

Virtual Workshops Best Practices

Participant Guide to Zoom

The following Zoom guide is geared toward computer users; however, the Zoom app is also available for phones and tablets. The controls differ, but the principles for using the app are similar to the instructions and guidelines below. Please email info@icl.org with any specific issues or questions about phone or tablet use.

ZOOM SETUP

You do not need a license or an account to access Zoom; however, we request that you complete the following setup process to minimize technical issues and ensure high quality sessions, including the ability for you to join breakout sessions:

- Create a free or licensed Zoom account here: <https://us02web.zoom.us/signup>
- Download and install the Zoom desktop app: <https://zoom.us/support/download>
- Once you have created an account, add a profile picture and make any desired changes to your profile name

JOINING A SESSION

- You will receive an invitation (or other instructions) from your meeting host to join a session(s). The invitation will include a link to the Zoom application, dial-in phone numbers, and the date and time.
- At the time of your session, click the link in the invitation. A window will open asking you to join Zoom. Select "open the application".
- When Zoom opens, you will have the option to select 'Join Computer Audio'. If your computer does not have a microphone built in, you can join by calling into the phone numbers in the invitation email. Turn on your video:

Microphone / Audio

- Test your sound to make sure it is acceptable, and make sure your microphone is plugged in if it is not built into your computer. If using your computer sound, headphones are recommended to improve sound quality and minimize background noise.
- Audio quality is typically better when using your phone with headphones or your computer audio with headphones.
- When joining by phone, mute your computer speakers and microphone to avoid feedback. Minimize potentially distracting background noises. Mute your audio if background noise will be unavoidable by clicking the 'Mute' microphone icon.

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- Lastly, if you join the audio by phone and the webinar via computer, please synchronize your phone connection and your computer/video connection. You can do this by entering the participant code provided on screen when you join the session or by asking the zoom session host/moderator to do it.

PREPARATION AND STAGING

Lighting

- Light yourself as well as possible, including from the front and above if possible. Try to avoid light that comes from under your face.
- Please check to be sure there are no bright lights BEHIND you from either a light or a window. This is known as "backlight," and most cameras cannot produce decent images if this happens.
- Test your camera and try different angles in relation to lamps, overhead lights, and windows
- Keep in mind the time of day and note how the sun might impact your light.

Camera / Video

- If your computer has a camera, you are invited to turn it on when possible to connect with other participants. We understand this may not be an option in all cases, and sometimes you just need a break from the technology. If you are having bandwidth issues resulting in poor sound quality, turning off the camera is recommended to increase your audio quality.
- It may not be possible to be on-screen for the duration of the call. If you need to leave your screen at any time or take a personal moment, we invite you to turn off your video by clicking the 'Stop Video' camera icon at the bottom left corner of the Zoom screen.
- **Camera Angle:** Adjust your camera height to eye level and ensure the camera itself is "level" (not pointing up or down at you). Books and boxes come in handy to elevate your camera if using a laptop!
- **Framing Yourself:** We should see some of your shoulders up to the top of your head. The top of your head should be right at the top edge of the frame with your shoulders showing at the bottom.
- **Background:** Take time to examine what others will be looking at behind you. Keep things simple, and try to avoid any distracting elements in the background. Virtual backgrounds are recommended:
 1. Click the arrow next to the camera icon to open the video options
 2. Select 'Choose Virtual Background'
 3. Upload your own photo or choose one of the default Zoom backgrounds

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QUESTIONS & SUPPORT

Still have questions or concerns?

- See the 'Zoom User Guide' for step-by-step photo instructions and tips
- We are here to help! Email info@icl.org with any questions.