Top tips for participating in webinars on Zoom

If you haven’t attended a webinar on Zoom before, you might find this introduction video from Zoom helpful.

Setting the scene: what you will need

- A computer with a camera to join by video
- Good Internet access: recommended upload speed of 1.5 Mbps and download speed of 1.5 Mbps
- A room with privacy to speak and minimal background noise
- Headphones are (optional) for clearer sound quality
- Notebook and pen (optional) to capture your thoughts
- Cup of tea and / or a glass of water

Joining the webinar

- We recommend you join 5-10 minutes before the scheduled start time
- You will have received an email with a link to join a Zoom meeting. Click on this link to access the webinar and enter your Zoom ID and password
- Follow the prompt to download and run the Zoom application
- Audio and videos will be switched off for any webinars

During the webinar

On the upper right of the screen

- To change your view settings, click on the Grid symbol on the upper right of your screen: click on this for Gallery View
- You may be asked to raise your hand, you can do this by clicking on the raise hand icon at the bottom of your screen
- You may be asked to participate in a poll, if this happens, a poll will pop up on your screen. Once you have answered, it will disappear

Browser and technical recommendations

You can join a Zoom meeting in two ways, via the web page, or via the Zoom application. We would advise you to download the Zoom app to your desktop if possible as you will have more features and functions available.

If you are joining using a browser, please note the software works best on Google Chrome, Mozilla Firefox, and Chromium Edge.
You will also need to ensure you are running one of the following versions:

- Internet Explorer 10 or higher
- Chromium Edge 80 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 76 or higher

In some of the webinars, we will be using breakout rooms. If you join using Chromebooks/Chrome OS or Zoom Rooms, you will not be able join Zoom breakout rooms.

**Technical difficulties**

If you are having any technical difficulties, please message Attendee Technical Support using the chat button on the bottom of your screen.

When you open this box, you can select to send a message to all panelists or an individual. Please select Attendee Technical Support and type your message.

**Issues with sound**

If you are struggling to hear, double check the volume on your computer and speakers or headphones.

If you are still unable to hear, or sound is coming out of the wrong speakers, you might need to adjust your audio settings within Zoom.

Open audio settings using your toolbar. If you don't have a toolbar like the one above, it may look something like this:

- Click "Test Speaker" to play a test sound
- If you cannot hear the test sound, select a different speaker from the dropdown menu
- If the tone is too loud or too quiet, move the volume slider to the desired level
- If you can hear some audio, but it is choppy or distorted, your connection speed may be too slow. Try using an ethernet cable connection instead of Wi-Fi

**Issues with video**

If the video is interrupted or distorted, it might be your internet connection. We would recommend always using an ethernet connection instead of Wi-Fi for Zoom meetings.
If the video of the speaker is choppy or distorted, your connection speed may be too slow. Try using an ethernet cable connection instead of Wi-Fi.

To swap a shared screen with a speaker video or to change the size of the speaker video, move your mouse over the thumbnail video.

Icons will appear allowing you to customise your viewing experience. Hover your mouse over each icon, and alt text will appear to tell you what each icon does. You can also click and drag to move the thumbnail video around.

**Changing screen content**

If the shared screen content (e.g. a PowerPoint presentation) is cut off or distorted, change your View Options.

On most systems, you can find View Options by moving your mouse up to the top of the screen, though you may find it at the bottom of the screen or off to one side.

You may need to move your mouse all the way off the edge of your visible screen to reveal the menu. Open View Options and switch to the available option (either Fit to Window or Original Size).

View Options also gives you the option to hide video panel (the video of the speaker) or show it if it is hidden.