

TIPS AND TRICKS FOR HOSTING ZOOM MEETINGS

Facilitator – Clare Mullen, Health Consumers' Council



Acknowledgement of Country



Source: Snapshots by Narelle Henry

We acknowledge that we are meeting on the traditional country of the Whadjuk people of the Noongar Nation and pay respect to Elders past, present and emerging. We acknowledge that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to the life of this region.

Today's session

Topics we'll cover

How the session will run

- Introductions
- quick overview of the basics of hosting Zoom meetings using a laptop or PC
 - Lots of info online about other devices <https://support.zoom.us/hc/en-us>
 - Aim to give you an idea of some of the options so you can learn more later
- time for questions

Overview

- What do you need?
- Planning the meeting
- Before the meeting
- In the meeting
- Etiquette for hosts

Questions



HEALTH CONSUMERS'
COUNCIL

About Health Consumers' Council

Our Purpose

To increase the capacity of all people to influence the future direction of health care and to make informed choices

Our Vision

Equitable, person-centred healthcare for all West Australians



Individual Advocacy



Engagement



Systemic Advocacy





What are online and telephone meetings?

- Meetings that you can join over the internet, or by telephone
- Webinars – usually mean you can just watch a presentation. You're not visible on screen and you don't take part in the discussion. You may be able to type questions into a chat function.
- These will be hosted by someone, but everyone can be given the chance to participate
- If you join online, you'll have the option to show your face on screen and see the other people in the meeting
- Some programs that are used in the health system for these
 - Zoom – we'll talk about that today
 - Scopia – WA Health's telehealth system
 - GoTo meeting
 - WebEx
 - MS Teams – being used by some in WA health system
- Other tools
 - Google+ Hangouts
 - WhatsApp – for friends and family
 - Facebook Messenger
 - House Party



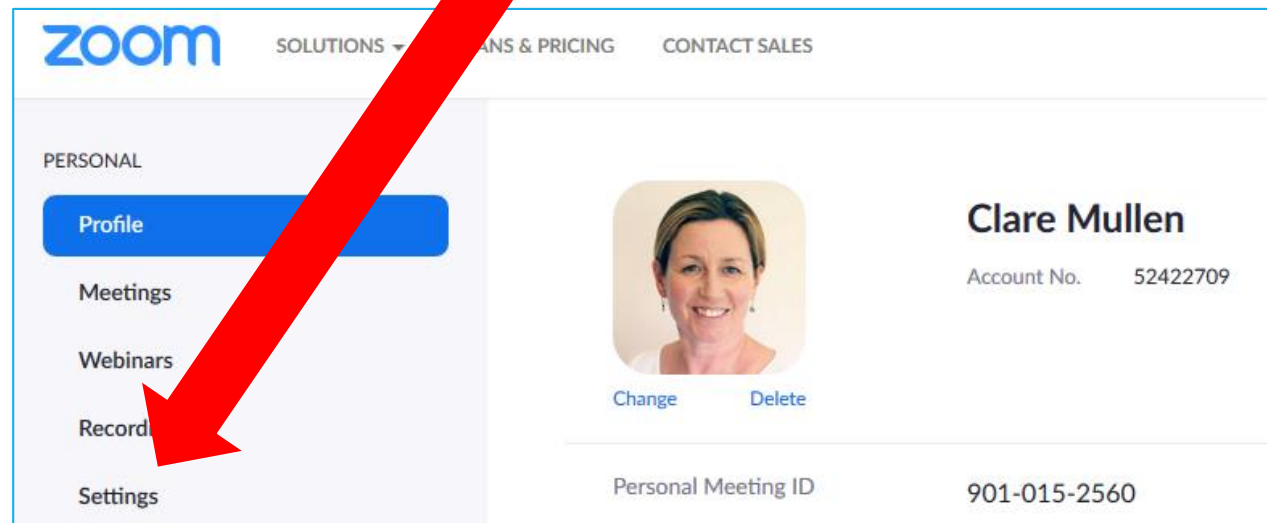


What do you need?

- Internet enabled device
- Microphone and speakers
- Camera – (what's behind you?)
- Recommend:
 - Headphones with a microphone – from \$6 [to over \$300] at Officeworks
 - A quiet room with a backdrop you're comfortable showing to the world
 - Somewhere stable for your device – check out the height in advance

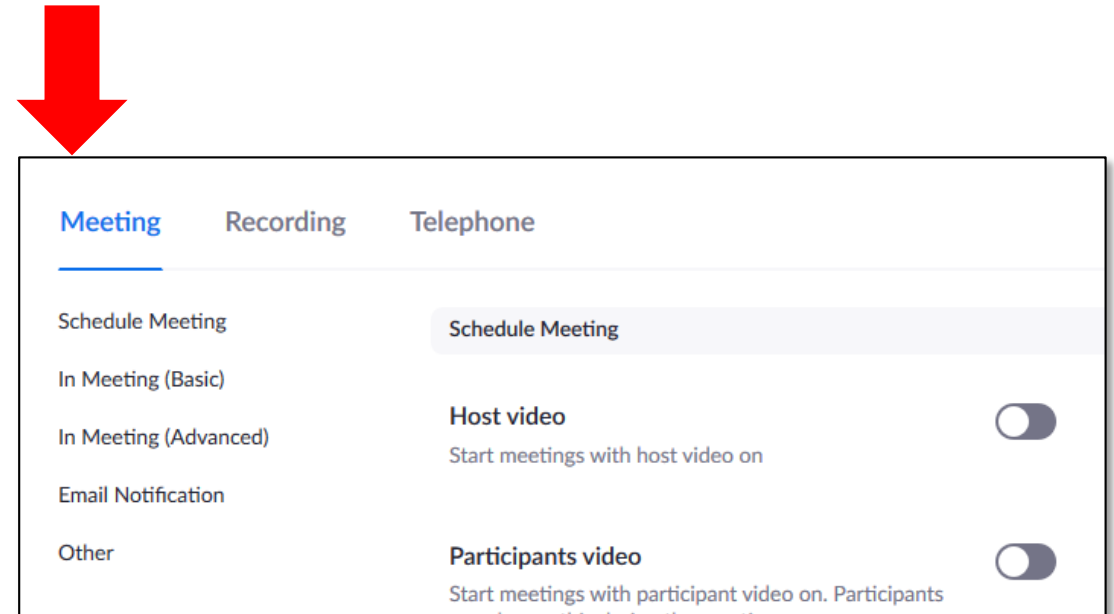
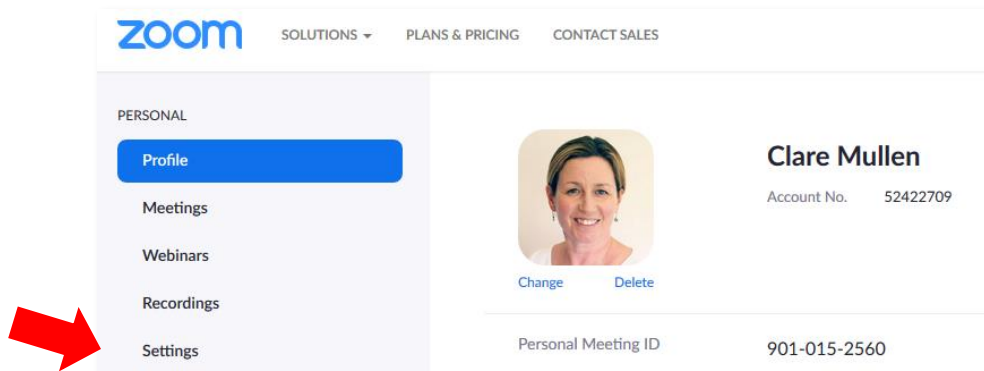
Before the meeting - technology

- Create or access a Zoom account <https://zoom.us/>
 - Free account – up to 100 users; 1:1 meetings unlimited; 1:many meetings up to 40 mins
 - Pro account (\$21/month) - up to 100 users; 1:1 meetings unlimited; 1:many meetings up to 24 hours
- Set up your settings



Basic settings to review - meeting

- Join before host
- Require a password when scheduling new meetings
- Mute participants upon entry
- Chat – and saving chat
- Play sound when participants arrive/leave
- Co-host
- Polling
- Screen sharing
- Remote control
- Non-verbal feedback
- Breakout rooms
- Captions





Basic settings to review - telephone

- Mask phone number in participants list
- Global dial-in Countries/Regions



Meeting Recording Telephone

Show international numbers link on the invitation email
Show the link for Zoom International Dial-in Numbers on email invitations

☒

Toll Call
Include the selected numbers in the Zoom client and the email invitation via the international numbers link. Participants can dial into meeting with the numbers

☒

Only IT admin can make changes for this setting

×

Australia

+61 2 8015 6011

Australia

+61 3 7018 2005

Australia

+61 8 7150 1149

Top tips - setting up the meeting

Do

1. Contact participants ahead of the meeting to check they are ok to join online and see whether they want hard copies of papers
2. Plan a simple agenda with extra time to check in with people at the start and during the meeting
3. Give yourself time to plan and set up
4. Consider accessibility

Don't

1. Panic!
2. Rush
3. Give up – practice makes progress

Schedule a meeting - app

Schedule a new meeting

Schedule a Meeting

Topic

Health Consumers Council's Zoom Meeting

Start: Thu April 2, 2020 11:00 AM

Duration: 1 hour 0 minute

Time Zone: (GMT+08:00) Perth

☐ Recurring meeting

Meeting ID

☒ Generate Automatically ☐ Personal Meeting ID 358-835-8349

Password

☐ Require meeting password

Video

Host: ☐ On ☒ Off Participants: ☐ On ☒ Off

Audio

☐ Telephone ☐ Computer Audio ☒ Telephone and Computer Audio

Dial in from Australia [Edit](#)

Calendar

☒ Outlook ☐ Google Calendar ☐ Other Calendars



PERSONAL

Profile

Meetings

Webinars

Recordings

Settings

ADMIN

> User Management

> Room Management

> Account Management

> Advanced

Upcoming Meetings

Previous Meetings

Personal Meeting Room

Meeting Templates

Get Training

Schedule a New Meeting

Start Time ↕	Topic ↕	Meeting ID	
Today 11:00 AM	Intro to Zoom for hosts - Clare - 90 mins		<button>Start</button> <button>Delete</button>
Today 02:00 PM	Healthy Weight Action Plan - Clare - 90 mins		<button>Start</button> <button>Delete</button>
Tomorrow 08:00 AM	Catch up with Ben and Briony - Clare - 1 hour		<button>Start</button> <button>Delete</button>
Tomorrow (Recurring) 08:30 AM	Health Consumers Council's Zoom Meeting		<button>Start</button> <button>Delete</button>
Tomorrow	CAC Chairs meeting - Clare - 2.75 hours		<button>Start</button> <button>Delete</button>

Help

Schedule a meeting - web

- If using similar settings each time, can change these in the global settings – then check them for each meeting
- If multiple people using one host account, suggest putting duration in the meeting title



Information to send to participants

- For first time users, some basic information about Zoom
- Minimum:
 - Time/date
 - URL – web link
 - Telephone number AND MEETING ID
- Options
 - Password
 - Different dial in numbers
 - 08 number is the same one for every meeting, it's the meeting ID that's important
 - Participant number

Health Consumers Council is inviting you to a scheduled Zoom meeting.

Topic: Health Consumers Council's Zoom Meeting

Time: Apr 2, 2020 01:00 PM Perth

Join Zoom Meeting

<https://zoom.us/j/627003778>

Meeting ID: 627 003 778

One tap mobile

+61871501149,,627003778# Australia

+61280156011,,627003778# Australia

Dial by your location

+61 8 7150 1149 Australia

+61 2 8015 6011 Australia

+61 3 7018 2005 Australia

Meeting ID: 627 003 778

Planning - participants

- Assess the IT literacy of your participants
 - Email them and follow up with a phone call to check they are comfortable with joining online
 - Remind them they can dial in if they are unsure of video or video quality
 - Be prepared to explain the content that's on screen
- Do participants want to:
 - do a test run of the technology ahead of the meeting?
 - receive paper copies of the meeting papers in the post?
- Plan time in your agenda to check in with people
- Get set up and be ready to be in your meeting at least 15mins ahead of meeting start time
- Consider sending something in advance to help people know what to expect
 - i.e. you'll be on mute
 - Host will introduce people...

Planning - you

- Check your background – test camera and sound in advance
- Check your device is charged and able to be charged during the meeting
 - Online meetings can use a lot of battery
- Have paper ready – when doing introductions and getting questions
- May want to have a second device set up and/or logged in



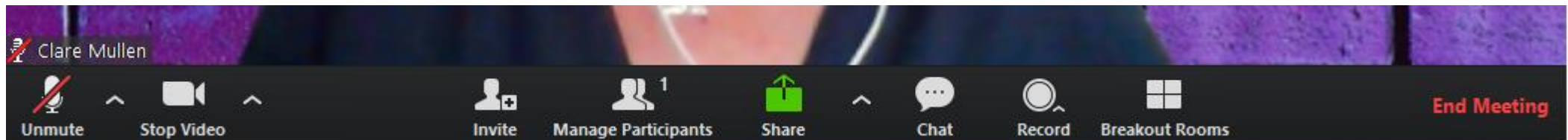
In the meeting

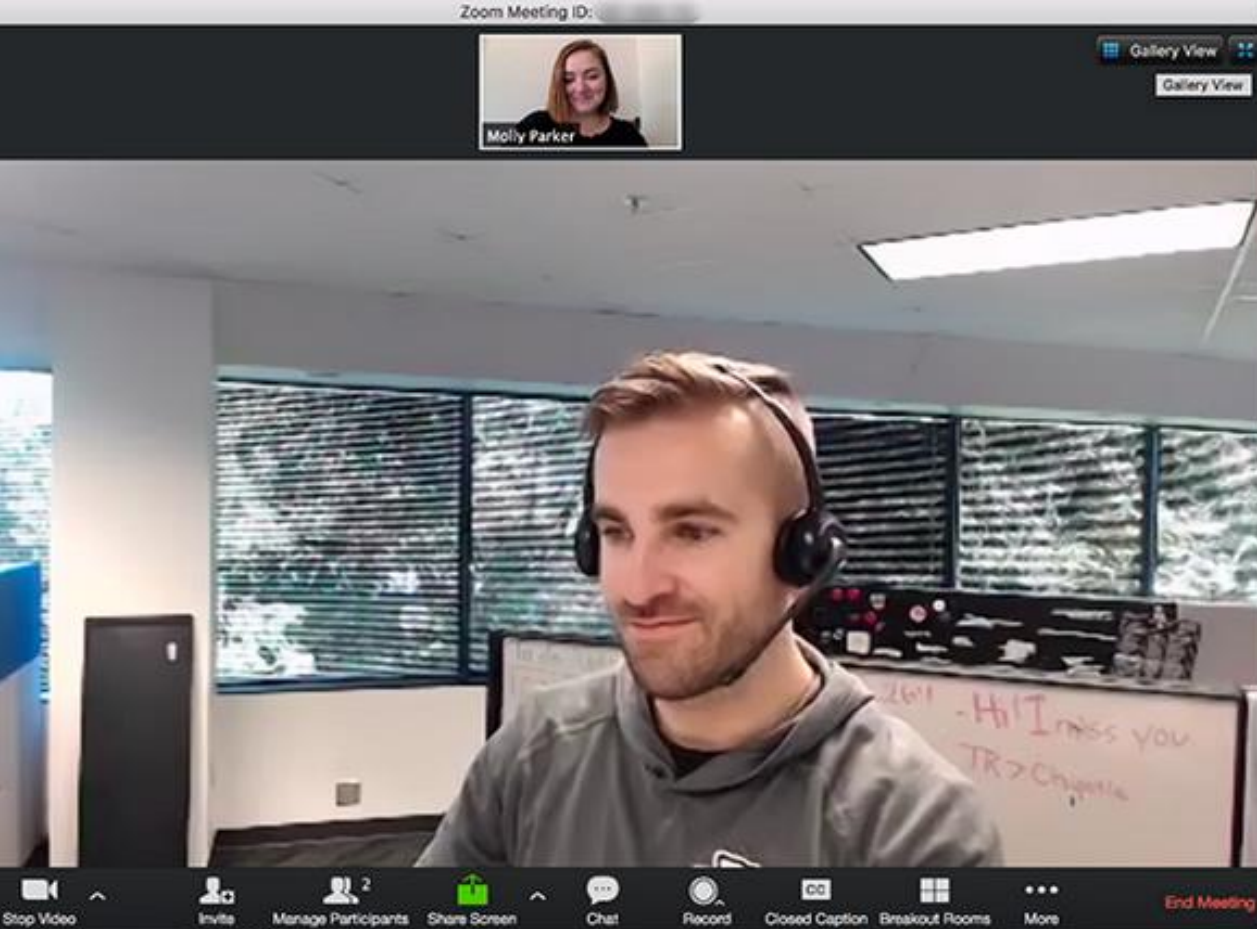
- Give yourself time to set up
- Introduce yourself and go around the screen for others to do the same
- Change any names (i.e. people dialling in you can change '0422***816' on the screen to their name
- Consider how you're going to get people to introduce themselves – it can take a long time so you may need to brief people to be brief
- Check in with people throughout the meeting
- Look out for hands up from participants throughout the meeting
- Properly close the meeting so that people on line know that is finished!



Host functions

- Gallery/speaker view
- Mic/mute
- Camera
- Manage participants
- Chat box
- Non-verbal signals
- Recording the meeting
- Virtual background
 - [www.unsplash.com](https://unsplash.com) good for images
- Whiteboard (not discussing)
 - <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard>
- Polls (not discussing)
 - <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>





Gallery/speaker view

- Help people switch between gallery and speaker view
- Remember people may have to scroll across their screen to see everyone. They can also use the participant function.

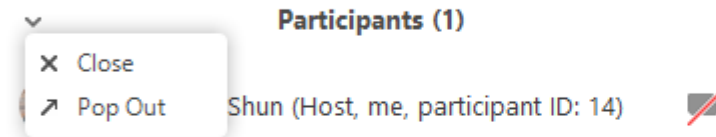
Manage participants

- See who's on
- Rename
- Mute
- Turn camera off
- Assign hosts or co-hosts
- Assign to type closed captions

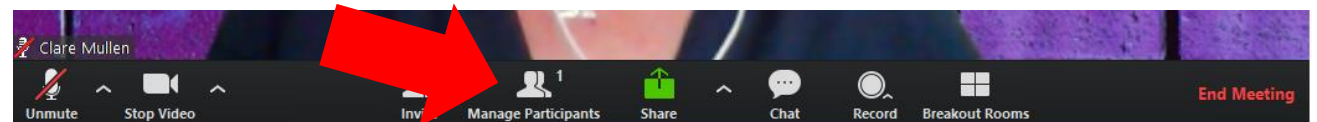
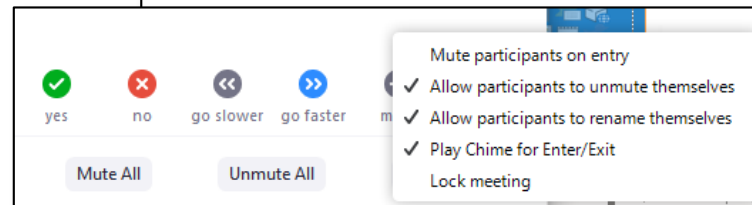
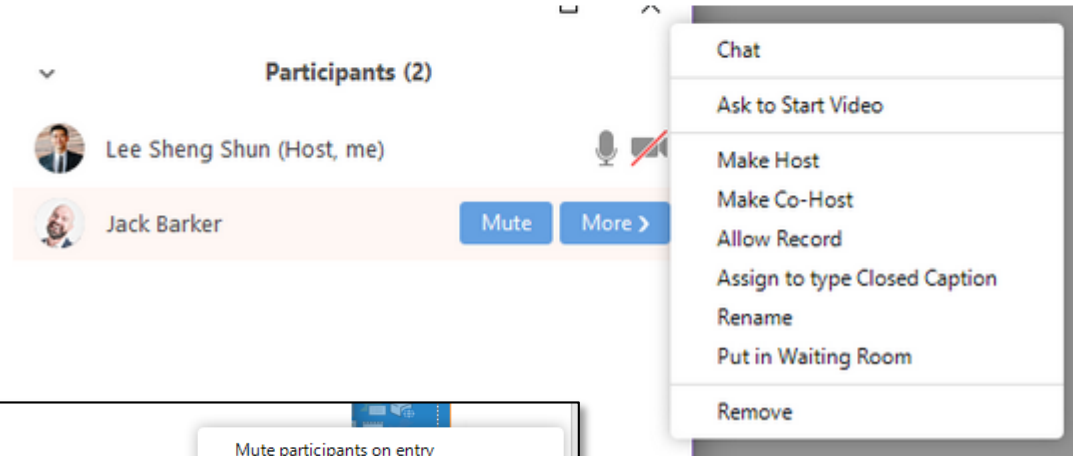
1. Click **Manage Participants** in the host controls to display the participants list:



2. Click the drop-down menu located at the top-left corner to close the participants list or click **Pop Out** to separate the participants list from the meeting window:

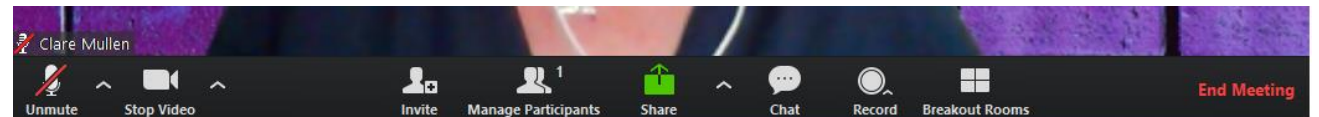
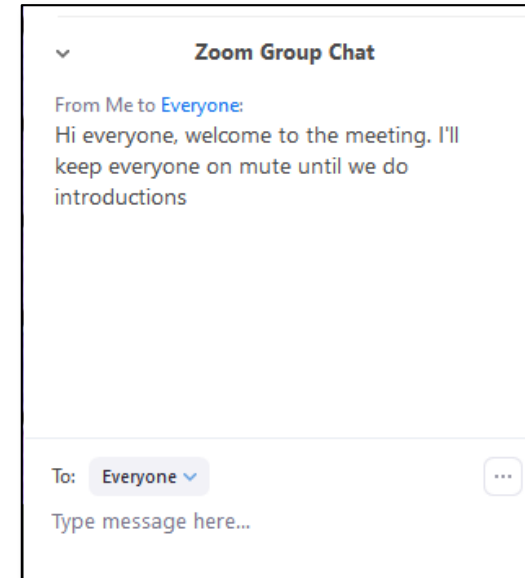


3. Hover over a participant and click **More** for these options:



Chat function

- Chat with all or privately with one person
- Can enable participants to chat with each other, or with everyone (in settings)
- Can choose whether or not to save that and whether to allow participants to save that
- For a large meeting (over 15 people) use this for questions
- Consider having someone act as co-host and monitor the chat if there's going to be lots of activity on it





Screen sharing

- If sharing video, remember to click “share computer sound”
- Check what’s on your screen before you share – are you happy to share it?
- Turn off notifications for email etc so they don’t pop up during the session
- If you’re going to move between applications, share your desktop and move from there
- Otherwise set up what you want to share before you share the screen

Sharing your screen

1. Click the **Share Screen** button located in your meeting controls.



2. Select the screen you want to share. You can also choose an individual application that is already open on your computer, the desktop, a [whiteboard](#), or an [iPhone/iPad](#).

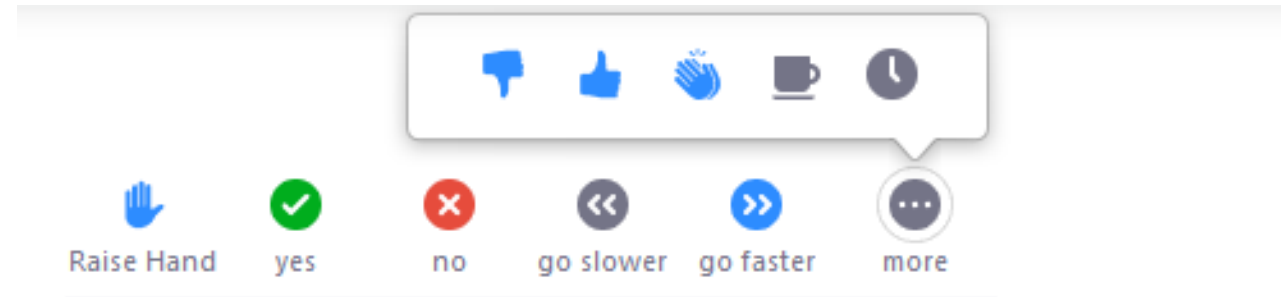


☐ Share computer sound ☐ Optimize for full screen video clip

Share

Non-verbal signals

- Can turn these on/off in overall settings
- Consider use for larger meetings
 - recommend having someone dedicated to monitoring chat/non-verbal signals, so you can stay focused on the presentation/main meeting



- Raise Hand / Lower Hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the more button:
 - agree
 - disagree
 - clap
 - need a break
 - away

<https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-During-Meetings>



Breakout rooms

[HTTPS://SUPPORT.ZOOM.US/H
C/EN-
US/ARTICLES/206476093-
GETTING-STARTED-WITH-
BREAKOUT-ROOMS](https://support.zoom.us/hc/en-us/articles/206476093-getting-started-with-breakout-rooms)

HOSTING WELCOMING, INCLUSIVE GATHERINGS ON THE INTERNET



HIT THE MUTE BUTTON IF YOU'RE NOT TALKING

This gives whoever is speaking the space to be heard. It also means you can say 'ooh big stretch!' when your dog wakes up from their nap... and no one will hear it.



WAVE AT PEOPLE AS THEY ENTER THE CHAT

A friendly wave and a smile is a non-interruptive but welcoming way to greet people as they enter the video chat, especially if someone else is already speaking!



BE KIND TO ONE ANOTHER

This one probably seems a bit obvious, but it's important to recognise that some people are more confident with technology than others and for some, your gathering may be their very first. Be patient, gentle and kind. But probably don't blow kisses.



TAP YOUR EAR IF YOU CAN'T HEAR SOMEONE

There's a high chance that someone might forget they've muted themselves at some stage, so a gentle, non-intrusive way to remind them that they're muted is to tap your ears. Hopefully they won't think you're initiating a game of Charades.



RAISE YOUR HAND IF YOU WANT TO SPEAK

If there are quite a few of you on a video chat and the conversation is booming, it might be handy ('scuse the pun) to raise your hand when you have something to say. A bit like an invisible talking stick.



PROP YOUR SCREEN UP IN ONE SPOT

The last thing you want to do is cause your fellow video-buddies some sea-sickness by moving around too much. We recommend propping up your phone or laptop in one spot so you reduce the amount of motion and hopefully avoid seeing these kinds of faces looking back at you.

Etiquette

Questions

- I've been in the "audience" of Zoom meetings, useful to pick up tips for better participation.
- Zoom etiquette - tips and hints.
- Costs involved for hosts and participants
- Can we do polls/interactive tools within it to gain interest/engagement?
- Is there an option to do "breakout" sessions where you can split the group up into smaller groups for online work planning?
- How do we log on?
- Are you able to invite people into the meeting who do not have access to the internet/live streaming?
- Is there a maximum number of people you can have on a call?
- How is it done?
- I heard there are issues with multiple people and that the sound drops out when more than one person is speaking at a time. How do you avoid this from happening?



How to find out more about online meetings and Zoom

- Zoom – <https://zoom.us>
- Zoom online training <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>
 - Virtual background <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>
- Other Zoom tips and tricks <https://www.groovehq.com/blog/zoom-tips-and-tricks>
- Scopia and Telehealth https://www.healthywa.wa.gov.au/Articles/S_T/Telehealth-appointments-at-home
- Microsoft Teams <https://support.office.com/en-us/Teams>
- Range of earphones [other retailers are available]
<https://www.officeworks.com.au/shop/officeworks/c/technology/headphones-earphones/earphones-earbuds>
- Bringing online meetings to life
 - Aha Consulting! Seminar 7 April 2020 (fee payable)
https://www.ahaconsulting.net.au/store/p33/Virtually_Real.html
 - <https://www.centerforworklife.com/bringing-virtual-meetings-to-life/>



Staying in touch with other consumers and with HCC

- HCC monthly e-news and Quarterly Health Matters. Sign up at:
<http://eepurl.com/Adgt1>
- Blog on HCC website: www.hconc.org.au
- Other HCC mailing lists
 - Reading list
 - Consumer reps
 - Cancer
 - Medical research
 - Obesity and weight management
- Other peak bodies
- HCC on social media
 - HCC Facebook page (1800 followers)
<https://www.facebook.com/hconcwa/>
 - HCC Facebook groups for specific groups of people
 - Source – Connect, Learn, Share – for consumer, carer, community, family reps
<https://www.facebook.com/groups/hccsource/>
 - Partners in Change – Obesity Collective – people interested in overweight and obesity
<https://www.facebook.com/groups/248123835784261>
 - Maternity Consultation WA – people interested in maternity services
<https://www.facebook.com/groups/WAMaternity/>