User Guide

El Dorado County

This user guide provides instructions for the following Zoom functions:

Joining a Zoom Meeting

Zoom is a versatile teleconferencing application that offers several convenient ways to participate in virtual meetings. The following sections describe the audio and device options Zoom provides, and will help you determine the best fit for you based on your devices, accessories, and needs.

1.   Selecting a Participation Method

When you receive a Google Calendar or Email invite to a Zoom meeting, you have several options on how to participate, depending on the equipment available to you and the type of participation you are expected to have in the meeting. The following are a few of the ways you can choose to join a meeting:

❖ Join via your PC and use a headset for audio and microphone functions

❖ Join via your PC and use a desk phone or mobile phone to call-in for audio and microphone functions

❖ Join via a mobile device and use the device's microphone and speaker, with or without a mobile headset or earbuds

When selecting a method of participation, consider whether you need the ability to remain hands free, share your screen, or be mobile during the meeting, along with which types of accessories you have access to. If you have a cell phone and earbuds with a mic, you may consider using your PC to view the meeting while calling in with your cell for hands-free audio and access to a microphone, and if you may need to share your screen during the meeting, you will want to join with a device that has access to the files or applications you will need to display.

2.   Joining From Your PC

Accepting a Zoom invite from your PC is straight-forward and offers several ways to customize your experience based on your audio and video preferences.

Following an Invite Link

Once you have received an invitation to a Zoom meeting via Email or Google Calendar, you will need to follow the hyperlink contained in the invitation, or use the "Join Zoom Meeting" button :
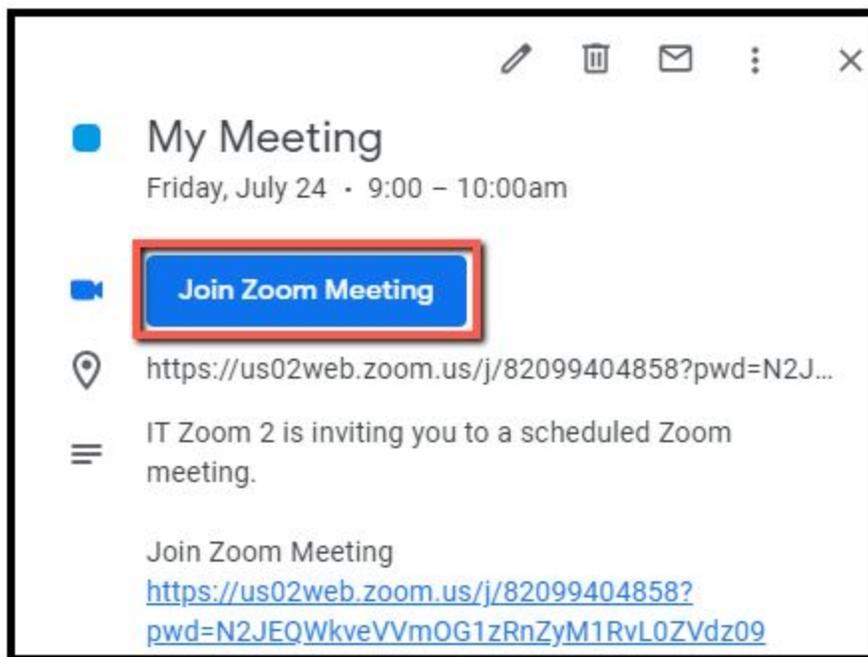
Next, you will be asked to either "Open Zoom Meetings" in a pop-up (if you already have Zoom installed), or "Download and Run Zoom" (if you are a first time user).

After joining a meeting, you will have the opportunity to select either PC or Phone Call audio.

Joining Audio With Your PC

If you have a PC microphone and headset, or if you do not need to speak during the call, you can join with computer audio.
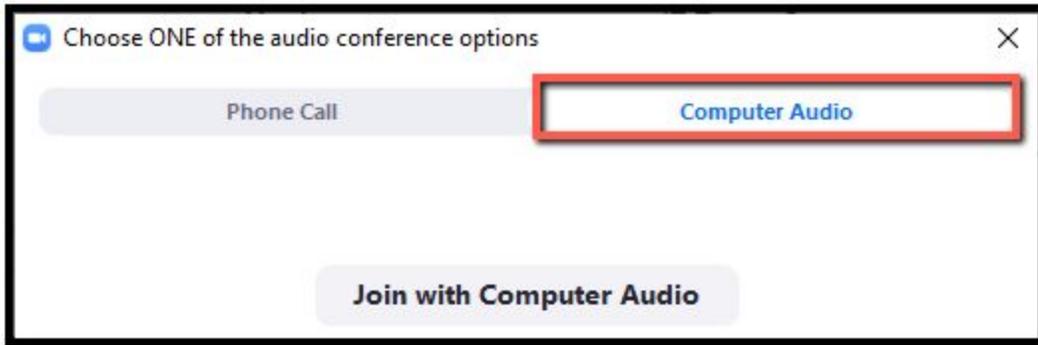
Calling-In to Join Audio

If you do not have a microphone and headset or access to a wifi or data connection, you can still call in to participate using your cell or desk phone. EDC's dedicated Zoom numbers are **(530)621-7603** and **(530)621-7610**.
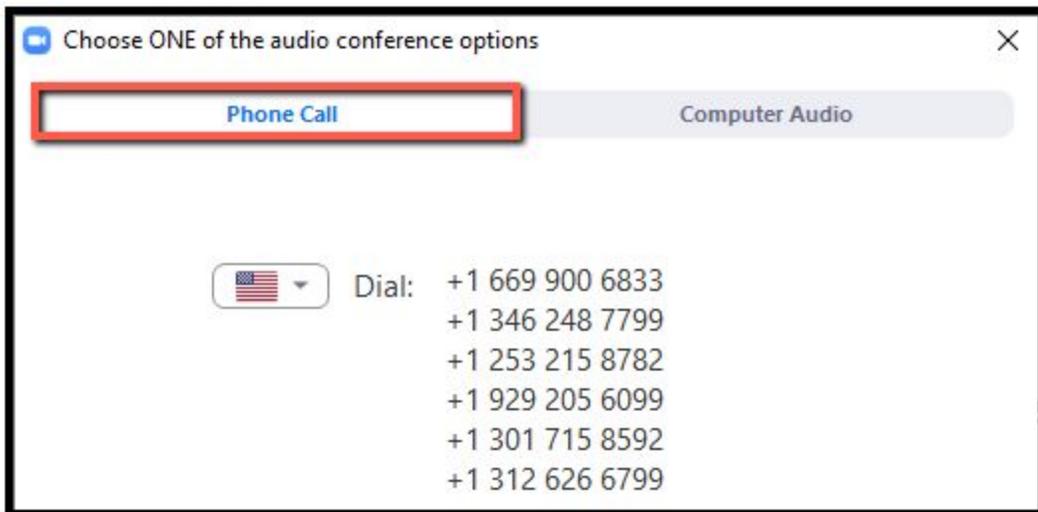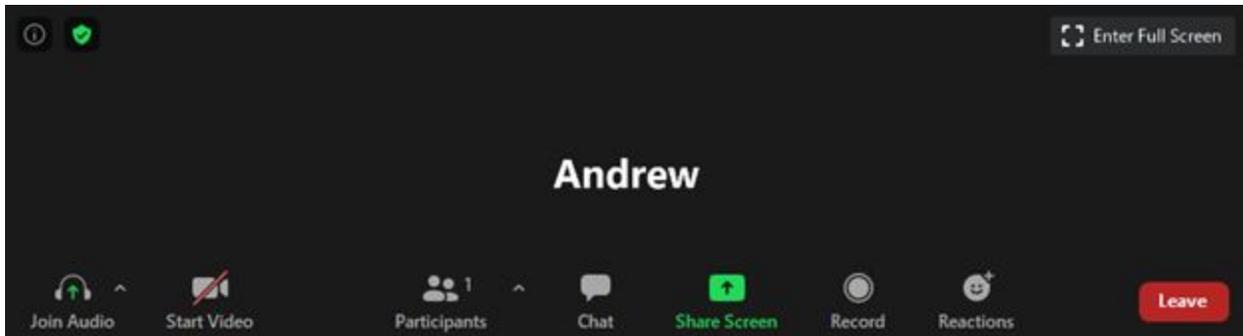
Zoom Meeting Interface

Once you have joined a meeting and selected an audio source, you will see the following meeting window:

This window will display your name, any webcam feeds from participants, screens being shared by other participants, and your tools and options. The tools available will differ slightly depending on if you are a host or a standard participant. The following is a brief description of each tool:
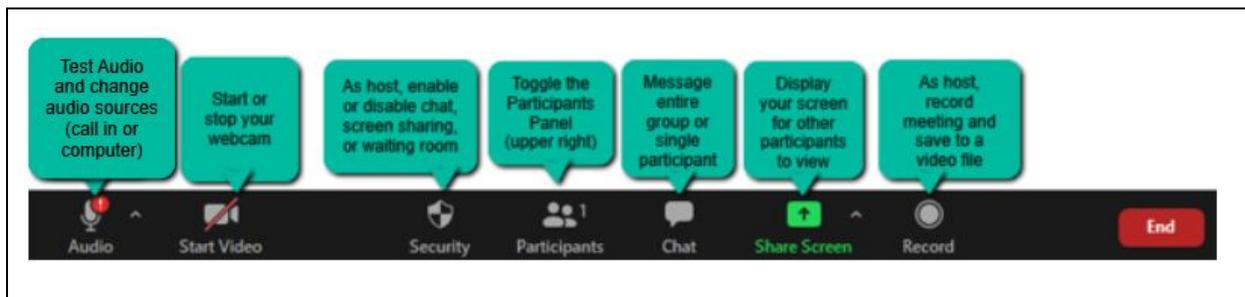
3.   Joining From Your Mobile Device

Another option is to join a zoom meeting using a cell phone or tablet. This allows users to join meetings when they are in the field or otherwise away from their PCs.

Download the Zoom App

To use Zoom on a mobile device, you must first download the official Zoom app from the Apple App Store or Google Play Store.

Join a Meeting

After launching the Zoom app, you may immediately join meetings. Creating an account or signing into an existing account is optional. You will need to enter the Meeting ID number and a display name. Zoom will also request a participant ID and password if applicable, which are available in the Email or Google Calendar invite you received.
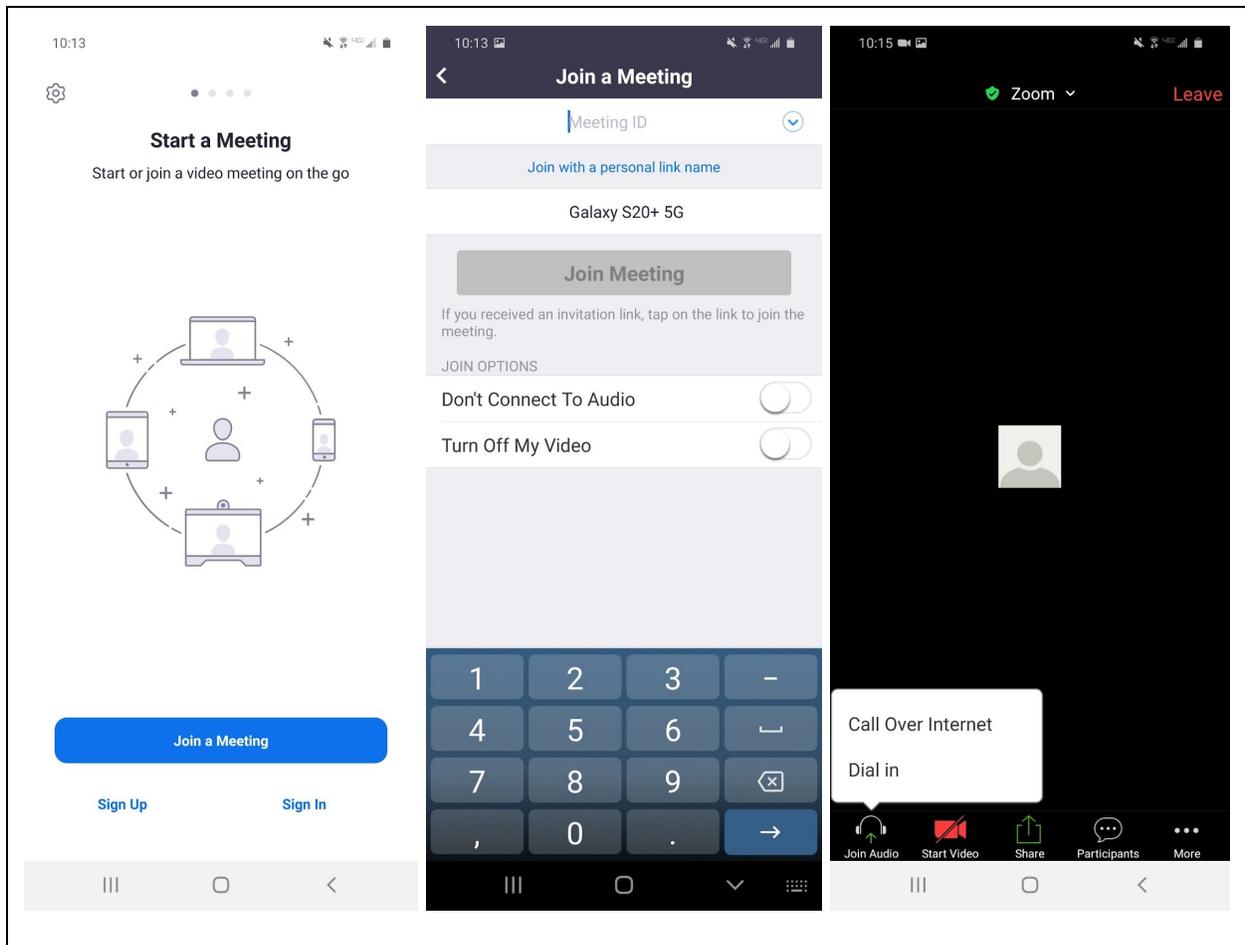
Additional Zoom Mobile Features

The main page displays controls to mute your microphone, toggle your camera on/off, share your phone screen, see other participants' names, and send a chat message. Swiping to the right displays all other participants' webcam feeds. Swiping to the left enables "Safe Driving Mode" which disables your camera and video, and turns the screen into one big mute/unmute button.
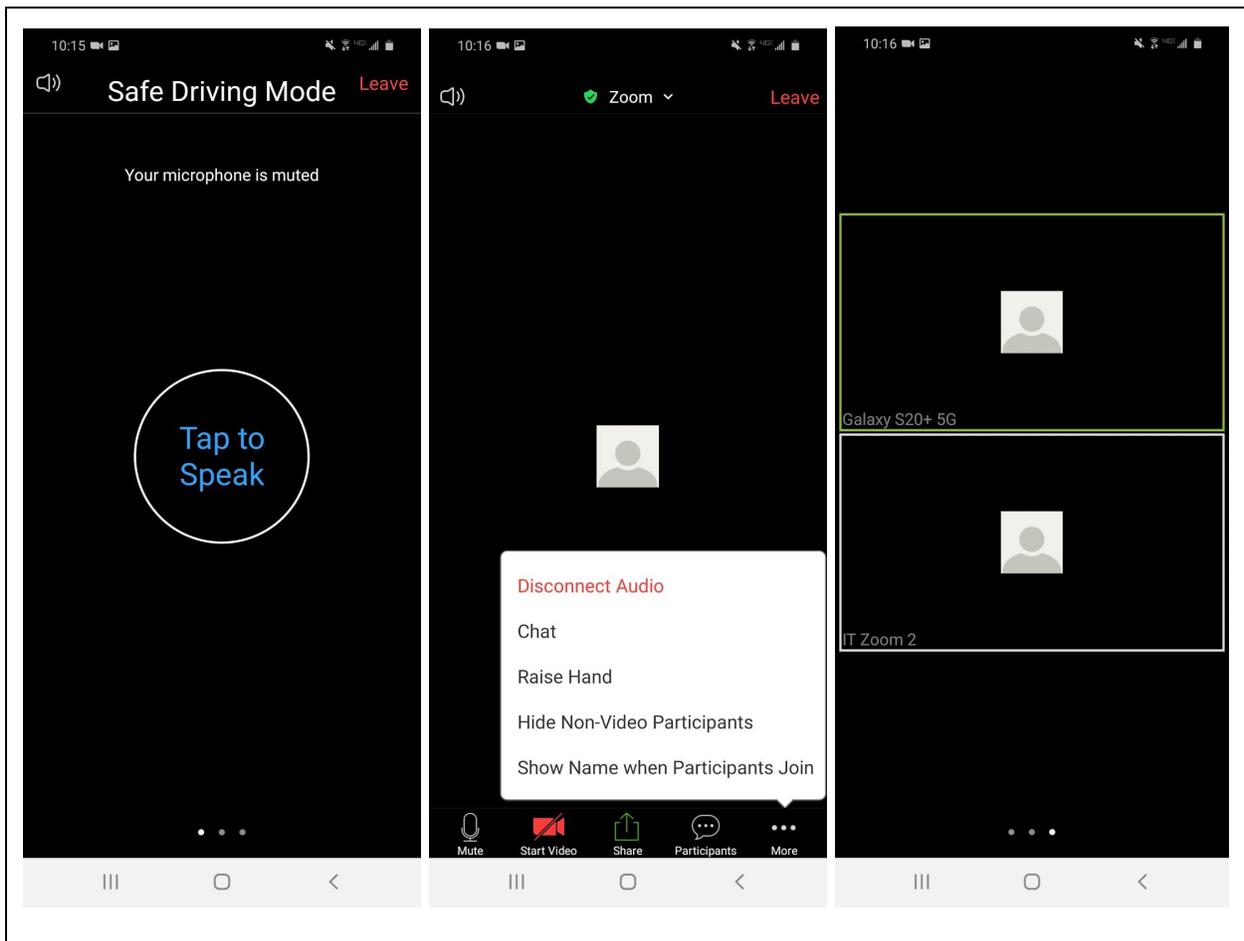
Hosting a Zoom Meeting

Do you need to organize a Zoom meeting for your team or project and you're not sure where to start? The following sections will assist you with scheduling, hosting, and facilitating Zoom meetings successfully.

1.   Determine Licensing Requirements

Zoom has one free and three paid licensing tiers, which cover a broad range of additional features and services. Some departments or teams may need more functionality than others, and the full licensing structure for Zoom can be reviewed here for more detail. In the most basic sense, the need for a paid license can be determined by answering the following two questions:

❖ Will the meetings I host exceed 40 minutes?

❖ Will any 40+ minute meetings involve more than two attendees total? If the answer to these two questions is yes, you will need to use a Zoom premium license. Many departments have already purchased Zoom licenses and may have a premium login available upon request, a designated individual who has been assigned to create and host premium meetings on your behalf, or both. Ask your supervisor about how your department is handling premium Zoom licensing. If you do not need a premium license, you will just need to create a free account with Zoom to get started.

2.   Create A Meeting

Once you have determined if you will be using a free account or a licenced account, sign in to Zoom to create your meeting.

Schedule and Save Meeting

From the home page, select "Schedule a Meeting", select a time and title, and specify the security options, audio/video settings, and other hosts, if applicable, then save your meeting:
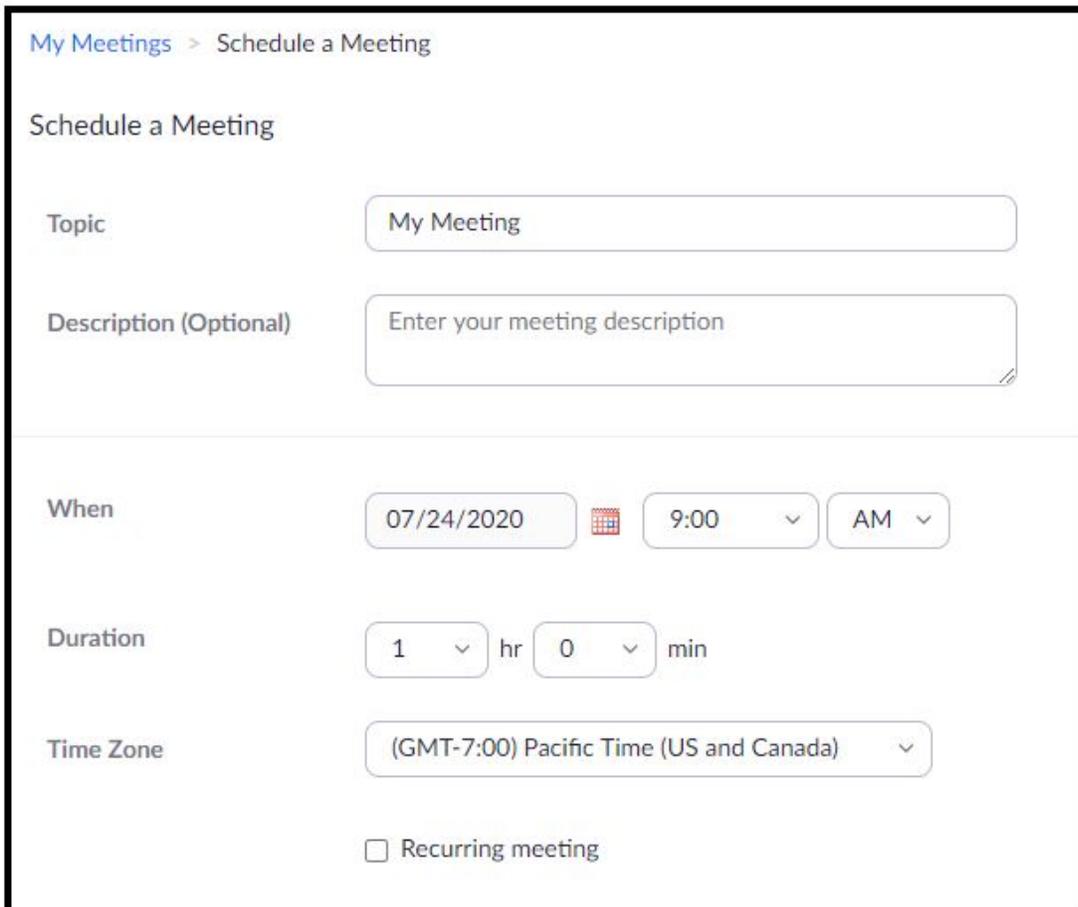
Registration	☐ Required
Meeting ID	⦿ Generate Automatically ○ Personal Meeting ID ▮▮▮▮▮
Security	☑ Passcode [123456] ☑ Waiting Room
Video	Host ○ on ⦿ off
	Participant ○ on ⦿ off
Audio	○ Telephone ○ Computer Audio ⦿ Both
	Dial from **United States of America** Edit

|	
Meeting Options	☐ Enable join before host
	☐ Mute participants upon entry 🅥
	☐ Only authenticated users can join
	☐ Record the meeting automatically
Alternative Hosts	[Example: mary@company.com, peter@school.edu]

Save   Cancel

Invite Participants

Once a meeting is saved, the next screen will allow you to copy and paste the meeting invitation into an email, or add the meeting to Google Calendar, where you can add attendees and a room if part of the audience will be attending from a single physical location:
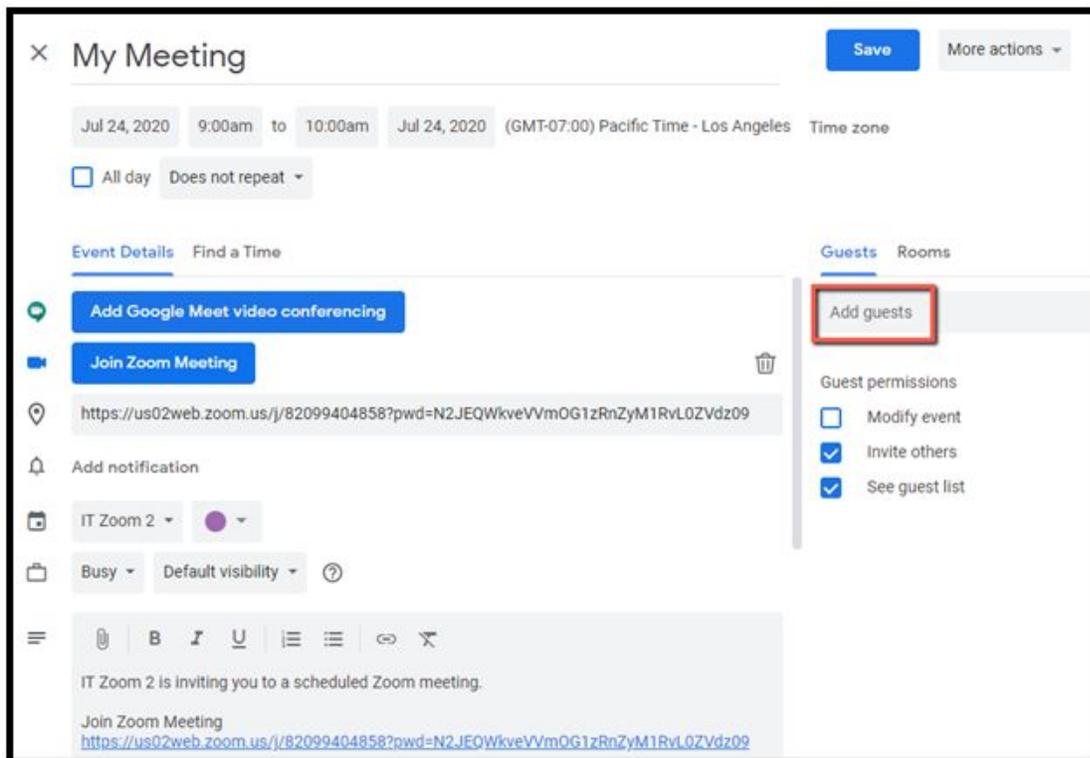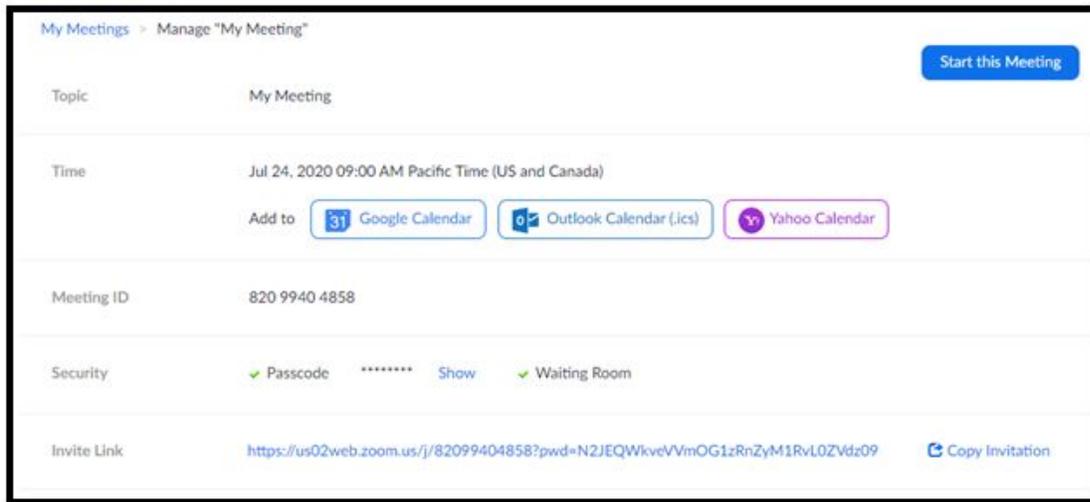
3.   Start and Facilitate A Meeting

Starting A Meeting

Once it is time for a meeting to begin, the host must follow the invite link from their Google Calendar or the Zoom "Manage Meetings" tab, which will launch the Zoom application on the host's computer and begin the meeting.

Waiting Room and Admittance

To prevent "Zoom Bombing" (unwanted users joining Zoom meetings without permission), both passwords and waiting rooms are enabled by default. A waiting room places attendees in a lobby when they attempt to join the zoom meeting. The host of the meeting must then "Admit" each participant to allow them to join the meeting and participate in audio and video. To admit attendees waiting in the lobby, the host can click "Admit" in the participants panel:
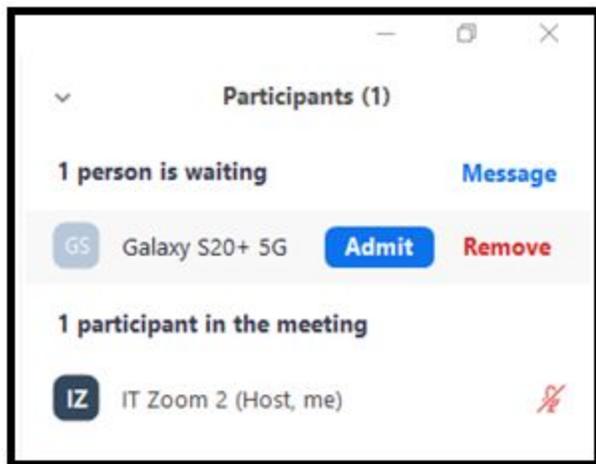
When a person has a cryptic screen name, or has not changed the name from whatever their device's default is, it is a good security measure to message the individual and ask them to confirm their identity before admitting them to the meeting.

Host Interface

The host user interface is nearly identical to the general participant interface, with a few key differences. Only meeting hosts have access to the following features on the Zoom toolbar:

- ❖ Mute and unmute any participant via the participants list
- ❖ Record and save a local video copy of the meeting
- ❖ Change meeting security settings while the meeting is in progress

To review tools and features that are available to both hosts and participants alike, see the **Zoom Meeting Interface** section above.

Webinars

In some circumstances, hosting a Zoom webinar may be a better fit for your division than a standard Zoom meeting. You may want to consider purchasing a webinar add-on if you need the following features:

- ❖ View-only attendees (no video, mic, or screen share for participants)
- ❖ Cast meeting directly to Youtube or Facebook Live
- ❖ Event registration, free or paid
- ❖ Q&A and Polls
- ❖ Panelists (non-host attendees with screen share and audio controls)

The key difference between meetings and webinars is that meetings are configured to be *collaborative*, with a focus on all participants' abilities to share, comment, and interact with the host and other participants while webinars are configured to be *informative*, with a focus on the host and panelists' ability to share and present video and audio while participants observe, respond to polls, and ask questions via the Q&A chat. In a webinar setting, attendees cannot unmute themselves, but may use the "raise hand" button or *9 phone entry to request an un-mute for a question. Panelists can un-mute the user temporarily, then mute them again after the question. For a full comparison between Zoom meetings and webinars, see the Meeting and Webinar Comparison on Zoom's website.

Zoom Etiquette

As the world shifts towards a virtual work environment, it can be challenging to maintain the same level of meeting etiquette we would be generally expected to exercise in an in-person meeting. The following tips and best practices should help keep meetings focused, respectful, and productive.

Muting

As many of us find ourselves in makeshift office spaces, we have more than likely experienced at least one situation where unintended background noises from children, dogs, or neighbors mowing their lawns have snuck their way into our meeting. While these scenarios are generally benign and unintended, they are also largely avoidable by keeping our microphones muted until we actively wish to contribute our comments to the conversation. Muting and unmuting the microphone is controlled from the microphone icon in the bottom left corner of the toolbar, or via the keyboard shortcut *Alt+A*.

Hand Raising

An additional challenge with virtual meetings is interruptions. If the host is speaking and you have a relevant comment to make before topics change, you may feel pressure to interject so as to not lose your opportunity to contribute to the conversation, but did you know that Zoom actually includes a feature to help reduce abrupt interruptions? Zoom's "Raise Hand" button can be used to signal that you would like to comment without interrupting. This will give the host a chance to acknowledge and prompt you for your comment, and for meetings where the attendees are muted by default, this allows the host to unmute a user temporarily for a comment. Call-in attendees can raise their hand by pressing ***9** on their keypad.

Engagement

It may be tempting while on a Zoom meeting to multi-task and get additional work done by checking emails, working on projects, or completing other tasks while your Zoom meeting runs in the background. While this may help us catch up on additional tasks, most of us are invited to meetings for a reason, and it is courteous to give our undivided attention to virtual meetings, just as we would if we were physically in the room together. This helps ensure that meetings are productive and meaningful and can ultimately reduce the need for additional clarifying emails and meetings.

Security

As of April 2020 for free accounts and September 2020 for government and premium accounts, Zoom is requiring password protection, waiting rooms, or both to be enabled on all meetings to reduce the risk of Zoom Bombing - a term used to describe when uninvited guests join Zoom meetings with the intent to cause harm or mischief. As the number of users on virtual meeting platforms continues to grow, so does the risk for potential security threats. The following are a few ways you can mitigate these security risks as a diligent user or host to keep your personal information and organization safe.

Password Protect Your Meetings

Password protection should be enabled by default and is always recommended. Passwords will reduce the risk of an unauthorized person having the ability to join a meeting and share offensive or inappropriate video or audio content.

Use Waiting Rooms

Waiting rooms are an optional, highly recommended feature hosts can enable while creating meetings. Waiting rooms place everyone who joins a meeting into a lobby where they cannot contribute or receive any audio or video, or see any of the other meeting participants. The meeting host must click to admit each user, which will move the user from the lobby to the meeting. If hosts are suspicious of a user's legitimacy based on a strange username or number of requests to join exceeding the number of users invited, they can message the user in the lobby to ask for them to identify themselves and legitimize their attendance request.

Do Not Use Your Windows/Gmail/VDI Password For Your Zoom Account

If you will be hosting meetings, you will need to create a Zoom account, which will most likely be created using your government email address. It is bad practice to use the same password with Zoom (or anything else) as you use to access your email, computer, or other work accounts. To keep your government email safe in case of a Zoom security breach, use a unique password for Zoom that is not shared between your Windows and Google work accounts.

Do Not Share or Distribute Zoom Logins

Another group of security risks we need to be aware of are those associated with sharing account credentials, such as account hijacking. If you need to host a meeting using a premium license, it is best to request your own premium license in advance of the meeting, or ask if your department or team has a designated individual who can use their license to start the meeting on your behalf and add you as a secondary host. Do not share login information for any websites or software via email or chat.

Hyperlinks

- ❖ [Zoom Sign-Up](#)
- ❖ [Zoom Sign-In](#)
- ❖ [Zoom Test Meeting](#)
- ❖ [Pricing](#)
- ❖ [Shortcuts](#)
- ❖ [Meeting and Webinar Comparison](#)
- ❖ [Purchasing a Webinar Add-On](#)