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**Video Conferencing**

## **Guide for External Guests**

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## What is Zoom?

*Zoom* is a virtual meeting tool that Connecticut Children's utilizes for hosting and gathering team members online with audio and video.

## Purpose

This guide walks you through joining a Zoom meeting and the on-screen navigations.

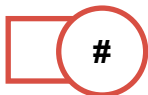


## Roles

This guide talks about two types of roles:

- Host – The person that set up the meeting.
- Participants – People that have joined the meeting by a request from the host.

## Important Information about this Guide

Throughout this guide, you see different shapes and icons that identify different information. Below is a table that explains the different guide marks.

Guide Marks	Explanation
	<i>Red Box and Circle with Number</i> – Indicates an action to take as a part of completing a step in a task and the number of that step.
	<i>Blue Oval</i> – Indicates a call out for additional information about a section of this system or task.
	<i>Red Flag</i> – Indicates important information related to a task, topic, or system that is not actionable in this system.
<b>Note</b>	<i>Note</i> – Indicates additional information about a task, topic, or this system.

## Before You Start



To have a seamless experience with Zoom, you must have the Zoom App installed on your computer or mobile device. If applicable, visit <https://zoom.us/download> to download and install the **Zoom Client for Meetings**.

## Join a Meeting

### Join a Meeting on Zoom Web Client

The Zoom Web Client allows you to join a Zoom meeting or webinar without downloading any plugins or software. However, the web client has limited features and functions. The Zoom Web Client functions best in *Google Chrome*.

For you to join a Zoom meeting, you need to have the *Meeting ID number*. This number is comprised of 9, 10, or 11-digits.

The screenshot shows the Zoom web client interface with five numbered steps indicating the process to join a meeting:

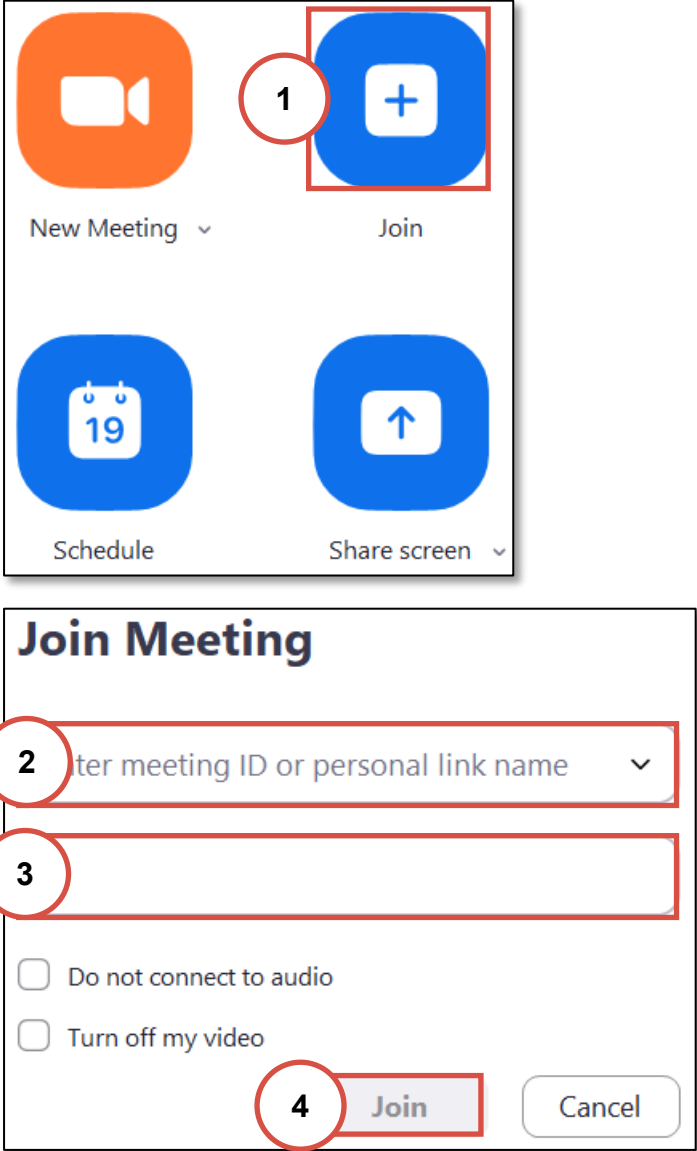
- Step 1: The address bar shows the URL <https://connecticutchildrens.zoom.us/>.
- Step 2: The 'Join' button is highlighted in the 'Video Conferencing' section.
- Step 3: The 'Join a Meeting' form is shown with the 'Join' button highlighted.
- Step 4: The 'join from your browser' link is highlighted in the 'Your meeting should start in a few seconds...' message.
- Step 5: The 'Join' button is highlighted in the 'Join a Meeting' form.

From your computer, follow the steps below.

Step	Action
1	Visit <a href="https://connecticutchildrens.zoom.us/">https://connecticutchildrens.zoom.us/</a> .
2	Select <b>Join</b> to connect to a meeting in progress. The <i>Join a Meeting</i> page opens.
3	Enter the <b>Meeting ID number</b> provided to you by the meeting host and then click <b>Join</b> .
4	Click <b>join from your browser</b> .
5	Enter <b>your name</b> and click <b>Join</b> .

## Join a Meeting from the Zoom App on your Computer

You must have the Zoom app installed on your computer to use the steps below.

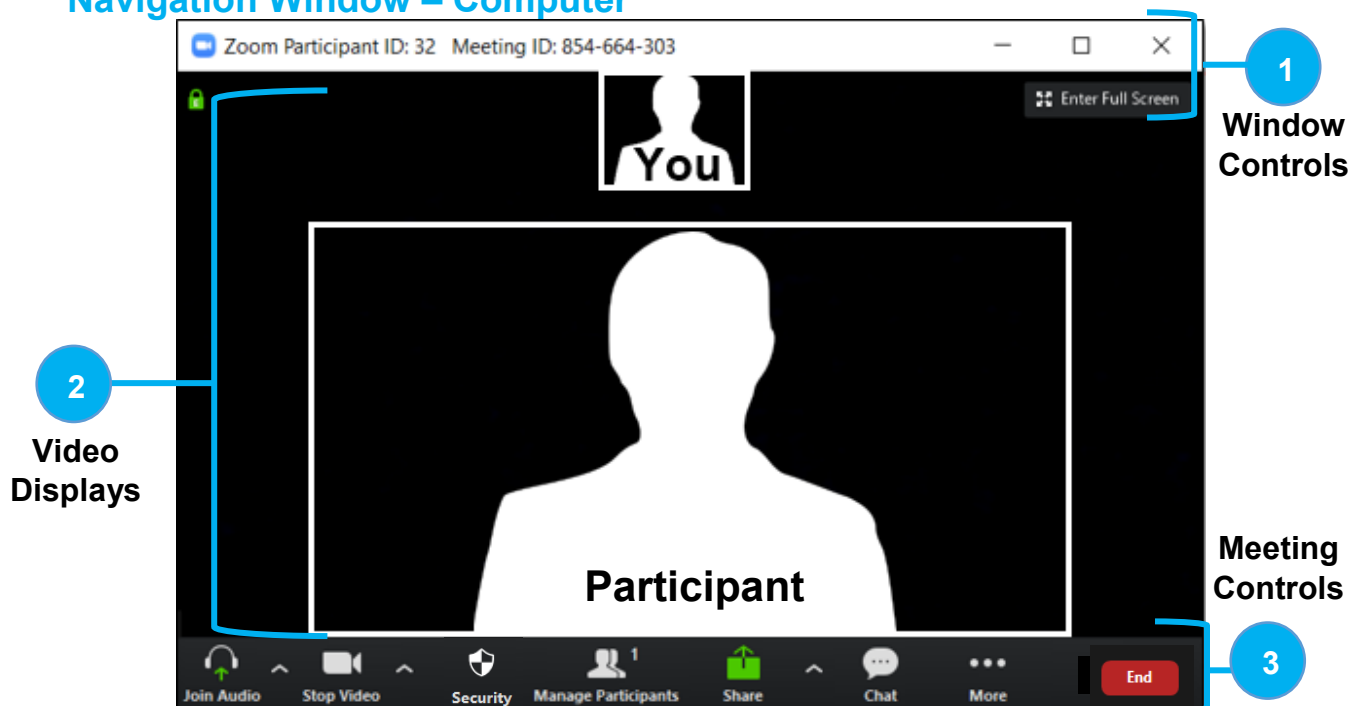






The screenshot shows the Zoom app's main menu with four buttons: 'New Meeting', 'Join', 'Schedule', and 'Share screen'. The 'Join' button is highlighted with a red box and the number 1. Below this, the 'Join Meeting' dialog box is shown. It has a title 'Join Meeting' and four steps: 2. Enter meeting ID or personal link name, 3. Enter your name, 4. Click Join. The 'Join' button is highlighted with a red box and the number 4.

Open the *Zoom* app on your computer and follow the step below.

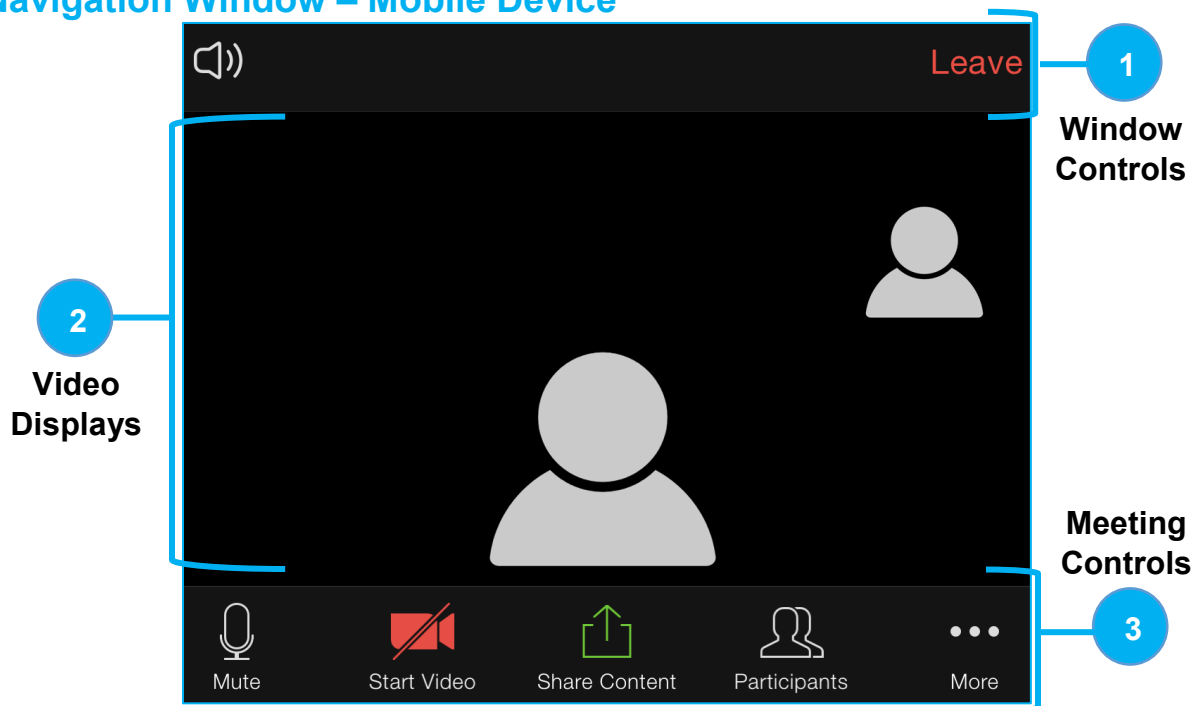
Step	Action
1	Click <b>Join</b> .
2	Enter the <b>Meeting ID number</b> provided to you by the meeting host.
3	Enter <b>your name</b> . (The name you enter displays in the meeting participant list.)
4	Click <b>Join</b> . The <i>Meeting Navigation</i> window opens.



## Navigation Window – Computer



1	<b>Window Controls</b>  Minimize,  Maximize or  Exit  Enter Full Screen Click to enlarge Zoom applications to fill entire monitor. Press <b>ESC</b> on your keyboard (top row, left hand side) to show desktop.
2	<b>Video Displays</b> Video displays a picture-in-picture format; you see the video of your participants (larger video) and a video of you (smaller video). To adjust and reposition click and drag the edges of each video window.
3	<b>Meeting Controls</b> During a meeting, the <b>Meeting Controls</b> toolbar is hidden, place your mouse over the bottom of the video screen to see icons as shown above (Note: the icons you may see might differ slightly depending on the account you have). <ul style="list-style-type: none"> <li>• <b>Join Audio</b> – Click to add audio, once connected to audio, click again to mute your mic. From the phone, make sure to enter your participant ID # to link your call.</li> <li>• <b>Stop Video</b> – Click to stop (pause), click again to start (resume) video session.</li> <li>• <b>Security</b> – Click to lock the meeting, enable the waiting room, remove participants, and restrict participant's ability to share screens, chat in a meeting, rename themselves, and annotate on the host's shared content</li> <li>• <b>Manage Participants</b> – Open the participants' window, which allows you to invite others to the meeting and mute/unmute participant's audio.</li> <li>• <b>Share</b> – Click to share information on your laptop or desktop. Also, you can give a participant the ability to control screen.</li> <li>• <b>Chat</b> – Opens a text window so you can write a message to your participants.</li> <li>• <b>More</b> – Displays more tools.</li> <li>• <b>End</b> – Terminates the video visit session. You see a message asking you to:               <ul style="list-style-type: none"> <li>○ <i>End Meeting for All</i> – Closes the meeting for <b>ALL</b> participants.</li> <li>○ <i>Leave Meeting</i> – You exit the meeting but it continues for all other participants.</li> </ul> </li> </ul>

## Navigation Window – Mobile Device



1	<b>Window Controls</b>	 Turn the sound for the meeting on and off.  <b>Leave/End</b> terminates the Zoom session. You see a message asking you to: <ul style="list-style-type: none"> <li>• <i>End Meeting for All</i> – Closes the meeting for <b>ALL</b> participants.</li> <li>• <i>Leave Meeting</i> – You exit the meeting but it continues for all other participants.</li> </ul>
2	<b>Video Displays</b>	Video displays a picture-in-picture format; you see the video of your participant(s) (larger video) and a video of you (smaller video).
3	<b>Meeting Controls</b>	<p>During a meeting, the <b>Meeting Controls</b> toolbar is hidden. Tap the video screen to see icons as shown above. (Note: the icons you may see might differ slightly depending on the account you have). Icons described from left to right; star denotes icons used most frequently:</p> <ul style="list-style-type: none"> <li>• <b>Mute</b> – Tap to mute your mic and tap again to unmute.</li> <li>• <b>Start Video</b> – Tap to start video, tap again to stop (pause) video session.</li> <li>• <b>Share Content</b> – Tap to share information from your screen, photos, iCloud or Google drive, Microsoft OneDrive, website URL, and bookmarks.</li> <li>• <b>Participants</b> – Tap to see additional options to chat, invite, mute all or unmute all participants.</li> <li>• <b>More</b> – Tap to see additional options to chat, claim host, meeting settings, minimize meetings, virtual background, or disconnect audio. <ul style="list-style-type: none"> <li>○ <i>End Meeting for All</i> – Closes the meeting for <b>ALL</b> participants.</li> <li>○ <i>Leave Meeting</i> – You exit the meeting but it continues for all other participants.</li> </ul> </li> </ul>

## Best Practices

### *Before the Meeting*

- Test your audio and video.
  - Make sure to choose the correct audio and video sources.
- Have the content and applications that you intend to share open and prepared ahead of time.
- Close applications that have pop-ups.

### *Participating in a Meeting*

- Mute your mic if others are presenting/speaking.
- Use *Gallery View* for smaller group/team meetings.
  - *Gallery View* - Lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting.
- Share your screen:
  - Share specific Applications to control displayed content.
  - Use **New Share** to seamlessly transition between shared applications.

### *Turn the Camera On*

- Put your webcam at eye level or higher – experiment for best angles.
- Make eye contact - Try to look at your webcam versus the screen.

## Resources

Here are some great resources from our *Knowledge Base* to take a deeper dive into using Zoom.

- [Watch the Getting Started Videos](#)

## Troubleshooting

Visit [support.zoom.us](https://support.zoom.us) for additional information about Zoom features and functionality.