

Moderator and Presenter Instructions for Zoom Meetings



The Conference Exchange®
www.confex.com

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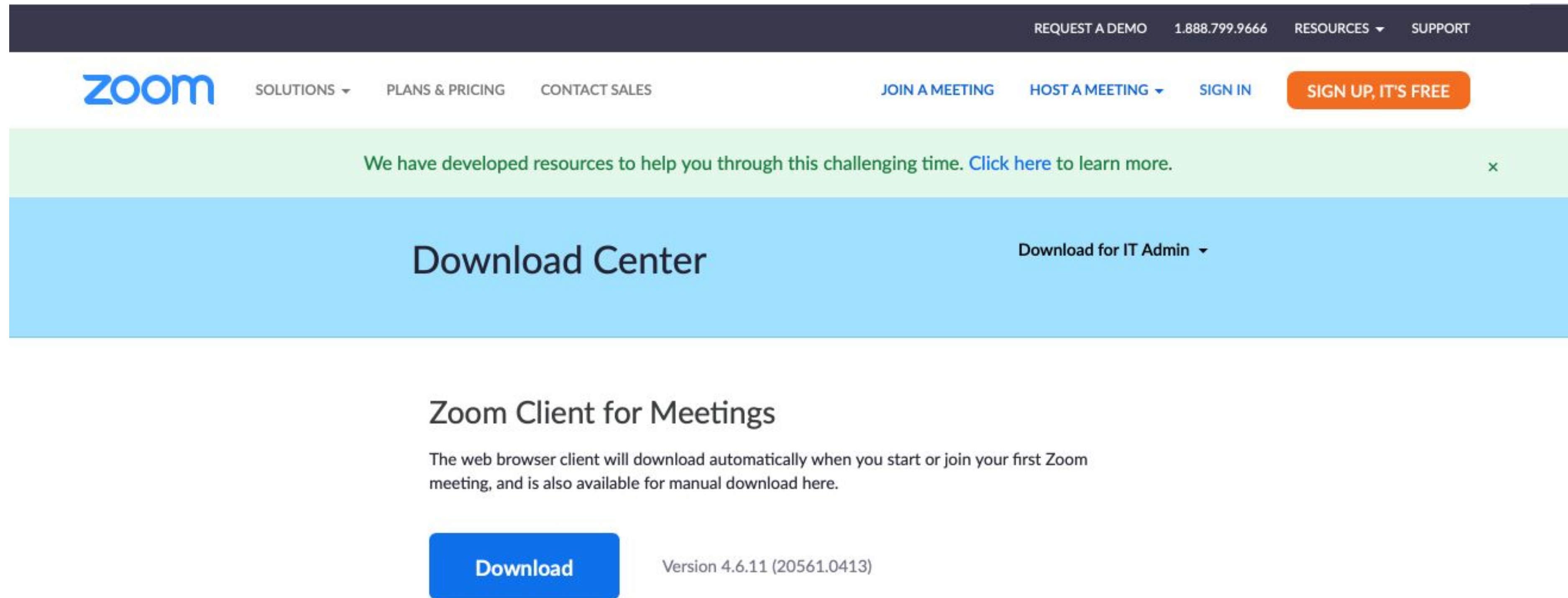
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What You Need to Get Started

- A high-speed internet connection to your computer. A hard line (ethernet cable) is preferred over Wi-Fi.
- An external webcam or built-in camera on your computer.
- The built-in microphone on your computer will work, or for better sound, an external USB microphone or a USB headset can be used.
- You do not need to have a Zoom account to join a Zoom meeting, but for the best user experience, we do recommend you at least download and install Zoom on your computer before your meeting. **If you are on your browser (Chrome, Firefox, etc.) you will not have access to all Co-host controls.**
- Although Zoom can be downloaded on Android and iOS devices, we strongly encourage you to use a laptop or desktop over a smartphone or tablet. This will give you a better viewing experience with more functionality.


Downloading and Installing Zoom

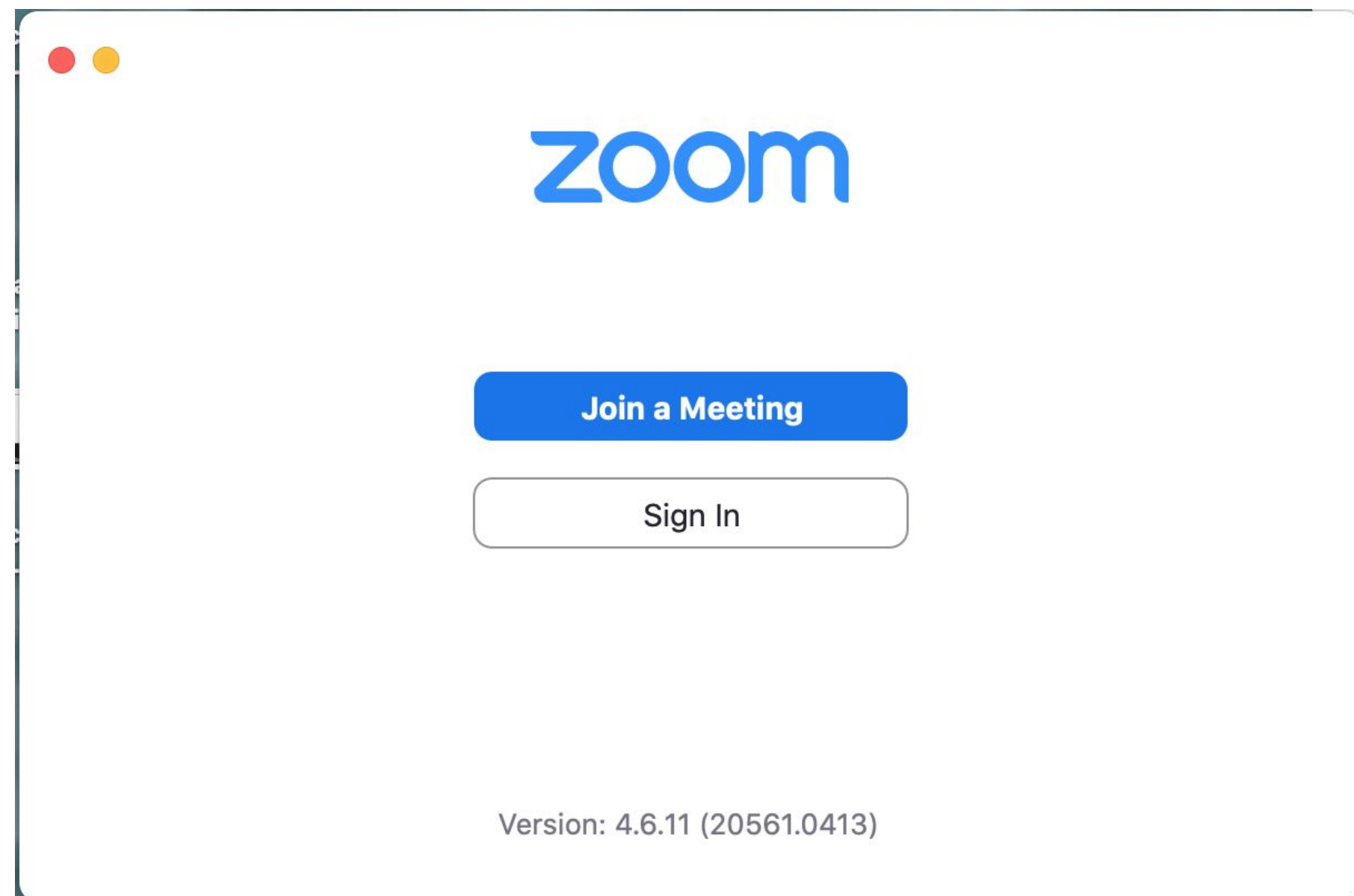
- You can download Zoom by clicking here: <https://zoom.us/download>



- In the Download Center, click on the *Download* button under Zoom Client for Meetings. Then locate and run the Zoom installer (the default location is the Downloads folder).

Zoom Desktop Application

- The Zoom Desktop icon will look like this:  You can find it in the Docking Station on your Mac or on the Desktop of your Windows computer.
- Once you click on the icon the desktop application will prompt you with the following:



If you do not already have a Zoom account, we recommend that you create a free one so you can sign in here. An account will give you more functionality and create a profile to customize how you appear to others in the Zoom meeting. It will also enable you to schedule your own Zoom meetings to connect with anyone directly.

You will not need to enter a meeting ID or password to join any meeting hosted by Confex. You might need this additional information if using Zoom for other purposes.

Joining a Meeting

Log in to the Online Program/ Meeting App with the same email you used to register for the conference. Find your session and click on the *Join Now* button. (It will appear 20 minutes before session start time).



Joining a Webinar

If you are a panelist for a webinar, you will receive an email from Confex Tech Support at least one week before your event. It will also be sent one day and one hour before the session begins. Click the link in the email to join your practice session 30 minutes before start time. This link is unique to you.

If prompted with a pop-up window requesting access, click *Open Zoom Meetings*.

Open Zoom Meetings?

https://zoom.us wants to open this application.

☐ Always allow zoom.us to open links of this type in the associated app

Open Zoom Meetings

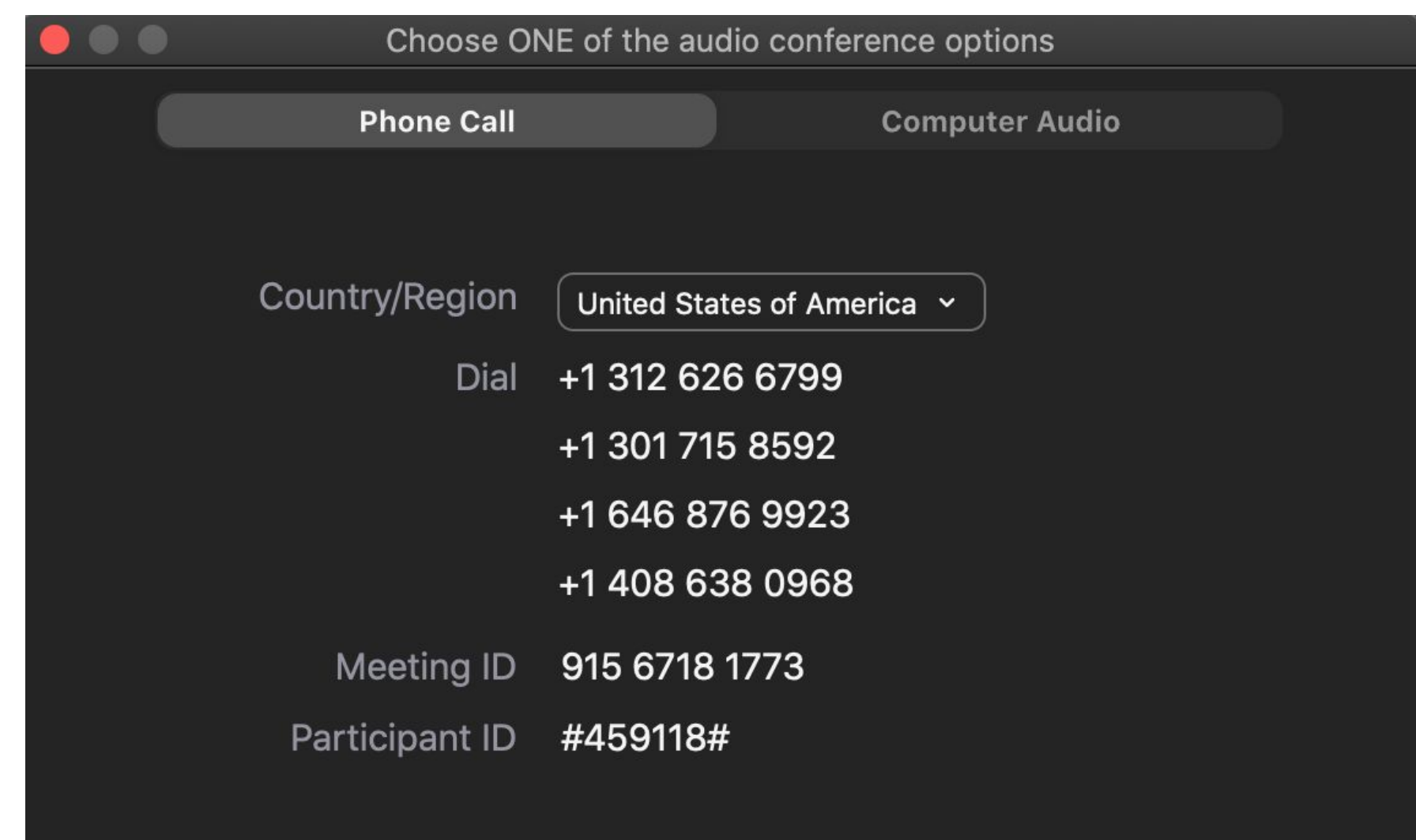
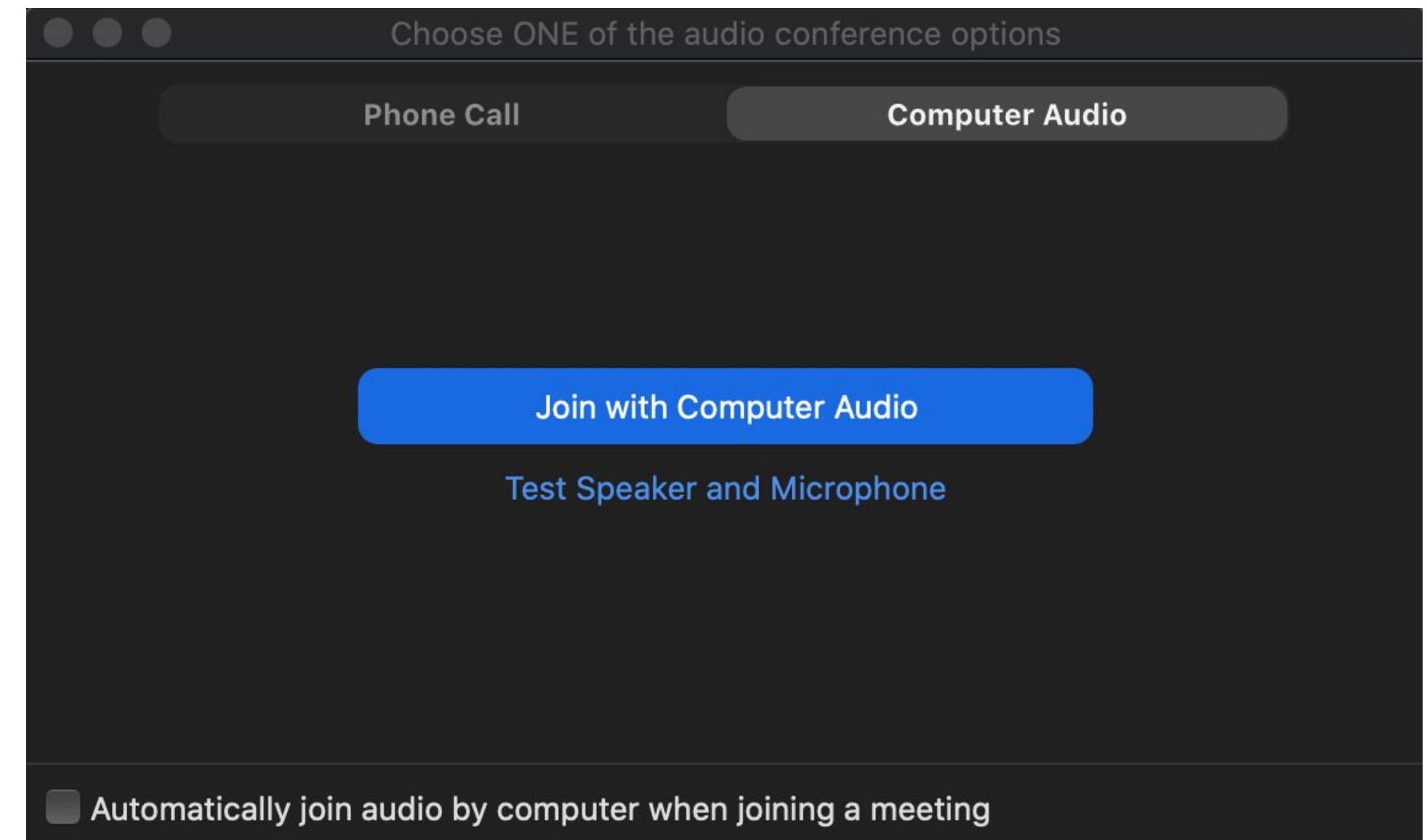
Cancel

Join with Computer Audio or Phone Audio

A pop-up will appear.*

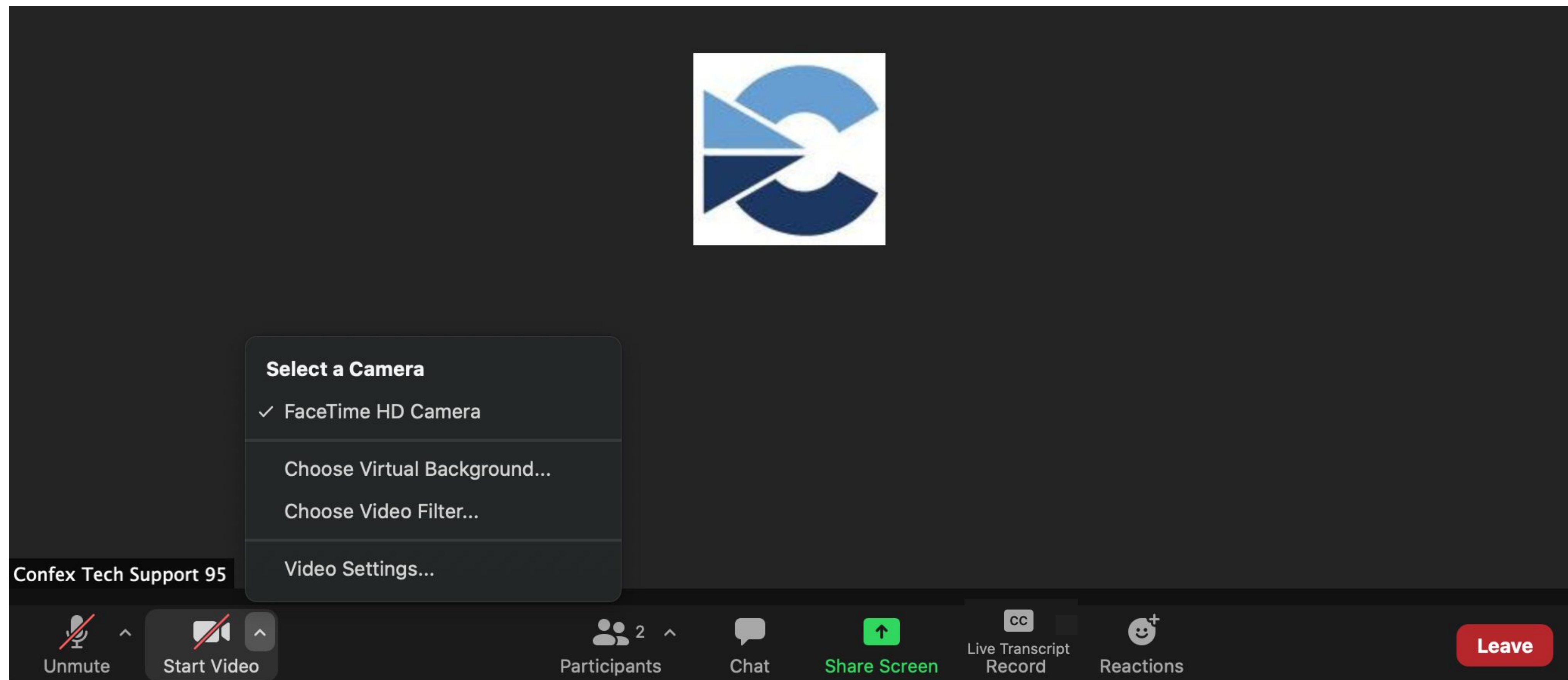
Choose *Test Speaker and Microphone* and follow the prompts to test your audio. If you are experiencing audio issues with your computer, you can dial in with your phone by choosing *Phone Call* in the top left corner. You can log in to the meeting on your computer while using your phone to speak and listen. Your *Participant ID* will link your audio to your video.

**Unless you have previously checked Automatically join audio by computer when joining a meeting.*



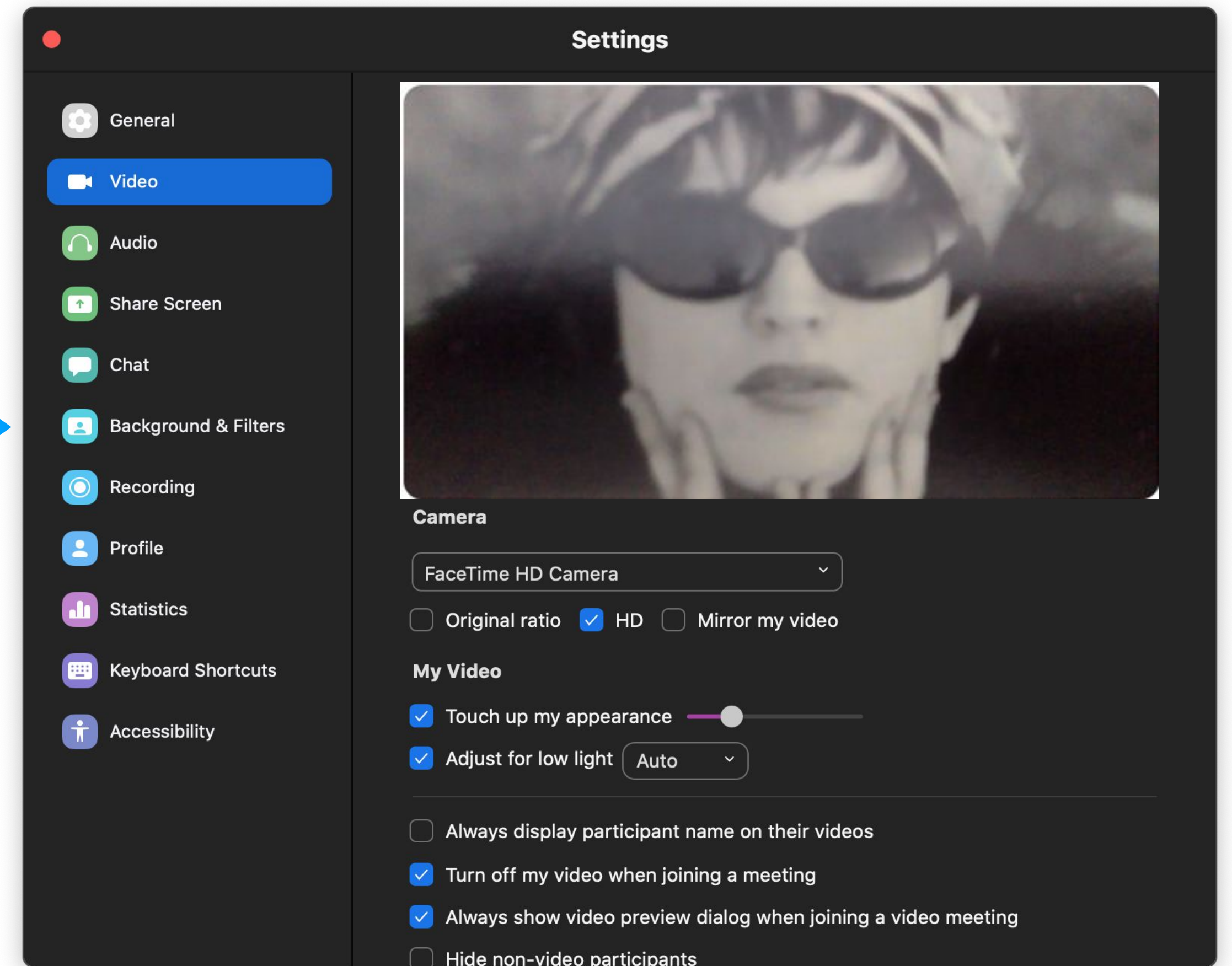
Testing Video

- Before turning on your camera (*Start Video*) you may want to preview your appearance and check your video settings. Do this by clicking on the up arrow located next to the symbol *Start Video* and choose *Video Settings*.



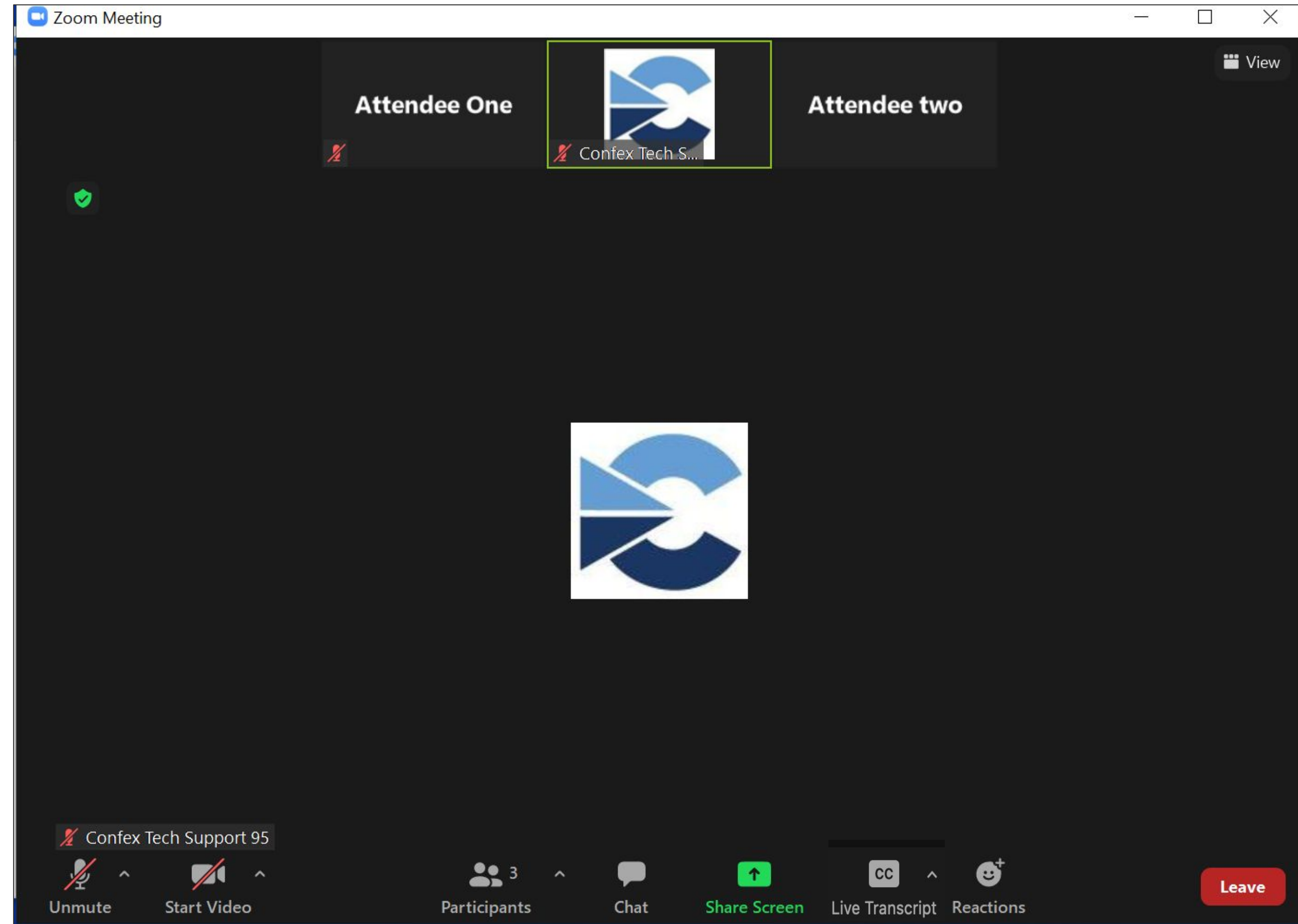
Video Settings

- Here you have the opportunity to see exactly how you will look before you join the meeting. You can also use the *"Touch up my appearance"* setting.
- If you have trouble finding an aesthetically pleasing environment for your meeting, you can choose a virtual background or insert a background provided to you by your organization. Click *Background & Filters*.



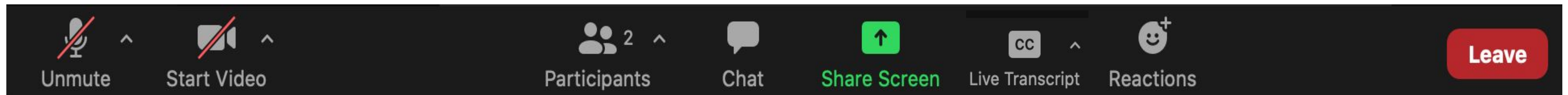
Zoom Meeting Interface

- Once you have chosen to join with or without computer audio, your Zoom meeting screen will appear.
- This is an example of what you will see if no one is currently sharing their screen, a session title slide, or their video. You may see someone's profile picture if their camera is turned off.



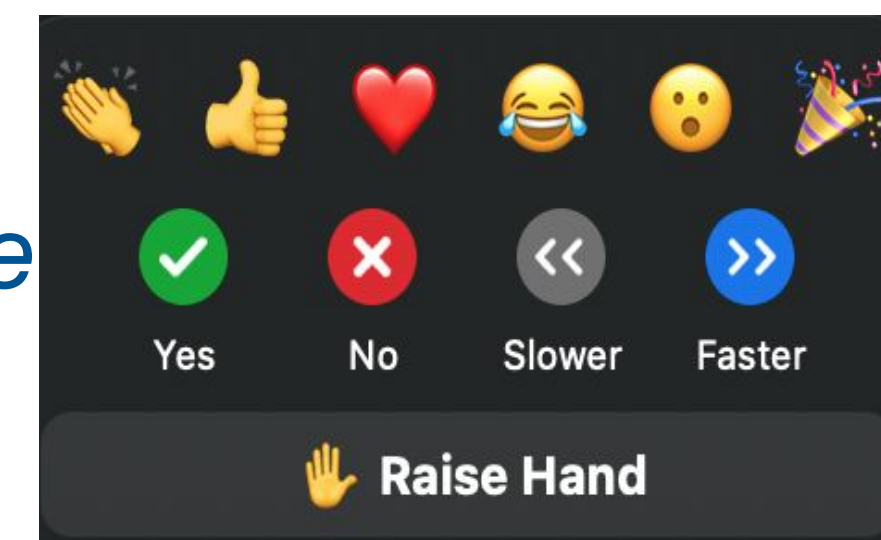
Zoom Controls Available to Participants & Presenters in the Meeting

These are the controls available to you in a meeting.
You can find them at the bottom of your screen.



- **Microphone:** Mute and unmute your own microphone.
- **Camera:** Start and stop your video camera.
- **Participants:** Click here to show the names of each attendee in the meeting.
- **Chat:** Here, you can send a message to Everyone or send a *Direct Message* to an individual.
- **Share Screen:** This will give you a window to select which application or desktop you want to share.
- **Live Transcript:** If enabled by the host, you can turn on/off subtitles (CC), transcription, and adjust subtitle settings.
- **Reactions:** Choose from various emojis which appear briefly in your camera window after you've made your selection.

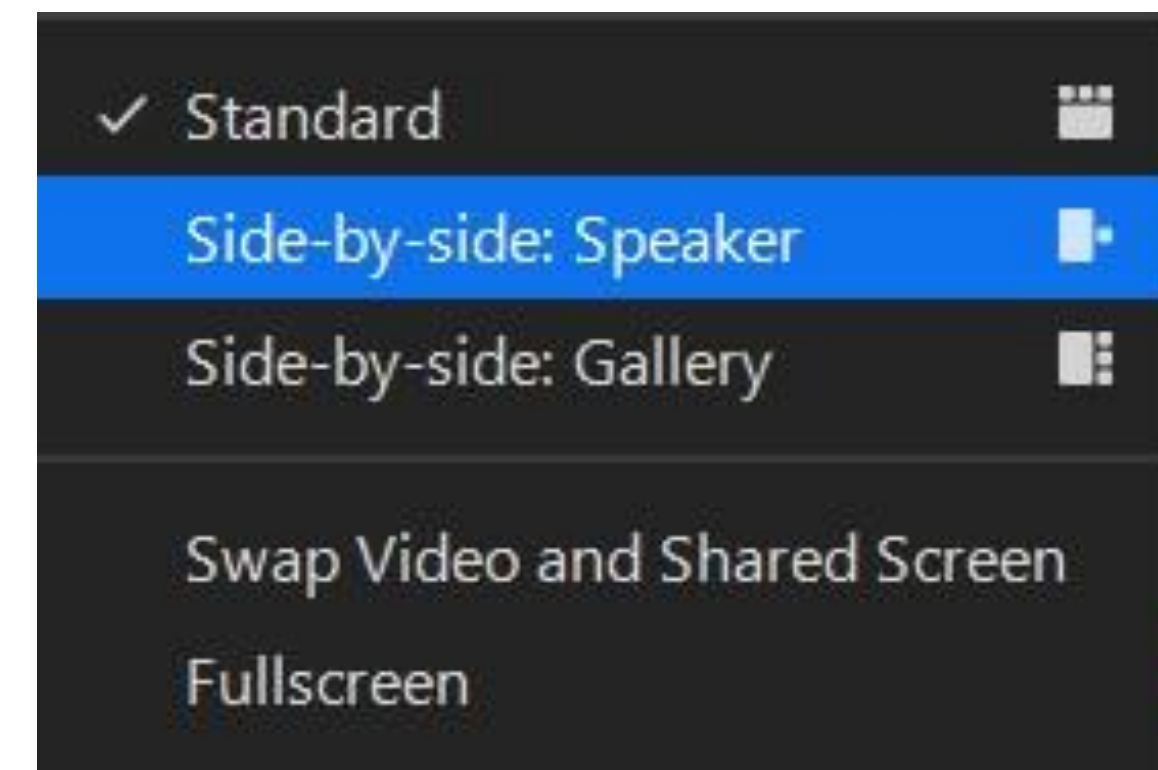
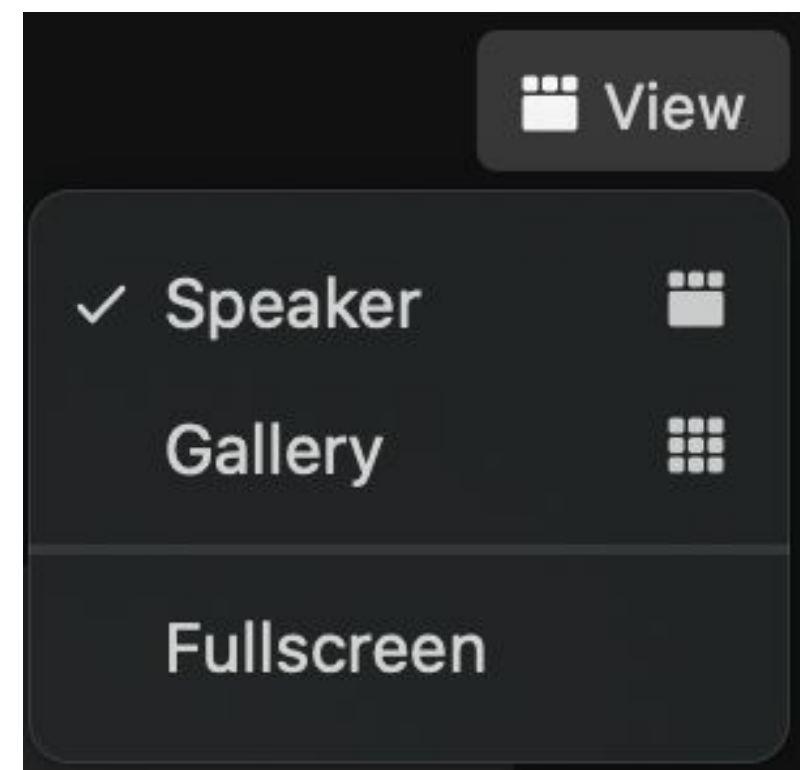
Raise



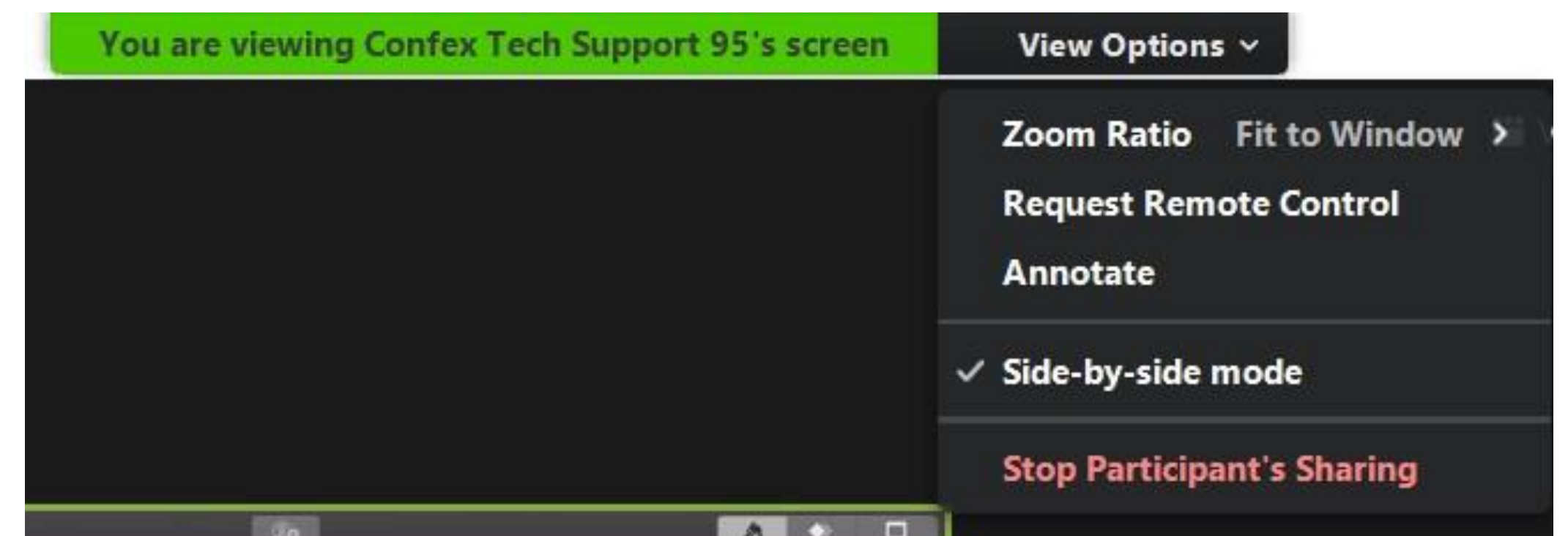
your camera
ed here.

View Options

- Click *View* on the top right of your screen and select other viewing options:



- When you view someone else's shared screen, you can choose where you will see them (if they have their camera turned on). Click *View Options* from the top of the screen. Choosing *Side-by-side Mode* will bring your Video panels to the right side of the full-sized shared screen.

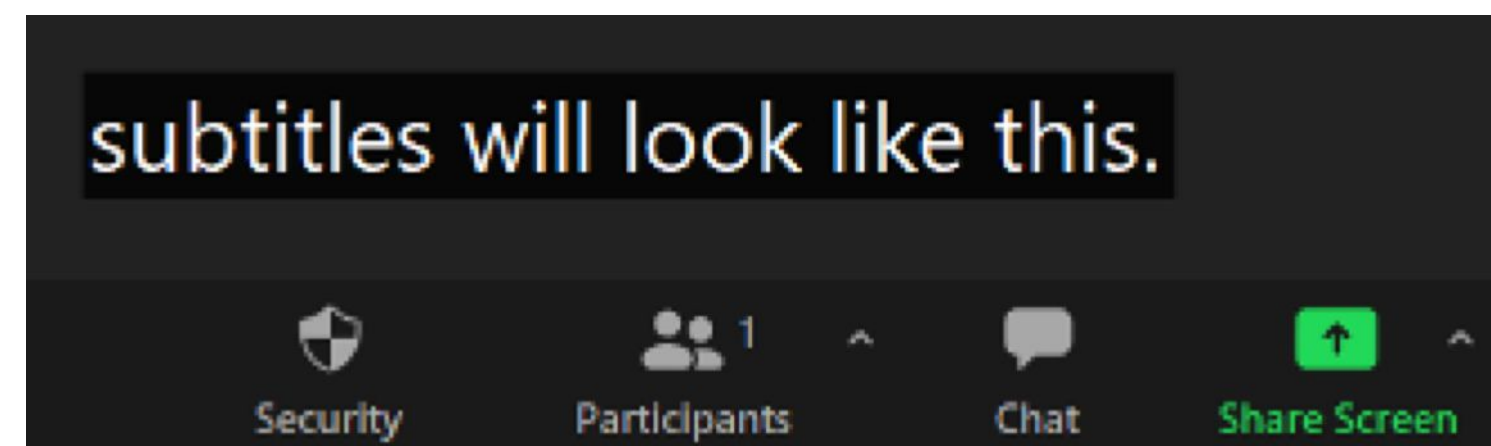
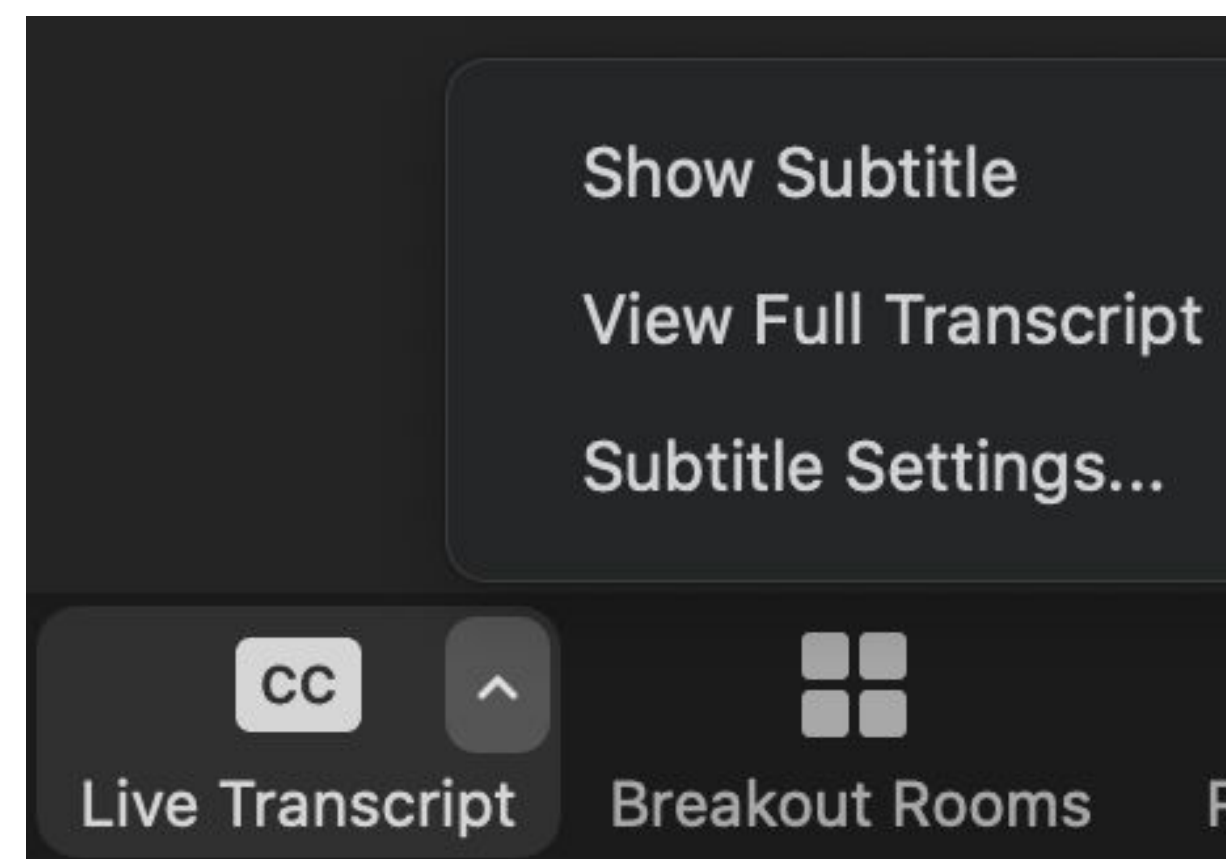


Live Transcript (Closed Captions/Subtitles) page 1

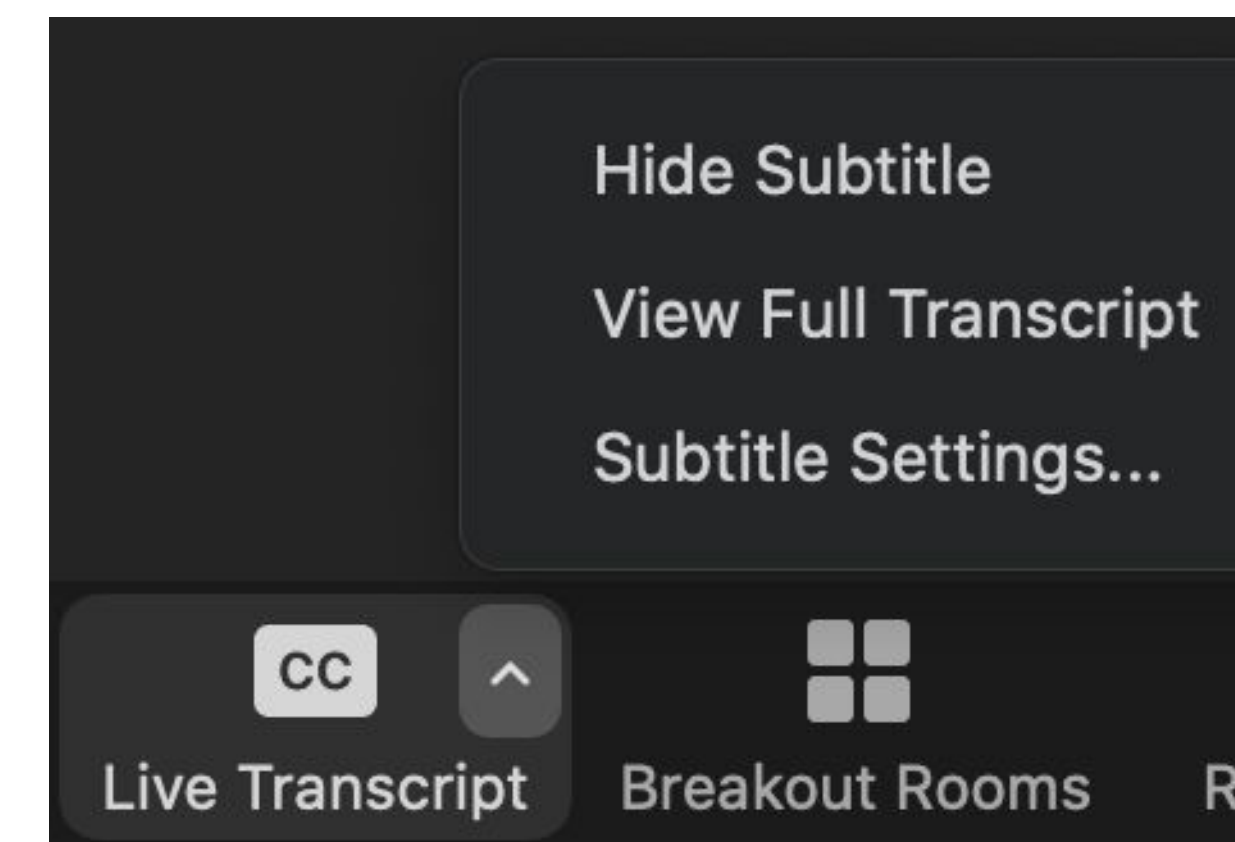
Your meeting may have automatic closed captioning enabled. Windows computers will enable subtitles automatically. On Mac computers, you will need to turn them on.

To manage closed captions, click *Live Transcript* in the Zoom toolbar at the bottom of your screen.

To turn on closed captions, click *Show Subtitle*.

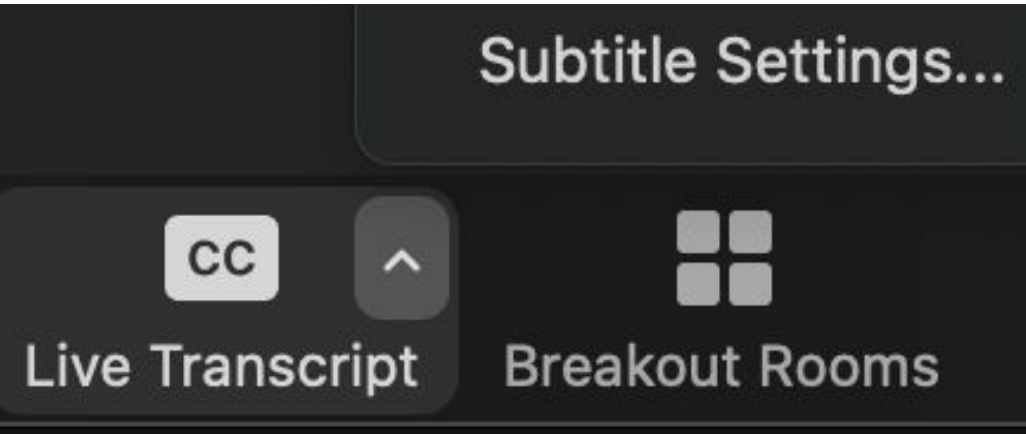


To turn off closed captions, click *Hide Subtitle*.

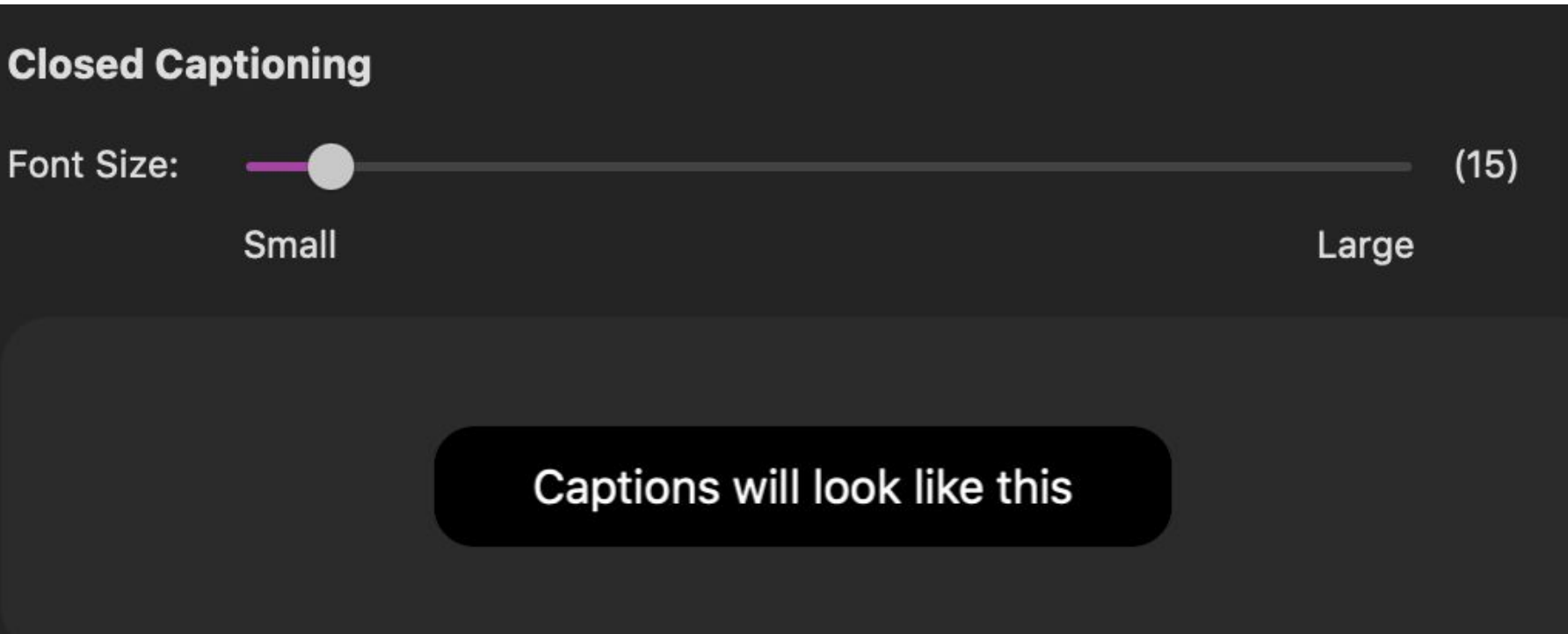
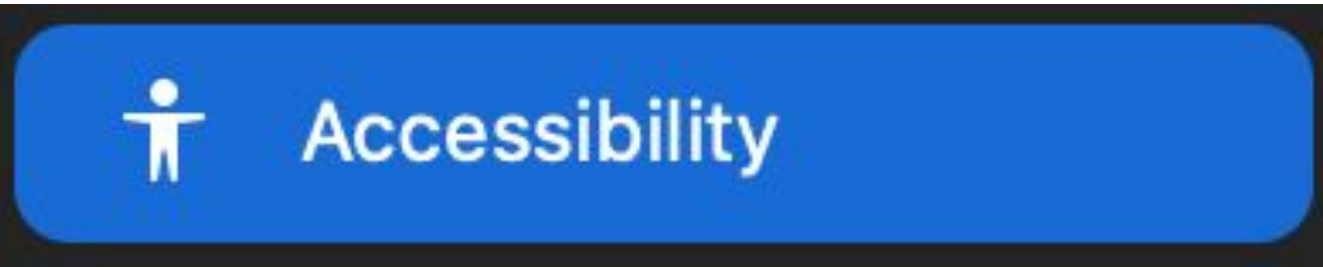


Live Transcript (Closed Captions/Subtitles) page 2

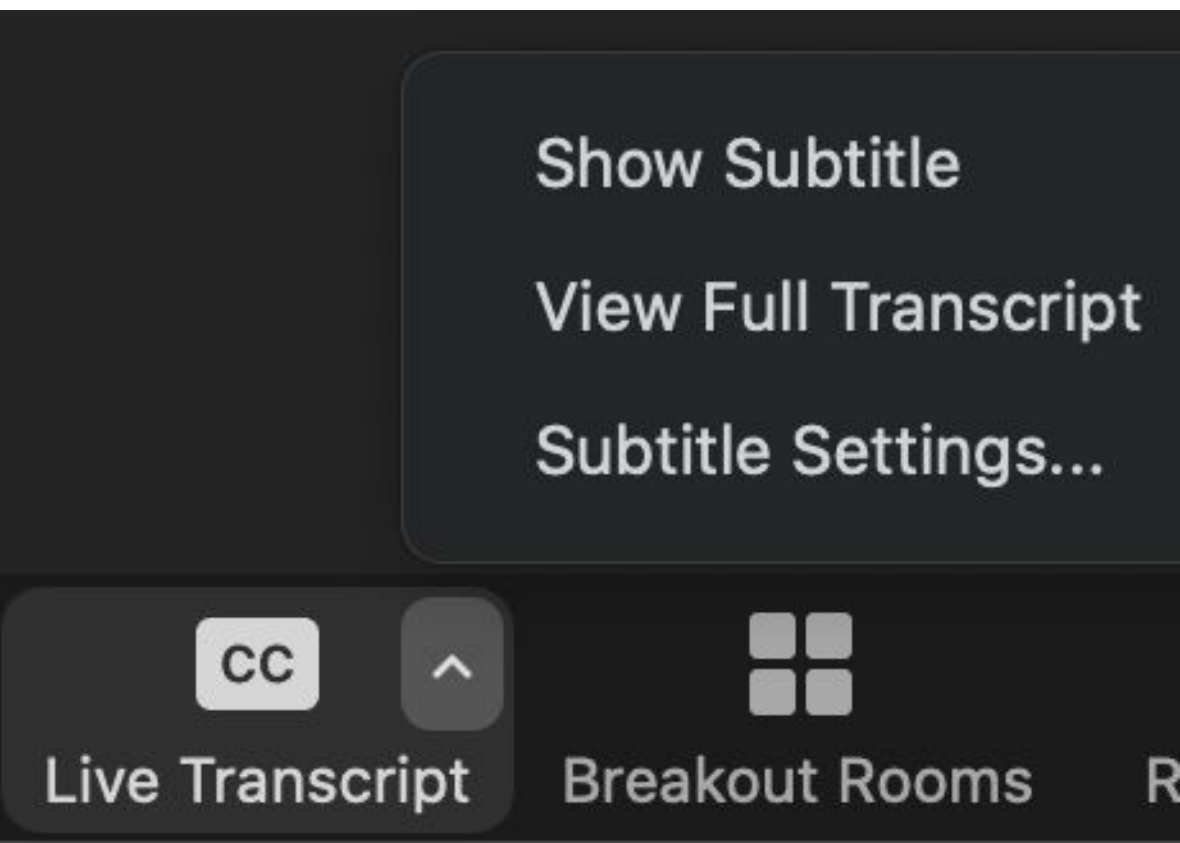
To change the font size for your closed captions, click *Subtitle Settings*.



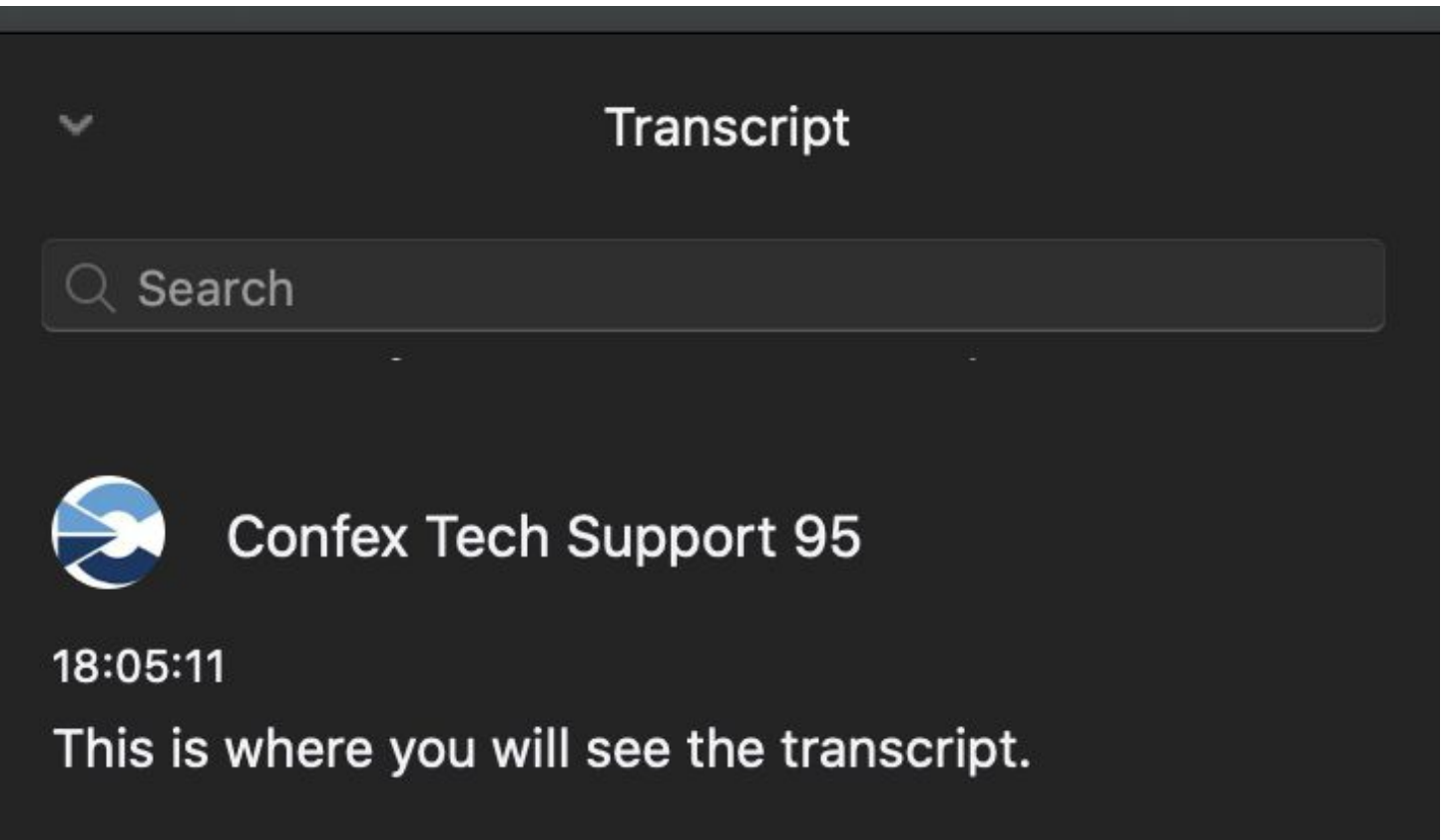
This will open the *Accessibility* tab of your Zoom settings.



To view a live transcript denoting each speaker, click *View Full Transcript*.



It will appear on the right side of your screen.





Confex Tech Sup...



Confex Tech Sup...

Attendee two



Attendee one

View

Participants (4)



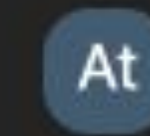
Confex Tech Support... (Host, me)



Confex Tech Support 09 (Co-host)



Attendee one (Guest)



At Attendee two (Guest)



yes



no



go slower



go faster



more



clear all

Invite

Mute All

More

Chat

Confex Tech Support 09 to Everyone

6:17 PM

Hi Everyone! So glad to see you

Me to Everyone

6:18 PM

Really interesting meeting

Attendee one to Everyone

6:19 PM

how do I turn on my camera

To:

Everyone



File



Type message here...

When you join your meeting click on the *Participants* and *Chat* buttons which will open windows on the right side of your screen.



Confex Tech Support 09



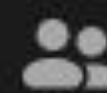
Mute



Start Video



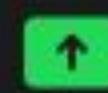
Security



Participants



Chat



Share Screen



Polling

17



Reactions

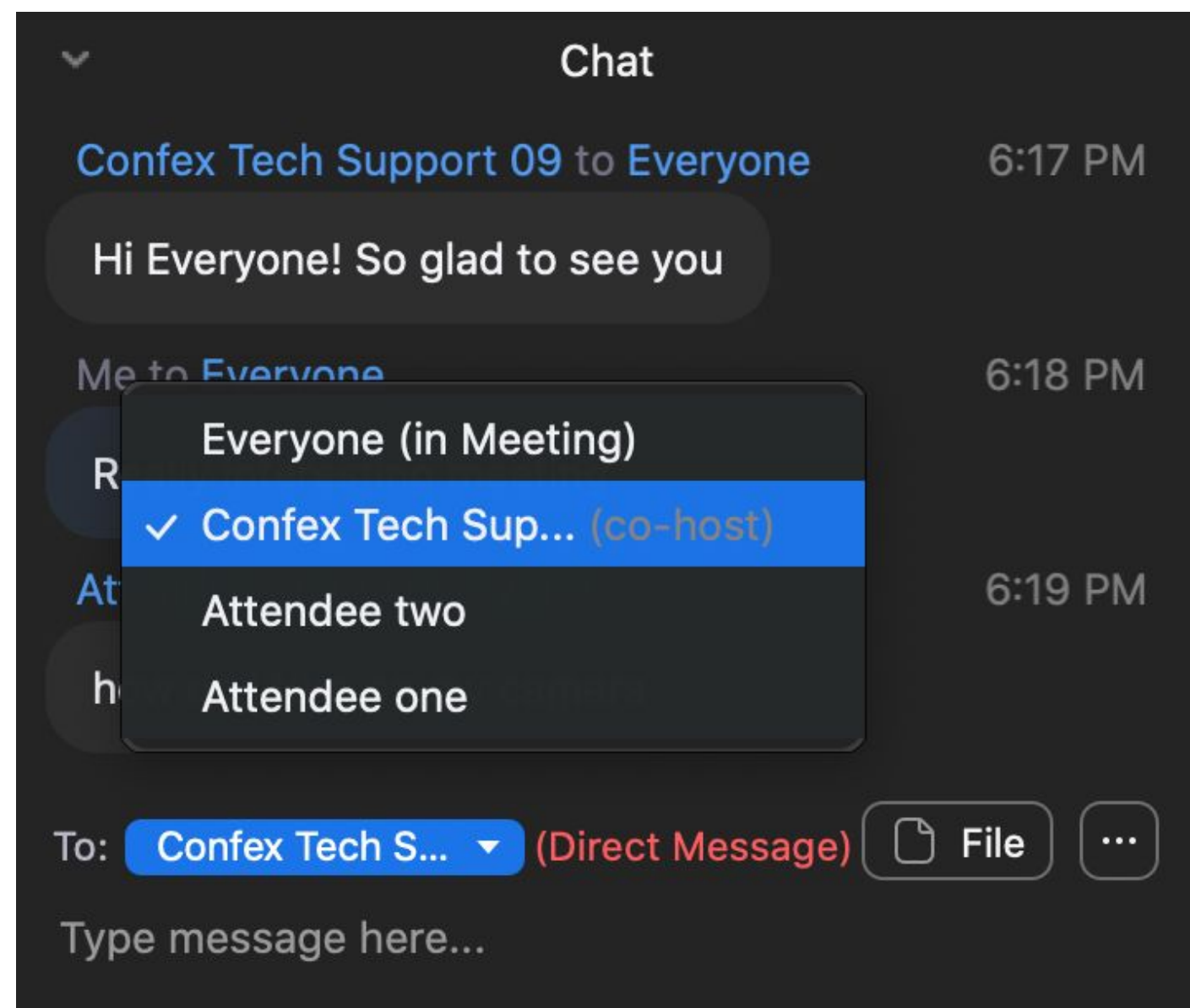


More

End

Co-host Controls: Chat

The easiest way to chat with someone directly is to simply click on that person's name in the Participants panel. This will select their name in the To: field at the bottom of the Chat window. You can also click the To: field and choose the participant's name from the list.

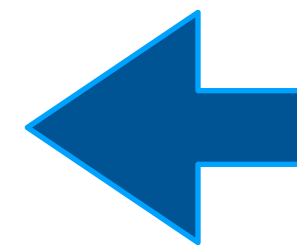
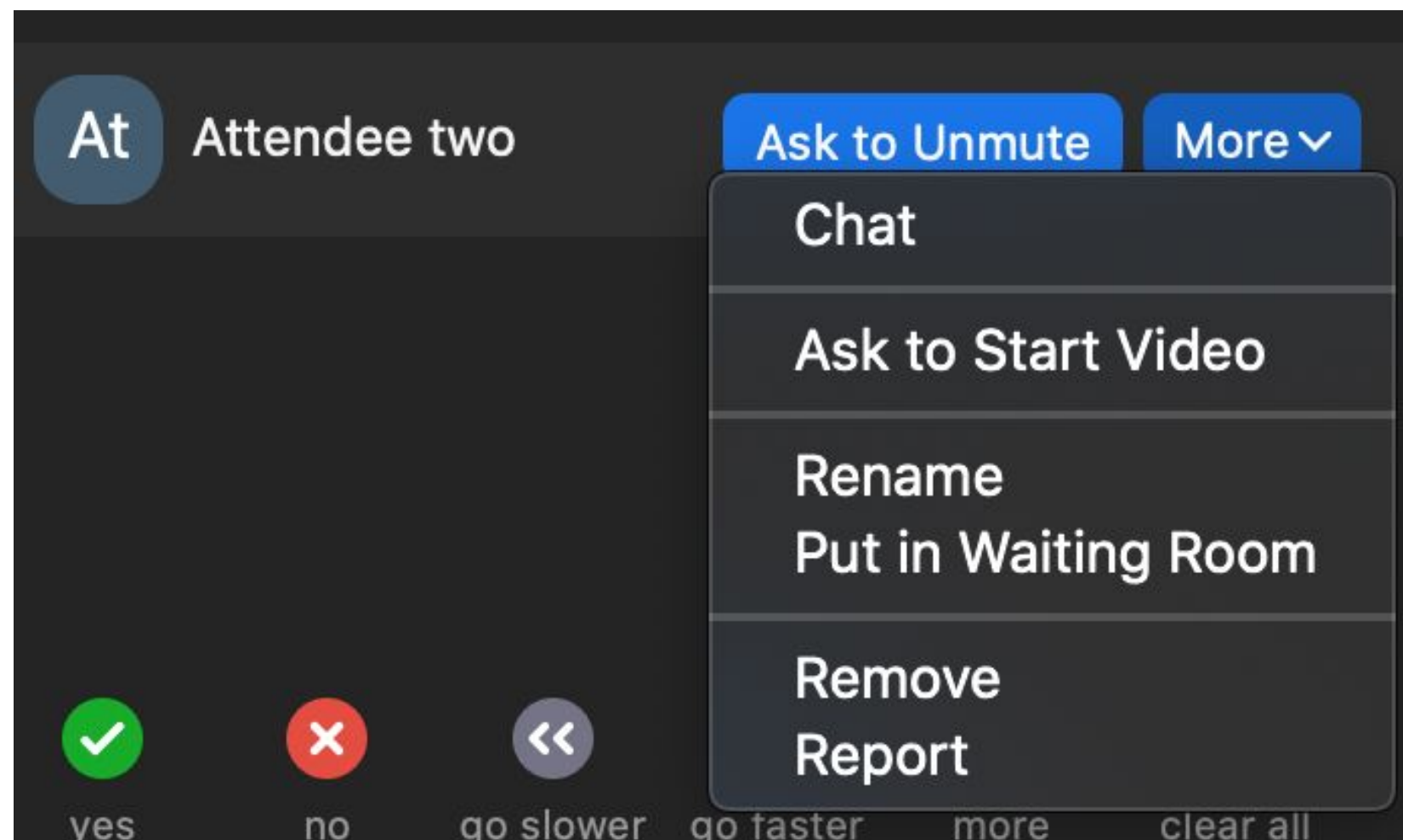
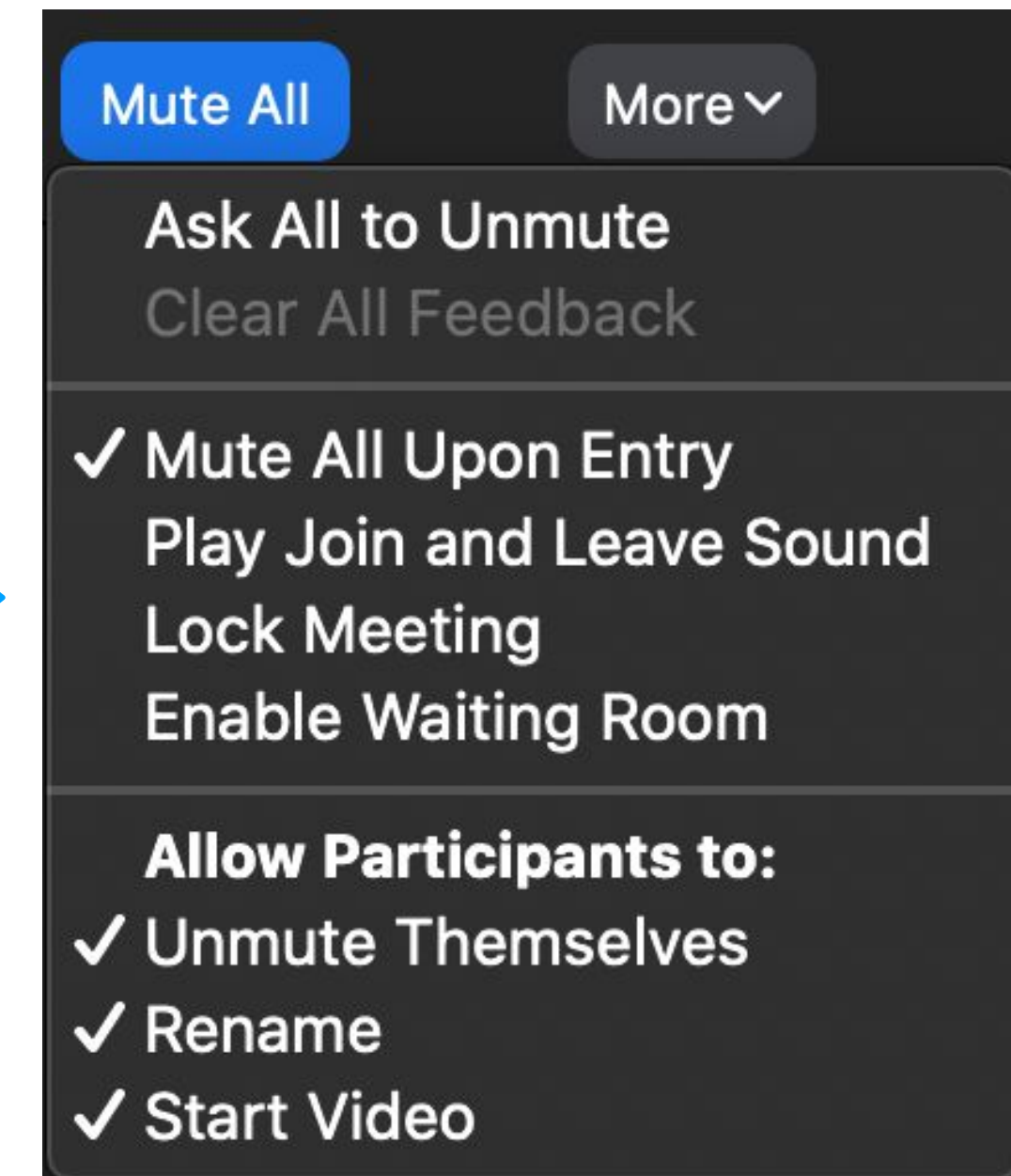
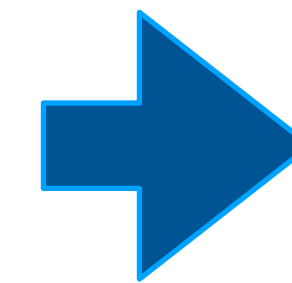


TIP: Always look at the To: field to ensure you're chatting with the right participant.

To manage who participants can chat with, click the "..."/>A screenshot of a chat interface showing a settings menu. The menu is titled "Save Chat" and "Participant Can Chat With:". It lists four options: "No one", "Host only" (which is highlighted in blue), "Everyone publicly", and "✓ Everyone publicly and directly". Below the menu, the "To:" field shows "Everyone" with a dropdown arrow. There are buttons for "File" and a three-dot menu. The input field at the bottom says "Type message here..."

Co-host Controls: Participants

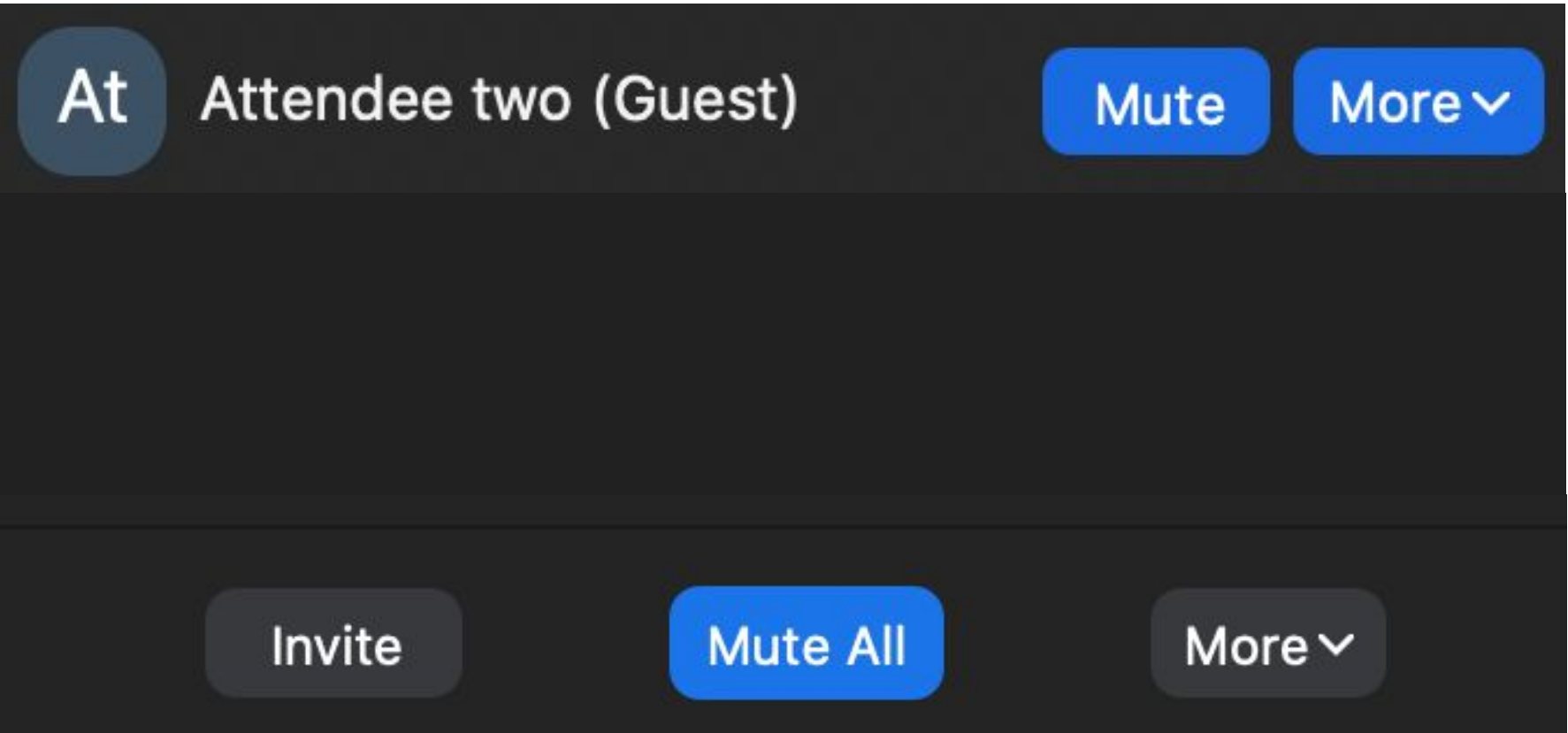
At the bottom of the *Participants* window you will see a *More* button on a Mac and a light grey square with “...” on Windows. Selecting that will bring up the drop-down menu which will give you options such as allowing participants to *Unmute Themselves*, *Rename*, and *Start Video* (cameras).



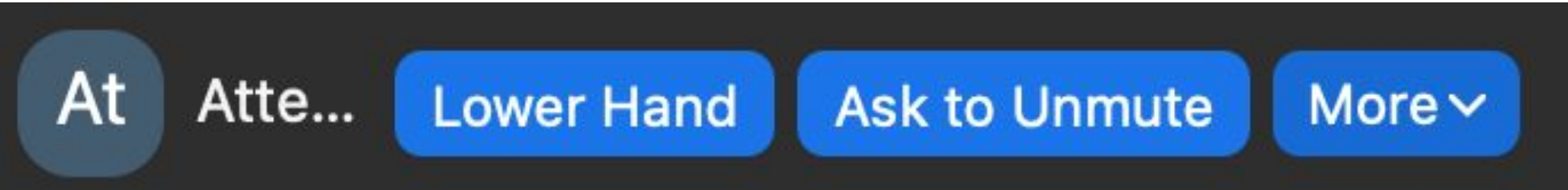
You will also see another *More* button when you hover over an individual name. Clicking here will bring a drop-down menu to the right of each name that shows options pertinent to you like *Chat* with them directly or *Ask to Start Video*.

Co-host Controls: Muting Participants/ Stopping Video

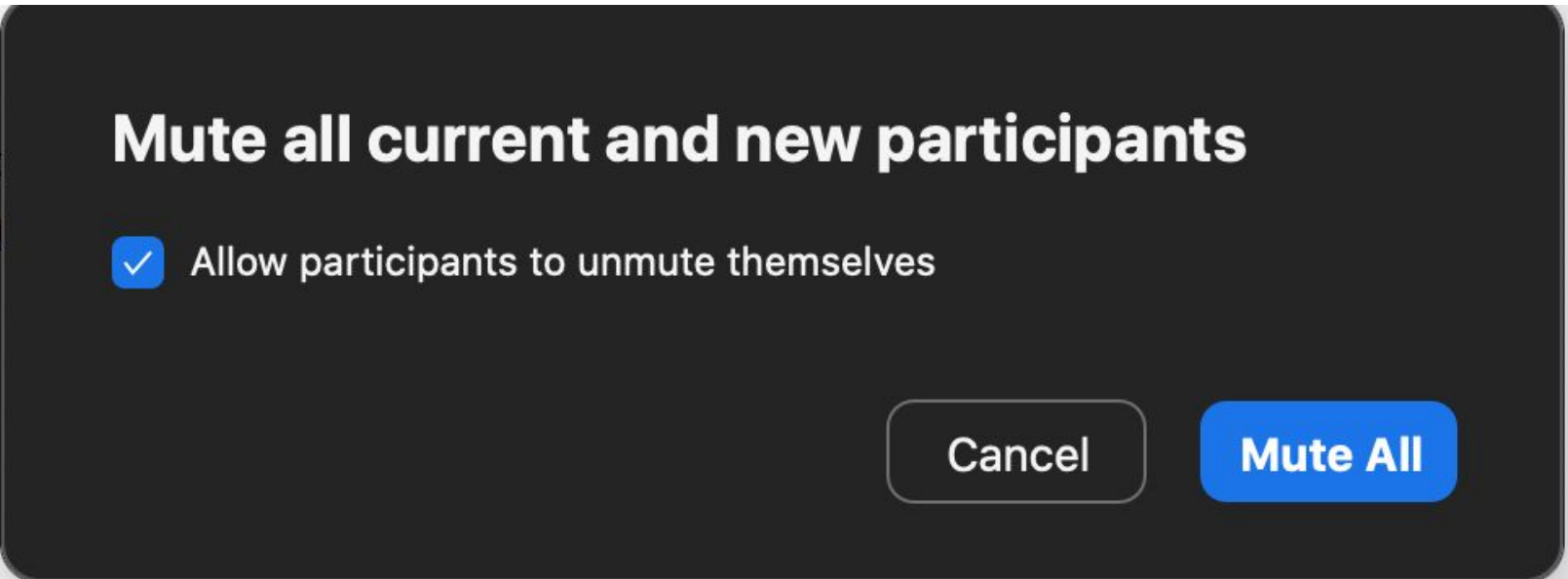
If you're finding a lot of background noise in your meeting, you can remind all participants to keep their mics muted until they wish to speak. Otherwise, in the *Participants* window you can mute an individual by hovering over their name and clicking **Mute**, or select **Mute All** at the bottom of the window.



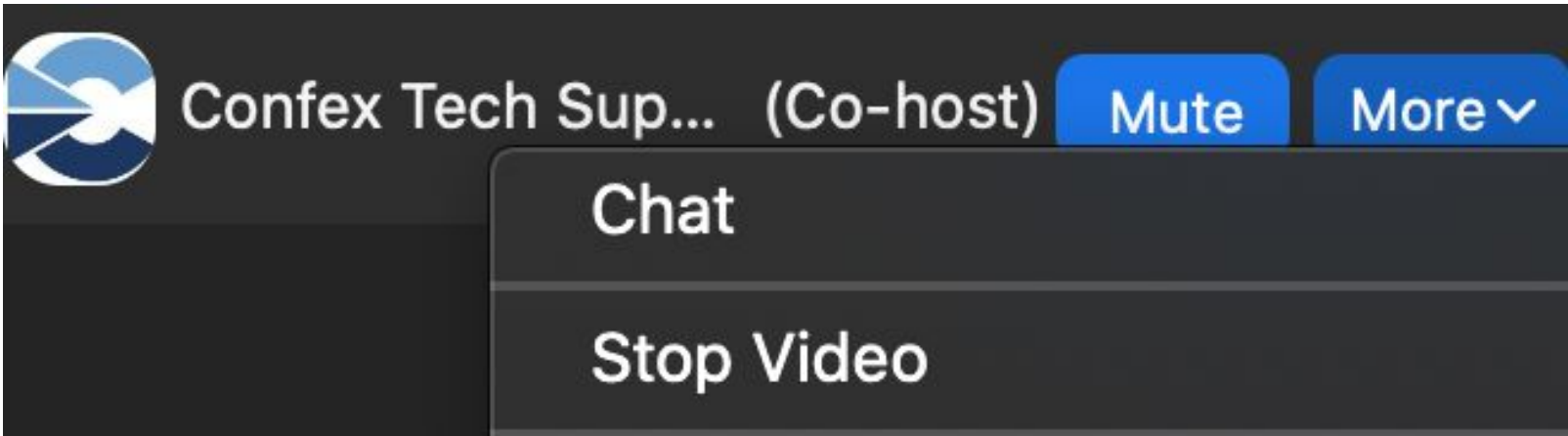
To prompt an attendee to unmute, hover over their name in the *Participants* panel and a blue *Ask to Unmute* button will appear. If they raised their hand you can click *Lower Hand* here as well.



When you click *Mute All*, a pop-up window appears with the following option:



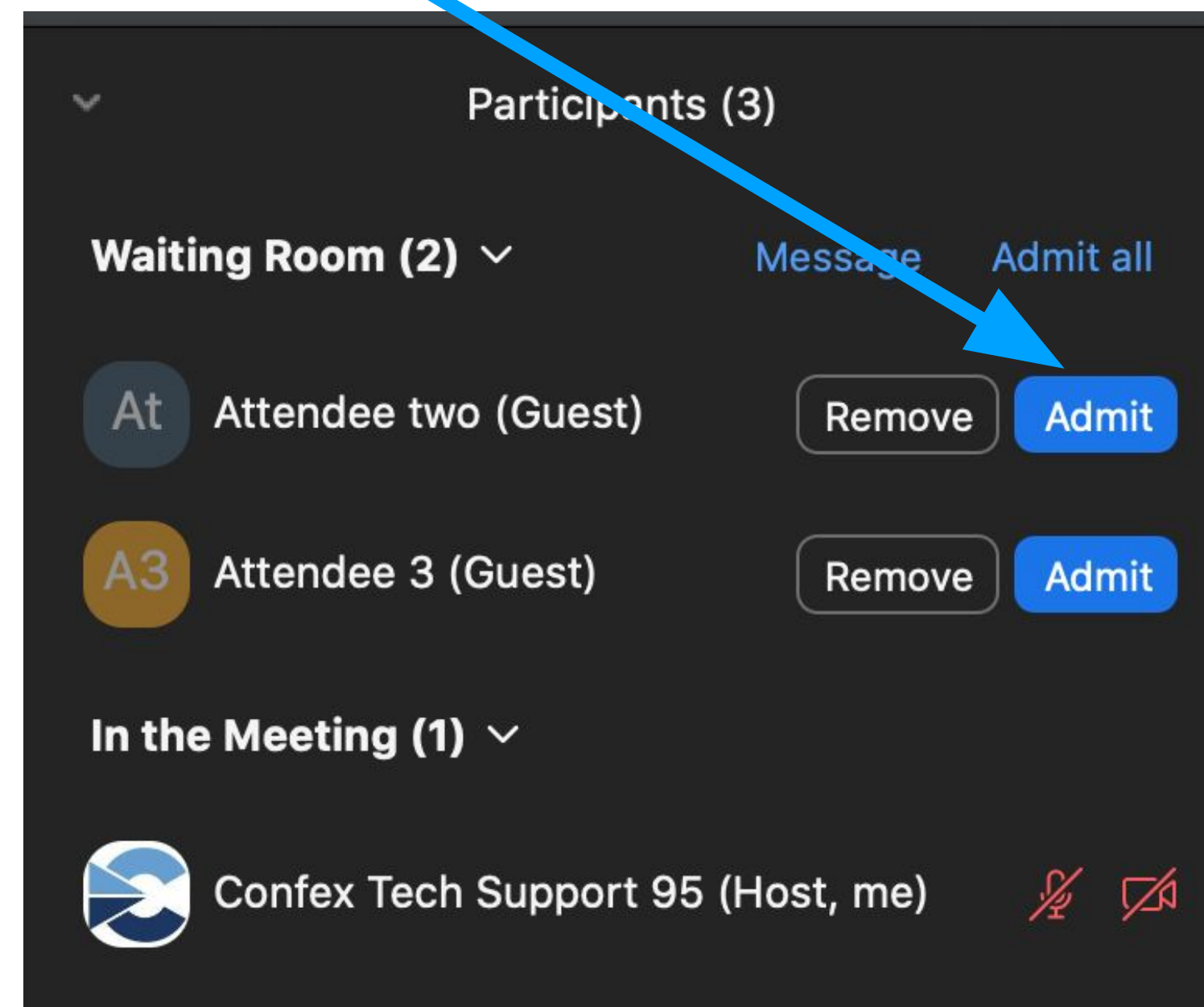
To turn off someone's video camera, click *More* next to their name in the *Participants* panel, then select *Stop Video*.



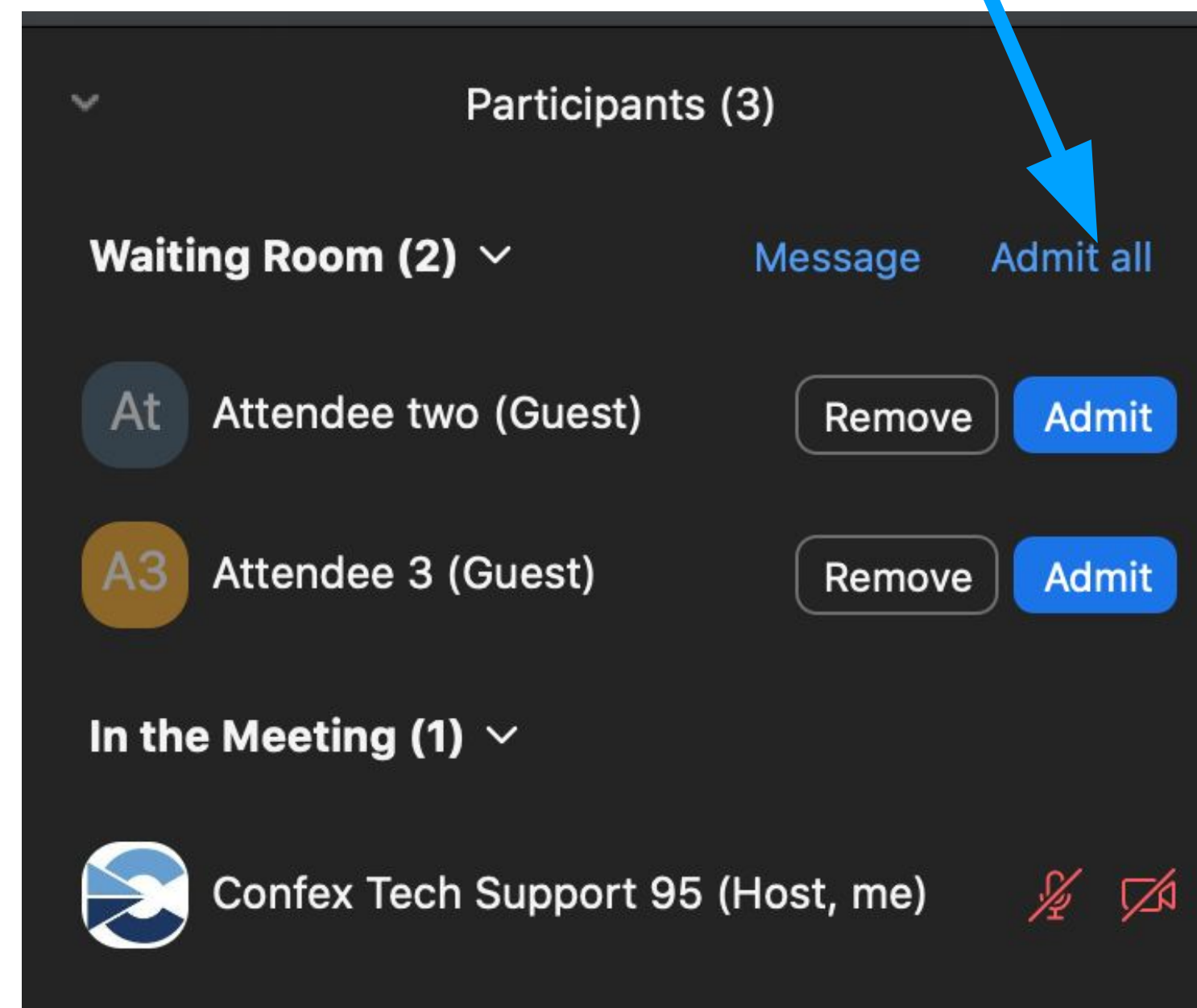
Co-host Controls: Waiting Room (Optional)

The *Waiting Room* will only appear if there is someone in it. It will appear in the *Participants* panel.

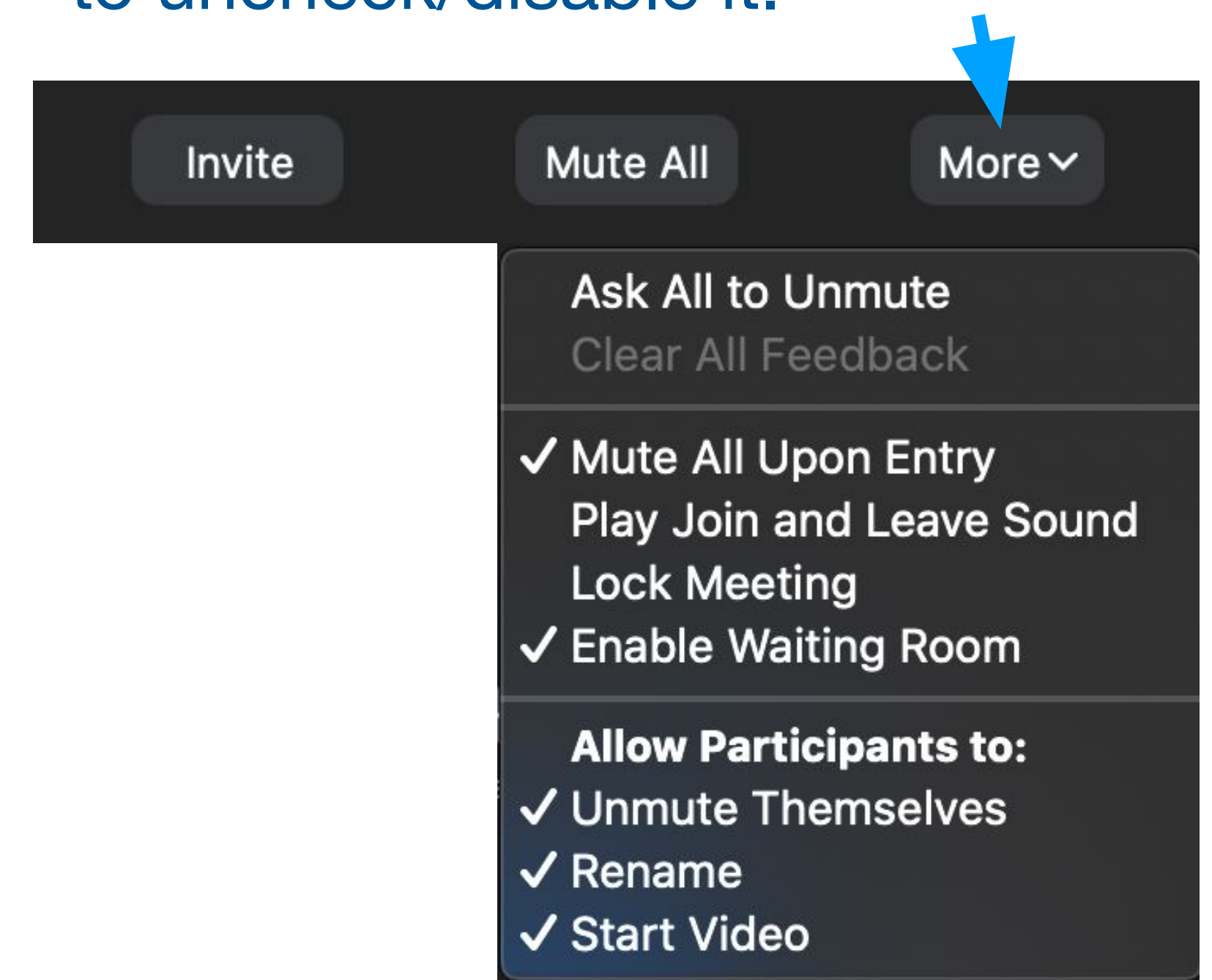
To admit someone, click the *Admit* button in line with their name.



A few minutes before the meeting, admit attendees into the meeting from the waiting room by clicking *Admit All*.



Then disable your waiting room by clicking *More* (or the "...") at the bottom of the *Participants* window and then click *Enable Waiting Room* to uncheck/disable it.

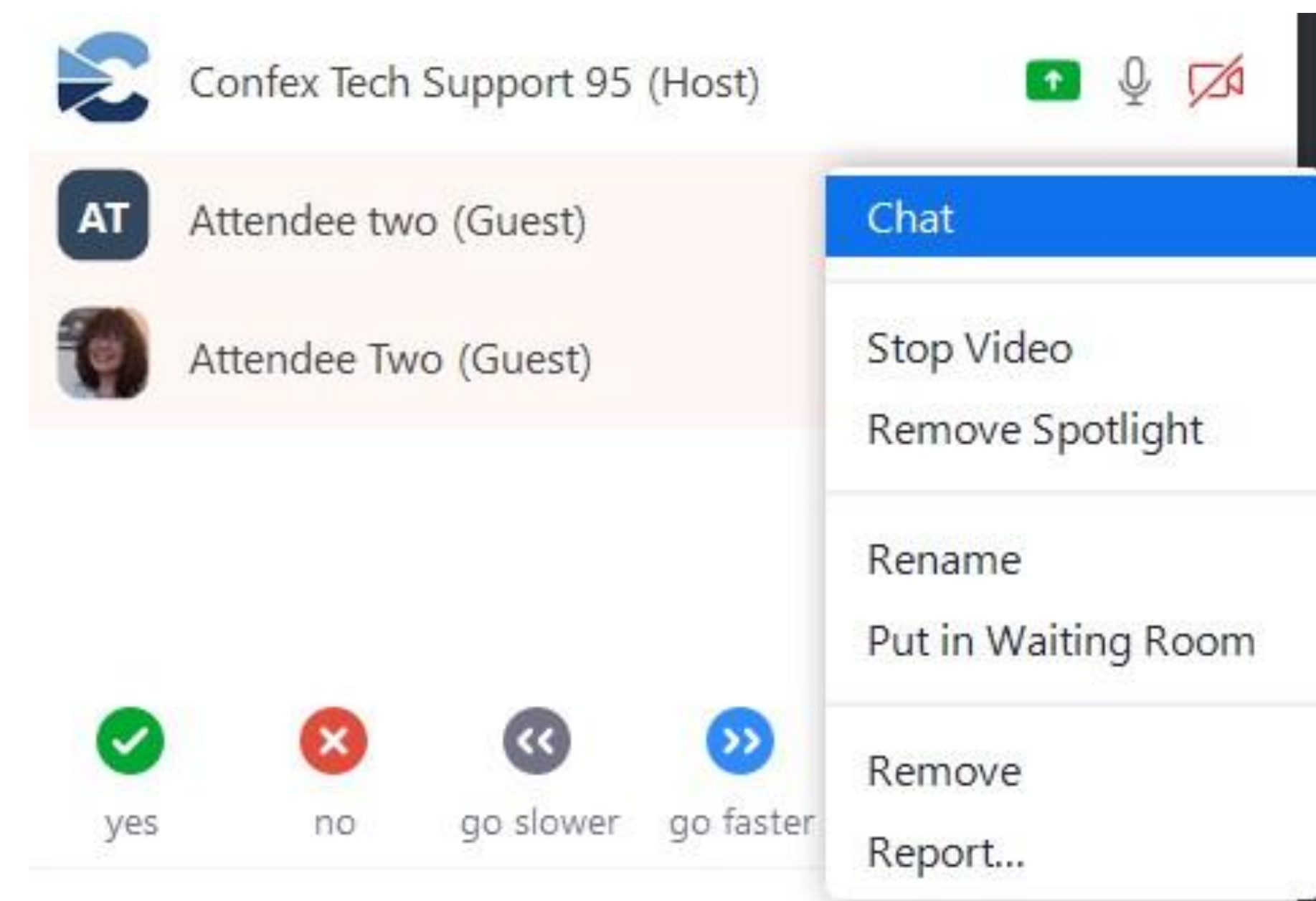
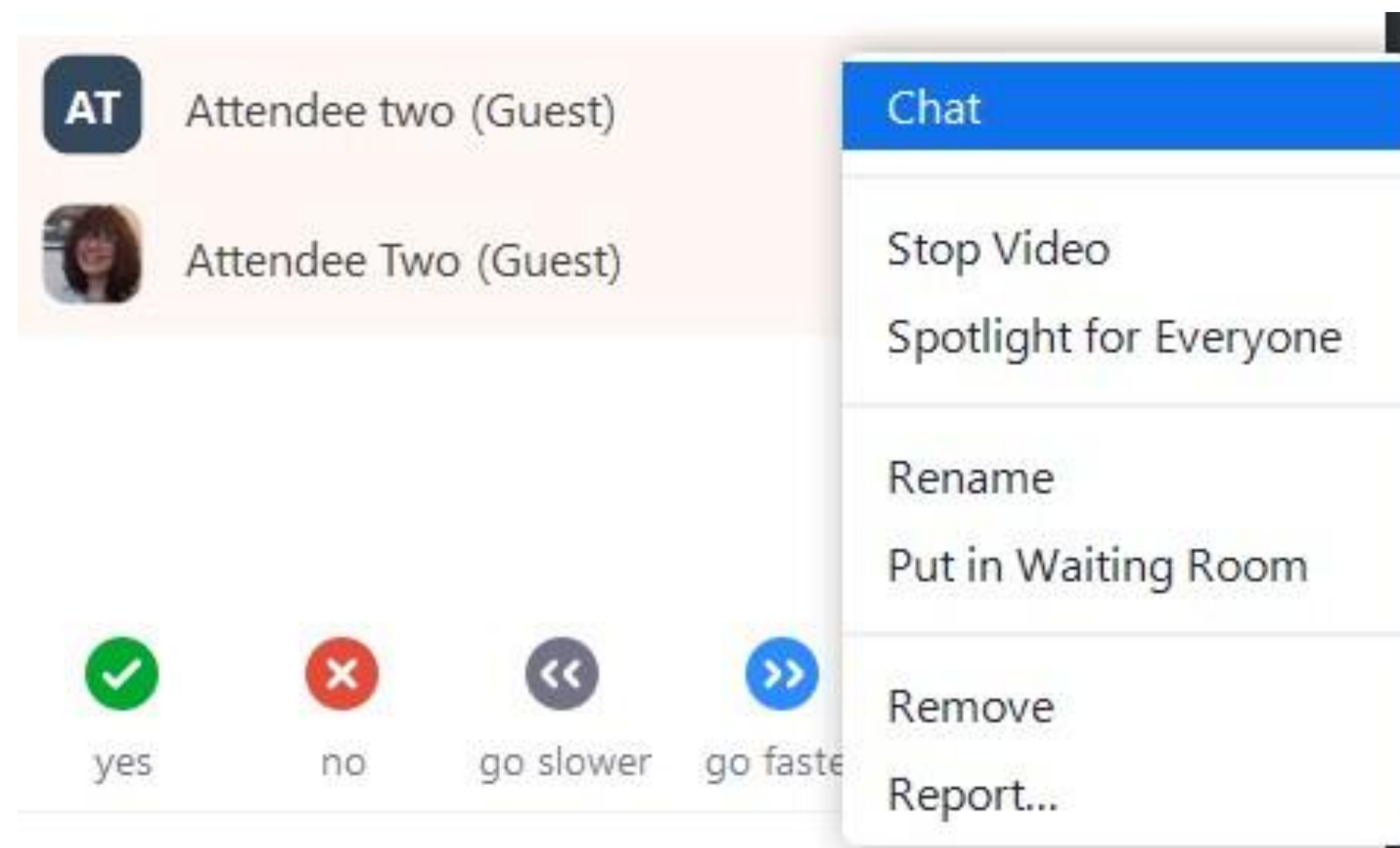


Co-host Controls: Spotighting, page 1

You can *Spotlight* a participant from the *Participant* panel or from their video window. The option to *Spotlight* a participant will only be visible if their camera is turned on. Once spotlighted, they will continue to be spotlighted even if they turn their camera off.

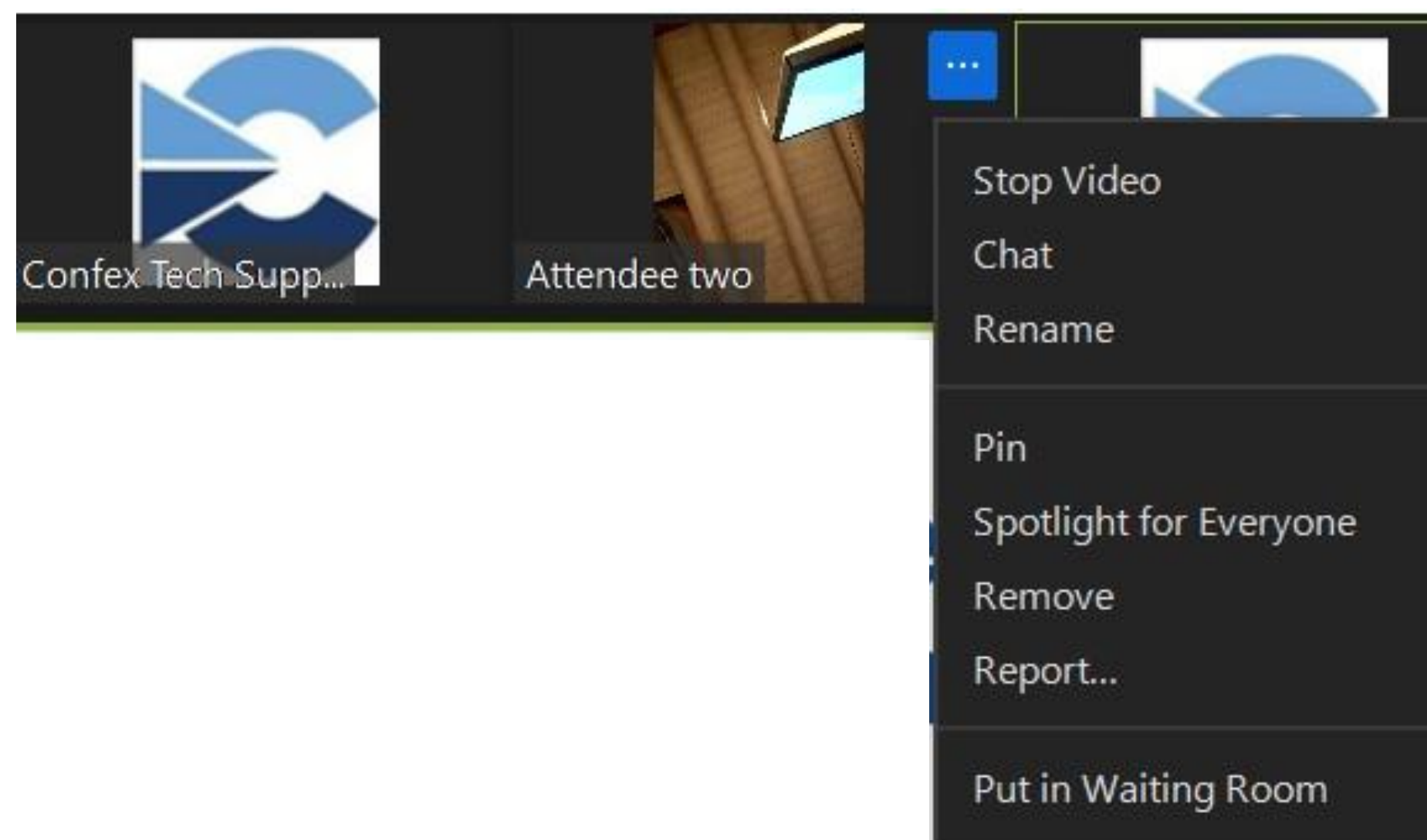
To *Spotlight* from the *Participant* panel, hover over their name and click on the *More* button. Select *Spotlight for Everyone* or *Add Spotlight* from the list.

To remove the *Spotlight* hover over their name, click the *More* button and click *Remove Spotlight*.

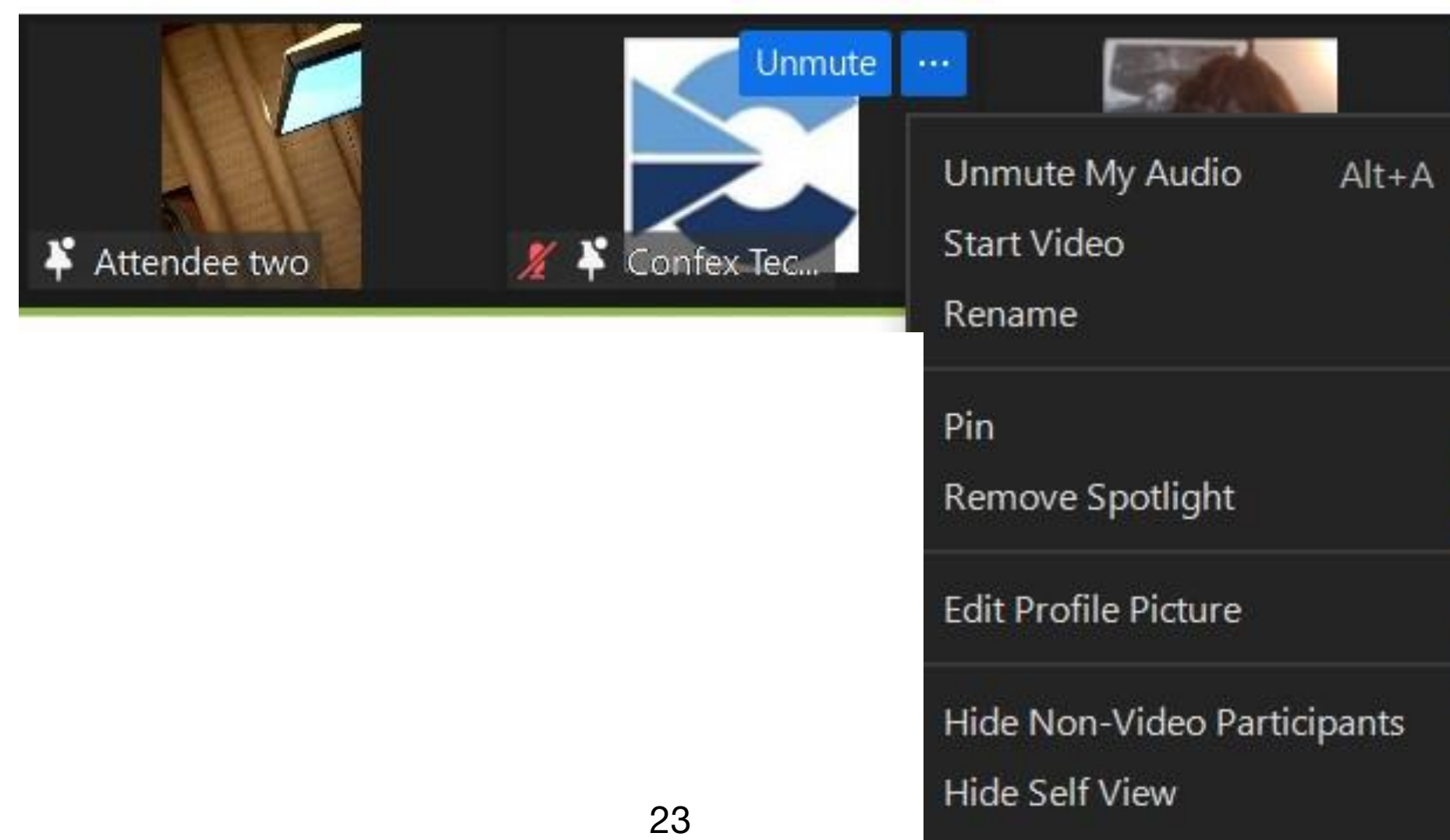


Co-host Controls: Spotlighting, page 2

To *Spotlight* from the participants video window, hover over the top right of their window, click the "...", and select *Spotlight for Everyone* or *Add Spotlight* from the list.



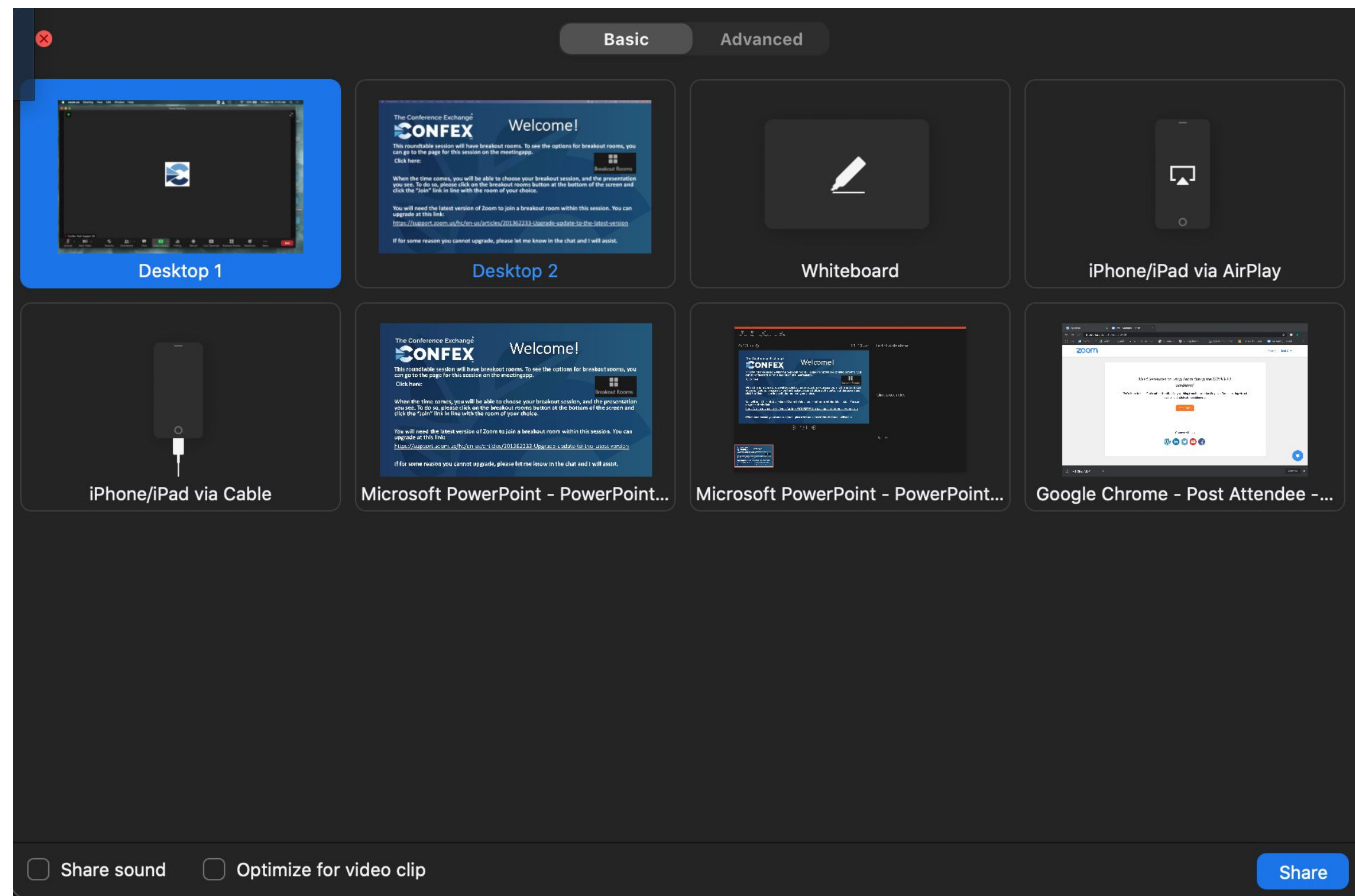
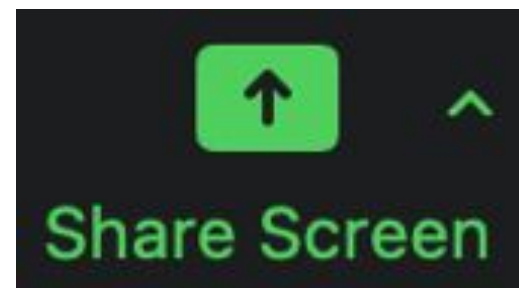
To remove the *Spotlight* hover over their video window, click the "...", and select *Remove Spotlight*.



Once the participant has been successfully spotlighted, the *Spotlight* icon will appear in the lower left corner of their video window.

Share Screen, page 1

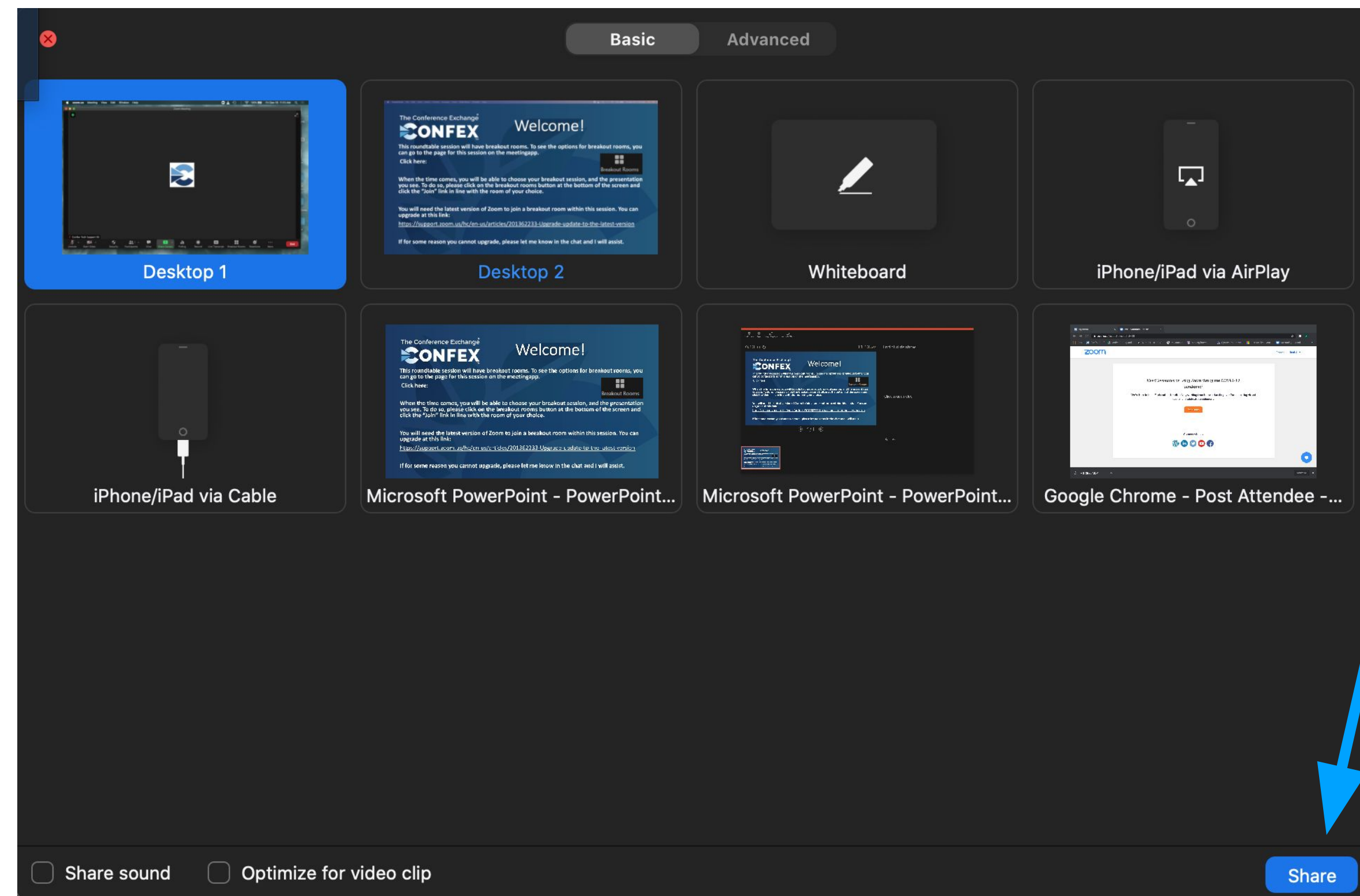
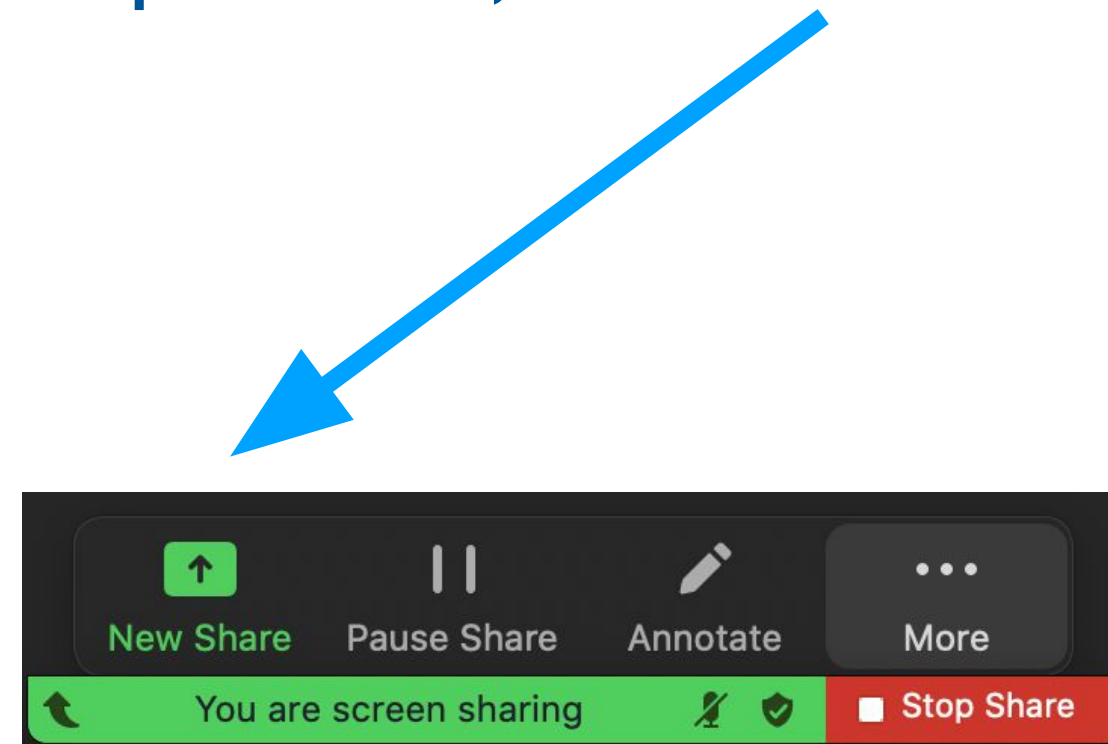
- Be sure your presentation is open and ready to be shared before you begin to share your screen. Nothing else should be open on your desktop. Click on *Share Screen*. This will bring up a window giving you several options for screens/applications to share.



- Once you've made your choice click *Share* and then bring your presentation to full screen if you haven't already done so.

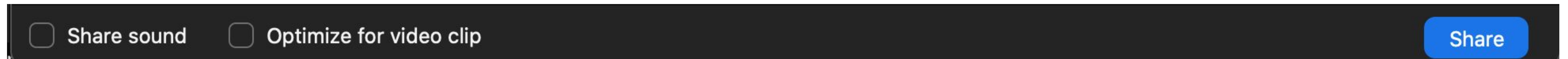
Share Screen, page 2

If you need to share more than one application, have all applications open and use *New Share* for a seamless transition from one application to the next. This button is found at the top of your screen while you are sharing your screen. Similarly, If you have a link in your presentation, open it before you present, click *New Share*, and select the window that contains your opened link, then click *Share* in the lower right.

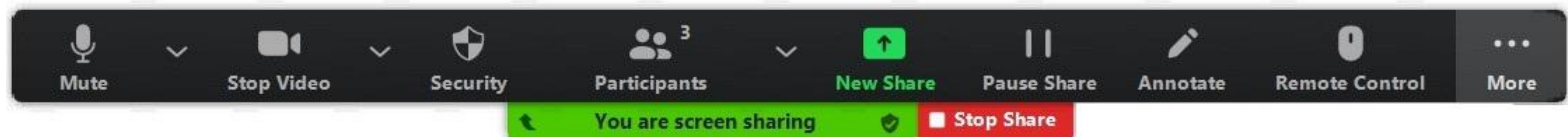


Share Screen, page 3

- If you have audio/video in your presentation, click *Share sound* at the bottom left of your screen before you click *Share*. It is highly recommended that you practice playing your video through a free or paid Zoom account prior to the meeting. Have another person join you in the meeting and ask for their feedback on their viewing experience. Alternatively, you can join on a different device and see what they will see during the meeting.



- When you're finished with your presentation and taking questions, click the red *Stop Share* button in your meeting control bar at the top of your screen. This will allow the next presenter to share their screen as this meeting is configured to allow only one participant to share their screen at a time.



Share Screen Seamlessly:

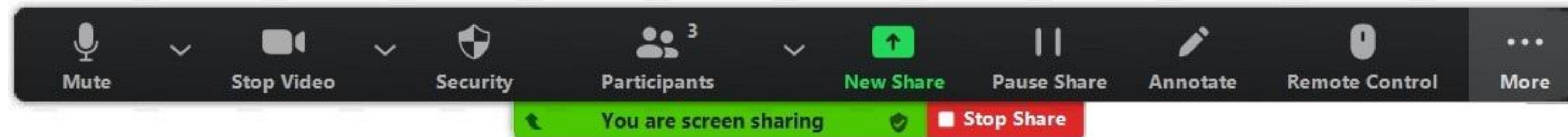
- **PowerPoint:** Open presentation in fullscreen mode, Press and hold command on a Mac or Alt on Windows, then press tab to select Zoom. Release the keys, click *Share Screen*, choose the window with your slides in fullscreen, then click *Share*. On a Mac, click once on your presentation with your mouse to gain control. Now you can advance slides.
- **PowerPoint Presenter View:** While connected to an external monitor open your presentation in edit mode, click *Screen Share*, select the external monitor, bring your slides to fullscreen then click *Share*. Don't have a second monitor? Click here: <https://youtu.be/psPpv1rWyTI>

Tip: Hide on-screen navigation controls in PowerPoint: File/ Options/ Advanced/ under Slide Show/ remove the check next to Show popup toolbar.

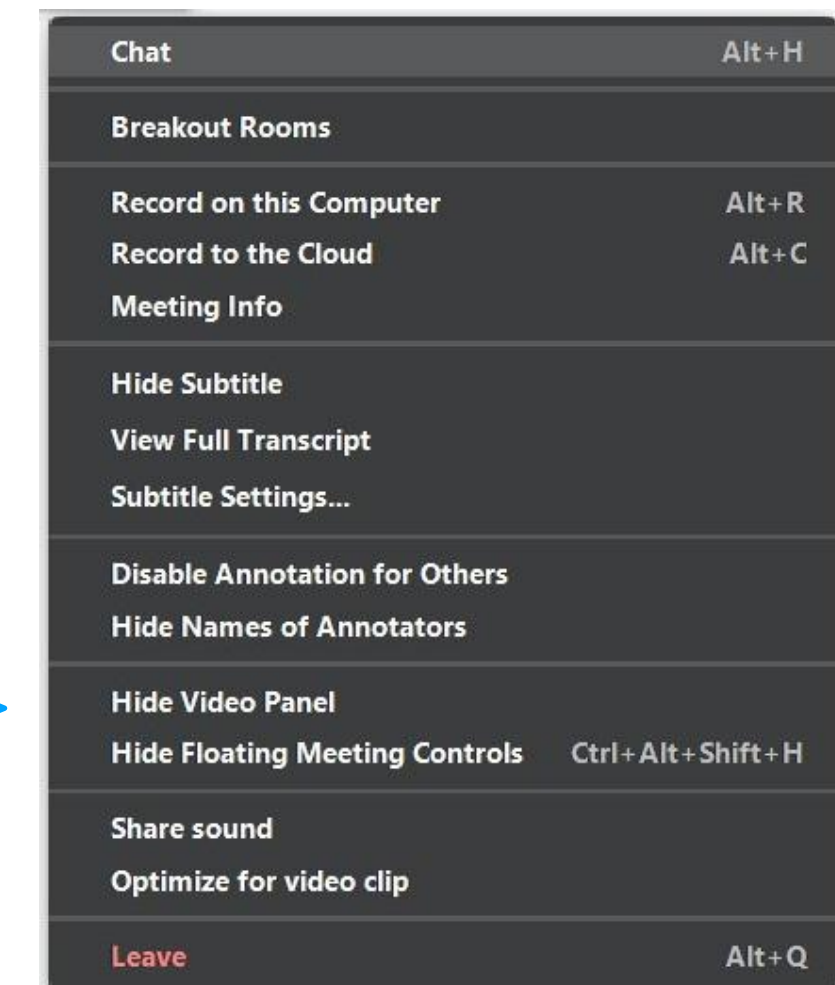
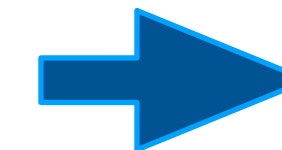
- **Keynote:** With an external monitor: Open your presentation in edit mode, click *Screen Share*, select the external monitor, bring your slides to fullscreen, then click *Share*. You can now also view your notes on your laptop screen while the audience only sees your slides.

No external monitor? Click Play in the top toolbar, select Play Slideshow in Window. Resize and drag anywhere on your screen. Make it big enough so the audience will see it fill their screen. Align widescreen presentations edge to edge. Click *Screen Share*, select Keynote, click *Share*, click the desktop then click the Keynote icon in the dock, now you can advance slides with the down arrow, right arrow, space bar, or trackpad.

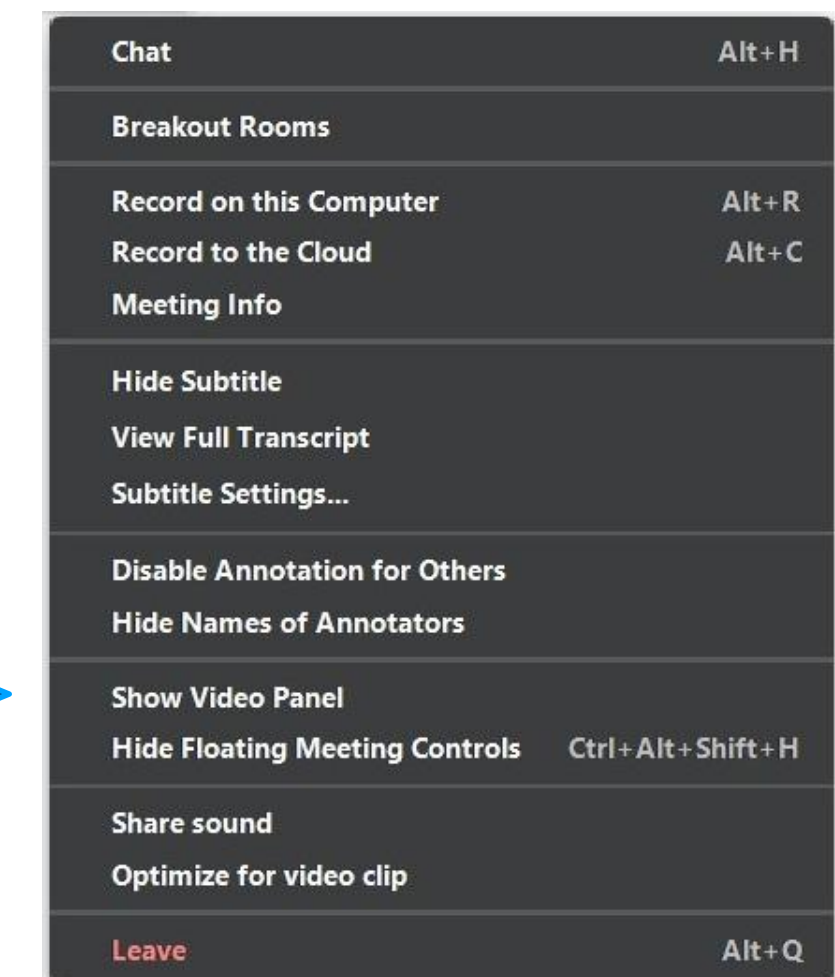
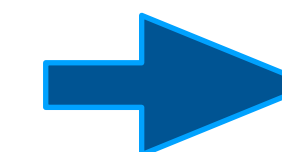
View Options for Presenters While Screen Sharing



- When you begin sharing your screen, and your camera is on, the video panel may appear automatically. You can click on *More* and select *Hide Video Panel* to avoid any distractions during your presentation. On a Mac you may need to be in *Fullscreen* for this to be available.

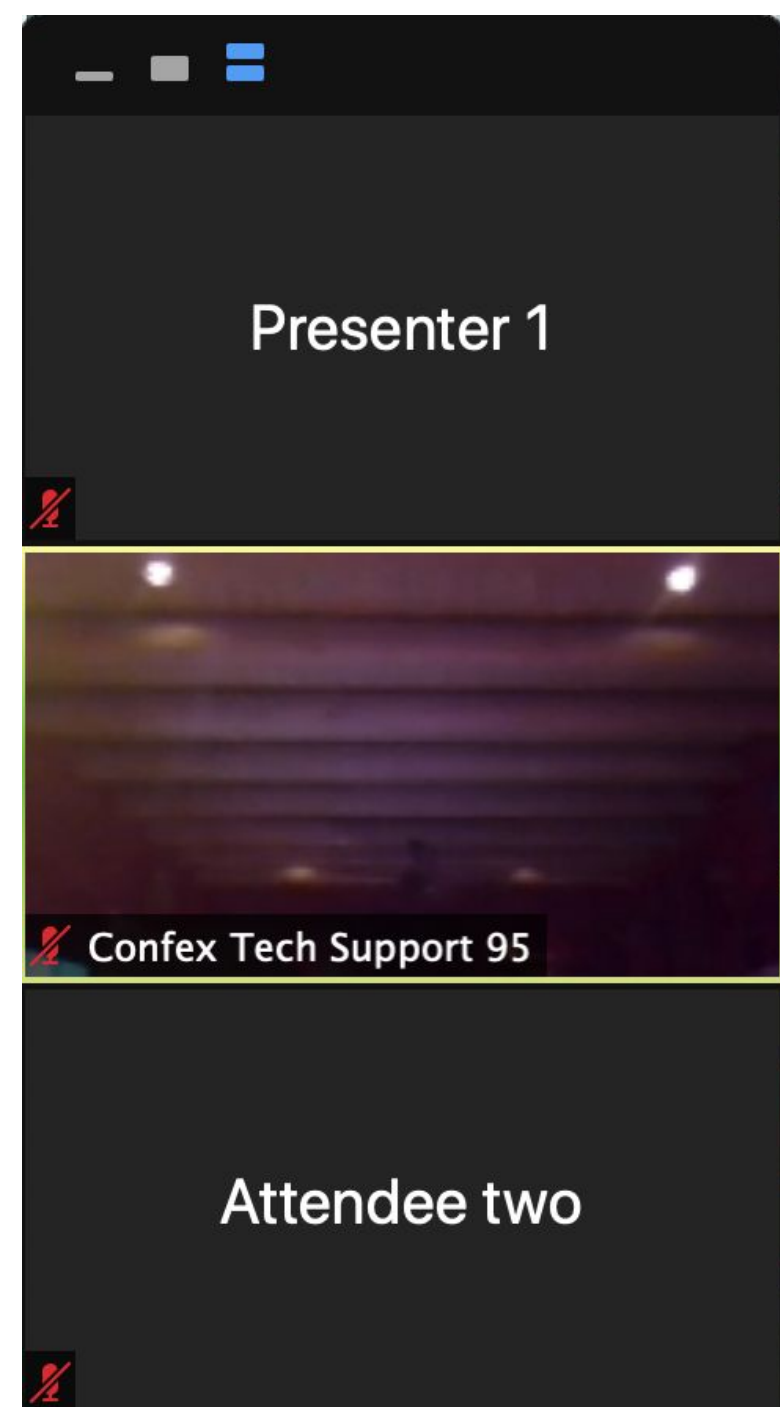


- When you are ready to take questions, you can click *Show Video Panel* to see the faces of the participants during Q&A.
- You can also pop out the *Chat* box as a separate window, which you can move anywhere.

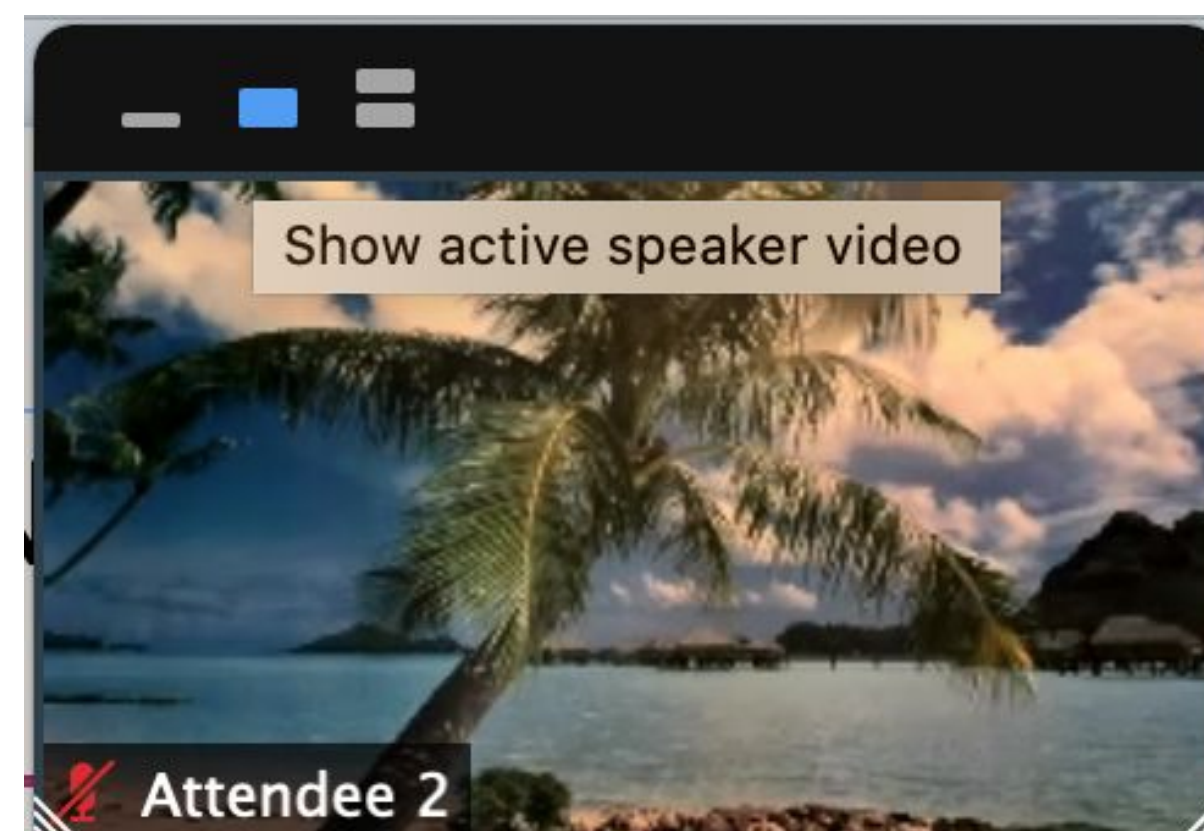


View Options for the Video Panel

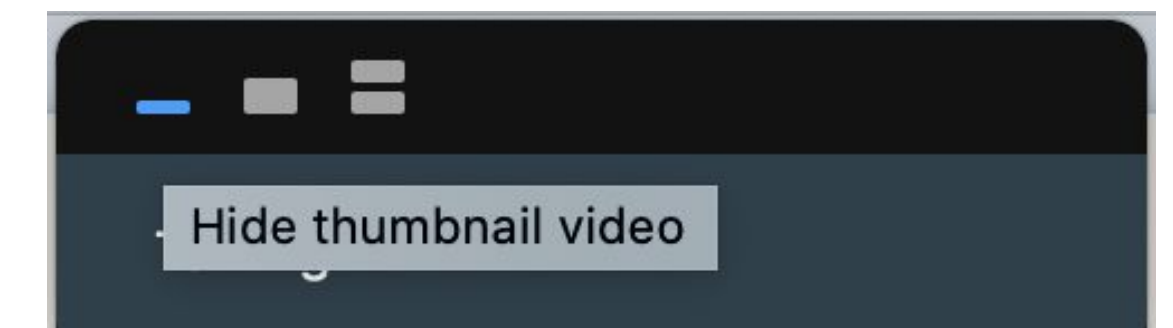
Default view
(double blue bars):



Clicking on the blue square in the middle will show only the Active Speaker's video (if their camera is live).



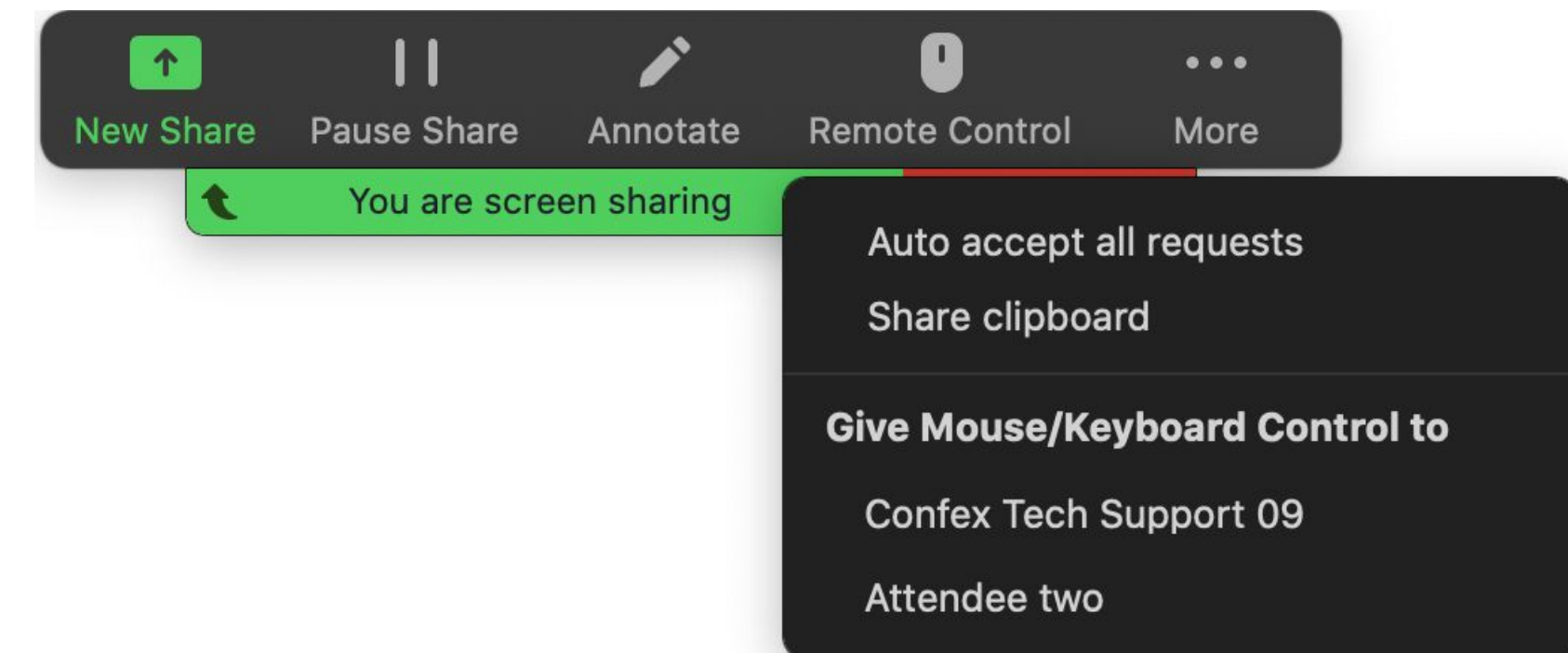
Clicking on the thin line will minimize the video panel.



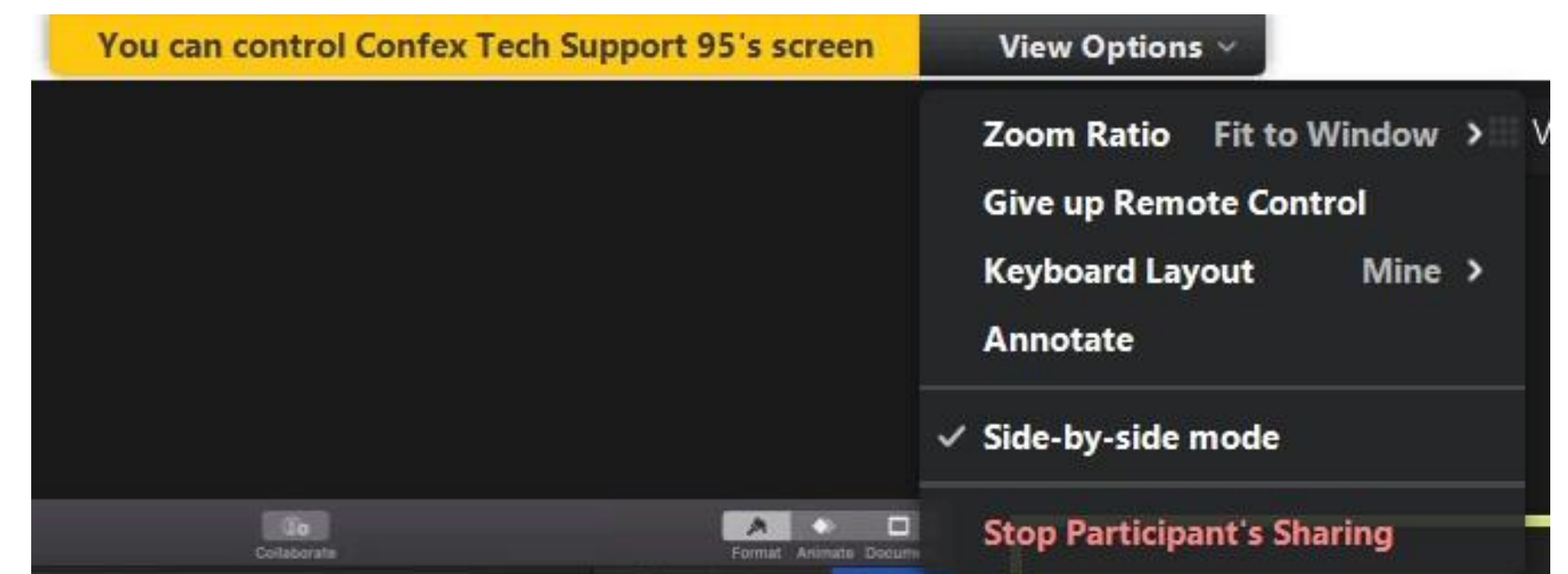
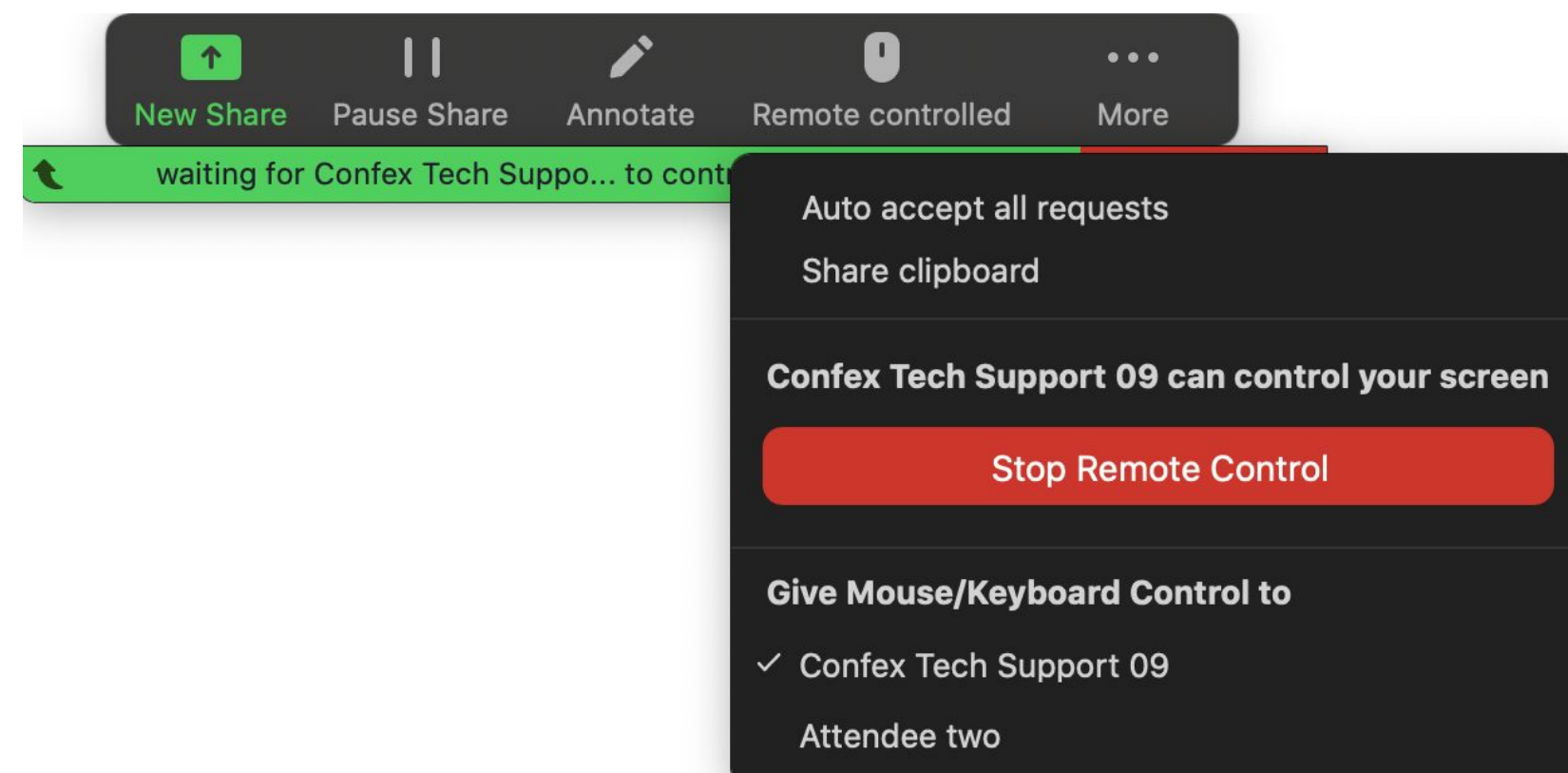
Giving Remote Control of Your Screen

It is possible to share control of your screen with another participant. This is useful when more than one speaker is presenting a co-authored presentation.

- When the first speaker is ready to give control to the second speaker, click *Remote Control* and choose the participant you would like to grant control. In the example below, Confex Tech Support 09 is listed. Note, there may be a brief delay before they can take control.
- The first presenter can retrieve control by clicking *Remote Controlled* and then choosing *Stop Remote Control*.



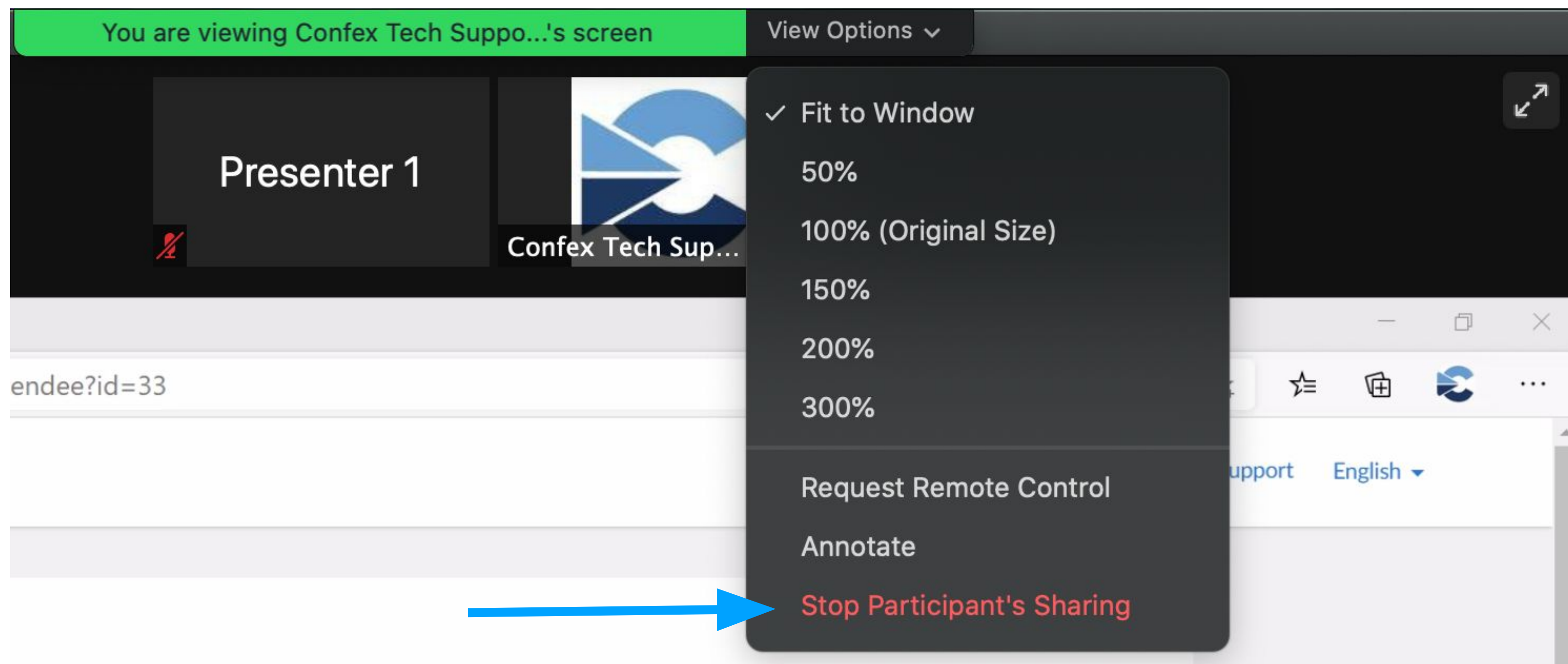
- To return control, click *View Options* at the top of your screen and choose *Give Up Remote Control*.



Co-host Controls: Security, page 1

How to Stop Screen Share Quickly

At the top of your screen you will see a green message bar telling you whose screen is being shared. Click *View Options* next to this green bar. Click *Stop Participant's Sharing* at the bottom of the *View Options* drop-down menu.

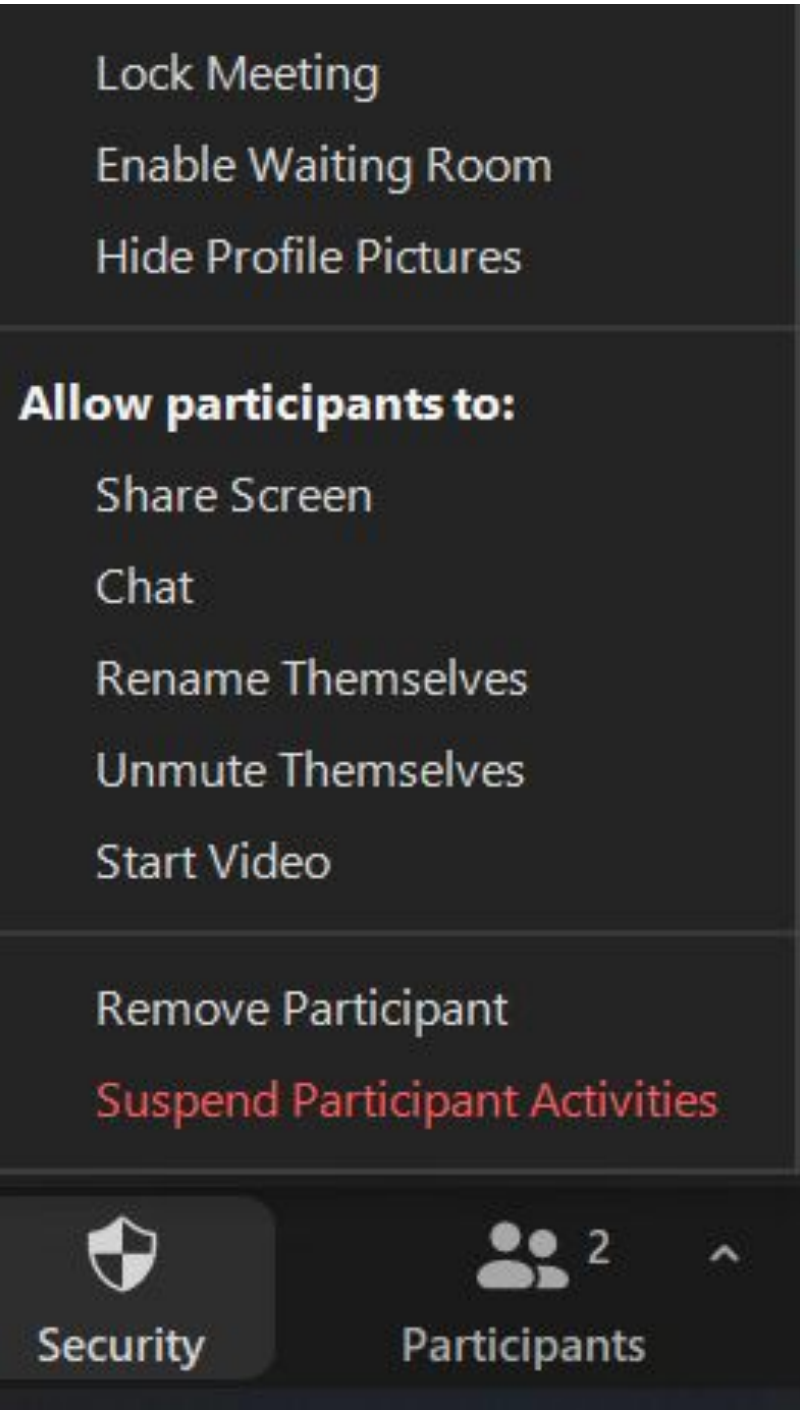


Co-host Controls: Security, page 2

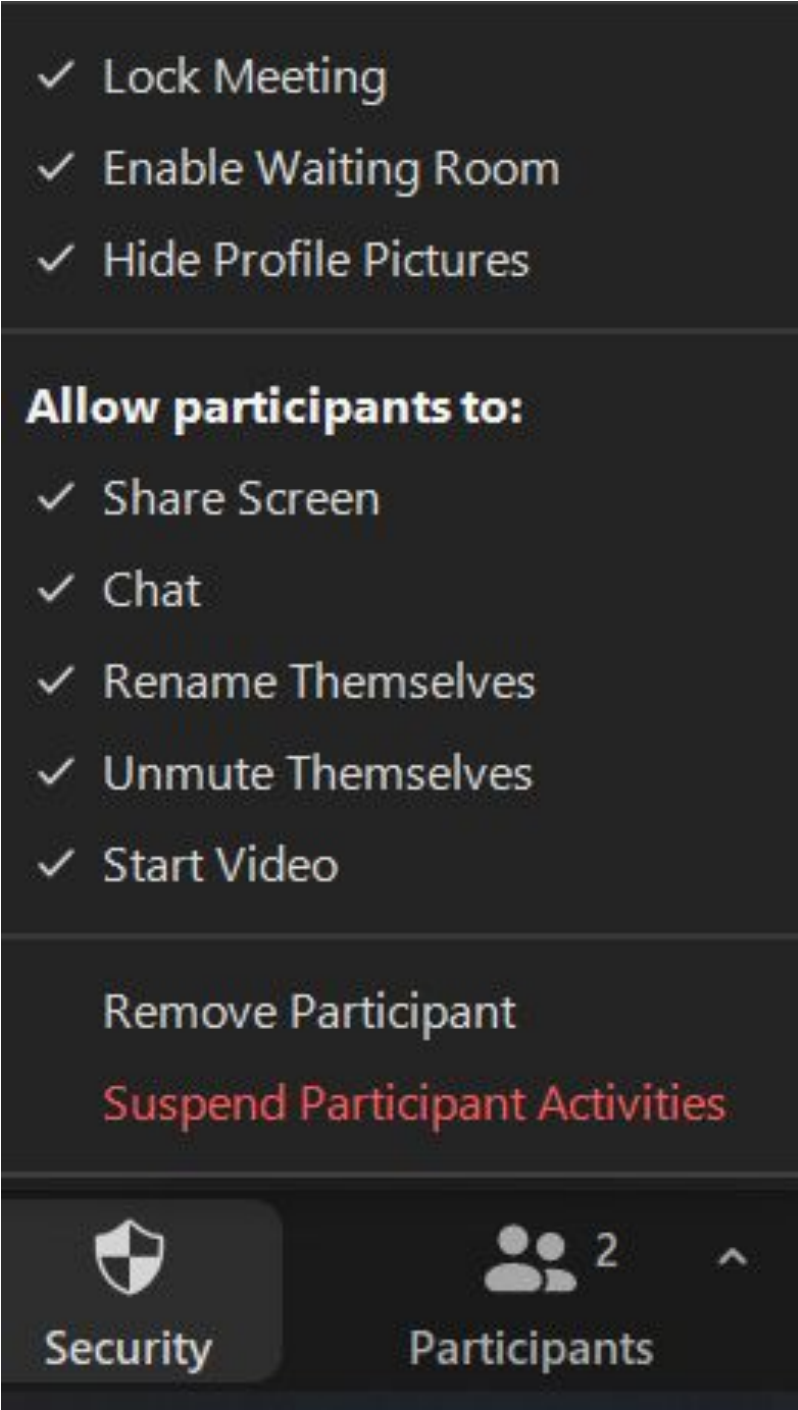
To disable specific functions for participants uncheck the feature.

To enable the feature check it.

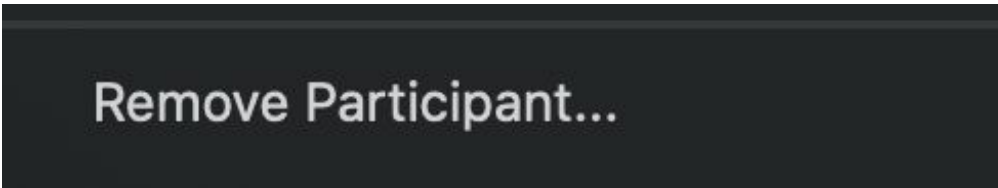
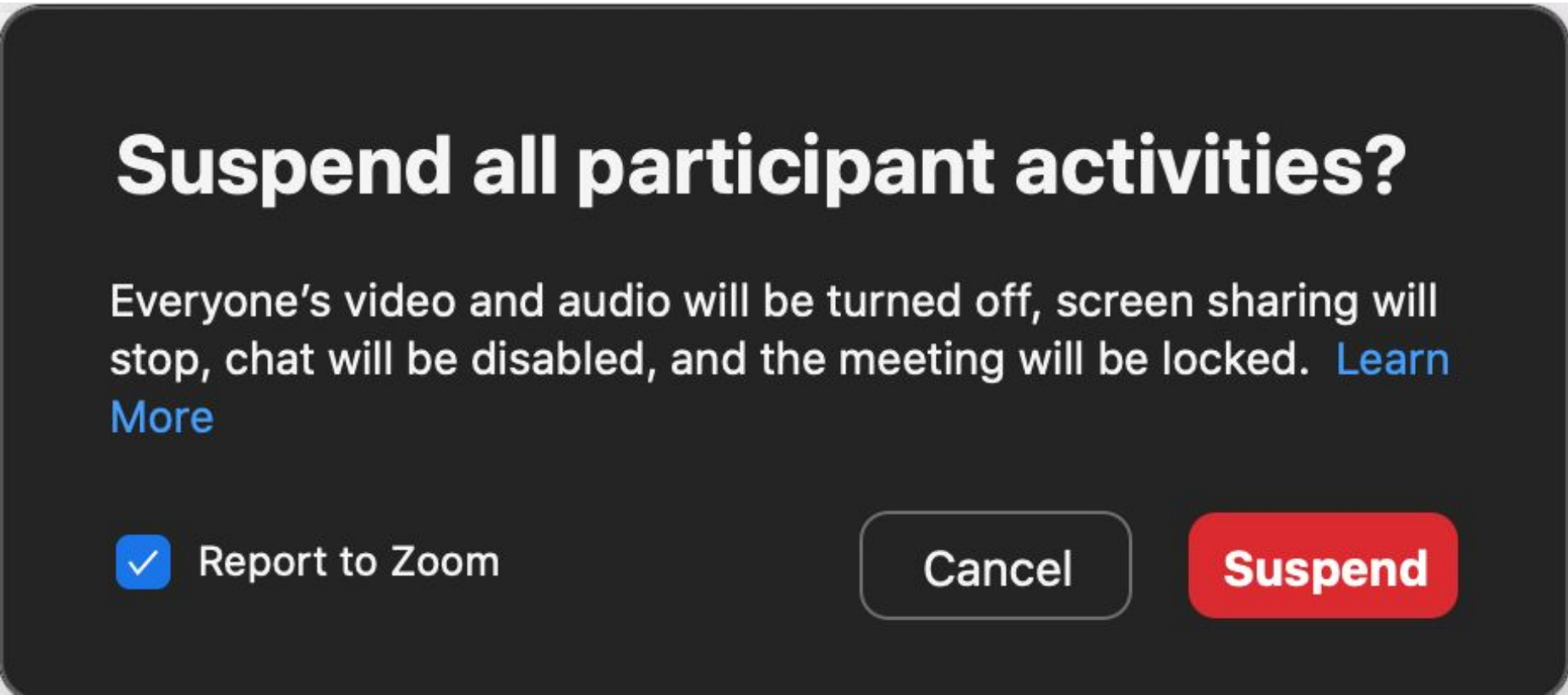
Disabled



Enabled



Clicking *Suspend Participant Activities* will open this window. Selecting *Suspend* will disable all attendee actions.



Clicking *Remove Participant* will open a new window where you can dismiss an offending attendee from the meeting. See next slide...

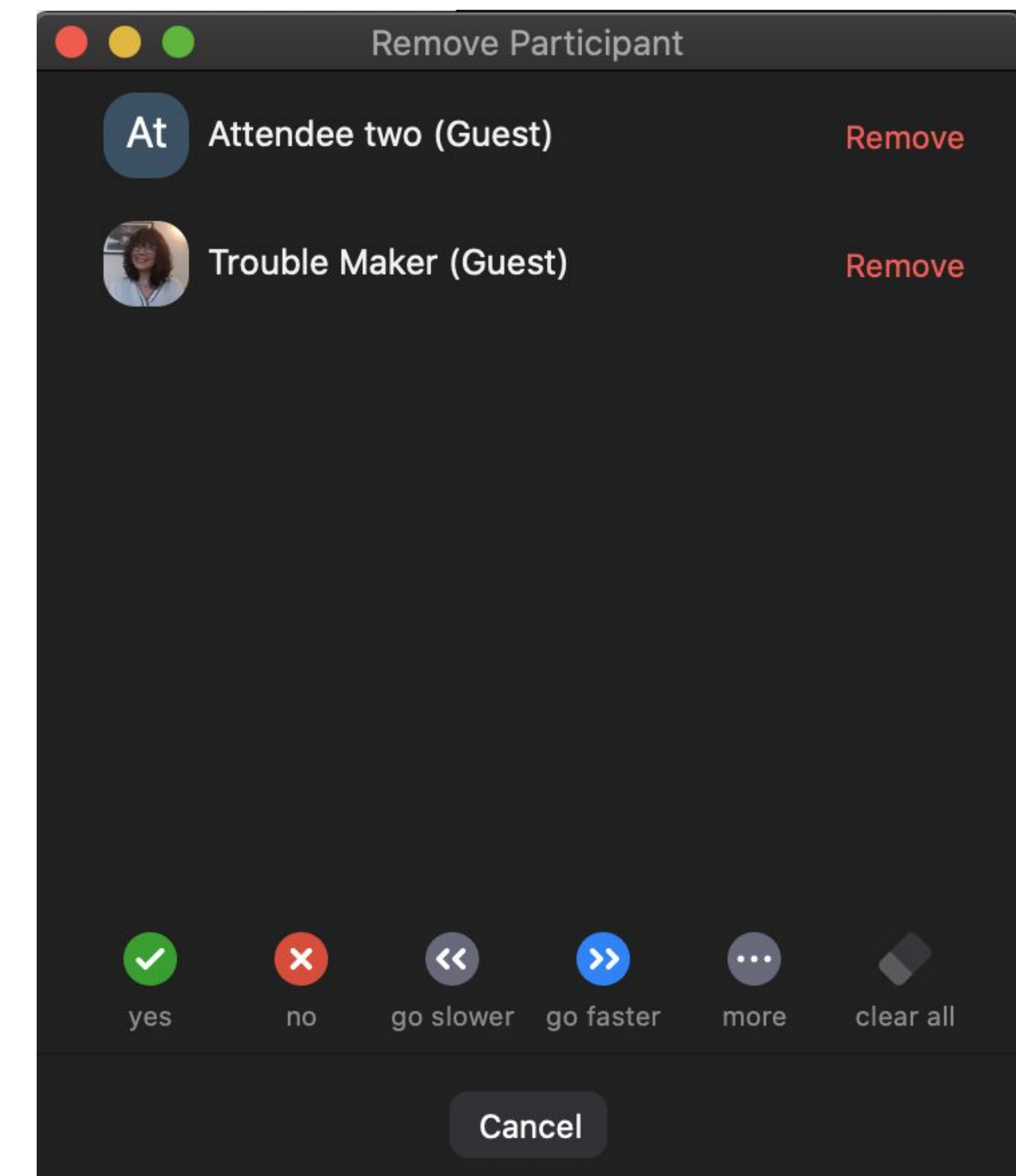
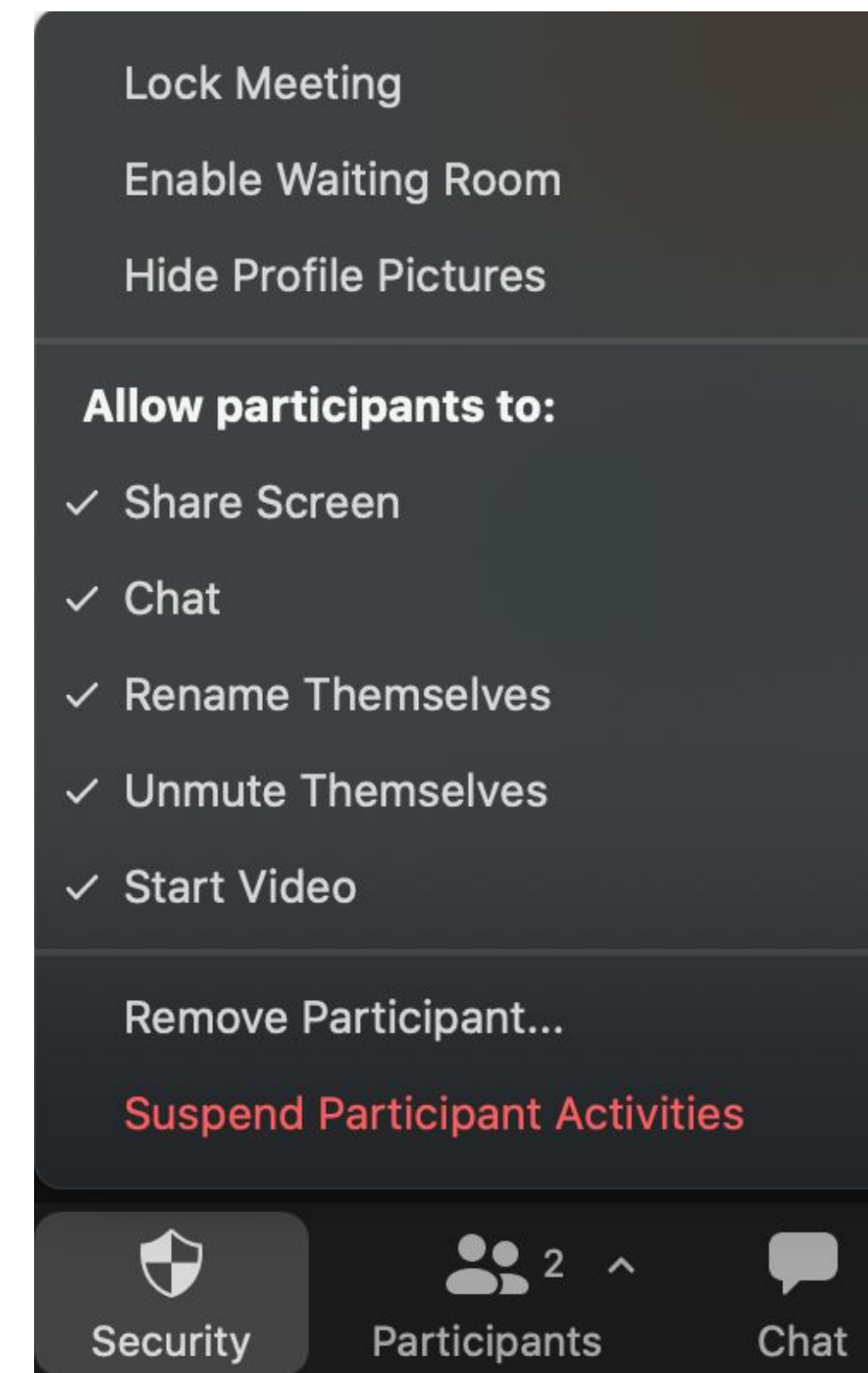
Co-host Controls: Security, page 3

Removing Participants

After you have noted who is inappropriately sharing you can remove them by clicking *Security*, then select *Remove Participant*. You will be prompted with a pop-up window that lists all participants. Select *Remove*.

You can also click the *More* drop-down menu to the right of their name in *Participants* and choose *Remove*.

Settings have been configured for your meeting so that any removed participant will not be allowed to return to the meeting.



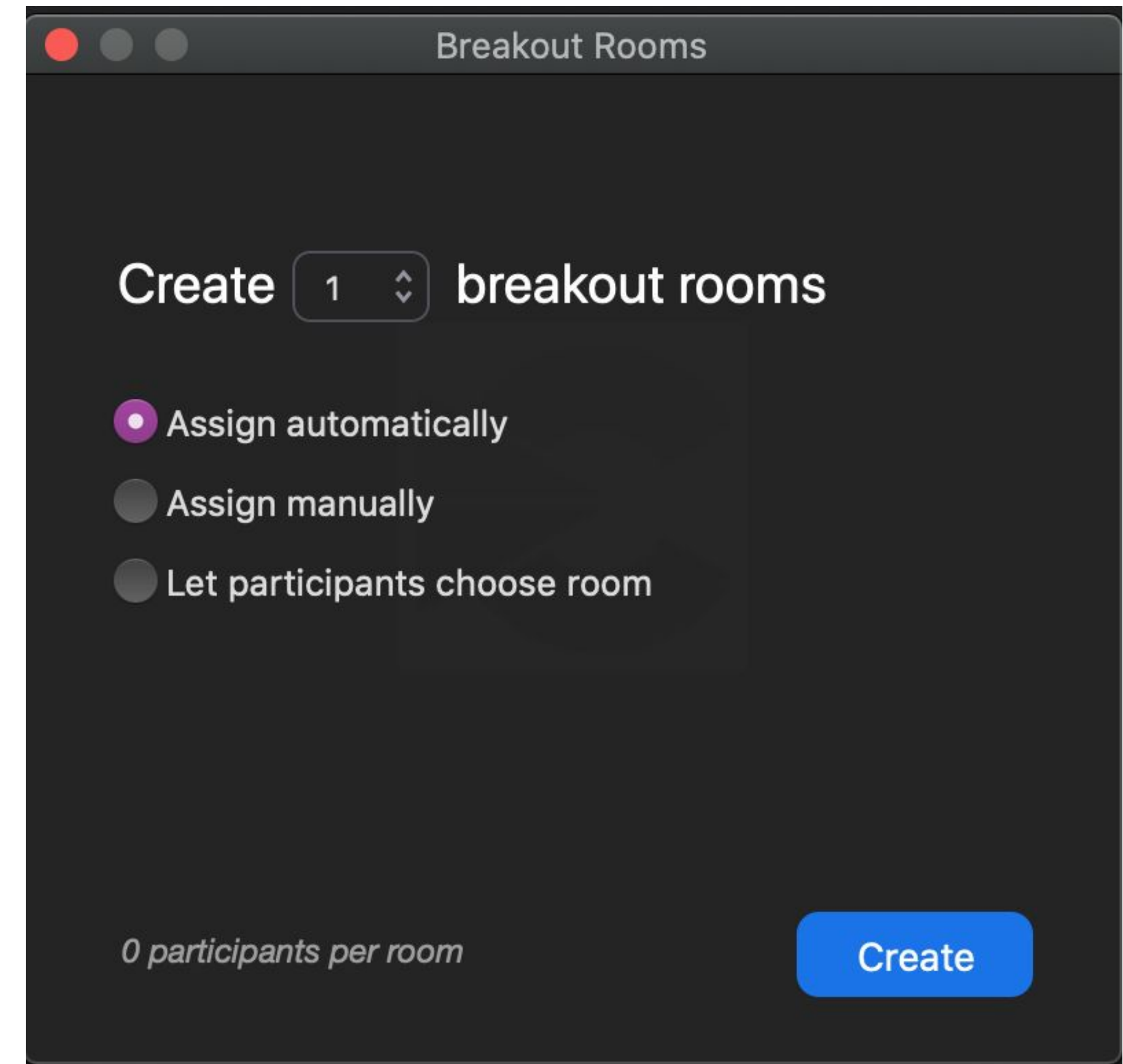
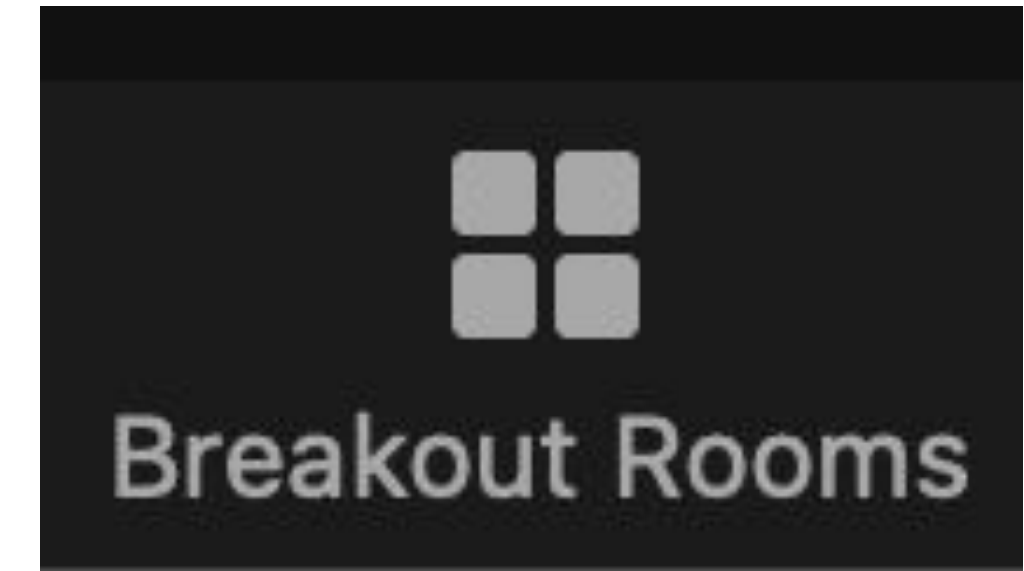
Breakout Rooms: Introduction

- Participants can be divided into smaller group meetings within your main meeting by using the *Breakout Rooms* function.
- *Breakout Rooms* can only be run by Hosts or Co-hosts. It is a good idea to let your meeting organizer know your plans before the conference begins and to practice creating *Breakout Rooms*.
- Make sure a Host or Co-host stays in the main room for the duration of the breakout sessions. They will need to assist participants who may have trouble joining a room or arrived late to the meeting.

Creating Breakout Rooms

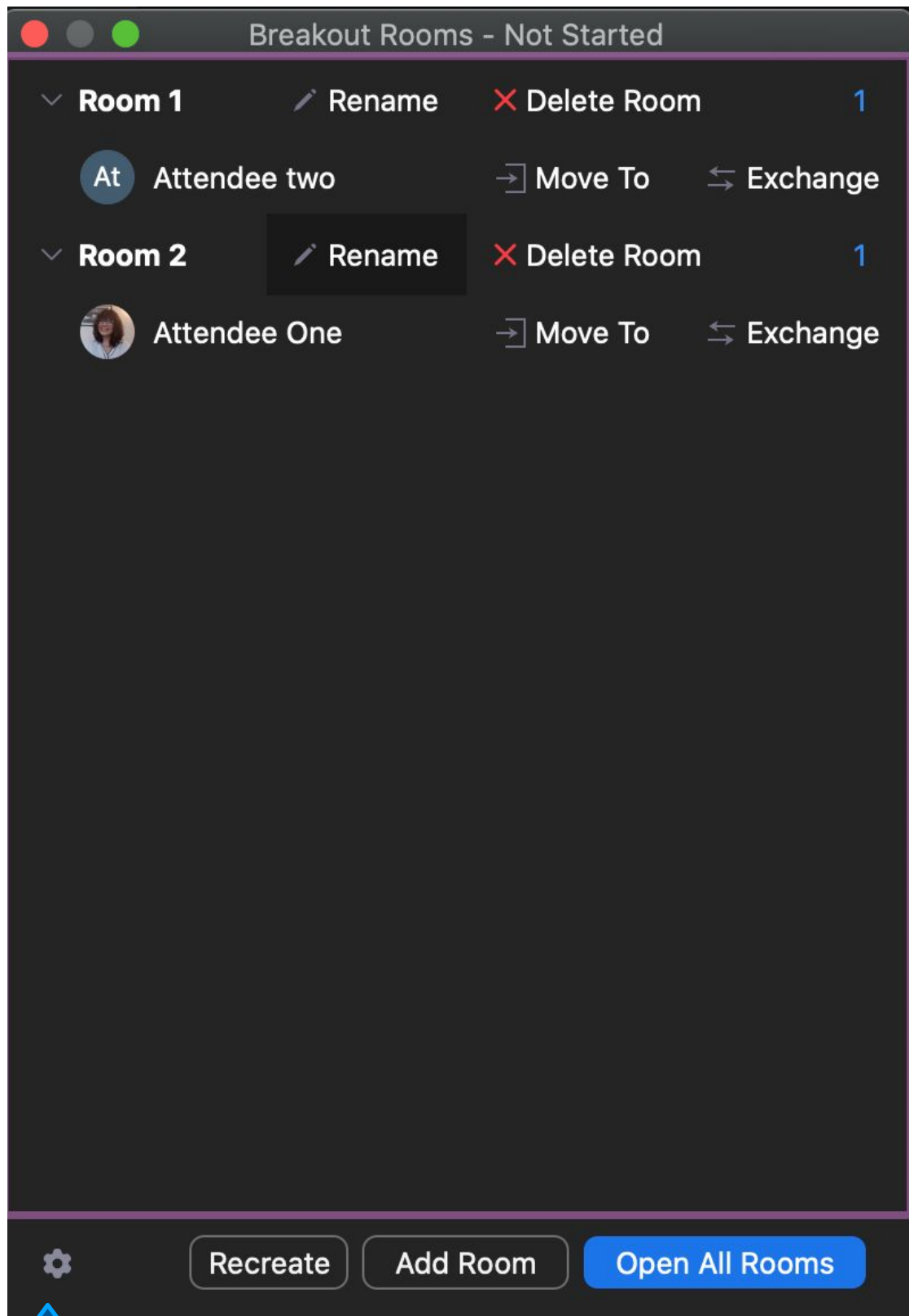
- Click the *Breakout Rooms* button in your Zoom toolbar at the bottom of your screen. If you don't see it you can find it under the *More* button.
- A window will pop up where you can select how many breakout rooms you would like to create. You can also choose how participants will be assigned to a room.

Clicking *Create* does not open rooms. Rooms are opened in the next step.



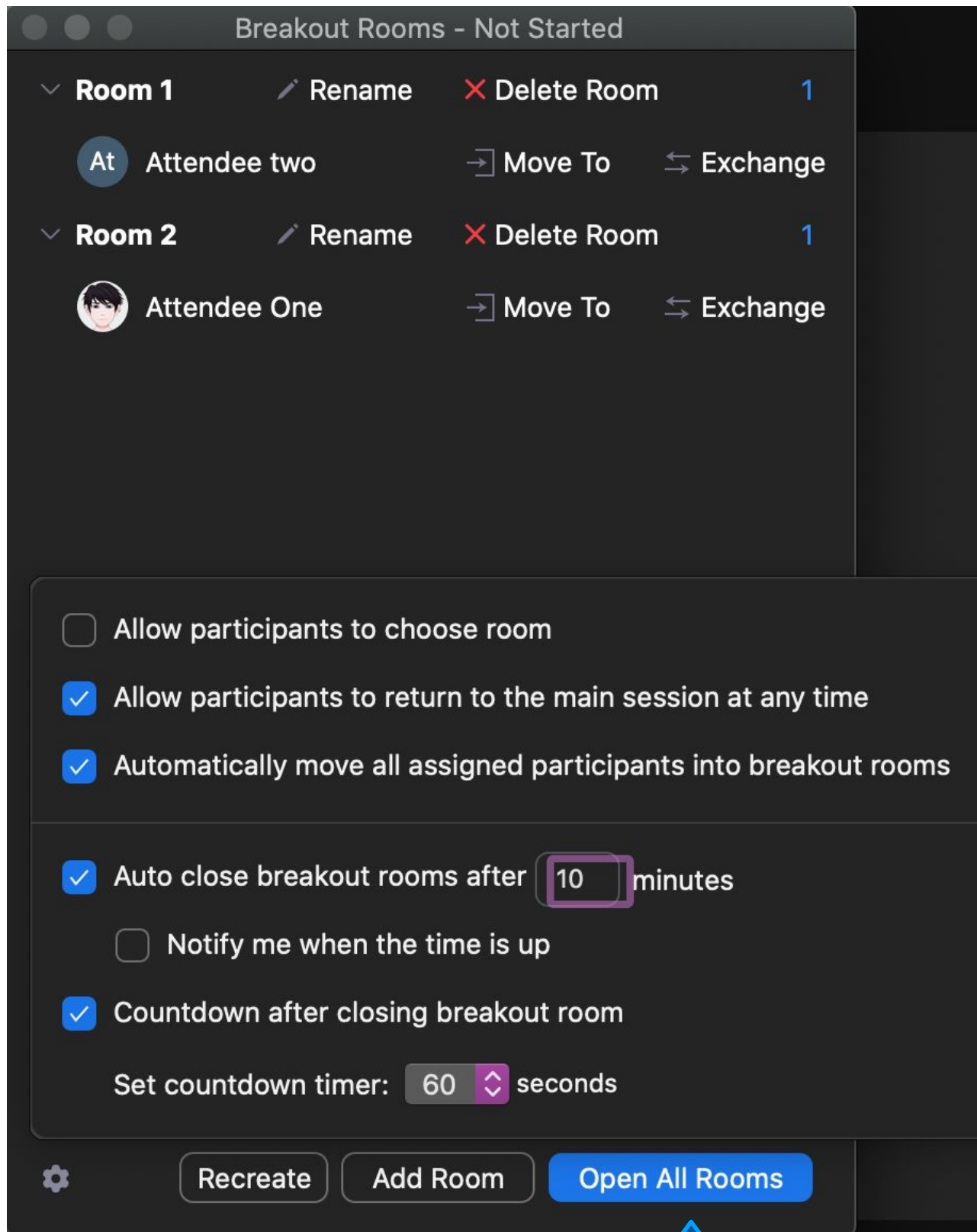
Breakout Rooms: Starting Sessions & Assigning Attendees

After clicking *Create* you will see this window:



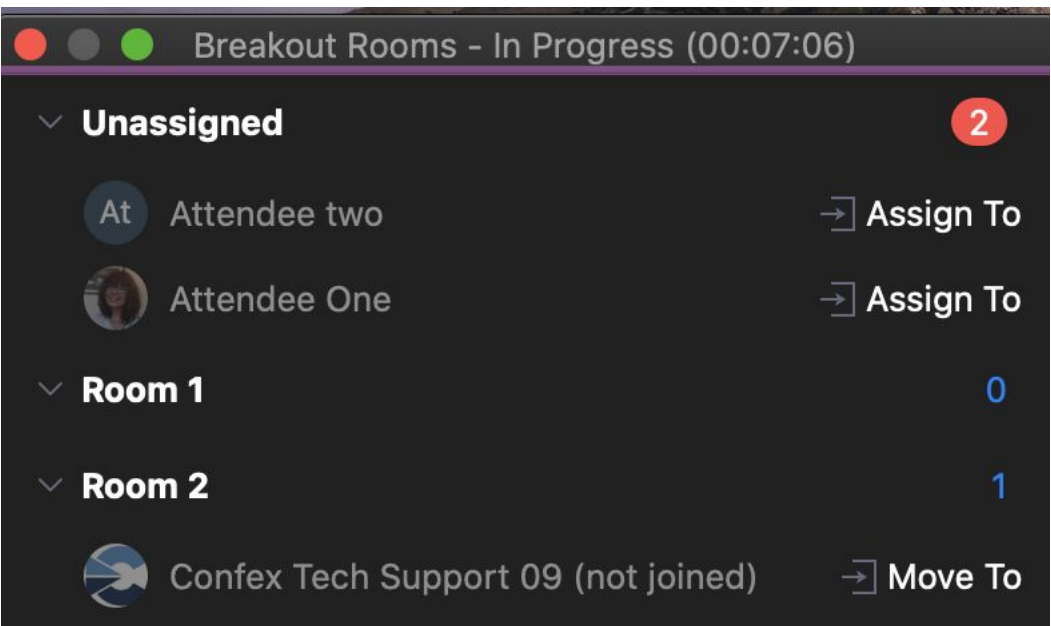
Click to open *Options*.

Make sure the *Options* are appropriately set to meet the needs of your session.

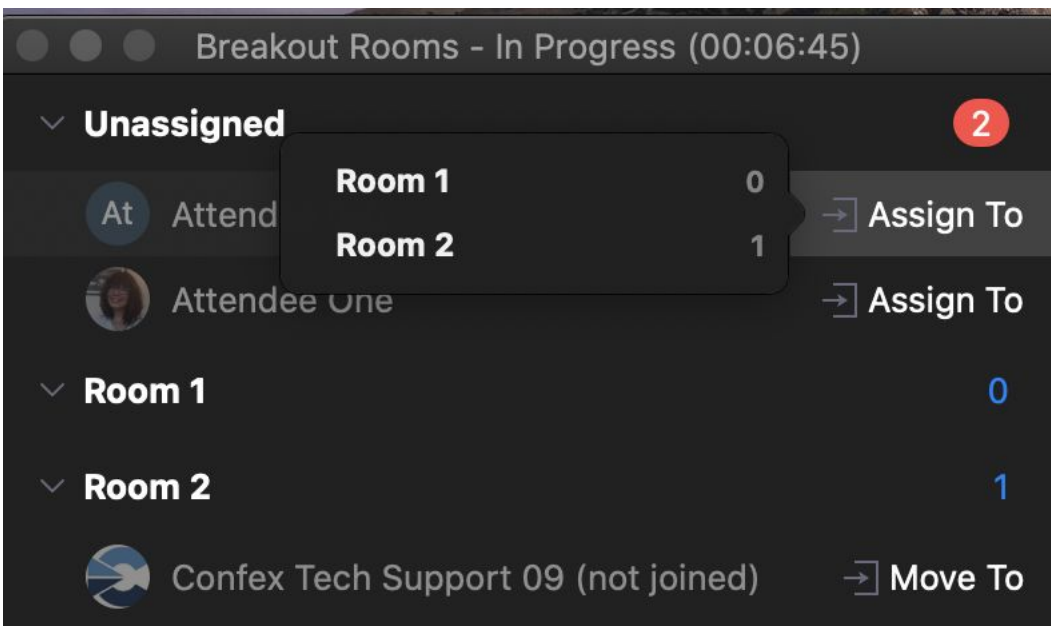


When you're ready, click *Open All Rooms*.

If you have any unassigned attendees, click the *Assign To* in line with their name. This will bring up the list of currently open rooms. In Windows you need to hover over their name to see this option.



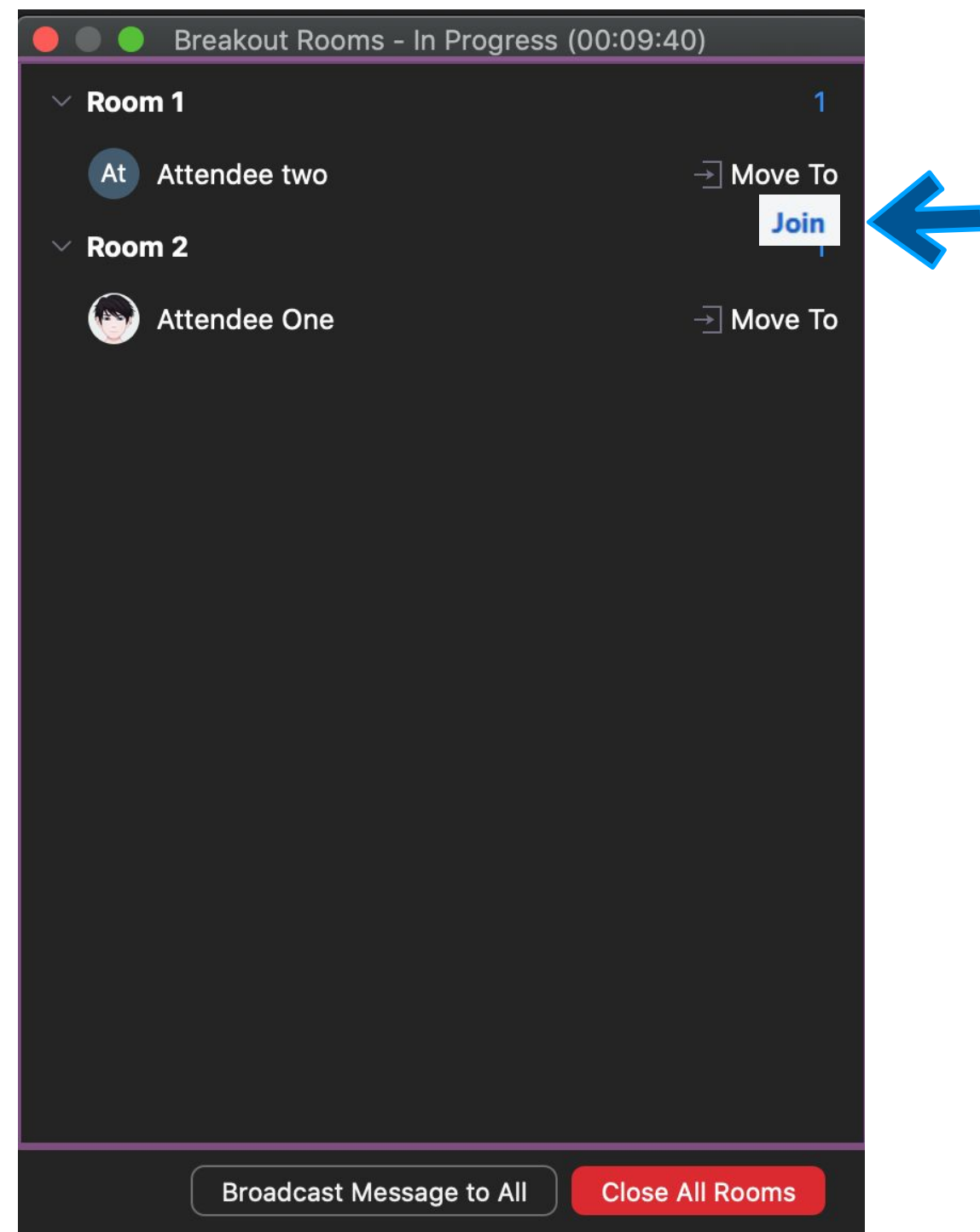
Select the room you would like them to join.



Their name will appear under the room to which they have been assigned.

Breakout Rooms: Joining, Leaving, and Messaging Rooms

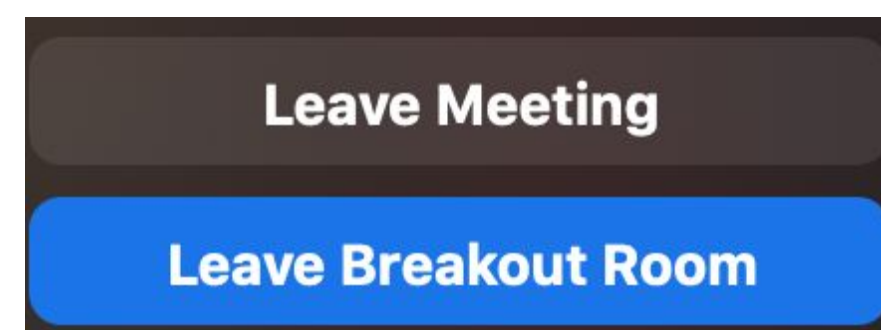
Click the *Join* button to the right of a room to enter it. You may need to hover over the number of participants to see it.



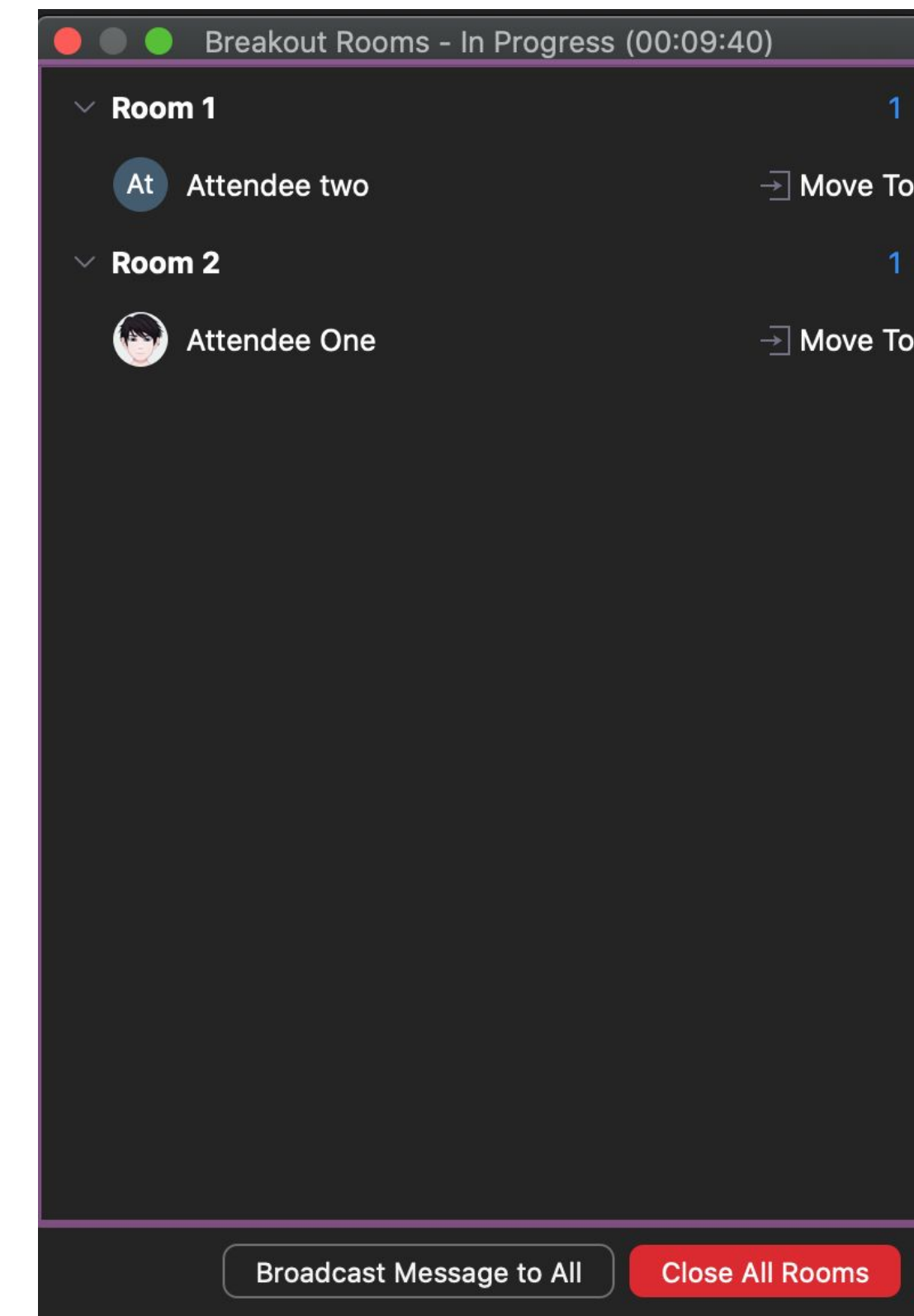
To return to the main room, when you are in a breakout room, click the *Leave Room* button on the bottom right of your screen.



You will be given two options. Click *Leave Breakout Room*, NOT *Leave Meeting*.



To communicate with all attendees while they are in breakout rooms, click *Broadcast Message to All*. This will send a pop-up message to all breakout rooms.



Chat messages in the main room cannot be seen by participants in breakout rooms.

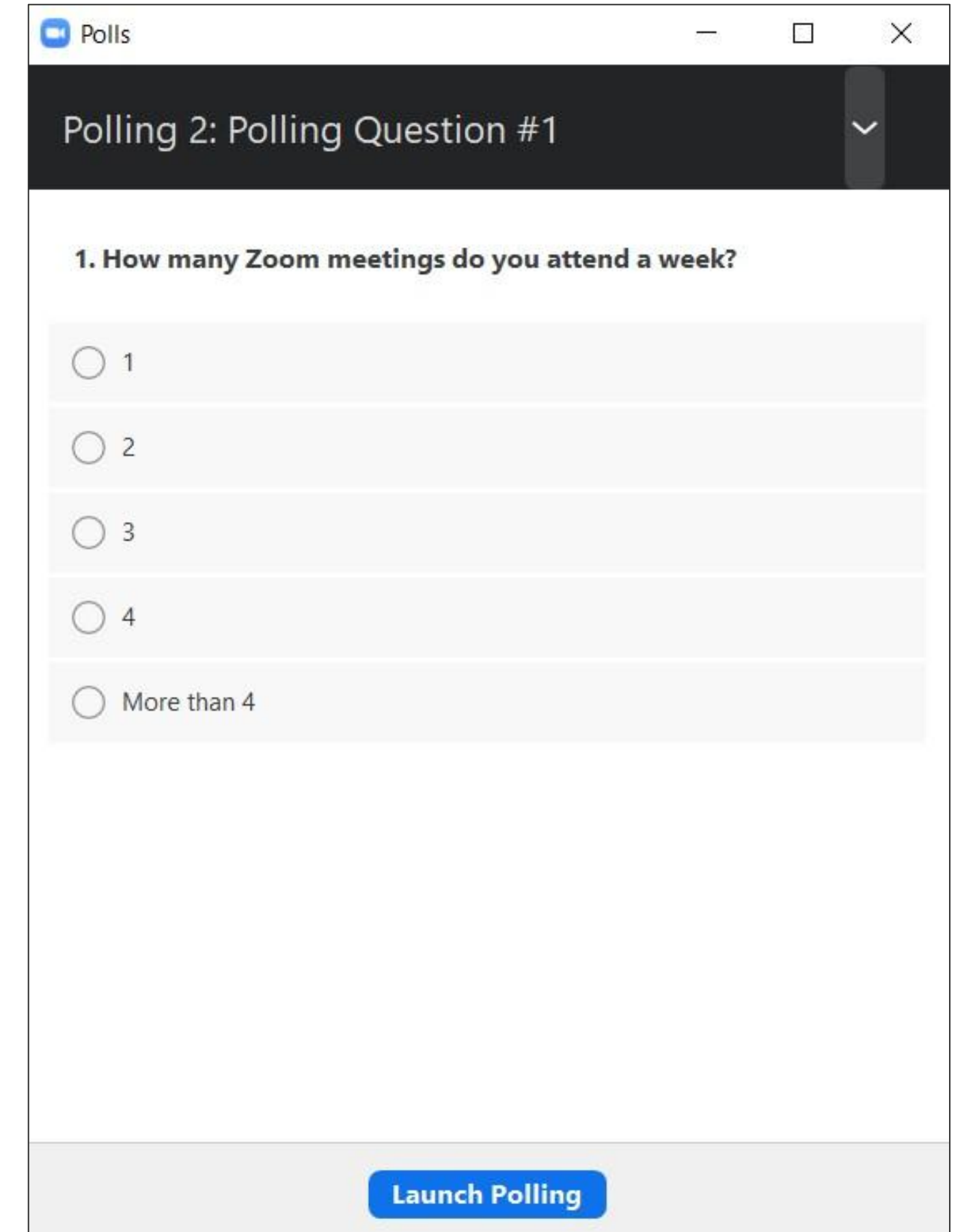
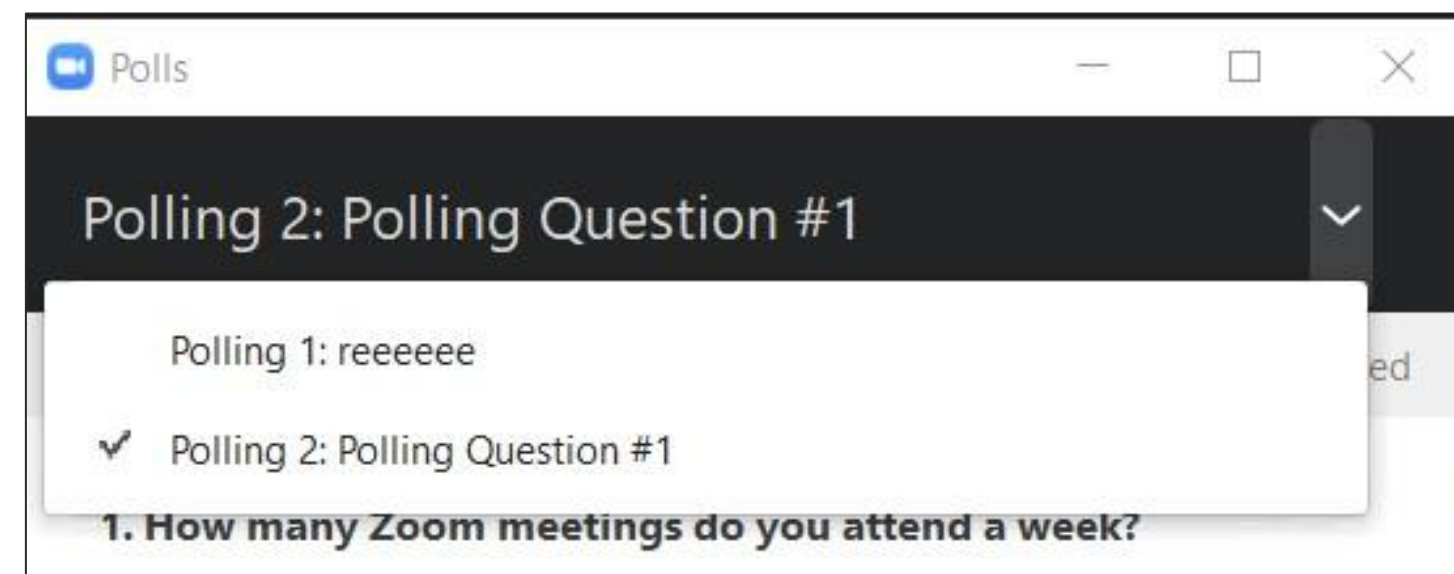
Click to close rooms and send everyone back to the main room.

Polling: Creating Polls

- If you wish to use polling in Zoom, submit your polling questions to your meeting organizer **prior to the meeting**. Confex staff will input your polls.
- Confex will need the following information:
 - The Questions
 - Please submit the questions in the order you'd like them to appear
 - Please include repeated questions
 - Possible Answers
 - Single or multiple choice
 - Anonymous or public answers
- A maximum of 25 polls can be created per meeting.
- 10 questions can be created within one poll. All questions for that poll will be launched together.

Polling: Launching Polls

- You will be given Co-hosting controls in the meeting to run your polls.
- Click *Polling (Mac)* or *Polls (Windows)* in your bottom toolbar. Choose the poll you wish to launch in the drop down menu at the top of the pop up window.
- When you want to make the poll live, select *Launch Polling*.

A screenshot of the Zoom Polls application window. The window has a title bar with the Zoom logo and the word 'Polls'. Below the title bar is a dark header with the text 'Polling 2: Polling Question #1' and a downward arrow. The main area contains the question '1. How many Zoom meetings do you attend a week?' followed by five radio button options: '1', '2', '3', '4', and 'More than 4'. At the bottom of the window is a blue button labeled 'Launch Polling'.

Polling: Ending Polls and Sharing Results

When ready, click *End Polling*. If you relaunch the same poll, it will erase the previous data.

Polls

Polling Question #1 in Progress0:06

Attendees are now viewing questions1 of 1 (100%) voted

1. How many Zoom meetings do you attend a week?

1(0) 0%

2(0) 0%

3(0) 0%

4(0) 0%

More than 4(1) 100%

End Polling

If you want to share results with participants, click *Share Results*.

Polls

Polling 2: Polling Question #1

Polling is closed1 voted

1. How many Zoom meetings do you attend a week?

1(0) 0%

2(0) 0%

3(0) 0%

4(0) 0%

More than 4(1) 100%

Share Results

Re-launch Polling

Click *Stop Share Results* when done.

Polls

Sharing Poll Results

Attendees are now viewing the poll results

1. How many Zoom meetings do you attend a week?

1(0) 0%

2(0) 0%

3(0) 0%

4(0) 0%

More than 4(1) 100%

Stop Share Results

Re-launch Polling

Step-by-Step Instructions for Moderators in a Zoom Meeting

page 1

- Arrive to your meeting 20 min. before the start time. If your meeting utilizes the waiting room, you will be in a virtual waiting room until your host admits you. Test your audio and video.
- Confex Tech Support will let you into the meeting and make you a Co-host. They can assist you with any questions you may have before or during the meeting.
- Click *Participants* in your meeting toolbar at the bottom of the screen. Then click *Chat*. You can now see all attendees and any communication occurring during the meeting. Leave this viewable to you at all times.
- If utilizing the *Waiting Room*, keep an eye on the *Participants* panel for your presenters entering the meeting. To admit someone, click the *Admit* button in line with their name.

Step-by-Step Instructions for Moderators in a Zoom Meeting

page 2

- Begin rehearsal: ask the presenters to practice sharing their screen. They can test their microphone by reading the first slide of their presentation. If they have audio in their presentation, they need to check *Share Sound* in the *Share Screen* window. Encourage presenters to have their cameras on during their presentation, or at the very least, during the Q&A.
- If you wish to *Spotlight* presenters and any ASL interpreters so they will always be prominently featured, have them turn their cameras on, hover over the top right of their window, click the "...", and select *Spotlight for Everyone* or *Add Spotlight* from the list.
- If using the *Waiting Room*: A few minutes before the meeting starts, admit attendees into the meeting from the waiting room by clicking *Admit All*. Next, disable your waiting room by clicking *More* (or the "...") at the bottom of the *Participants* window and then click *Enable Waiting Room* to uncheck/disable it.

Step-by-Step Instructions for Moderators in a Zoom Meeting

page 3

- When it's time to start the meeting, turn on your camera and mic and welcome participants to your session. Remember to make an announcement to your audience that their microphones should be muted throughout the presentation(s). Let them know that if they need technical assistance, they can send a direct message to Confex Tech Support in the Chat.
- Explain how you would like to handle any questions. Confex recommends using the chat feature to submit attendee questions. You can:
- Select questions from the chat and read them to the presenter(s) aloud.
- Invite specific participants to ask their chat questions live.
- Alternatively, attendees can click *Raise Hand* in *Reactions* and you can allow them to ask their own questions aloud.
- As you introduce the presenter, they will then share their screen and turn on their camera and mic. Alternatively you can begin with everyone's cameras on. Continue introducing the presenter and let the presentation begin. Moderators and presenters should always have their cameras and mics on when speaking, and turned off when not participating in the discussion.
- When the meeting has ended, thank your presenters and attendees and then click Leave. The Host (your Confex tech or a staff member) will end the meeting for all.

Step-by-Step Instructions for Moderators in a Zoom Meeting

page 4

Playing Prerecorded Presentations

- The preferred (safest) option is to download pre-recorded talks to your computer. Alternatively, before the meeting begins, go to your session in the Online Program/Meeting App. Click the link to open the prerecorded presentation and leave this tab/window open so it's ready to share.
- Open the video. Go back to Zoom, then click *Share Screen*. Check the *Share Sound* box at the bottom left of the screen. Be sure to turn the volume all the way up on the video player as well as on your computer. Then click *Share*.
- Bring video to fullscreen (if it's not already) and press Play.
- It is highly recommended that you practice playing your video through a free or paid Zoom account prior to the meeting. Have another person join you in the meeting and ask for their feedback on their viewing experience. Alternatively, you can join on a different device and see what they will see during the meeting. This would give you time to troubleshoot any issues that arise.

Step-by-Step Instructions for Presenters in a Zoom Meeting

- Log into your meeting 20 minutes before the start time. You may be put in a waiting room upon arrival; your Confex Tech Support or Moderator will let you in shortly.
- Test your audio and video.
- Once in the meeting, rehearse with your Moderator. Practice sharing your screen and ensure the Moderator hears you speaking for at least 10 seconds.
- To begin the meeting, the Moderator will stop sharing their session title slide/walk-in loop (if they have one) and will give introductions.
- When it's time to present, click *Share Screen*, choose your application window, click *Share* and confirm your presentation is in fullscreen. If what you are sharing has audio be sure to check the box for *Share Sound*. When done, click *Stop Share* in the Zoom toolbar at the top of your screen.

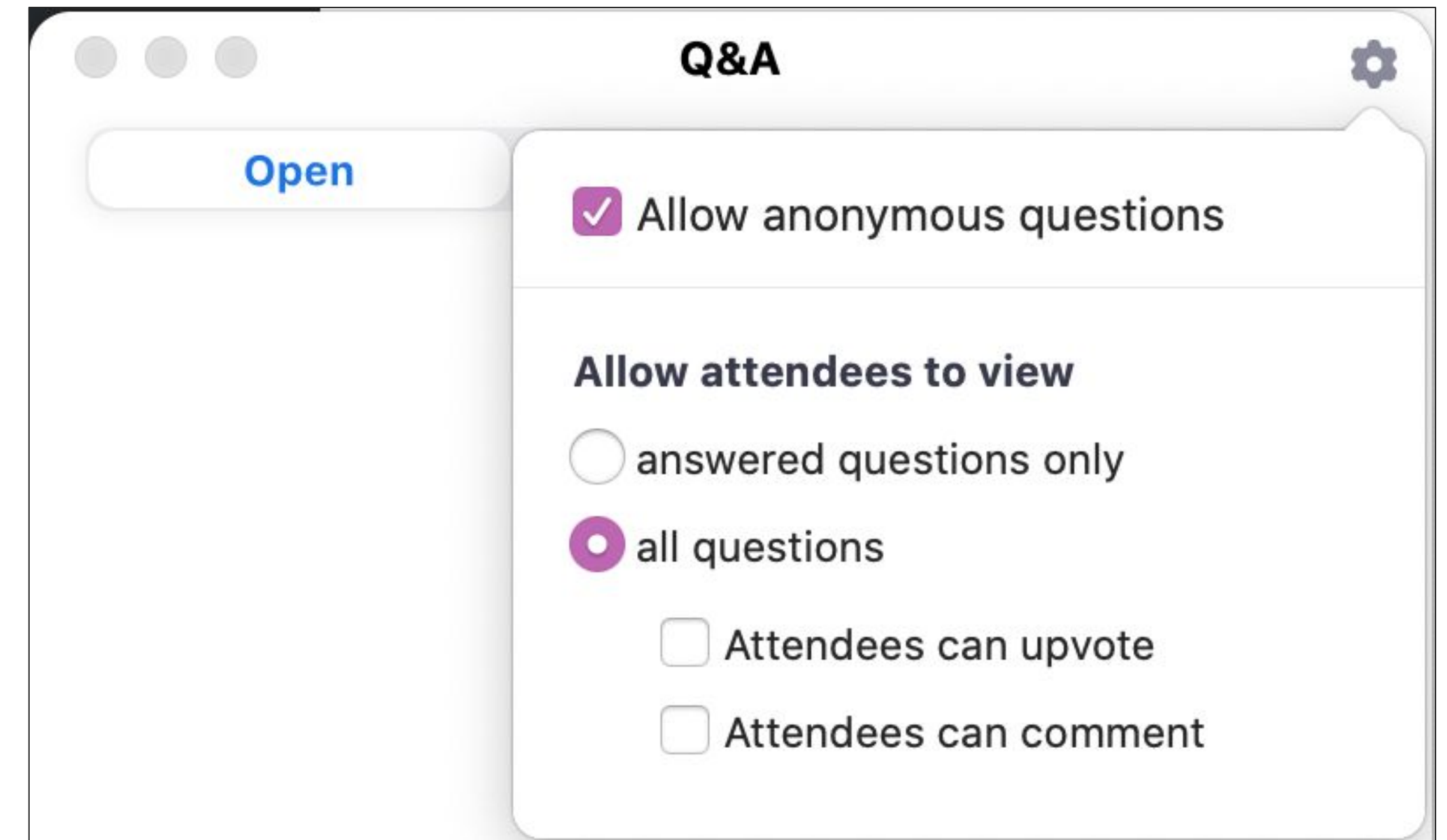
Webinar Instructions for Moderators & Presenters

For Confex Supported Meetings

- Join the webinar 30 minutes prior to the meeting start time. Do this by clicking on the link that you received in the invitation email from Confex Tech Support. This will allow you to enter the practice session and the webinar as a Panelist.
- Confex Tech Support will make the moderator(s) and any specified staff members/presenters a Co-host.
- Confex Tech Support can assist you with any questions you may have before and during the webinar.
- Rehearse screen sharing and test your audio and video. Familiarize yourself with Q&A and *Chat*.
- Moderator: Confex Tech Support will play the welcome or session title slide/ walk-in loop, or you may be asked to perform this duty. Confex staff will “Broadcast” the meeting 5-10 minutes prior to the start time to allow the attendees to stream into the meeting. The Moderator will start the meeting at its scheduled time with welcoming remarks, housekeeping notes, and introductions. *Moderators should turn on their camera and microphone whenever they speak and remember to turn them off when they are not speaking.
- Moderators will explain to the audience how Q&A will be handled and give brief instructions. After introducing themselves and the presenter(s) they should stop the screen share of session title slide (if using one) to allow the first presenter to share their screen with the first slide of their presentation.
- Presenters should have their cameras on during their presentation as well as during the Q&A section.

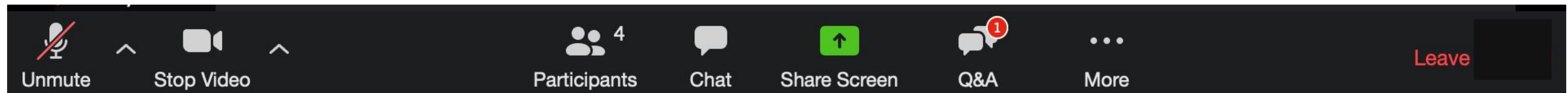
Using Q&A in a Webinar, page 1

- The Q&A settings will be customized for your Webinar.
It can be configured to:
 - Allow anonymous questions
 - Allow upvoting of questions
 - Allow commenting on questions

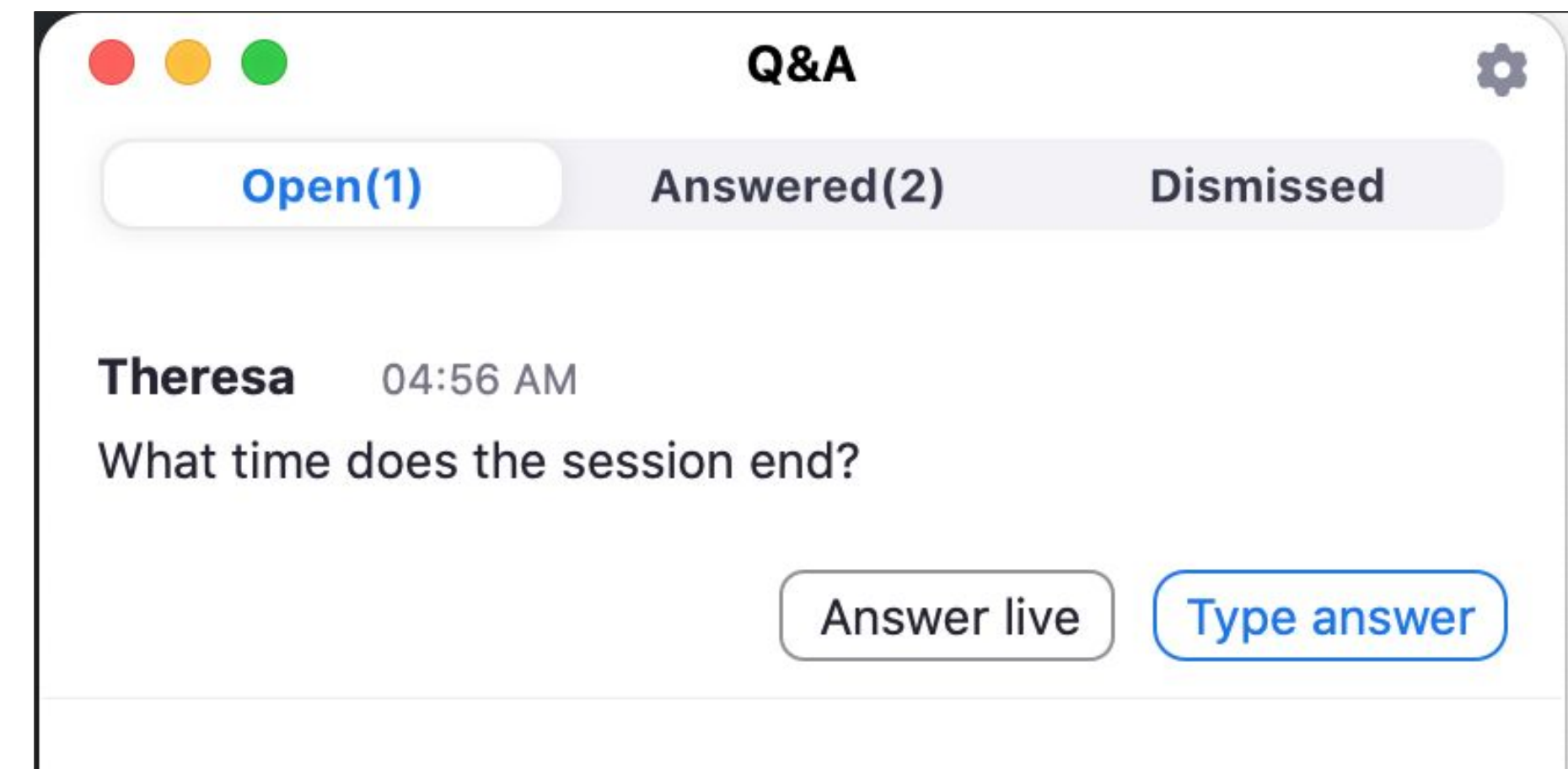


Using Q&A in a Webinar, page 2

- Q&A will display a number next to the icon indicating how many questions are being asked.



- Click on the Q&A icon to view or answer the question.
- Be sure to sort your questions by selecting *Answer live*, *Type answer*, or *Dismiss*. *Dismiss* will show when you hover over the question. Sorting in this manner will allow you to see new questions instead of having to scroll down.

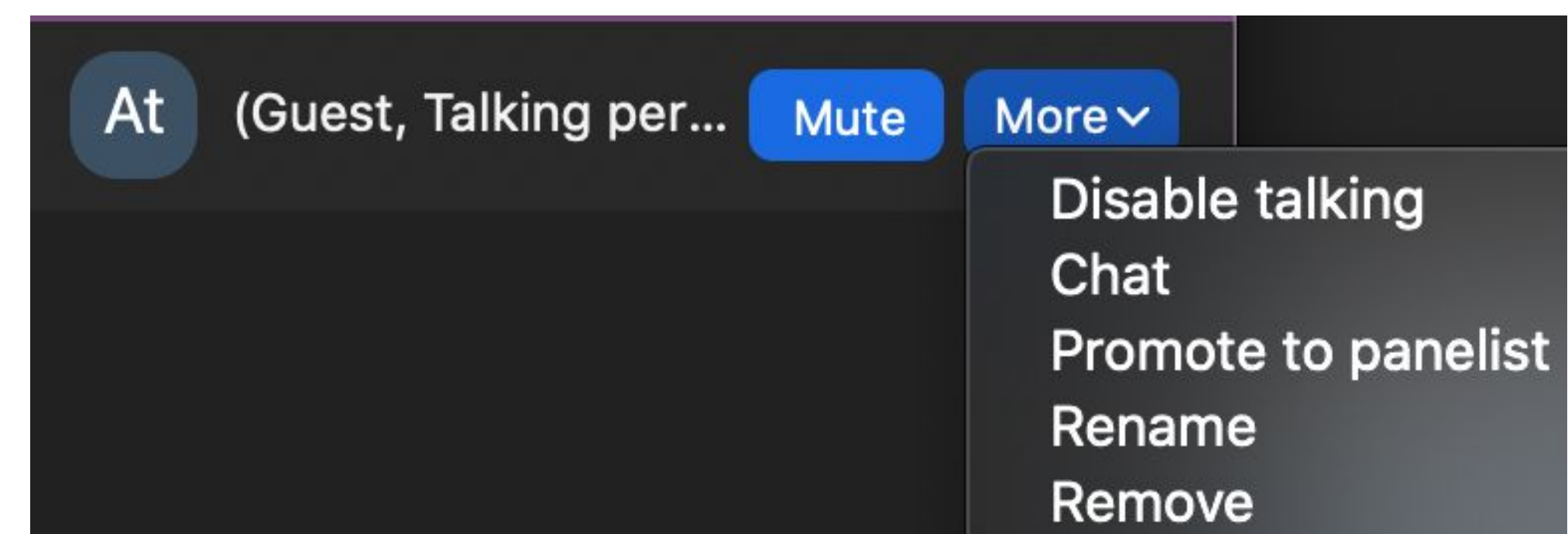
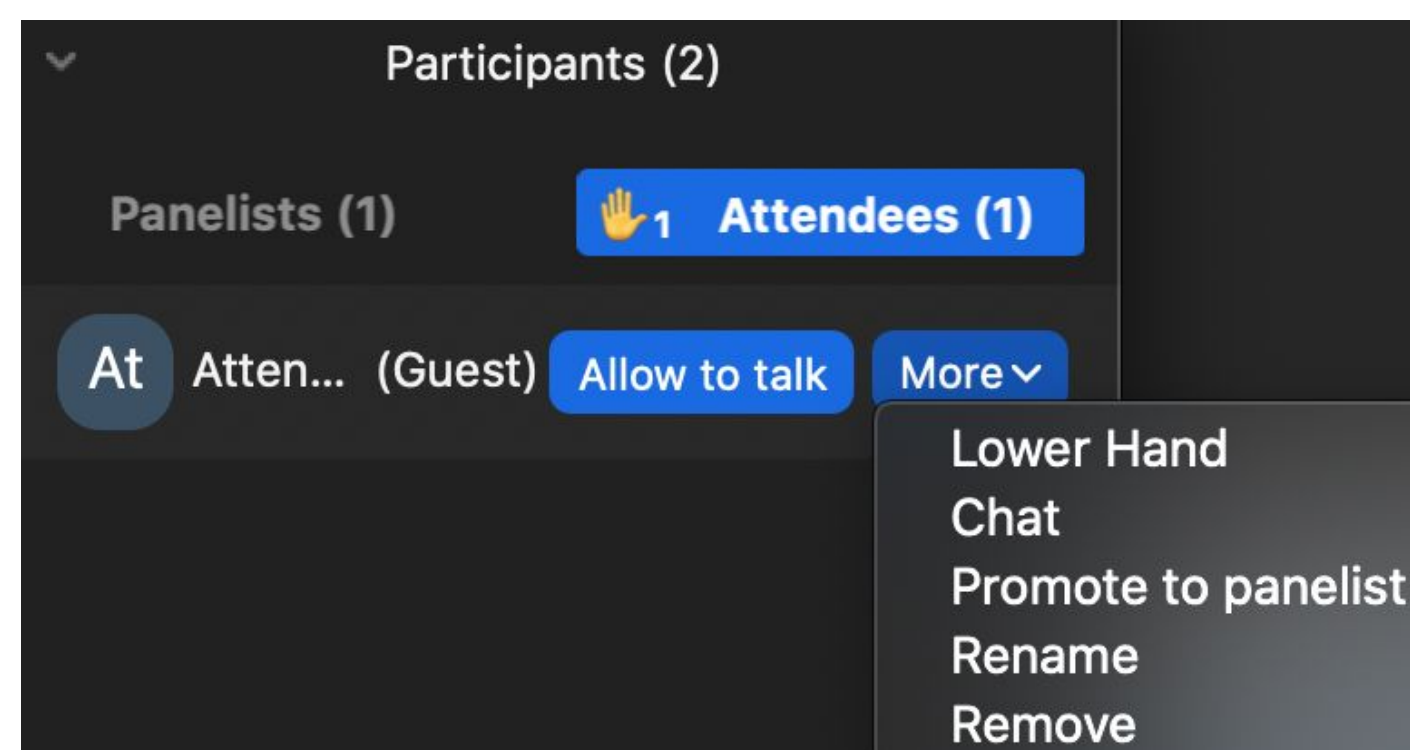
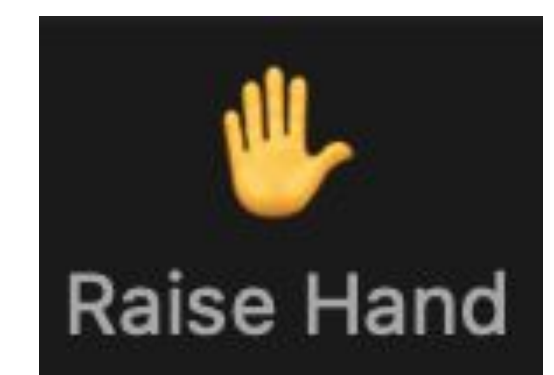


Using Q&A in a Webinar, page 3

- It is a good practice to instruct the audience to ask presentation-based questions in the Q&A box and to ask technical help questions in the *Chat*. Remind attendees to type the name of the presenter the question is for, then the question, and press enter or click *Send*.
- You can read the questions aloud to the presenters for them to answer live, or Panelists can type the answer in the Q&A. Typed answers can be shared publicly by pressing enter or clicking *Send*, or panelists can check the box to *Send Privately*. If there is a public reply the answer will appear in the Q&A window.
- **Tip for Q&As:** Prepare a few of your own questions to stimulate a discussion, if needed.

Using Q&A in a Webinar, page 4

- Panelists cannot ask questions to each other in the *Q&A box*. They can use the *Chat* to send a *Direct Message* to the moderator, another panelist, or Confex Tech Support. They can also communicate with *All Panelists* or *All Panelists and Attendees*.
- If you would like to allow questions to be asked verbally, you can instruct the participants in the audience to click *Raise Hand* in the bottom toolbar.
- To enable an attendee to turn their mic on, click on *Attendees* in the *Participants* panel, then hover over the attendee's name, click *More*, select *Lower Hand*, then choose *Allow to talk*. When they are finished speaking, click *More* again and select *Disable talking*.



Tips for a Successful Zoom Meeting, page 1

- Choose an uncluttered location inside that is quiet, and free from interruptions.
- When possible, connect with a hard line ethernet cable to obtain the fastest and most stable connection or ensure you have a strong and secure Wi-Fi connection.
- Before joining the meeting, close all unnecessary applications so all processing power can maximize the quality of your Zoom experience. Also, turn off all sound notifications (on your computer/ cell phone/ tablet, etc.) to avoid any audio or visual disruptions.
- Pay attention to the lighting in the room. Too much light behind you will make you appear like a dark figure. Make sure you have a good source of light in front of you.
- Test your microphone and computer audio before the meeting. If you are using a headset with a built-in microphone, be sure to test this well in advance of the meeting. Be conscious of any external noise close to your microphone, such as your hair or rustling papers.

Tips for a Successful Zoom Meeting, page 2

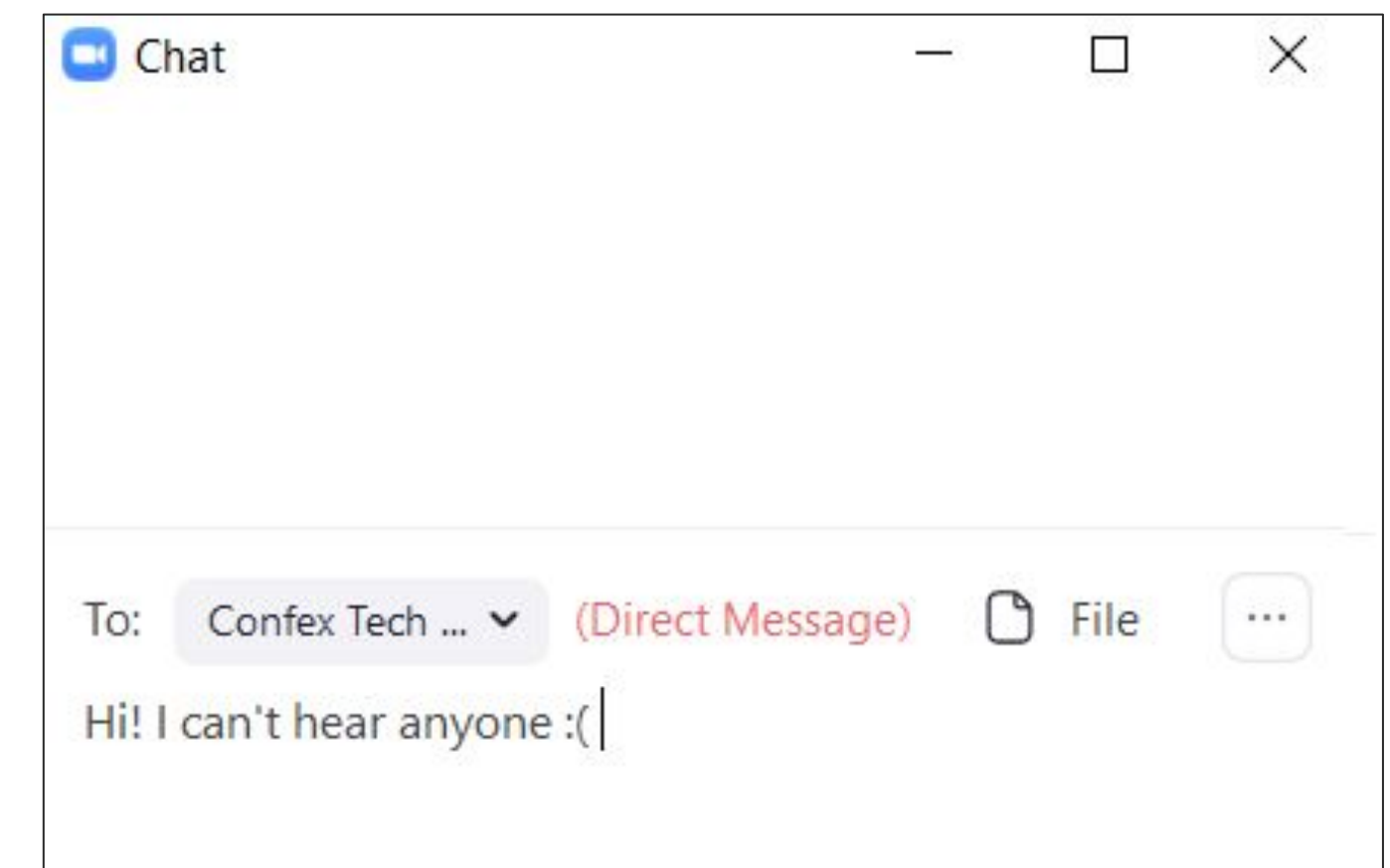
- Use a professional virtual background with your organization's logo if it's available and if your computer can support it.
- Know the phone-in information for the Zoom meeting you are attending. When you enter the meeting, you will be asked to Join by Computer Audio or by Phone Call. Click Phone Call to see the dial-in information.
- If possible, practice presenting with a friend in a Zoom meeting through a free (or paid) Zoom account.
- If you are using an external monitor, be sure you are very confident screen sharing your presentation/application through this monitor before you present.
- Look into your camera! Even if you need to look at your notes on a separate screen or a piece of paper, just as if you were at the podium, your audience is still out there and looking for your eye contact and engagement to feel included in the conversation.

Tips for a Successful Zoom Meeting, page 3

- Think about your actions on camera. Remember that everyone can see and hear you at all times when your microphone is unmuted and your camera is on.
- Explore Zoom Video Settings, such as *Touch up my appearance*.
- Your meeting will have the best audio experience if all participants mute their microphone until they are ready to speak.
- If you are a presenter have a glass of water nearby.
- Make sure no one in your location is using a lot of your internet bandwidth.

Communicating with Confex Staff During a Confex Tech Supported Zoom Meeting

- If you need help troubleshooting **Zoom** or working out audio or video issues in your meeting, contact Confex Tech Support:
 - Confex Staff will be in the meeting with you. Look for *Confex Tech Support* in *Participants* and send them a direct message through *Chat*.
- For issues with the **Online Program/Meeting App** click Technical Support in the menu of your meeting program site. You will receive a response at the email address you provide. For immediate help dial the number listed under Technical Support between the hours of 8:30 AM and 6:00 PM EST.



Feedback Form

Use this form to report technical problems or to provide feedback on this system. For urgently needed technical support, phone +1 (401) 334-0220 between the hours of 8:30 AM and 6:00 PM Monday through Friday, US Eastern Standard Time (GMT -05:00).

Your Email Address

Comments

Hi! I cannot find a session recording in the meeting app. Can you help? I am looking for:

Friends not Food: Vegan Cooking for Nutritionists

You may add an attachment up to 10 MB in size by clicking the button below. Larger files may prevent your message from being received.

No file chosen

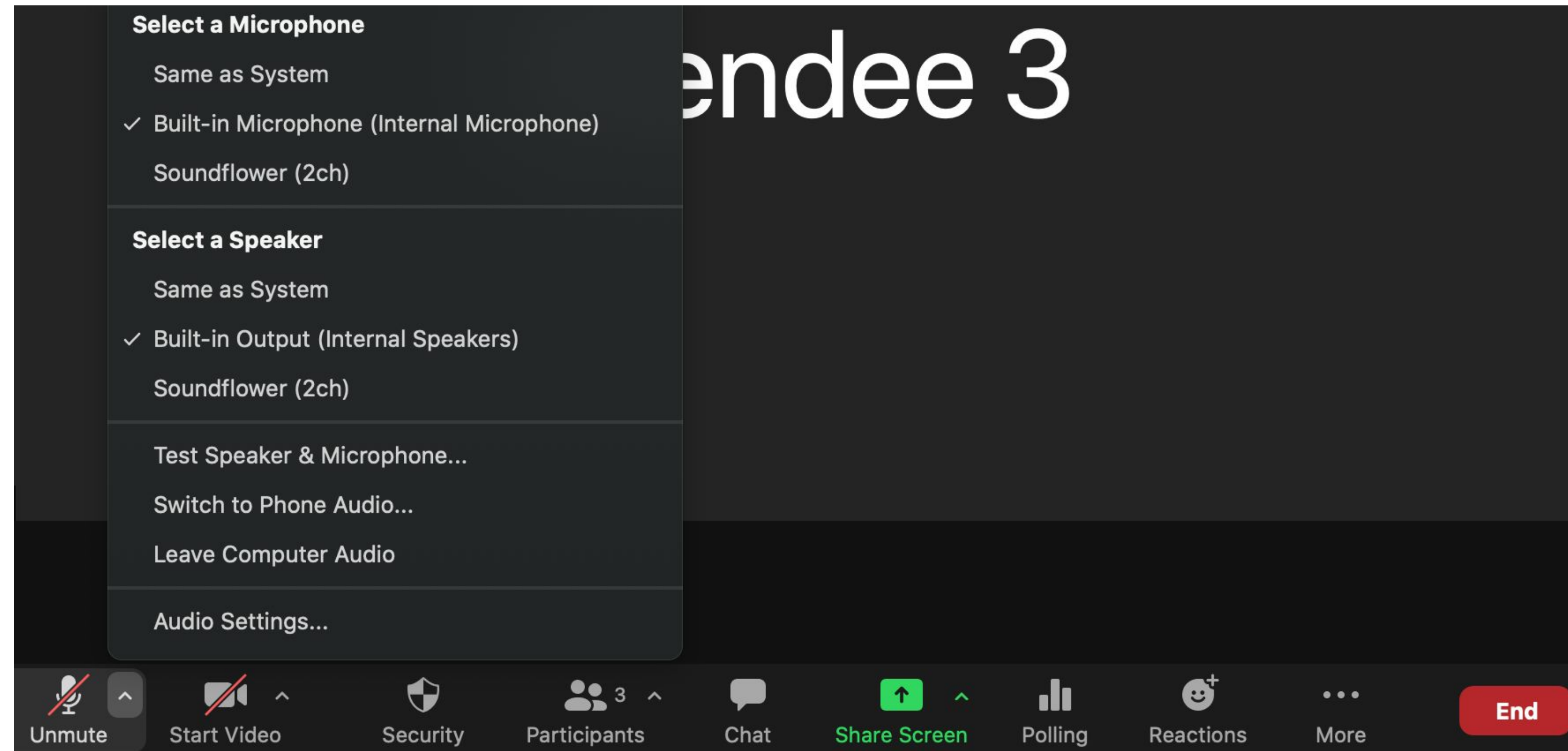
Troubleshooting Zoom, page 1

- **Navigating:** If you find yourself out of the Zoom Window and you're unsure how to get back, press and hold *command* on a Mac or *alt* on a PC, then press *tab* to show applications that are running, press *tab* repeatedly until the Zoom icon is highlighted.
- **Screen Sharing:** If you have trouble sharing your screen, check your Security & Privacy Settings or Sharing Settings in your System Preferences on your computer.
- **Audio Issues:**

If you can't hear the participants in a meeting make sure your computer volume is turned up. Ensure your speakers or headphones are selected for the active output in Zoom. Do this by clicking on the up arrow next to the microphone icon in the Zoom toolbar. Click on *Audio Settings* and then click on the *Test Speaker* button. If you hear audio this is set up correctly. If you do not hear audio, use the drop-down menu to select a different output and *Test Speaker* again. Repeat this step until you hear audio.

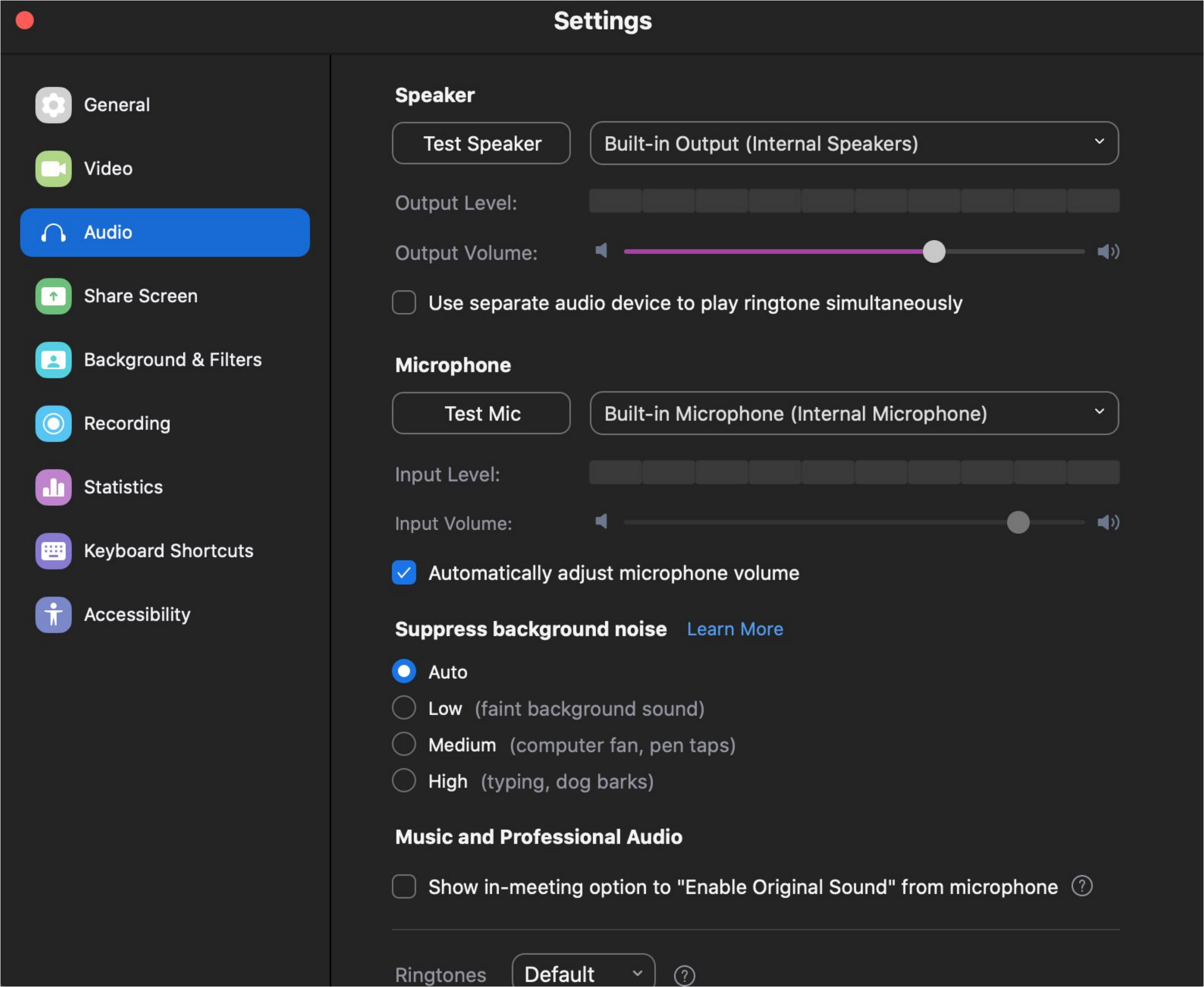
Troubleshooting Zoom, page 2

Audio Issues Continued



If other participants can't hear you, make sure you have the correct internal/external microphone set up in Zoom. Click on the up arrow next to the microphone symbol in the Zoom meeting toolbar and click *Audio Settings*. Click the test mic button; you should see movement in the volume meter next to Input Level, and your test recording will be replayed through the speakers. If you do not see activity in the volume meter or hear the recorded audio test, use the drop-down menu, select another microphone and repeat the process.

Audio Settings



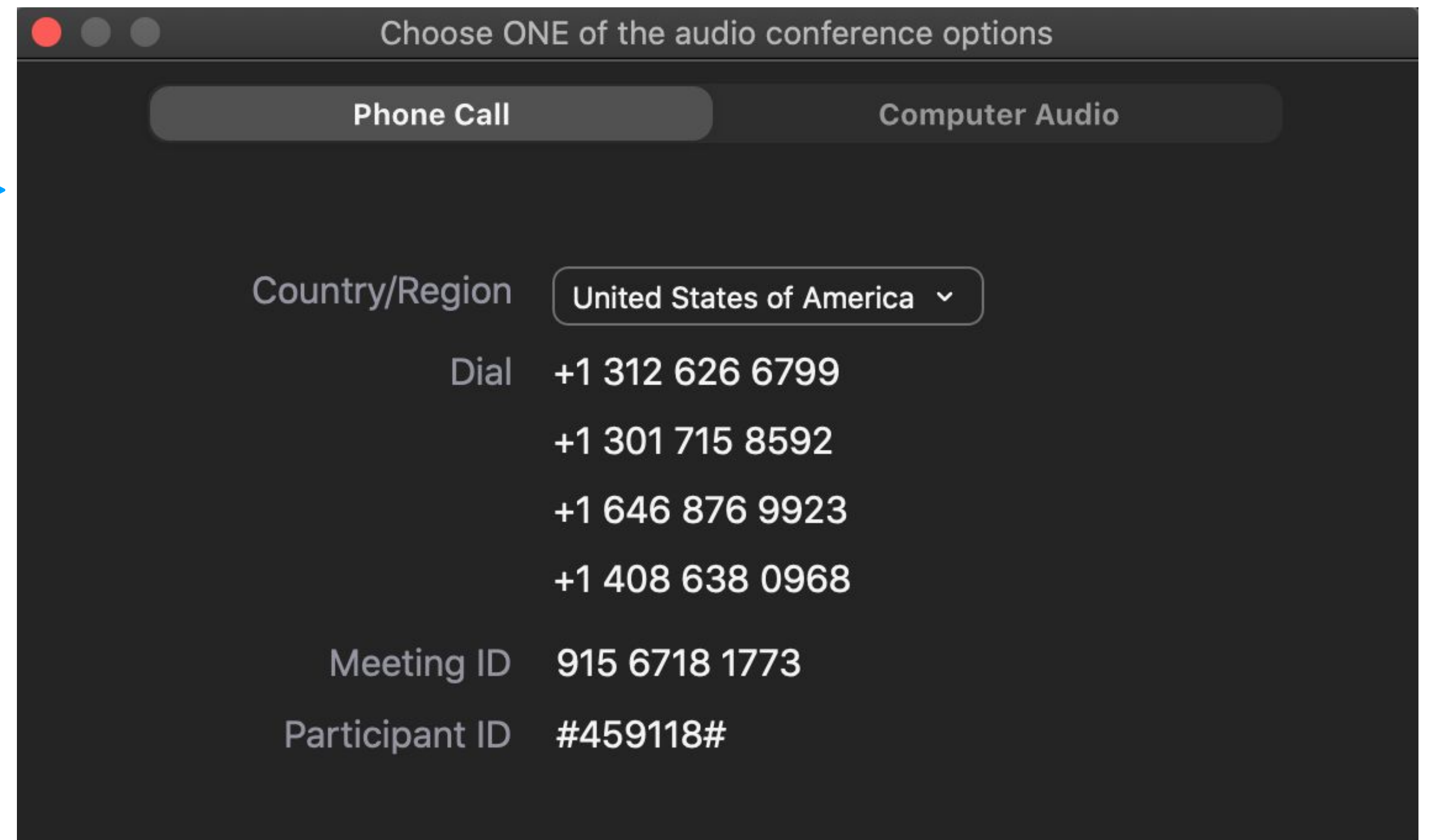
Joining a Meeting By Phone

If you continue to experience audio issues, you can join a Zoom meeting by calling in from your phone:

Click the up arrow next to the microphone symbol in your meeting toolbar and choose *Switch to Phone Audio*.

The following window appears 

Here you will find the phone numbers, Meeting ID, and Participant ID. Dial the call-in number with the area code closest to your location and follow the prompts.



Choose ONE of the audio conference options

Phone Call Computer Audio

Country/Region United States of America ▾

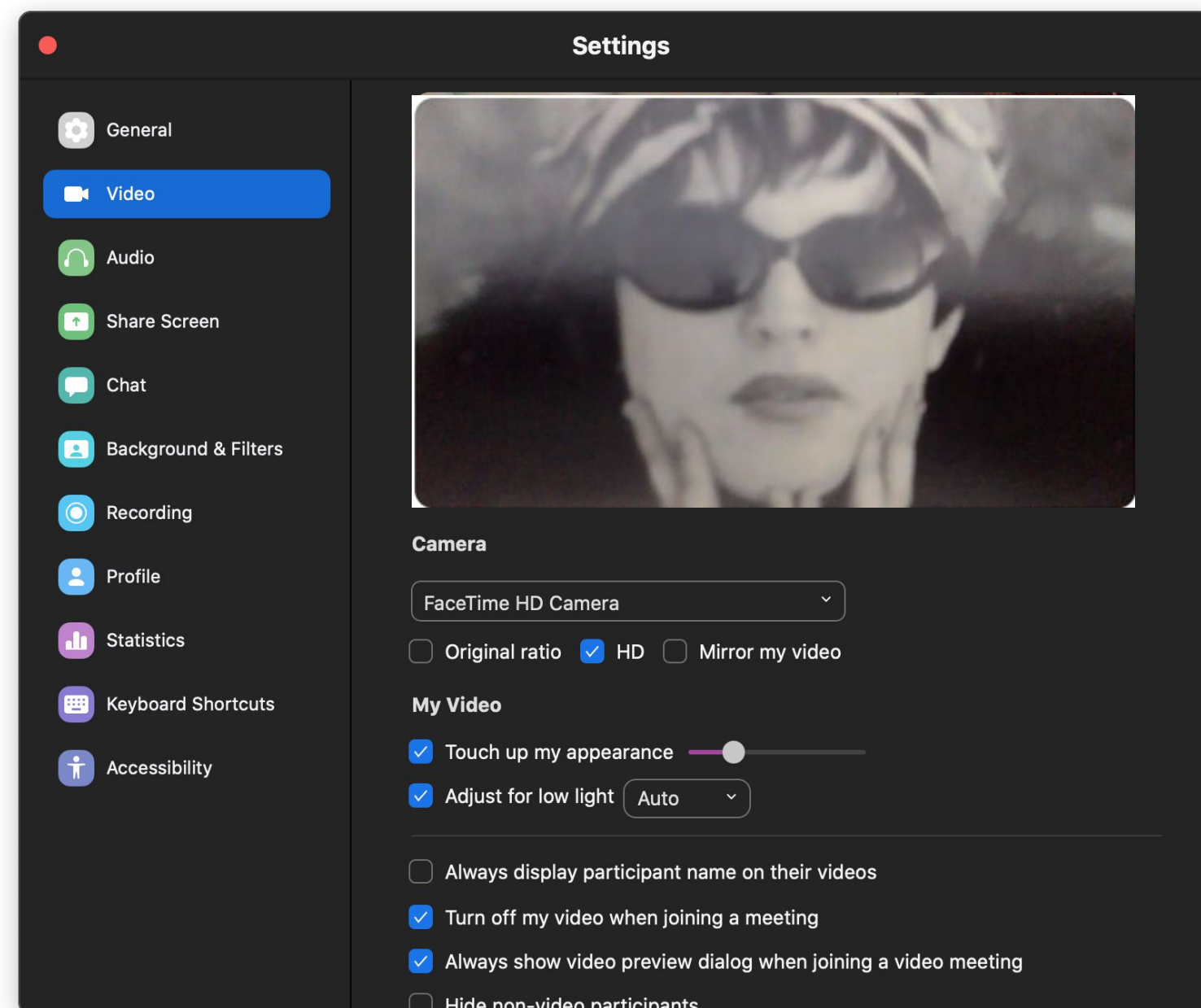
Dial +1 312 626 6799
+1 301 715 8592
+1 646 876 9923
+1 408 638 0968

Meeting ID 915 6718 1773

Participant ID #459118#

Video Issues: Camera

- Can the other participants see you? Ensure your camera is turned on (or plugged in if using an external webcam) and selected in Zoom. In the Zoom meeting, click the up arrow next to the camera symbol and choose *Video Settings*. Make sure your camera is specified in the *Camera* selection. If it is not, use the drop-down menu to select the correct camera. If the camera is turned on, make sure nothing is blocking the camera view. If using an external web camera, try connecting to a different USB port, and repeat steps to select the correct camera. If you continue to experience difficulties, try restarting your computer/device.



Video Issues: Playing Videos

Choppy Video or Audio

Internet connection: If you do not have a strong internet connection, Zoom can have difficulty live streaming your video sharing. Try directly connecting your computer to an internet source with an ethernet cable, rather than using WiFi. If you still experience issues, another colleague may have better internet and be able to share the video on your behalf (or on behalf of the presenter).

Low or No Audio volume

The audio setting on your computer or your video player: Make sure you are not on mute, and your volume is set to high on both your computer and your video player. Participants can also try to turn up their audio (sometimes participants have their audio low on their computers).

Other

The original video OR your computer's compatibility: Check the original video file to make sure it was saved correctly, and the file was not corrupted. If audio or visual is missing from the original video, for example, you may want to try re-downloading the video or reaching out to the presenter to obtain a new file.

Zoom Resources

- The following video gives you brief instructions on how to join a Zoom meeting:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

- More information on the various functions within Zoom can be found here:

<https://support.zoom.us/hc/en-us>

- To download Zoom:

<https://zoom.us/download>

Connecting with Colleagues: Continuing the Conversation

Connecting through the Online Program/ Meeting App:

- To initiate a conversation with a speaker or an organizer, use the asynchronous Q&A form located below the session or presentation. Scroll down to the box with red letters in it that says:
Have a question or comment? Enter it here.
- To connect with someone privately, click on their name and then use the [CONNECT] button: You can do this in the speaker index, the attendee index, or any session or paper page. Clicking on that button will pop up a text box in which you can type a brief note to that person. Confex will email that note to the intended person, thus conveying the note and giving the recipient the email address of the person who initiated the connection. Either party could request a Zoom Meeting. The recipient can:
 - Block further messages from that person
 - Respond in kind, thus giving their own email address to the attendee who initiated the connection
 - Respond via email or by any other method suggested in the original note

Connecting with Colleagues within the Zoom meeting:

- Use the *Chat* button during the meeting to send them a direct message, exchange email addresses or phone numbers.
- If you have someone's email address and would like to text or video chat with them via Zoom, outside of an event scheduled by the organization, click the Contacts button in the Zoom app, then the [+] button to add them to your contacts and send them an invitation.