



CITY OF MILWAUKIE

Zoom Meeting Participant Guide

March 2022

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What is Zoom?

Zoom is a web-based communications tool for video and audio conferencing, collaboration, chat, and webinars accessible by mobile devices, computer desktops, and telephones.

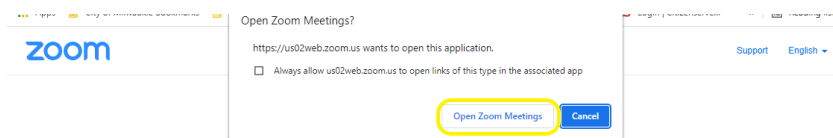
How to access a Zoom meeting

Anyone can join a meeting using a computer browser, the Zoom desktop applications for Windows or Mac, or mobile apps on a tablet or smartphone. It is not necessary to have a personal Zoom account to access this meeting platform, but creating an account is simple and free if you choose to do so.

For utilizing Zoom video conferencing, you will need:

1. An internet connection - broadband wired or wireless
2. Video capability - webcam built into your computer or mobile device or a USB plug-in webcam on your computer
3. Audio capability - microphone built into your computer or mobile device, headphones with a microphone, or a telephone

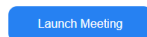
When provided with a Zoom meeting URL code, click the URL code and you will see the access screen option below. As shown below, you can "Open Zoom Meetings" to enter with the app or choose to "join from your browser." You can either choose to download and run the Zoom application (recommended for best functionality), or simply click to join from your browser.



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)



Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

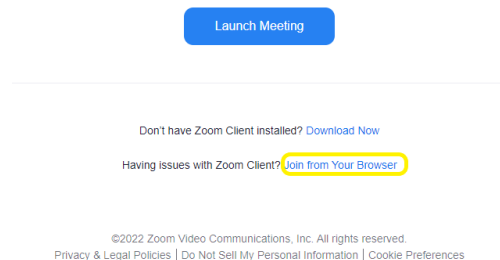
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- A. Downloading Zoom application (recommended) 2 options:
1. Before joining a Zoom meeting on a computer or mobile device, you can manually download the Zoom application from the Zoom download center at <https://zoom.us/download>. Select the "download" button under "Zoom Client for Meetings."
 2. When you click a link to join a meeting, you will be prompted to download and install Zoom (if you have not done so already).

**You do not have to download Zoom to participate in a Zoom meeting.

- B. Accessing Zoom by web browser (alternative):

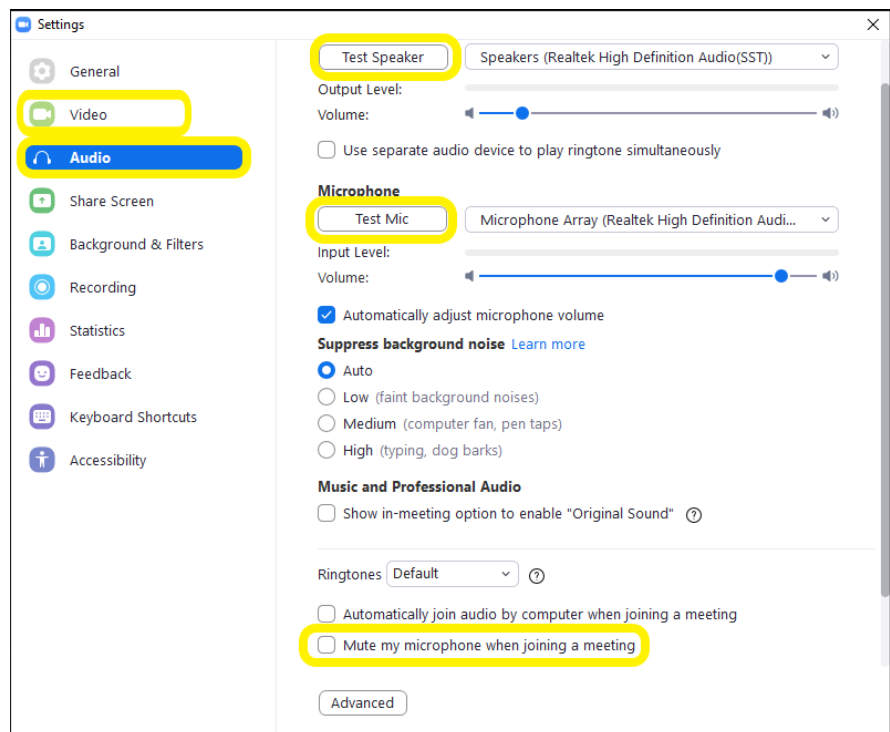
If you cannot or choose not to download the Zoom app, click the URL link, or paste the URL into your browser of choice to open the meeting, then click "Cancel" when the "Open Zoom Meetings" window pops up, click "Launch Meeting" and once again click "Cancel". Under the "Launch Meeting" button you will see the following option to "Join from Your Browser".



Note: Before joining the Zoom meeting, it is helpful to close all other programs you won't be using, including email and messengers, to improve the overall quality of the meeting and provide better sound.

Testing your audio and video

After you launch the application, you can test your audio and video settings before entering the meeting. Once in the meeting, in the bottom left corner click on the "^" up arrow next to either the microphone or video buttons. This will take you to the settings page.



Audio Set-up

After launching the Zoom meeting from the meeting URL, you will be prompted to join the room's audio. Choose only one method for audio. Zoom allows audio participation (speaking and hearing audio) through your computer's speakers and microphone, a headset with a microphone, or a telephone.

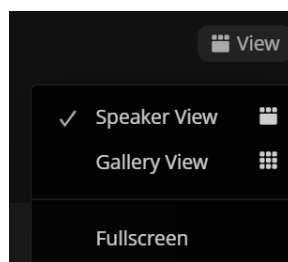
Note: If you live in an area where internet consistency may be spotty or interrupted, choose the "join by phone" audio method described in the Zoom invitation. You can then use the phone for audio and still see the meeting on the screen (so long as you have launched the Zoom meeting from your computer). If you use your phone for audio and your computer for video, be sure to mute the microphone on your computer to avoid feedback.

Functionality in the meeting

Mute/unmute your audio or start/stop your video image: To mute your audio, click the microphone icon in the bottom-left corner. To unmute, click it again. Follow the same process to turn the video on and off. (Turning off the video turns off only your video image. You will still be able to see the other participants.) Clicking the upward arrows "^^" to the right of your audio & video icons opens a list of your audio and video options and lets you choose and test them.



Screen view: In the upper right corner of your screen, you can toggle back and forth between "speaker view," where the image of the person speaking is large, and everyone else is visible as a strip of thumbnails above them, or "gallery view," where you can see every video participant in a grid of same-size images. In gallery view, the speaker's image is highlighted.



Hide non-video participants: When you are in gallery view, if participants have joined the meeting by phone or do not have their video turned on, and you would like to remove their participant boxes from the gallery view, right-click on the participant's video box or click on the three dots at the upper right corner of a participant's video box. Choose "hide non-video participants" to hide all users who have their video off.

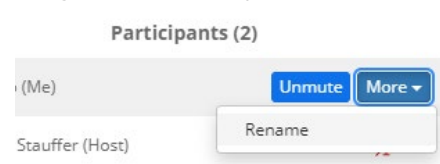
Participant list: The participants list shows all the active members in the meeting. To open the participant list, click "participants" in the bottom tool bar menu. This will open a list on the right-hand side of the meeting screen. You can mute yourself or change your display name by hovering over your name in the participant list.

Chat: In the middle of your toolbar menu, you can click the "chat" icon (see image below) to open the chat window on the right side of the screen. You can close the chat window and reopen it with the same icon. Rather than leaving the chat window embedded in the sidebar, you can place it anywhere on the screen by opening chat and then selecting the drop-down option at the top left of the chat window and clicking "pop-out" to then detach and drop the chat box elsewhere on the screen. Chat allows you to write public messages to the whole group by selecting "everyone." You can write private messages to a specific person by clicking the downward arrow on the blue button at the bottom of the chat window to see a list of participant names. If you choose a name, your chat message will go to that person, not everyone. Note that in some instances a meeting host may choose to disable the chat feature.



Meeting best practices

Rename yourself upon entry: If your name is displayed on your participant box as your phone number, your email address, or something other than your actual name, please click on "participants" in the tool bar, hover over your name in the participant list (see image below) and click "rename" to enter your actual name. This will help other participants know who is in the meeting with them.

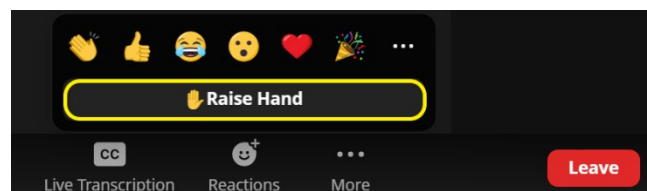


Announce yourself: When it is your turn to speak, open by saying your name. When finished speaking, make a comment that you are done.

Mute yourself when not speaking: On the bottom left of the taskbar at the bottom of the screen, click the microphone icon "Mute". Once muted a red slash will appear over the microphone. If you would like to talk, please remember to "unmute" yourself following the same steps. When the red slash is gone, you are unmuted.

Don't phone in and use your computer audio at the same time: Having two audio inputs active at the same time will create feedback interference audible to the entire group. Be sure to have only one source of audio and mute the other.

"Raise your hand" electronically: To gain the attention of the facilitator, click on the "Reactions" icon. Under the reaction emojis you will see "raise hand" (see image below). Click this to show a raised hand on your video image. This will notify the facilitator that you wish to speak.



Engage: Come to the meeting with your camera on in order to recreate the feeling of an in-person meeting. We are asking all participants to turn their video on when possible. The following steps will ensure your video feed is of the best quality:

1. Establish yourself in the center of the frame from left to right and from the sternum up with a small space above your head.
2. Proper lighting is important. An elevated light source behind your camera, whether it be natural or artificial, will provide the best illumination for your video feed.
3. Blurring your background or inserting an artificial background can cause your feed to degrade. Try to choose a location where your natural background can be used.
4. Whenever possible join a zoom meeting from a quiet location. Background noise can affect the ability for others to hear your comments as well as activate the "Always Show Active Speaker" function drawing attention to you when others are presenting. Using a headset or earbuds can also assist with cutting down on background noise.

**If you receive an "unstable internet" notification, turn off your video image by clicking on the "stop video" button on the bottom left of the taskbar on the bottom of the screen. Doing so will save bandwidth on your internet connection.



Additional Resources

Getting started with Zoom on Windows and Mac:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-started-on-Windows-and-macOS>

Joining a Zoom meeting:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Zoom-meeting>

Special thanks to Portland State University for the first iteration of this guide.