# NEW USER GUIDE

created and provided by

ARTA

ALBERTA RETIRED TEACHERS' ASSOCIATION

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# CHAPTER 1

## ZOOM AT A GLANCE

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video.

Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens, all with one easy-to-use platform. Zoom offers quality video, audio, and a wireless screen-sharing performance across Windows, Mac, Linux, iOS, Android, Blackberry, Zoom Rooms, and H.323/SIP room systems.

# PRE-REQUISITES

There are a few things that you will need in order to join a zoom video conference meeting. Please refer to the below checklist to get started with zoom.

### 1. A desktop or laptop computer with Google Chrome

Google Chrome is the preferred application to have installed on your computer. If you do not have Google Chrome installed on your computer you can download it (free) from the following website: **https://www.google.com/chrome/**

### 2. Computer with functional speakers and video camera

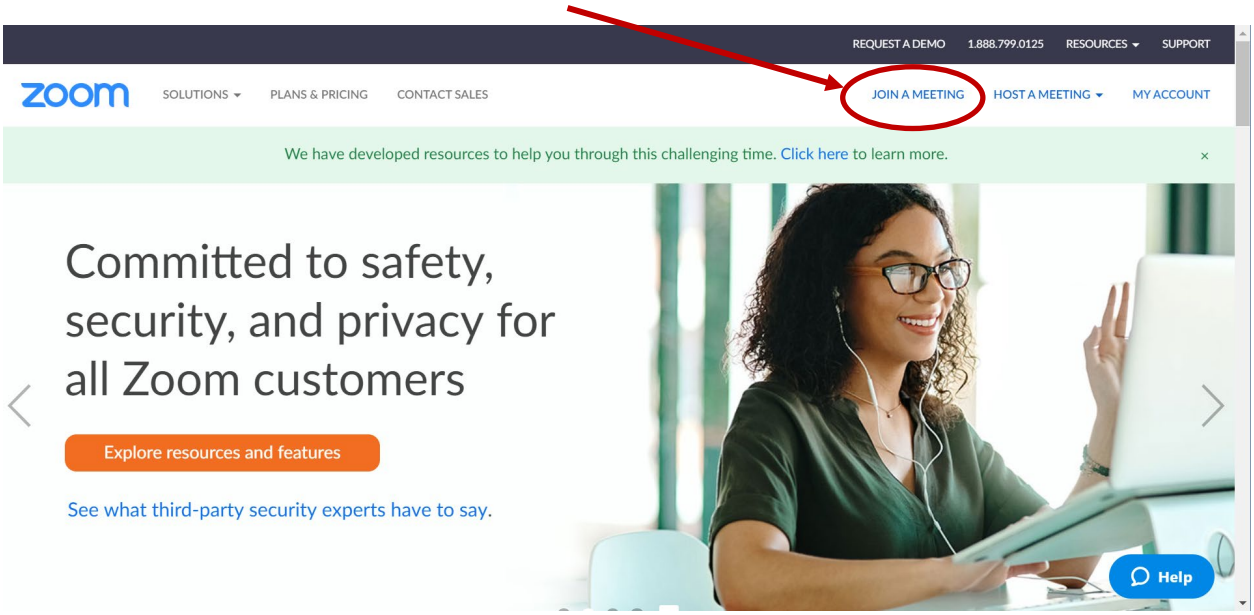
If your computer was purchased within the last 10 years, it is likely that it has a functional speaker and video camera.

Later in this manual we will walk through how to test your speaker and video camera to ensure they are working properly in the meeting.

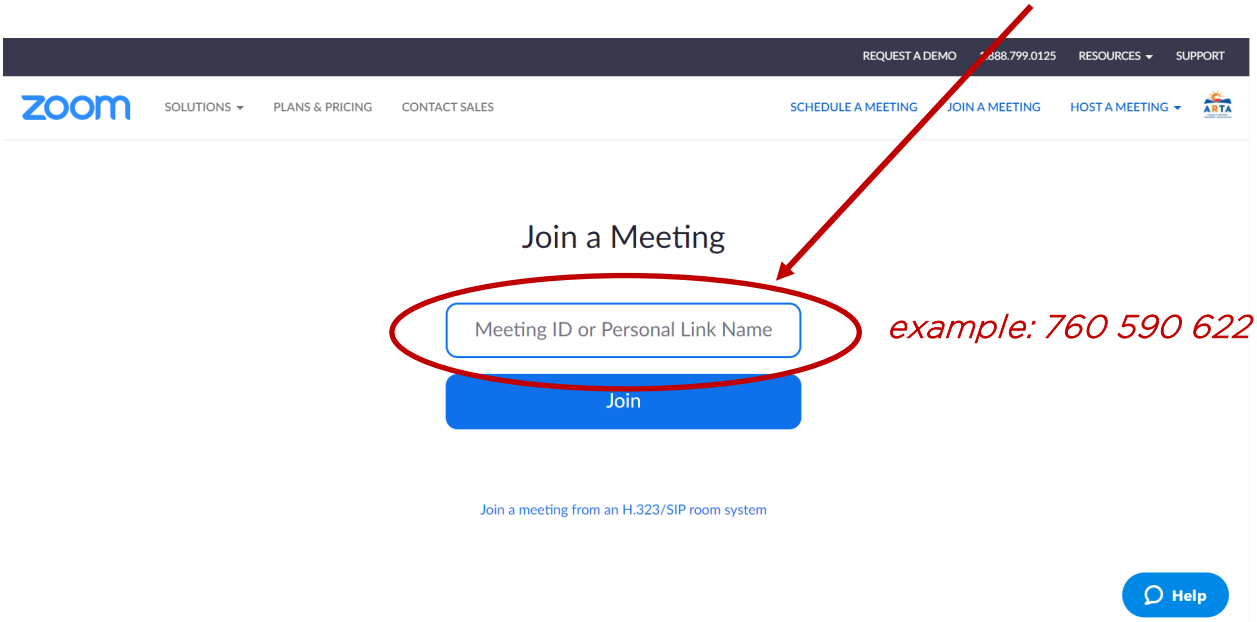
# JOINING A MEETING

1. Go to the web page: **Zoom.us**

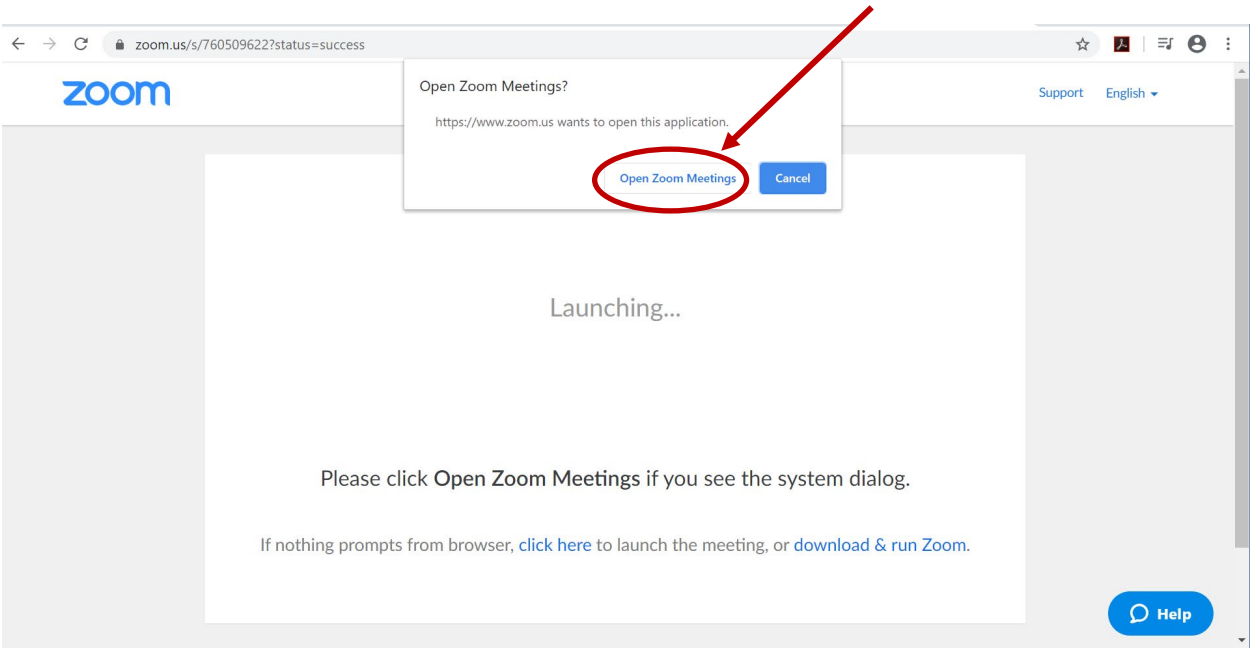
2. Click the **"JOIN A MEETING"** tab (top right corner)




3. Enter your Meeting ID *(provided by the meeting host)* and click **"Join"**

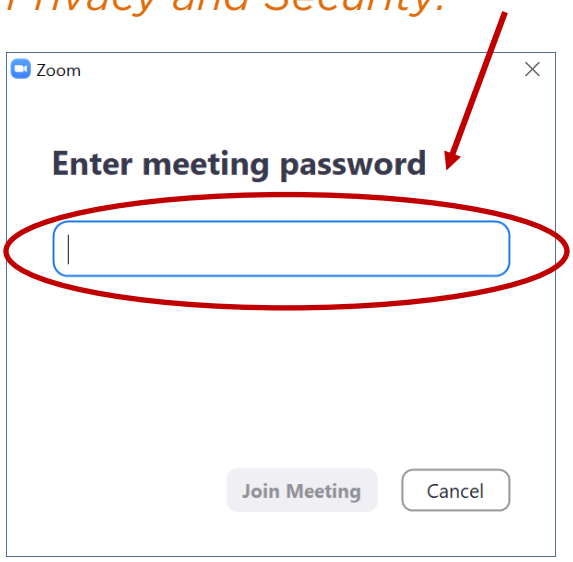


4. A new window will pop-up asking for authorization to open zoom meetings, click **"Open Zoom Meetings"**




5. You will be prompted to enter the meeting password *(provided by the meeting host).* Then click **"Join Meeting"**

*TIP: Refer to Chapter 6 for more information about Zoom's Privacy and Security.*




*example: 738699*

6. Once you have clicked **"Join Meeting"** your computer will turn on its audio and video. You should see yourself on the screen shortly as well as the other attendees!

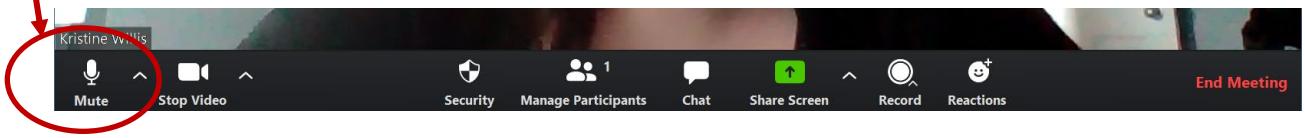
*TIP: Try not to sit directly in front of a window as it will create you as a shadowy figure for the other attendees.*

# ADJUSTING SETTINGS IN A MEETING

Once you have joined the zoom meeting, there are several settings that can be adjusted.

## SPEAKERS & MICROPHONE

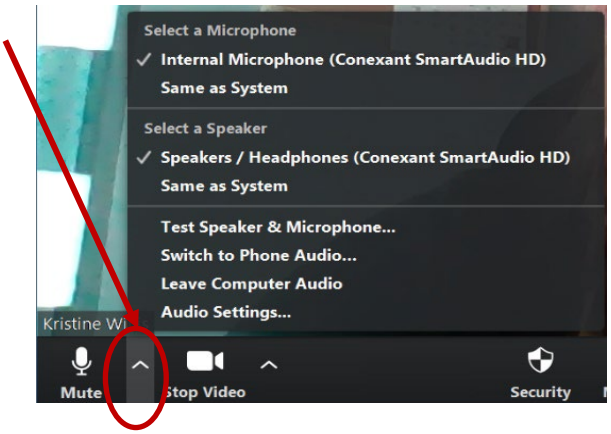
1. You will see several options at the bottom of your screen. On the far left are the speaker and microphone options.




2. If you click on the microphone icon, it will automatically mute your microphone so you will not be heard.
   *TIP: This is useful to use if you have any background noise, as that may distract other meeting attendees.*

3. Click on the microphone icon again and your speaking volume will be restored.

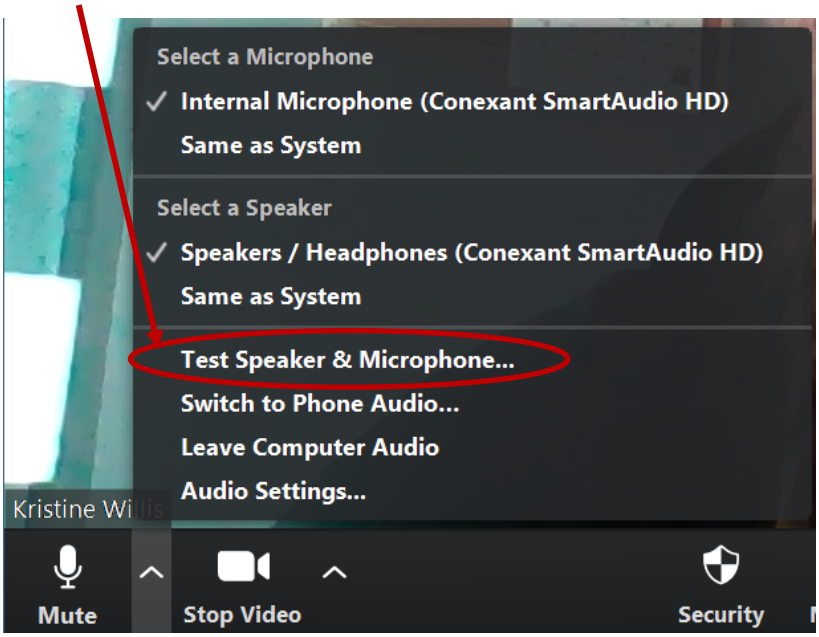
4. If you click the up arrow next to the microphone icon, you will see all of your microphone and speaker options.



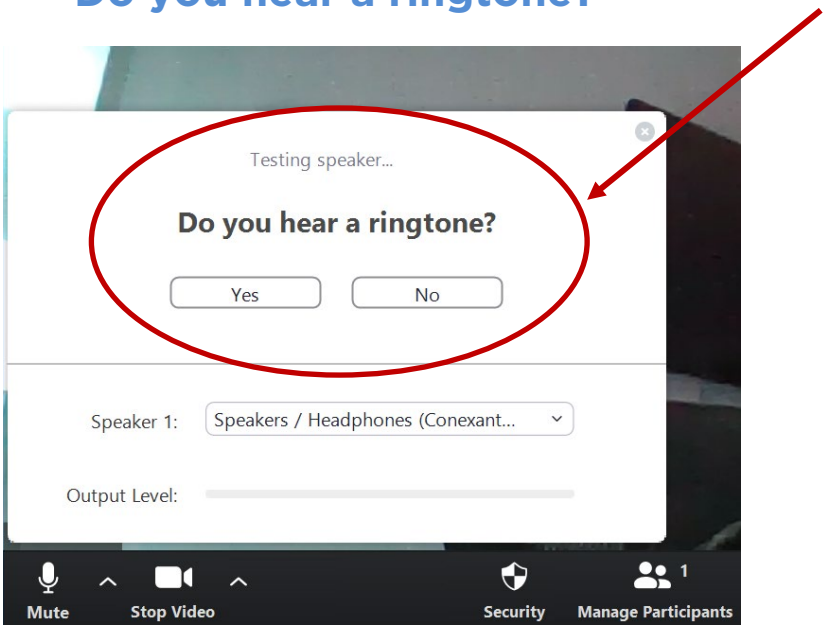
5. From here, you can select different microphone or speaker options. You may only have one option *(selection indicated with a check mark)* or you may have multiple options.

6. You can try different microphone or speaker options to ensure the best sound is experienced.

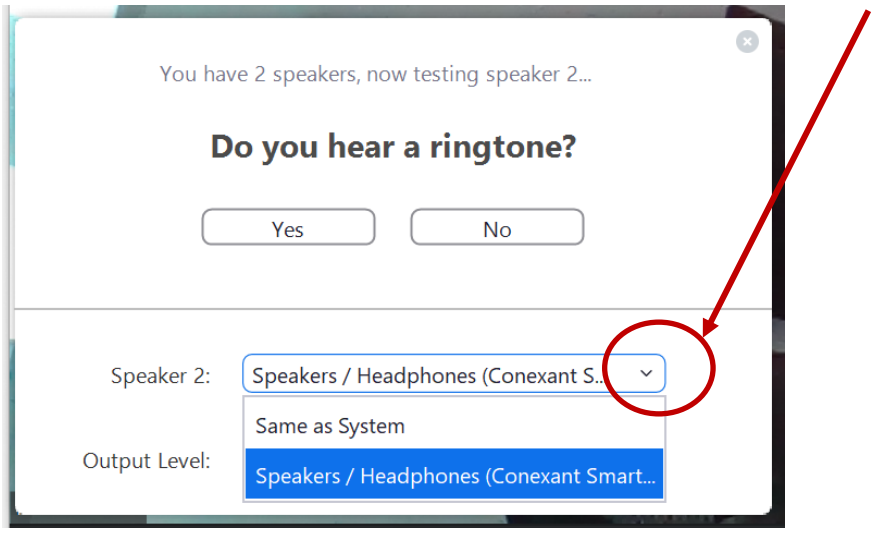
7. If you are having trouble with your microphone or speaker volume, you can also troubleshoot by clicking on **"Test Speaker & Microphone..."**



8. There will be a pop-up that plays a ringtone and asks you **"Do you hear a ringtone?"**



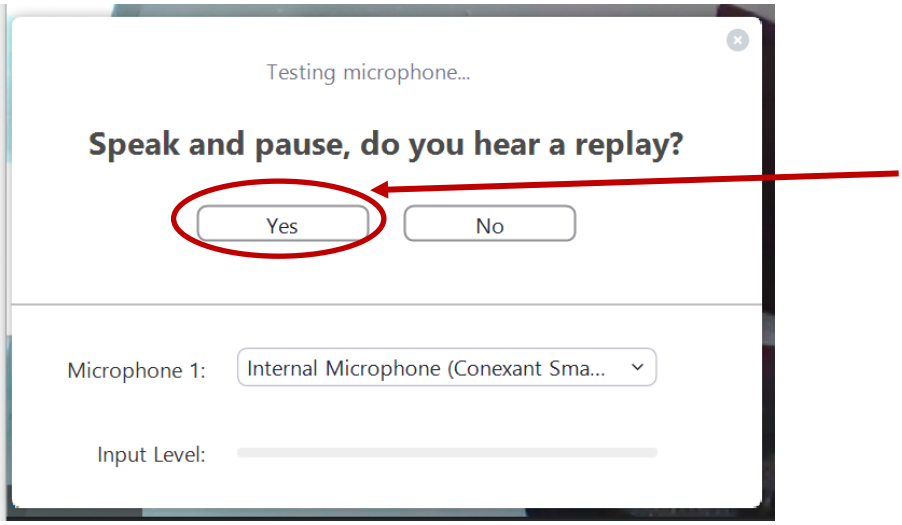

9. You can test various speakers if you click the drop-down arrow and select another speaker to test from the list.



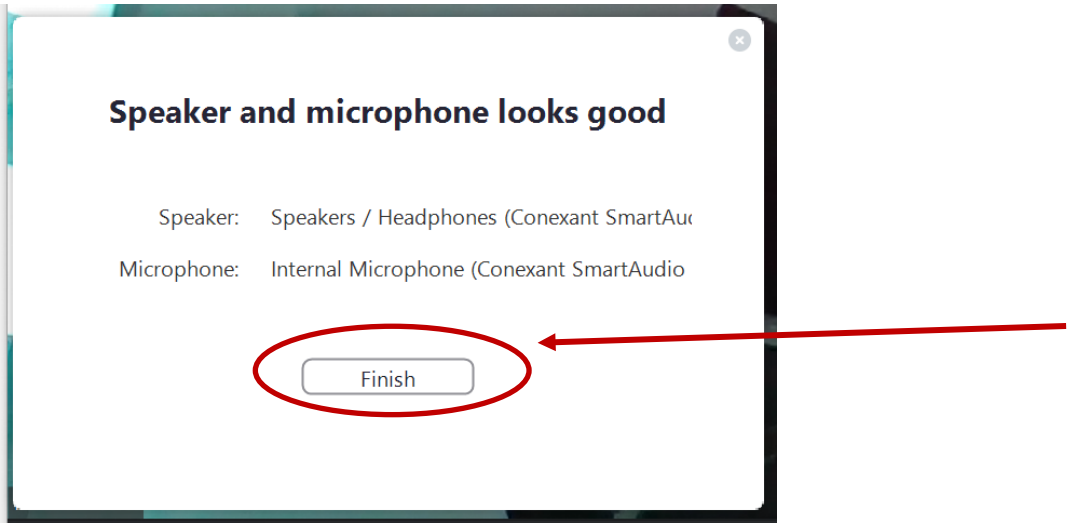

10. Once you hear a ringtone, select **"Yes"**

11. Next, it will ask you to test your microphone. Say *"testing 1-2, testing 1-2"* and if you hear your echo back, then it is working correctly.

12. Once you hear an echo of your voice test, select **"Yes"**

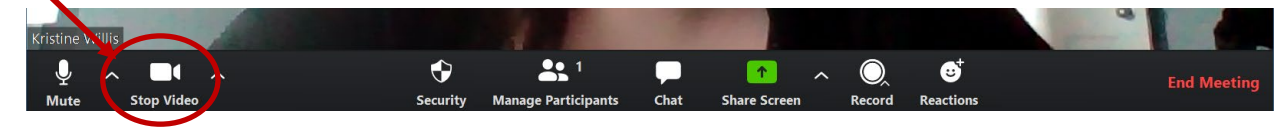



13. You will then get a confirmation window. Click **"Finish"** to close that window.



## VIDEO CAMERA

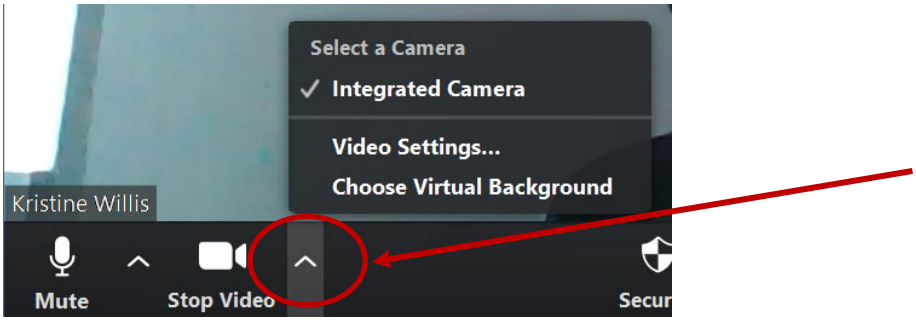
1. You will see several options at the bottom of your screen. Next to the microphone icon is the video camera option.




2. If you click on the video camera icon, it will automatically stop your video so you will not be seen.

3. Click on the video camera icon again and your video camera will be turned on again.

4. If you click the up arrow next to the video camera icon, you will see your video camera options.




5. There is no test for your video camera. If you have a video camera built into your computer/laptop it will turn on automatically with the zoom meeting software.

# CHAPTER 2

## ZOOM ETIQUETTE

It is important to be mindful of certain factors in your surrounding space that may contribute to the zoom meeting experience for both yourself and other attendees.

Please review the below etiquette guidelines prior to joining a zoom meeting:

### 1. Mute your microphone (when not speaking)

To help keep background noise to a minimum, make sure you mute your microphone when you are not speaking. This is particularly important in larger meetings.

*TIP: The host of the meeting may also mute your mic on your behalf to keep the background noise to a minimum.*

## 2. Be mindful of background noise

When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers.

## 3. Position your camera properly

Ensure your camera is in a stable position and focused at eye level, if possible. Doing so helps create a more direct sense of engagement with other attendees.

## 4. Room location matters

If you have the option to, please avoid sitting directly in front of or beside a bright light source. Natural light can cast shadows and make it difficult for other attendees to see you clearly in the meeting.

## 5. Join the meeting early

Best practice is to join the zoom meeting between 10-15 minutes ahead of time to ensure that your mic and video are working properly and that you have no issues joining the meeting.

## 6. Limit distractions

You can make it easier to focus on the meeting by turning off notifications, closing or minimizing running apps, and muting your smartphone.

## 7. Avoid multi-tasking

You'll retain the discussion better if you refrain from replying to emails or text messages during the meeting.

## 8. Prepare materials in advance

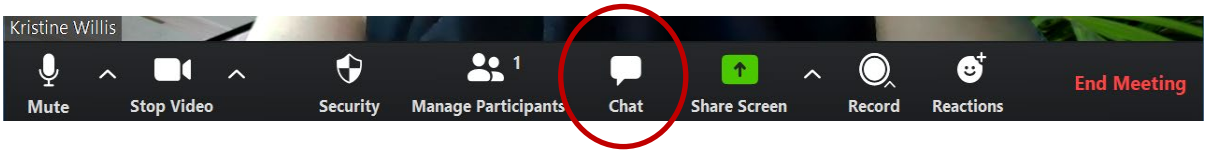
If you will be sharing content during the meeting, make sure you have the files and/or links ready to go before the meeting begins.

# ADDITIONAL FEATURES

Zoom has several different features and preferences that can be adjusted to enhance the meeting experience for attendees. Please read through the below feature list and familiarize yourself with these options prior to meetings.

## 1. Chat Feature

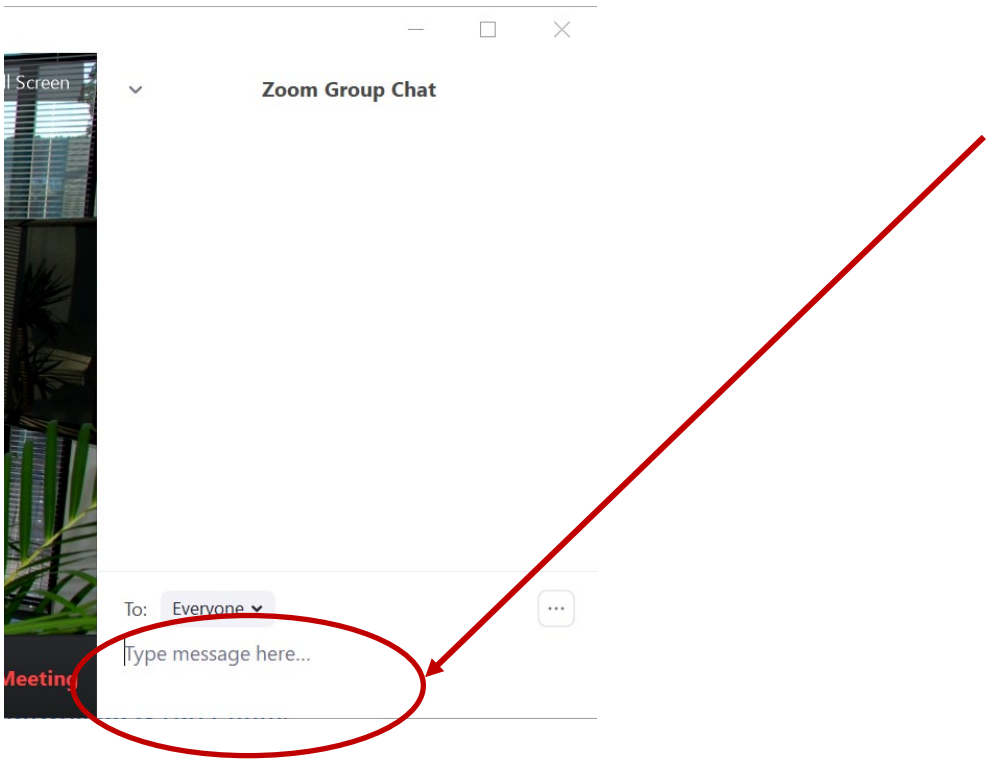
During a zoom meeting, all attendees have the ability to start a chat with either everyone in the meeting, or specific attendees only, by clicking on the **"Chat"** icon.



Once you have clicked on the **"Chat"** icon, a window will open on the right-hand side of your zoom window.

You can enter questions that you have during the meeting and the host will be able to see these comments and respond when there is a break in the meeting.

Simply type your question into the *"Type message here..."* field and hit "Enter" on your keyboard once completed.



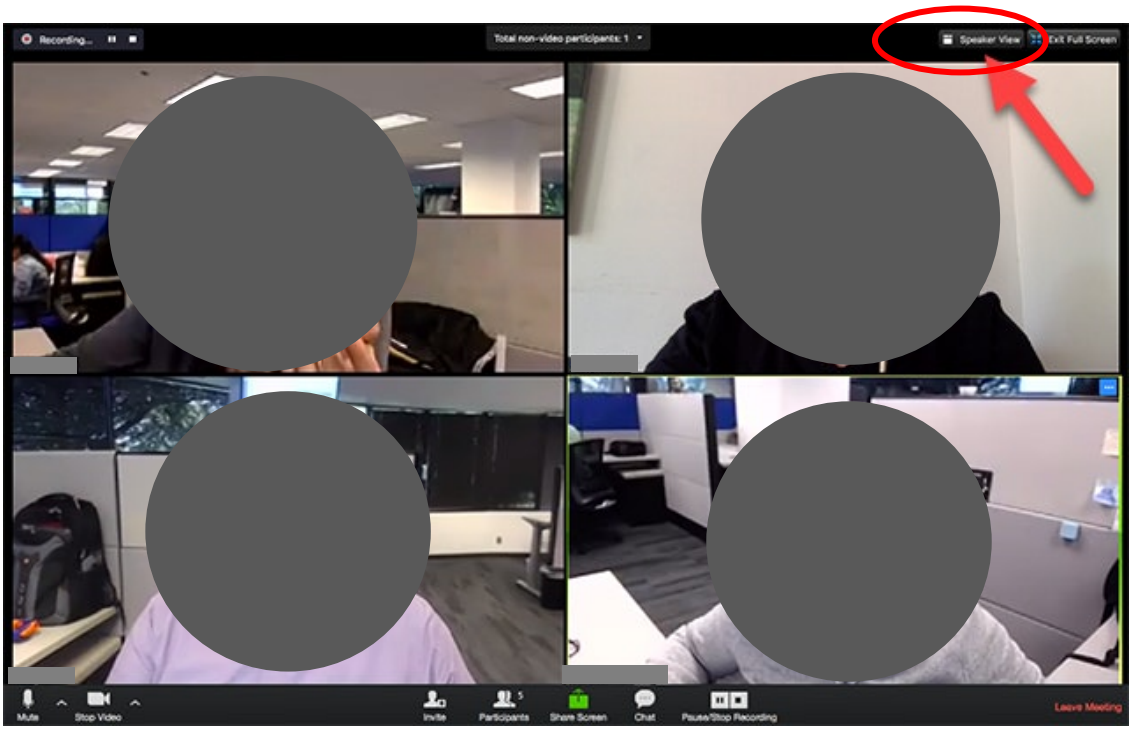

*TIP: The chat feature should be used in larger meetings when you have a question to ask the host. This method helps to minimize interruptions throughout the meeting.*

## 2. Different Screen Views

You can switch your screen view between **"Speaker View"** or **"Gallery View"** on the top right of the screen.

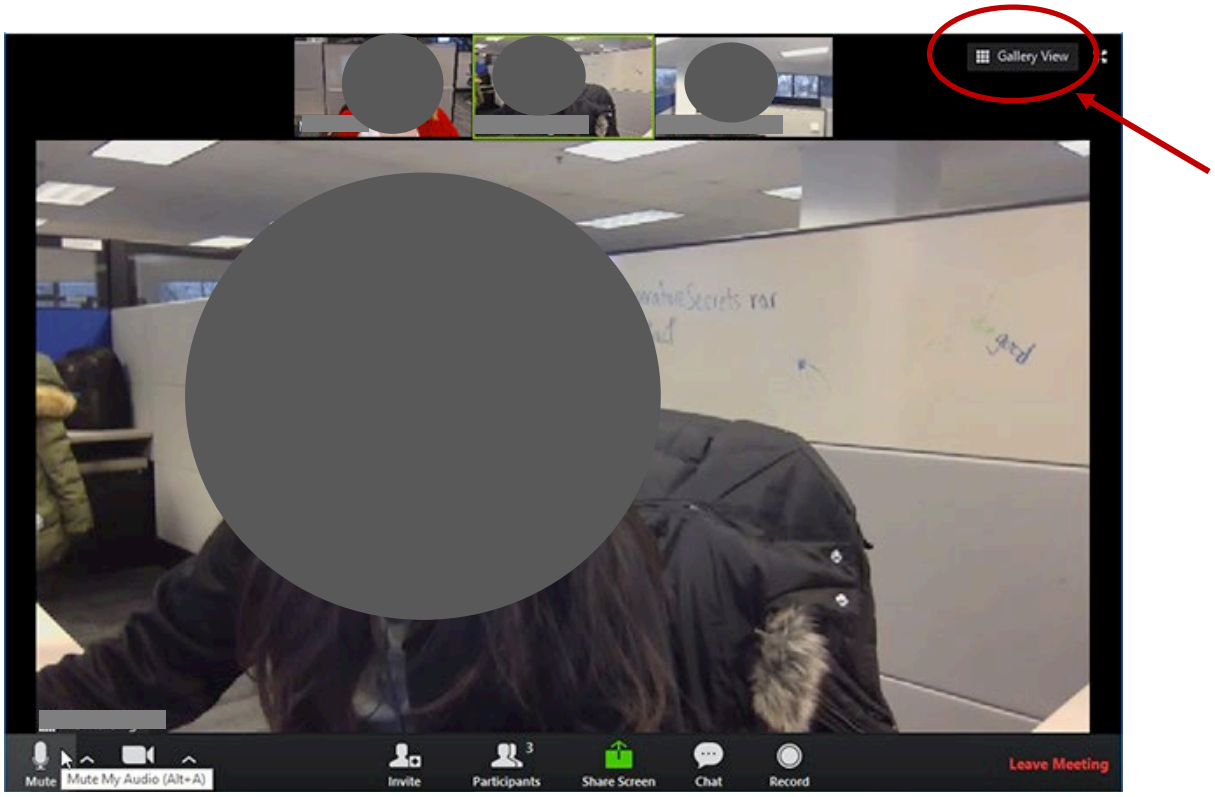
These are different ways of viewing the attendees in the meetings. You can change between these settings to find which view is your preference.

Below is an example of **"Gallery View"** in which you can see all attendees present in the meeting. *Faces and names have been hidden for privacy reasons.*



Below is an example of **"Speaker View"** in which you primarily see the active speaker in the largest window.

As different attendees speak, this will showcase them as they speak. You may not see the other attendees at all in this mode. *Faces and names have been hidden for privacy reasons.*



# PRIVACY AND SECURITY

Zoom implements both Secure Socket Layer (SSL) encryption and AES 256-bits encryption. Zoom also incorporates role-based access control and admin feature controls.

What does that mean?

## 1. Passwords

Passwords are used for all meetings and webinars. Account owners can lock password settings to require passwords for all meetings and webinars on their account.

## 2. Lock the meeting

When a host locks a Zoom Meeting that's already started, no new participants can join, even if they have the meeting ID and password.

## 3. Encryption

Zoom protects your meeting content by encrypting the session's video, audio, and screen sharing. This content is protected with the Advanced Encryption Standard (AES) 256 using a one-time key for that specific session.

## 4. Video preview

Before you join a meeting, you can preview your video or decide to join without video.

## 5. Compliance

Zoom complies with all applicable privacy laws, rules, and regulations in the jurisdictions in which it operates, including the GDPR and the CCPA. Zoom does not monitor your meetings or its contents.

## 6. Recording meetings

Account owners have the option to record zoom meetings. Recordings of meetings are accompanied by a pop-up notice to attendees that a recording is taking place, and there is a visual indicator in the top left-hand screen when recording is on.

## 7. ARTA's policy for recorded Zoom meetings

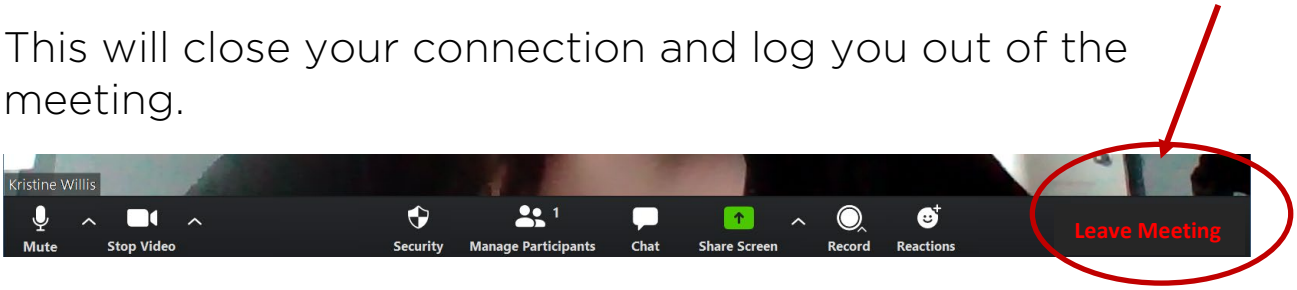
Should the account owner choose to record a meeting, it is done solely for the purposes of verifying meeting minutes or meeting information. Once the meeting minutes or meeting information is collected, the recording is destroyed.

# CHAPTER 3

## ENDING A MEETING

Once the meeting has completed and you are ready to leave, click **"Leave Meeting"** in the bottom right corner.

This will close your connection and log you out of the meeting.




If there are any other zoom windows open after you leave the meeting, you may close them also.

Congratulations on completing your first zoom meeting!

# FREQUENTLY ASKED QUESTIONS

1. **Do you need an account to use Zoom?**
   A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account.

2. **How do I join a Zoom meeting?**
   You can join a meeting by clicking the direct meeting link (provided by the host) or going to **join.zoom.us** and entering in the meeting ID.

3. **How do I sign up for Zoom if I would like an account?**
   You can sign up for a free Zoom account at **zoom.us/signup.** Please note that free accounts limit the group meetings to 40 minutes.

4. **Can I join a zoom meeting through another device?**
   Yes, you can download the **Zoom app** onto your device (tablet or smartphone) from the app store. Once downloaded, you will follow the same steps to join the meeting as outlined in Chapter 1 of this guide.

5. **What is Zoom doing to increase their security?**
   A host is required to authenticate (via https) to the Zoom site with their user credentials (ID and password) to start a meeting. The client authentication process uses a unique per-client, per-session token to confirm the identity of each participant attempting to join a meeting. Each session has a unique set of session parameters that are generated by Zoom. Each authenticated participant must have access to these session parameters in conjunction with the unique session token in order to successfully join the meeting.

6. **Who can I contact if I am having issues connecting that may not be addressed in this manual?**
   If you are experiencing trouble connecting properly to a zoom meeting or have questions, please feel free to contact:

   Kristine Willis
   Senior Executive Assistant, ARTA
   Email: **kwillis@arta.net**
   Phone: 780-871-4583