

# Communities of practice



VIRTUAL SUPPORT FOR COMMUNITY ACTIVATORS ●

## SOME HELPFUL INFORMATION ABOUT ZOOM

Sign into Zoom here: <https://www.zoom.us/>

Some basic etiquette usually;

- Mute microphone when not talking to reduce background noise – if in a really quiet space this can be waived if it becomes a barrier to spontaneous contributions
- Video is preferably on unless bandwidth for good internet connectivity an issue – or behaviour you would not normally do in public!
- Chat box is useful for sharing info/links to a resource someone has just mentioned, quick affirmations/followup message – but major side conversations can be distracting
- We agreed it is best for everyone to be on their own device in their own space – not some physically together. The other reason for this is you get noisy electronic feedback if two devices on Zoom in the same room unless microphones and speakers turned down
- Sound quality problems can sometimes be improved by turning speaker volume down – counter-intuitive I know!

Functions worth knowing about

- Choose Gallery view in preference to Speaker view to be able to see everyone in your group at once on your screen. (top right corner of your screen)
- Mute/Video buttons bottom left – if participant can't hear or you can't hear them, get them to click the arrow to the right of the mute button and select a microphone or speakers – and/or test either or both. Similarly for video
- Share screen – if you or any participants have a document open on their device they want to share – click share and choose the relevant document. If the document you wanted to share isn't showing up, either reduce the docs open on your device or return to the one you want to share to bring it forward into full screen
- Whiteboard – Share screen offers a whiteboard option too. If you have a pen that can write on your screen, then you can use this like in any 'real' whiteboard – or you can type into it – though a google doc that everyone can write in at once is almost better if you are typing in
- Recording – options to the cloud or your computer – only available to host. Check participants permission and be clear on purpose – would not encourage this as likely to unconsciously if not consciously inhibit contributions, even if it was only for sharing with someone absent that day. If you do record then it would need to be uploaded to Youtube and shared with the group or individual as a unlisted/non-public recording.
- Breakout rooms = here are instructions for checking the settings on your device to enable these. [https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Video-Breakout-Rooms#h\\_342aae18-b8f3-47b6-ae8e-3d237a8599eb](https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Video-Breakout-Rooms#h_342aae18-b8f3-47b6-ae8e-3d237a8599eb)

Troubleshooting:

- Here are some more video tutorials from the source! <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials> Have fun!

