Attendee Cheat-Sheet

2020 WWW Virtual Conference

Our goal is to make things as easy as possible for attendees. We realize some of you have never used a virtual meeting platform before so we've put together this set of instructions to help guide you through using Zoom for the first time.

WWW is paying for Zoom licenses so we have security layers to protect presenters and attendees. This also makes it easier to plan, conduct, and record the conference for you. Our licensed hosts will be responsible for the techy stuff. You only need to be familiar with how to join a meeting and use the meeting controls you need as an attendee.

PREPARING FOR CONFERENCE:

You will **NOT** need to download and install anything. You will be able to join the conference using links/meeting IDs that we send to you before the conference. You will not need an account because WWW will use their account to invite you as a meeting participant.

If you wish to, you can download the free Zoom software/mobile app. One advantage of this is that you can explore Zoom a bit before the conference. If you do so, the app is free and takes only a minute or two to set up. **Download the correct version from here:** https://Zoom.us/download

BROWSER: Zoom works best with google chrome. Here's a video showing how to install it on a pc laptop (installing chrome, and installing Zoom). It's a recommendation but not a requirement. I use Edge and have never had an issue.
https://www.youtube.com/watch?v=DLS1pYyzUh8&feature=emb_title

Online and other help:

Senior Planet Colorado also offers great Zoom basic training. See https://seniorplanet.org/get-involved/online/ to see if they have any training events scheduled. Their workshops are free and they offer periodic repeats of their How to Use Zoom session (one hour).

WWW has recruited Zoom Buddies who will help walk first-timers through the process prior to the conference. Contact wwwconference2020@hotmail.com and we'll hook you up!

There are a ton of YouTube videos on Zoom if you want to explore them. Remember, you only need the basics as an attendee: joining a meeting and basic meeting control buttons.

If you prefer to read in more detail about Zoom, you may check out the Zoom Help Center online. Just look up what you want to know and click on the links. As an attendee, you'll only need to focus on a few of the articles so don't get intimidated by all the info (that's what the

conference organizers, hosts, and presenters need to worry about!).
https://support.Zoom.us/hc/en-us/articles/206175806

USING THE CONFERENCE PROGRAM TO FIND THE LINKS/MEETING IDs:

We will send all registered attendees a virtual program about two weeks before conference. This program will have all the links you need to join workshops, social times, award ceremonies, and meetings. If you registered for a Thursday add-on session, that link will come in a separate email. PLEASE be on the lookout for these. Only those registered for conference will receive the program and you should not share it with non-registrants.

We have structured the conference in the easiest way we could devise—like an in-person event with different rooms (actually each "room" is an all-day "meeting" that people join/leave for different sessions. When you look at the program, you'll see many sessions have the same link—that's because they are in the same room (at separate times).

Each session will have a link (meeting ID) associated with what we are calling rooms. In Zoom terminology, each ID is really all-day meetings which people can enter and leave at will but we are calling them rooms to make it easier. You'll need the meeting ID to enter the meeting room.

Review your program ahead of time to get familiar with the final schedule and determine which sessions you want to attend. On conference days, just pull up the conference program and keep the conference program file open during the conference so you can easily click on the next link. While you are in a session, you can minimize the conference program so it isn't in the way.

ON CONFERENCE DAY:

All sessions will be open 15 minutes prior to the listed start time. This is so everyone can exit and those attending the next session can join and get comfortable, chat, and get settled—just like at the in-person conference. Volunteers will be available should you have questions and will remind everyone of important pre-session instructions.

Open the Conference Program file and locate the link/meeting ID of the session you want to attend. Join the meeting by one of the following methods:

From the Conference Program, click on the link and it should take you to the JOIN meeting portal. If you are joining by phone, you will use the "teleconferencing number" instead.

If you don't want to link directly from the Conference Program, don't have your Conference Program file open, or printed out the program, you can go to https://www.Zoom.us/. At the top of the page, you'll see a bar with options. Click on JOIN A MEETING. This will take you to a new page where you'll be asked for the personal meeting ID. Enter the appropriate ID from the Virtual Program.

If you downloaded the program, open the app and click on JOIN A MEETING, then enter the meeting ID where prompted.

If you want to leave one session and go to another, you can LEAVE THE MEETING (see below), then JOIN A MEETING in a different room by using its meeting ID instead.

JOINING THE MEETING:

When prompted to enter your name, do so. This allows us to know who is in the session and monitor for anyone who did not pay a registration (which shouldn't happen unless someone shared the meeting ID). It also establishes a screen name which shows up to others in the meeting.

At the bar on the bottom of the screen, click JOIN AUDIO. You will need to click JOIN AUDIO WITH COMPUTER AUDIO in order to hear others. Your computer may offer you choices of audio; be sure to select your computer's audio. You can use a Bluetooth headset as long as it is compatible with your computer or mobile device.

You'll also see an option on the bar at the bottom to START VIDEO. Click on it. JOIN WITH VIDEO so others can see you. You do not NEED a webcam to join a session but without one, you will not see others (including the speaker) nor will they see you. If you have never used Zoom, your computer will ask you if you want to allow Zoom to use your camera. You will need to click ALLOW. The camera will turn off when you LEAVE the meeting.

If you're still not sure, here's an instructional video on the basics of the platform. Video link: https://www.youtube.com/watch?time_continue=43&v=9isp3qPeQ0E&feature=emb_title

And, from the Zoom Help Center:

Joining a meeting

How do I join a Zoom meeting?
You can join a meeting by clicking the meeting link or going to join.Zoom.us and entering in the meeting ID. Learn more about joining a meeting.

How do I join computer/device audio?
On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. Learn more about connecting your audio.

BASICS FOR BEING IN A SESSION/MEETING CONTROLS

You've joined a meeting, now what?

When you enter the meeting, you can choose the GALLERY VIEW (at the top right of the screen) and see everyone else in squares in the middle of your screen. The squares will decrease in size as more people join. You'll want to use this view for social events, too. When a someone uses their mic to speak to the group, their square will be highlighted.
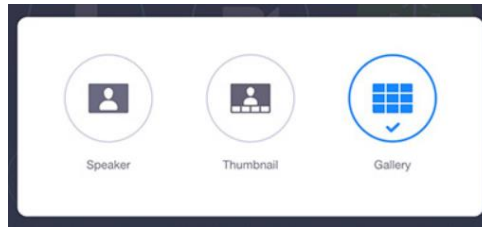
During workshops and ceremonies, you will want to switch to SPEAKER VIEW (top right of screen) just prior to the session start-time. This will place the speaker in a large square in the center of your screen. If the presenter uses PowerPoint or other files, the main screen will be split between the presenter and the display. The other attendees will be in a small bar across the top of the screen.

This is the bar that will show up at the bottom of the screen.
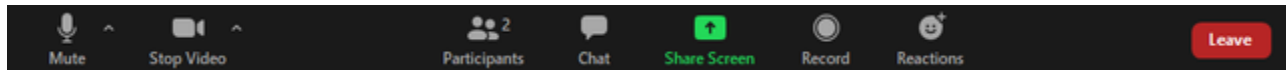
MUTE: Unless you are speaking to the group, it is best to keep your microphone on MUTE. this helps prevent background noise from your home and desk and dogs from taking over the audio feed and ending up in the recording. The HOST can control this feature for the group and we will recommend that she does so. Please do not UNMUTE unless you are recognized and okayed to do so (such as during a Q&A). (click the ^ arrow next to **Mute / Unmute**)

If you are in a SOCIAL ROOM: Feel free to MUTE and UNMUTE at will. Just know that if you have UNMUTED, everyone can hear everything your microphone picks up including squeaky chairs, comments to your significant other, and coughs/sneezes/etc. Most people stay on MUTE unless they are talking. You can also unmute yourself by holding the spacebar while you talk.

During the awards ceremonies, the host will likely set everyone to MUTE except those speaking.

STOP VIDEO: You may stop the video camera at any time if you don't want others to see you. But this also means you will not be able to see any of them.

PARTICIPANTS: This will show you who else is attending. You can change the screen name others see for you (rename yourself) by hovering over your name, clicking MORE, and choosing RENAME.

INVITE/MANAGE PARTICIPANTS/SHARE SCREEN: You don't need to worry about these buttons at all. They will be used by the host, moderator, and presenter. Don't touch them.

CHAT: If you click on this button, you'll see a window pop up in your sidebar where you'll see non-speaking participants. This is where you can type messages (bottom of chat sidebar) to share with the group, or to share with the meeting hosts/panelists. Select the TO EVERYONE option if you want your comments visible to the whole group. You'll see a notification flashing if you don't have the window open and someone has put comments in the chat. The moderator of the session will be monitoring the chat window to sort through the chat comments for questions the presenter will want to address.

The host/moderator may enable NON-VERBAL FEEDBACK features.

- [Non-verbal feedback](#) icons (if enabled by the host): Places an icon beside your name to quickly notify the host.
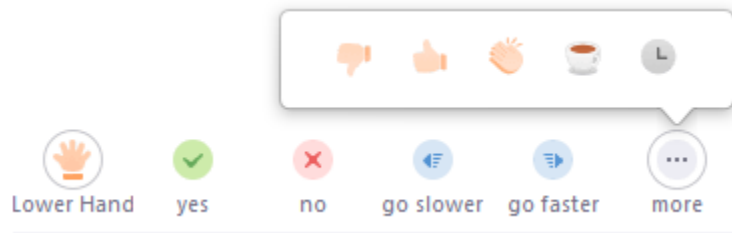
RAISE HAND is most frequently used. The moderator/presenter will see your hand and may call on you to speak to the group. Hold the spacebar down to UNMUTE while you make your comment or voice your question.

The presenter might ask questions of the group using YES/NO feature. You can enter your answer and these will be tabulated for the presenter. This is often used in more interactive workshops.

If the presenter wants a lot of verbal interaction, she might invite you to chime in with comments. Use UNMUTE to do this but then MUTE again afterward so we don't get extra noise.

If you want to share other non-verbal opinions you can use thumbs up/down, clapping, or indicate you are leaving for a time. You do not HAVE to use any of these.

LEAVE (on extreme right) allows you to leave the session. You are then free to join a different meeting or take a break.

TROUBLESHOOTING:

Zoom Buddy volunteers are available to walk you through things one-on-one before the conference. Just let us know you need help and we'll connect you with one of them.

During the conference, you can use Zoom's support center or alert the meeting hose via the chat feature and we'll attempt to help you troubleshoot.

Here are a few of the most common issues:

If the group can't hear you, or you can't hear the group - you can check your audio settings. Make sure YOUR correct inputs and outputs are selected. Use computer audio and computer video.

If there is an echo, you may have two devices open. Use only one device.

From the Zoom Help Center:

My video/camera isn't working.
[Read tips on troubleshooting a camera that won't start or show video.](#)

There is echo in my meeting.
Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

Audio isn't working on my mobile device.
[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

If you are still having issues, please [submit a request](#).