

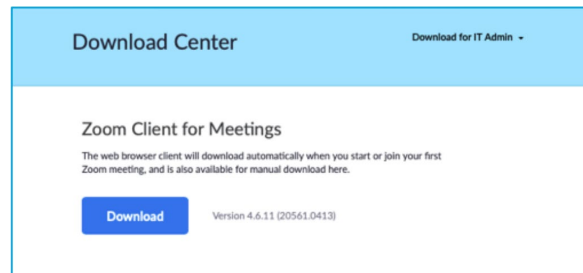
# How to Use Zoom

**PATIENT EMPOWERMENT NETWORK**



# Downloading Zoom and Joining a Meeting

- ▶ **Step 1:** Go to <https://zoom.us/download>
  - ▶ If you already have Zoom downloaded, please make sure you have the latest version 5.2.3 (45131.0907)
- ▶ **Step 2:** Click “Download” under the “Zoom Client for Meetings” section.



- ▶ **Step 3:** The Zoom app will then begin downloading. You should then click on the .exe file to begin the installation process.
- ▶ **Step 4:** To join a Zoom meeting, click on the meeting link provided or open the Zoom app on your desktop and enter the Meeting ID.

# Standard Zoom Toolbar

## Audio Settings

Mute/unmute your own audio or click on the arrow to make sure you're connected to the proper speakers.



Mute

Start Video

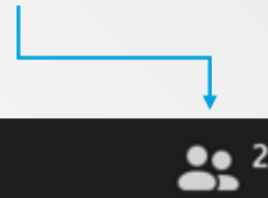
## Video Settings

Turn off/on your own camera or check other video settings.



## Participants

This feature allows you to see a list of other attendees.



Participants

## Chat

Attendees will be able to chat with other participants and also contact the Host if they are in need of real-time technical or Zoom support.



## Share Screen

If you are a presenter, this allows you to share content from your computer.



Share Screen

## Attendee Q&A

For certain sessions, you may be invited to submit questions here instead of the standard chat feed.



## Raise Hand

Allows you to raise hand to alert host that you wish to speak and/or ask a question.



Raise Hand

## Reactions

Contribute by adding a "thumbs up" or "clapping" emoji.

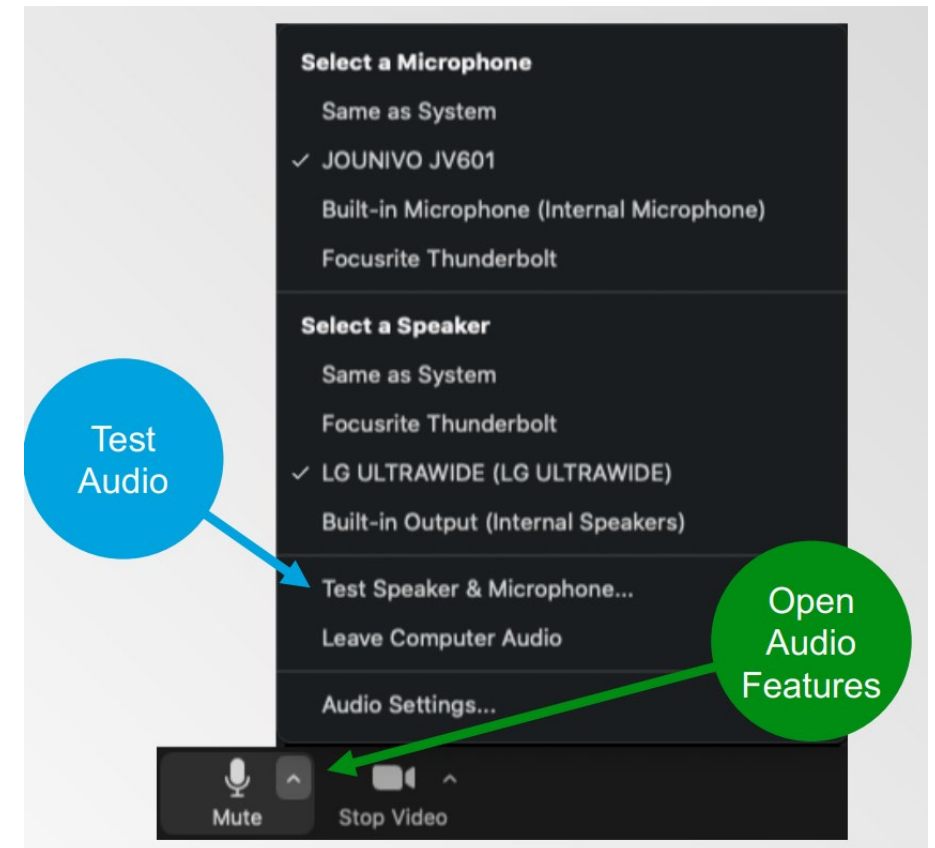


Reactions

**Reminder: don't be alarmed if some icons are missing, as all features may not be activated during your session.**

# Zoom Audio Settings

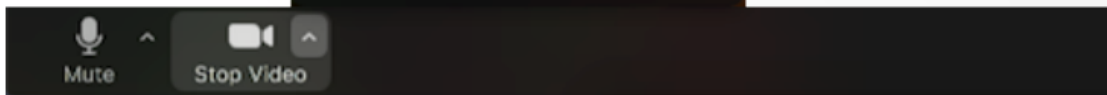
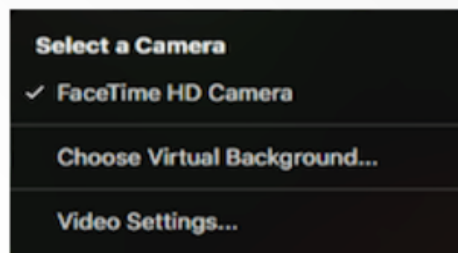
- If you are having trouble hearing or being heard, make sure you are connected to the proper microphone/speakers
- Open Audio Features near the mute button
  - This feature will locate all microphone/speaker options available to your computer
  - If you're using earbuds (recommended), you would choose that option here



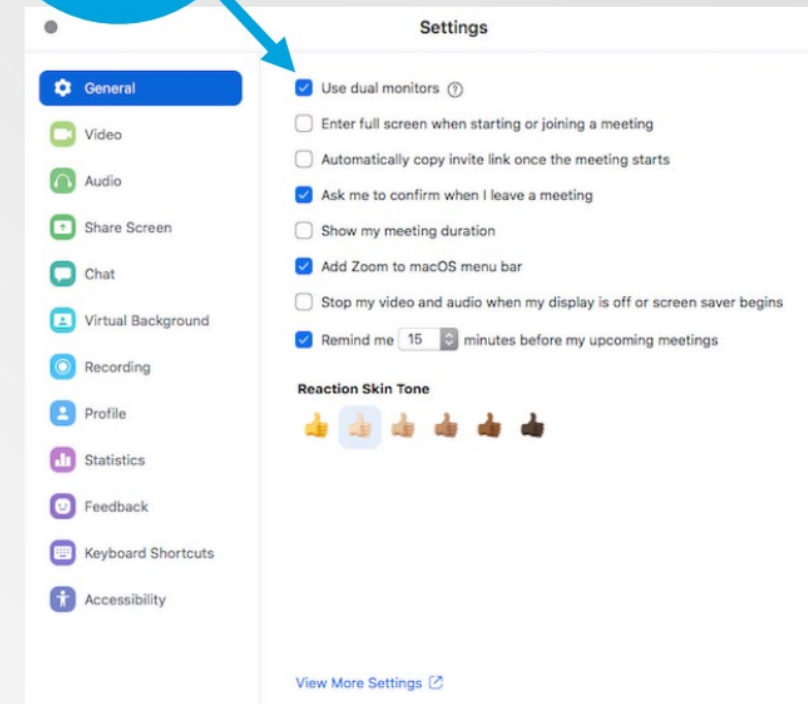
# Zoom Video Settings

- ▶ Click on the camera icon to turn your own camera on and off
- ▶ Click on the up arrow to view additional features and adjust video (and other) settings
- ▶ For example, if you have two monitors, you can expand your view across both of your screens by checking the “Use dual monitors” box

Camera toggle and video settings



Check if you have 2 monitors



# Personalize Your Experience

## Let Us Know Who You Are!

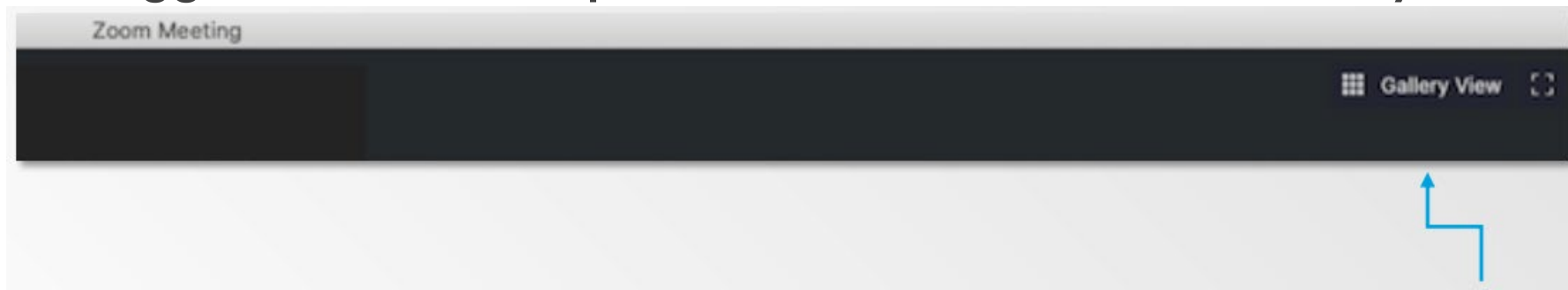
- ▶ You can customize how you appear to other attendees by:
  - ▶ Editing your profile name:
    - ▶ In the participants list, hover over your own name and select more > rename (full first and last name is recommended)
    - ▶ OR – hover over your own video window and click on the three dots
- Adding a photo to your profile
  - Using same paths as above, you can add a photo to your profile that will appear in your video window when your camera is turned off

# Personalize Your Experience

## Optimize Your View

- ▶ Zoom will automatically display in default layouts. You can manage how presenters and content appear on your personal screen(s) by selecting your preferred view in the upper right-hand corner of your screen. You may choose between:
  - ▶ Full Screen/Exit Full Screen
  - ▶ Gallery View
  - ▶ Presenter View

**Toggle between the options to select what works best for you!**



# Technical Setup

## A Checklist for the Best Experience

- **WiFi/Internet** – The quality of your experience will be directly impacted by your internet speed
  - As much as possible, make sure you are the only person accessing internet during the event
  - Connect via ethernet vs. WiFi
  - Speed should be at least 10mbps up and down (check at [speedtest.net](https://www.speedtest.net))
- **Restart your computer** prior to logging into your virtual platform
  - This is also the first troubleshooting step if other things are not working properly as the process moves along
- **Quit/close all programs** not needed during your event (including email), silence all notification sounds (including phone), and put computer in “Do Not Disturb” mode
- **Ensure camera is eye-level** – In some sessions, you may be invited to be on camera and participate. We recommend using books or boxes to raise computer up to optimum eye-level height.
- **Use headphones if possible** (AirPods, Jabra, Jaybird, etc.) instead of computer speakers



# Best Practices for Interactivity



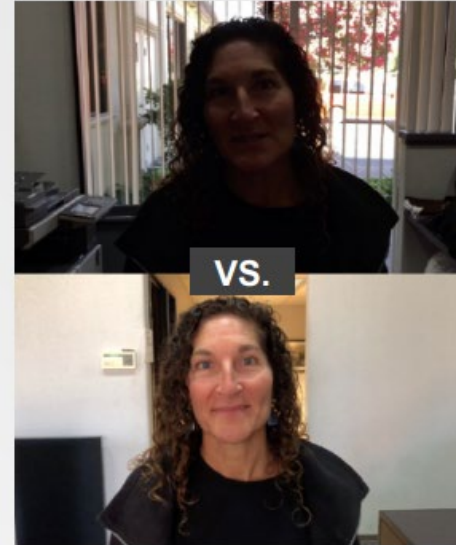
## Background

- Be aware of what's behind you. A simple background is best. Avoid clutter or anything private in your background.
- Use some props - like a plant or piece of art to truly create a "set background".



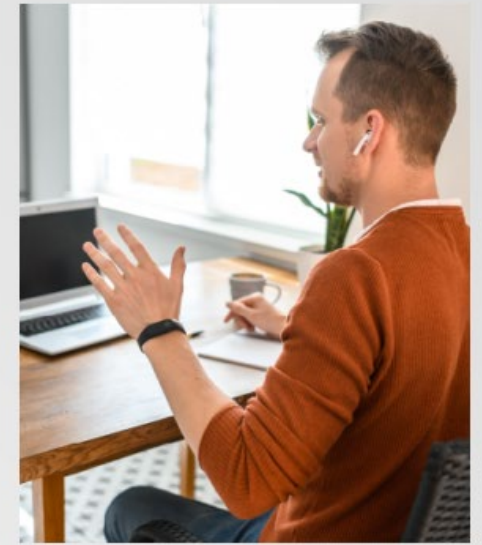
## Camera Position

- Have your **camera at eye level** for the most flattering angle and ensure your lens is clean.
- Make sure to look directly into the camera - it serves as the "eyes" of your audience and you want to maintain that connection.



## Lighting

- **It's your time to shine – literally!**
- To get the best light, look towards the window and place your camera/phone/laptop between you and the window. **The window should not be your background.**



## Audio

- If you will be speaking or presenting, make sure that you are in a **quiet environment**. Always mute when not speaking.
- Put your computer in Do Not Disturb mode to reduce other applications' notifications, and put your phone on silent.



**KNOWLEDGE IS YOUR SUPERPOWER!**