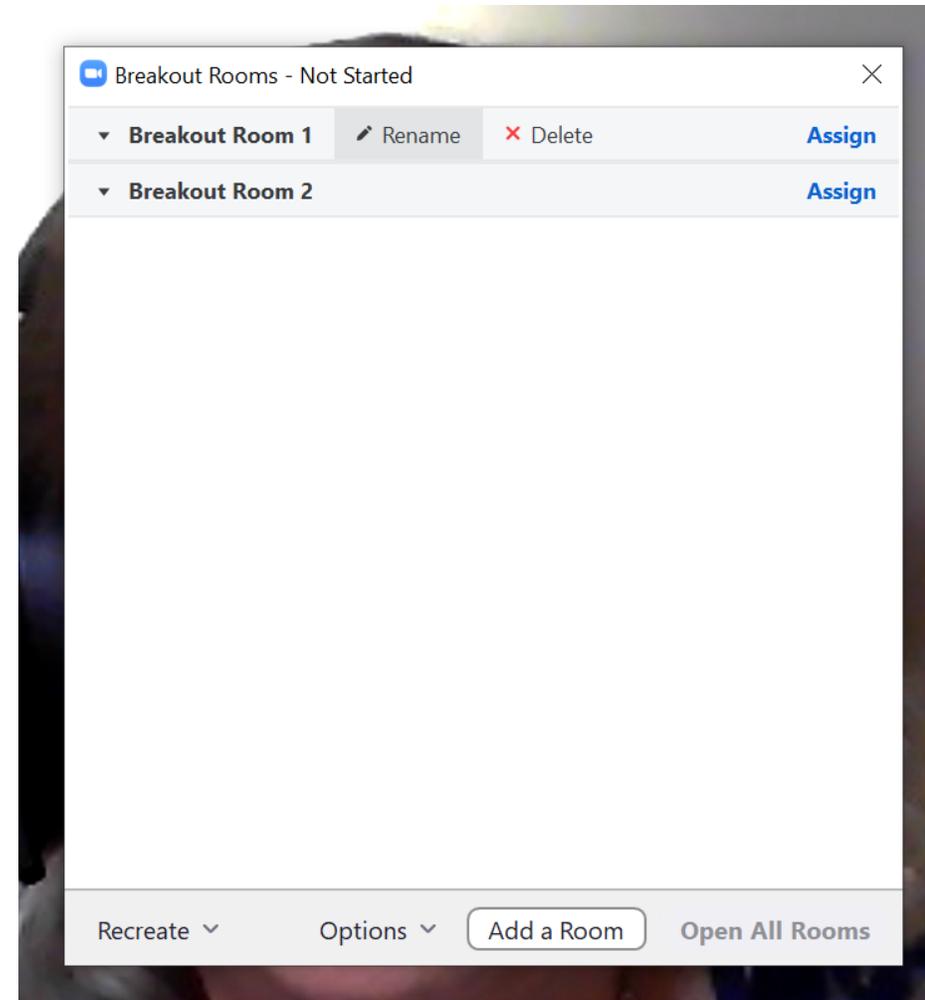
Decide if you want to randomly assign people to a space. Or pick and choose from a list (manually)



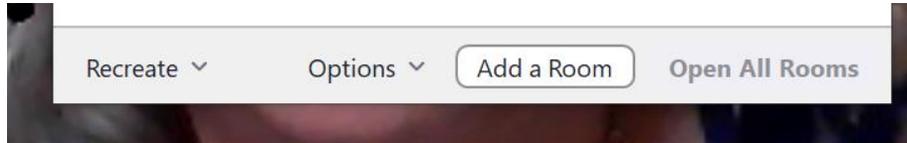
Zoom: creating breakout rooms



- ✓ Re-name your rooms
- ✓ Delete if you created too many
- ✓ Assign individuals to specific rooms
- ✓ Names disappear from the tick list as you assign people to each room

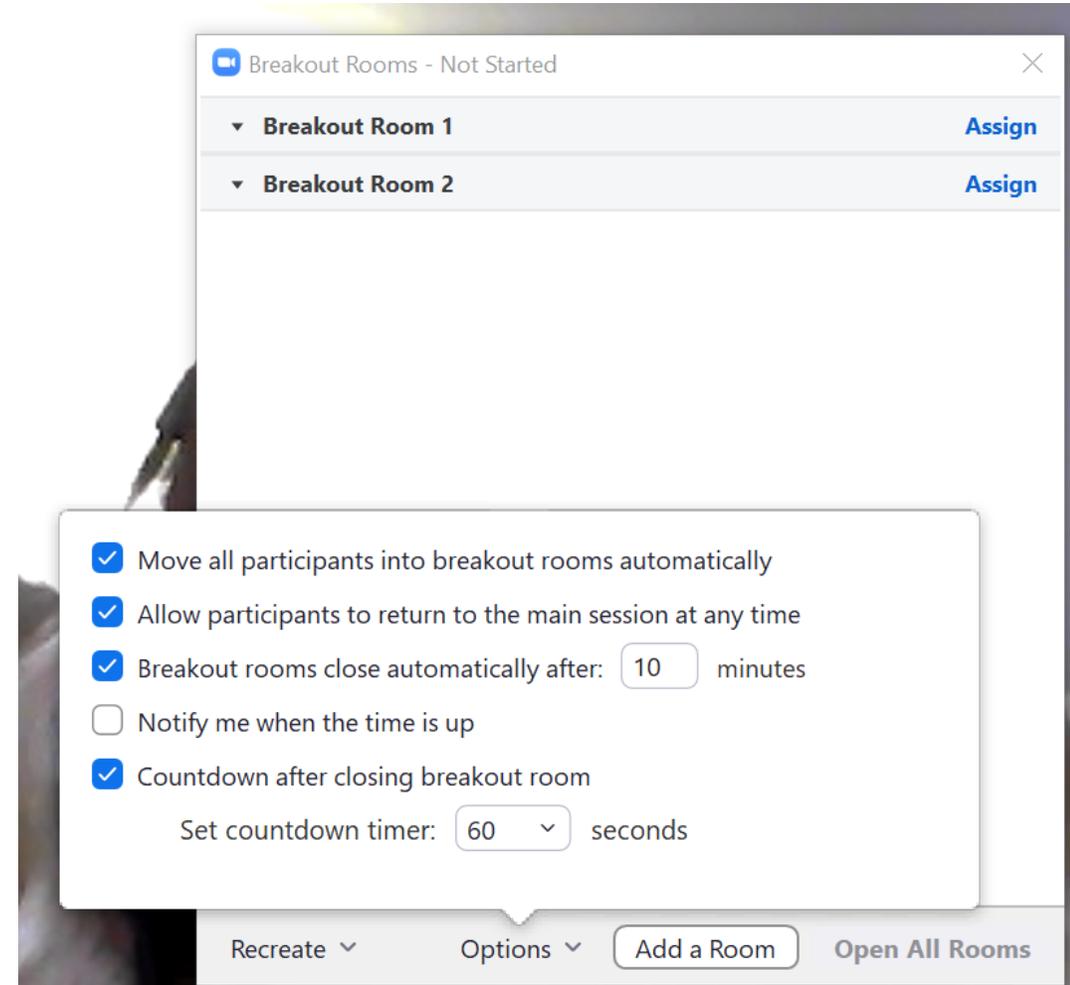


Zoom: creating breakout rooms



Don't forget to click on Options to set the time for your session and a countdown that will be broadcast to the group.

When you are ready 'Open All Rooms'.



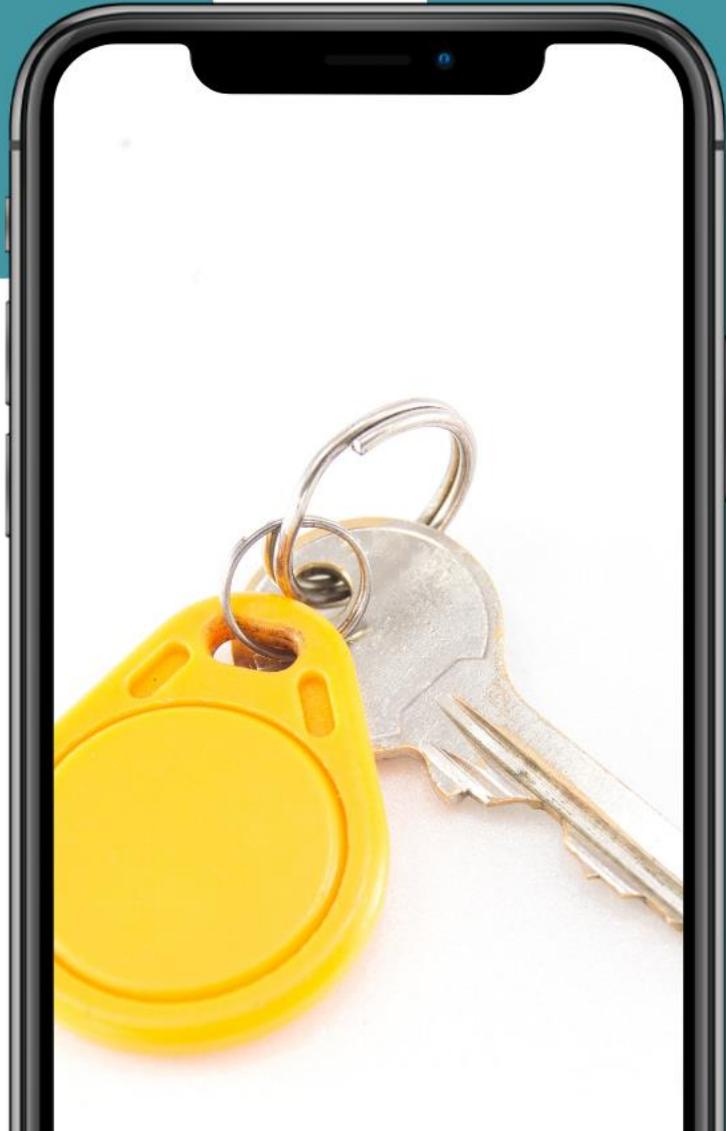


Q & A



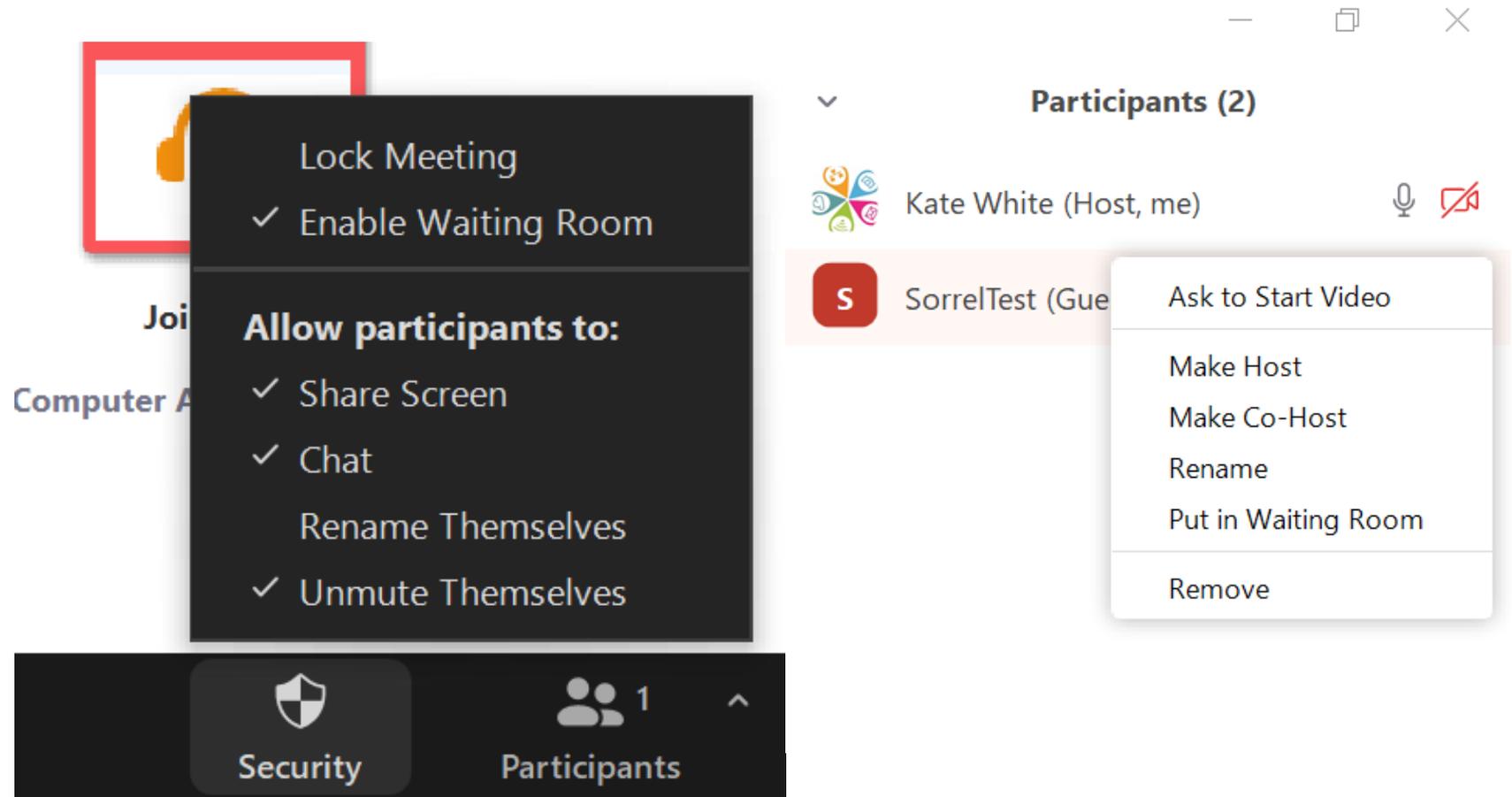


Basic security options

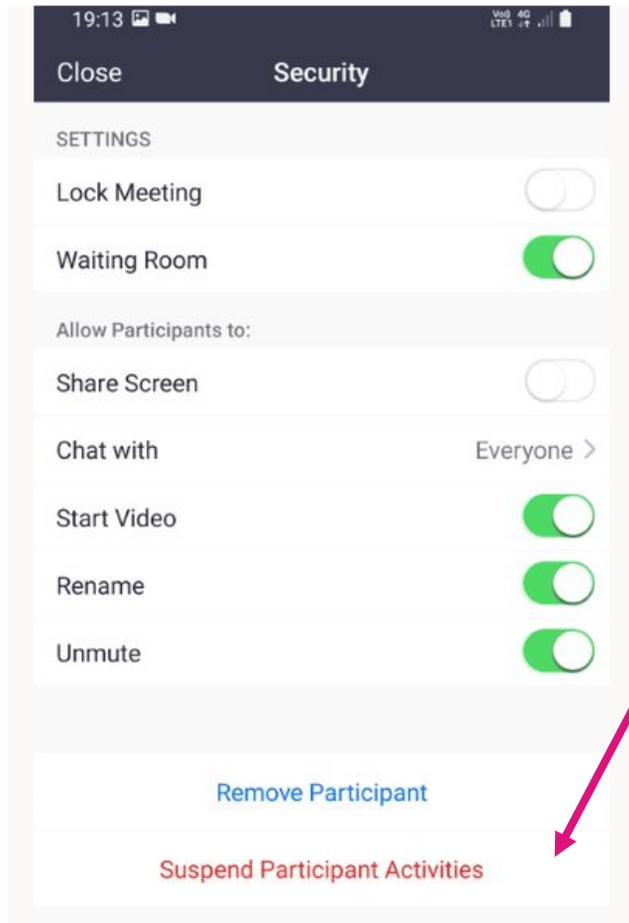


Zoom in-meeting security desktop →

- ✓ Decide who can share screens
- ✓ Kick people out
- ✓ Lock the space
- ✓ Ask people to re-name



Zoom in-meeting security mobile →



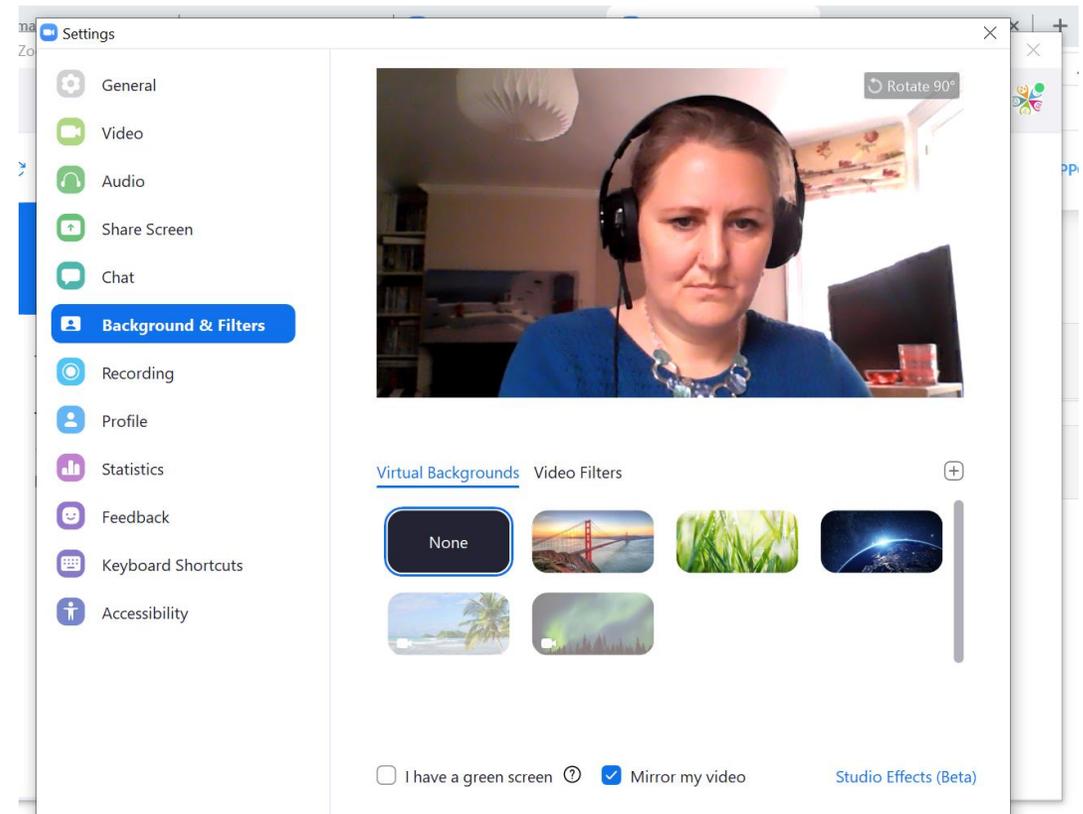
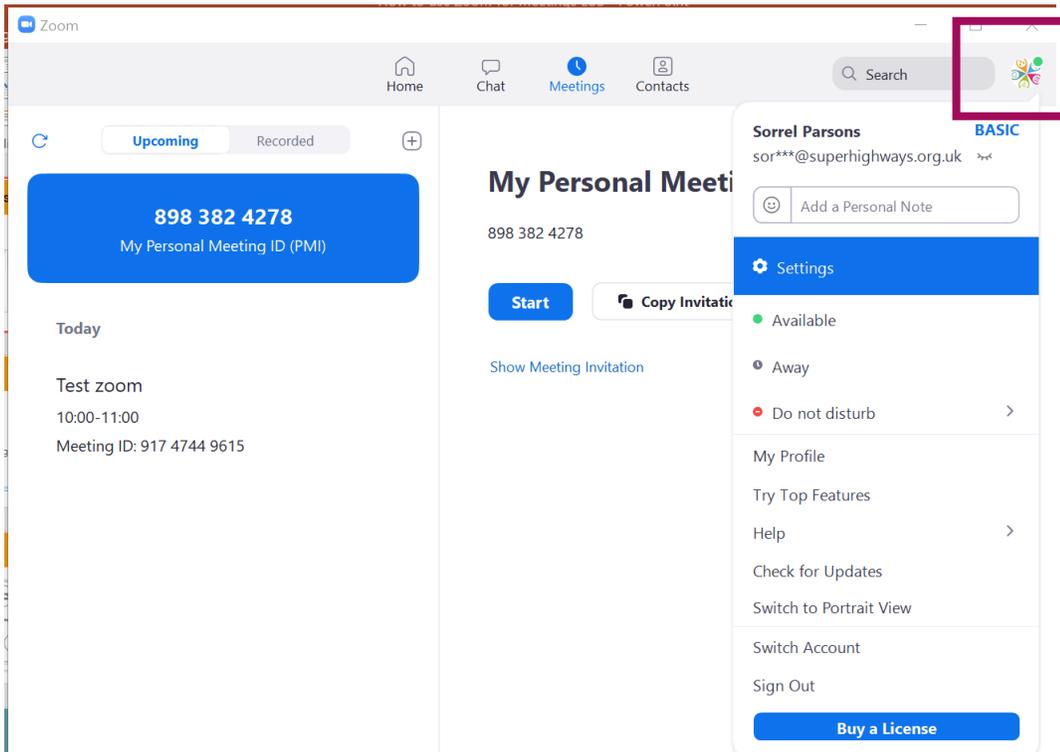
You have the same controls on mobile devices.

Suspend Participant Activities keeps the meeting open but stops your participants doing anything. Useful if people behave badly.

Or you can remove a participant

Change your background desktop →

You must have [downloaded the app](#) for your laptop or PC/Mac. Then sign in to go to your settings



Zoom – who's in control?



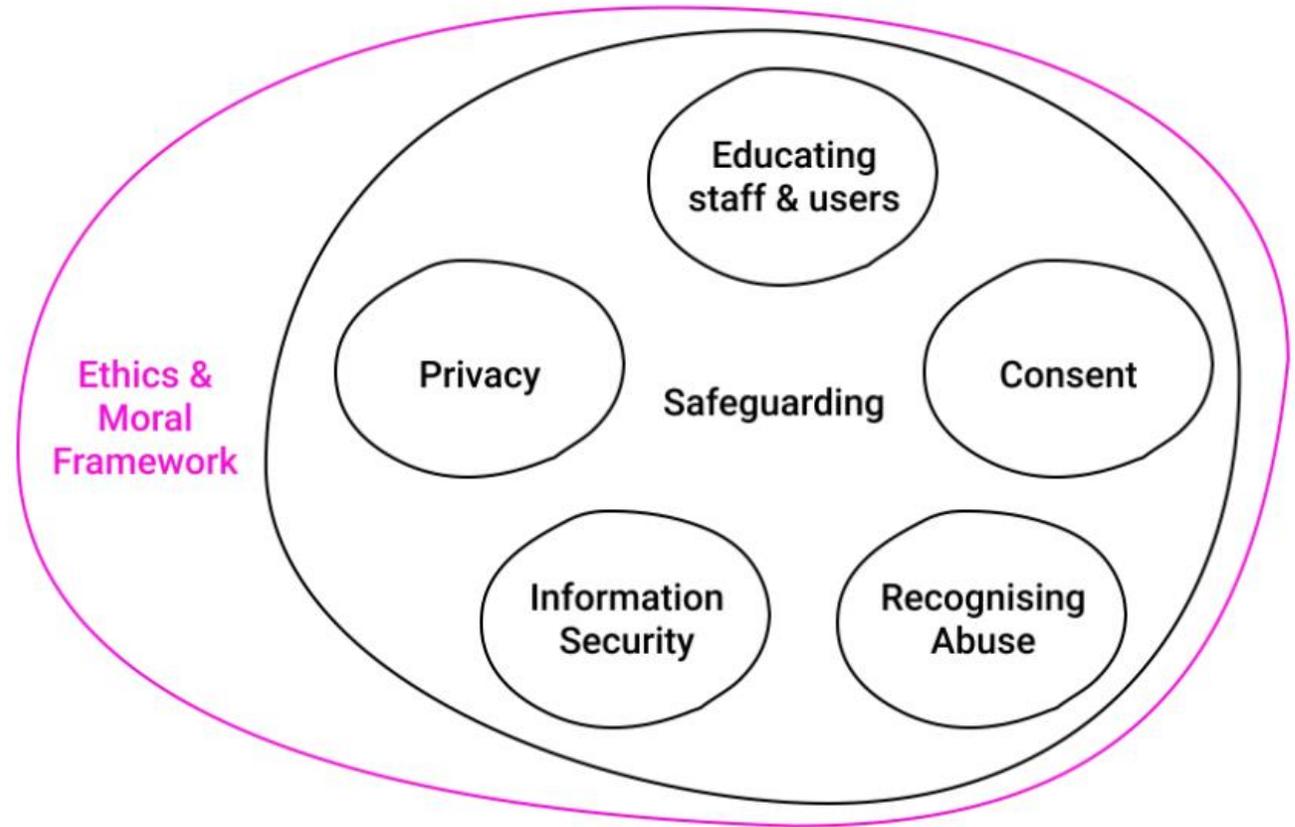
- ✓ Only Hosts can start the meeting
- ✓ Only Hosts can set up break out rooms
- ✓ Only Hosts can assign Co-hosts
- ✓ Only hosts can create polls
- ✓ Co-hosts can admit people from the waiting room
- ✓ Co-hosts can put everyone on Mute
- ✓ Co-hosts can start a recording

[See more info](#)

Digital safeguarding



- ✓ Activity & audience specific
- ✓ Check out the [DigiSafe resource](#) a step-by-step digital safeguarding guide, for charities taking services online



Your digital safeguarding landscape



Finally...

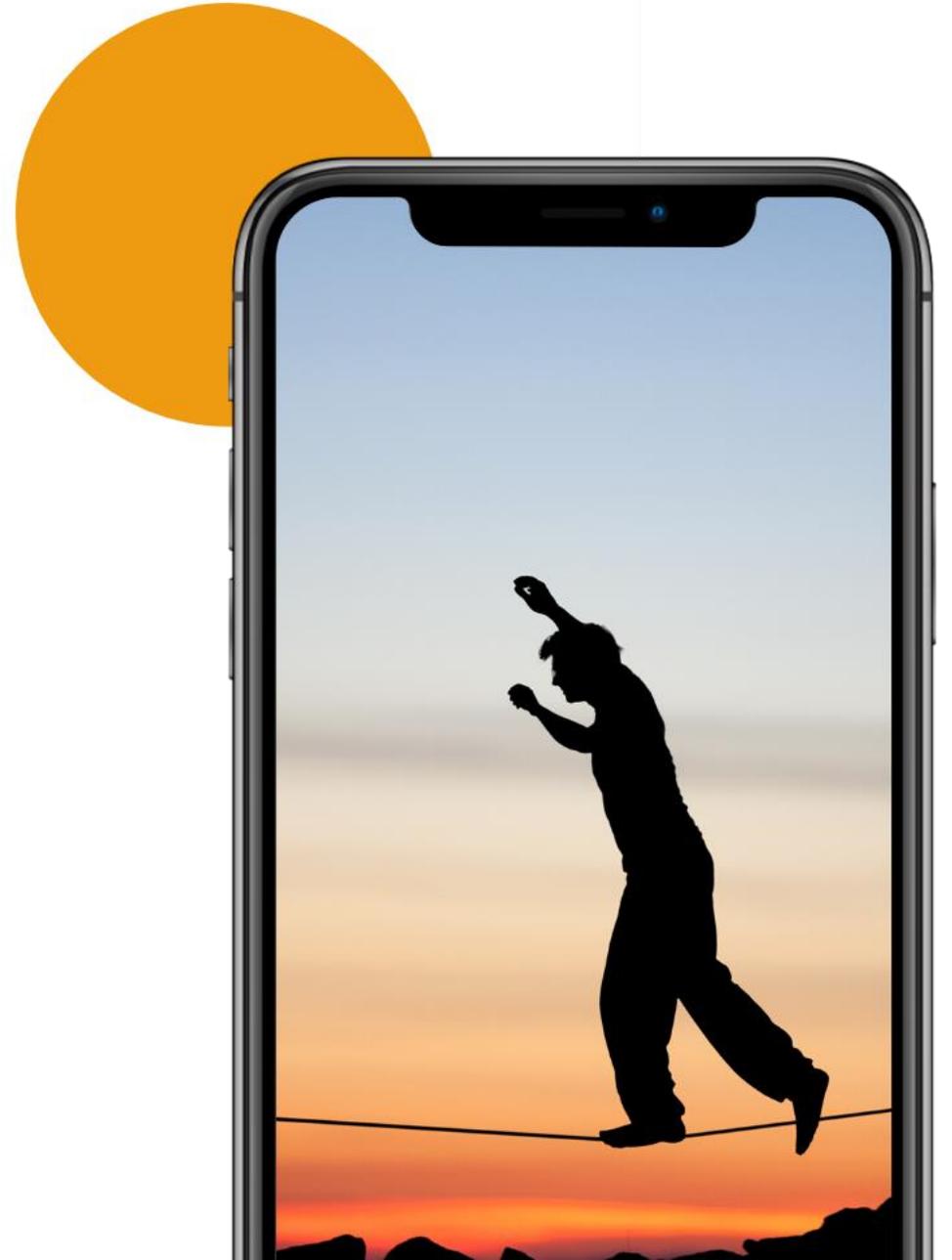
**Jump in but
keep it simple.**

**Start small
and have fun.**

Check out:

What's the one thing that's been most useful from today? Or what would you like to know more about?

10
mins



About Superhighways



Providing tech support to the sector for 20 years

- ✓ Training
- ✓ Support
- ✓ Consultancy
- ✓ Digital inclusion
- ✓ [Datawise London](#)



E-news sign up <https://superhighways.org.uk/e-news>

Further resources



Guides on how to take part in Zoom meetings that we developed with Mind (useful to explain to others too). They may be a little different from what you see but will give you an idea...

[Join with a laptop or PC](#)

[Join with an Android phone](#) e.g. Samsung

[Join with an Apple phone](#)

Guidance on checking [audio and video](#) settings on your laptop or PC

[Zoom Help Centre](#) and [Live Webinars](#)

100% Digital Leeds also have some [Zoom guides in different languages](#)

Need help?



Thanks for taking part today:

Sorrel Parsons
Kate White
Philippa Leary



info@superhighways.org.uk
www.superhighways.org.uk