UNIVERSITY OF LIVERPOOL

THE ACADEMY
Developing Liverpool

ENHANCING RESEARCH

Zoom Webinar Guide for

Chairs and Panellists

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Zoom Webinar Guide for Panellists

This guide is set out to help you with accessing Zoom and to make you aware of the features available to you during the session(s).

1. Joining a Webinar

You can open Zoom Webinar in both Desktop App & Brower. Note, some of the features will be styled different from the screen shots below, however they can always be located under 'More'. For each session, there will be a Webinar Invite Link, Webinar ID & Webinar Password. This link is the same for all participants and hosts. Rights are assigned per session creation by the Academy. A Zoom Webinar invite link should look like this:

> You are invited to a Zoom webinar.
> When: Nov 17, 2020 05:00 PM London
> Topic: LivResearcher's Webinar
>
> Please click the link below to join the webinar:
> https://liverpool-ac-uk.zoom.us/j/91961683481?pwd=ZVo1ZEM1V0NQMHhCMTdTVTNWQWpvdz09
> Passcode: WR&P04?t

1.1   Joining a Webinar via URL

1. Click the **Webinar URL** provided by the Academy
2. Follow the prompts to download and install the Zoom desktop application.

NOTE: You will need to download and install the Zoom desktop application to use meeting chat and participate in polls.

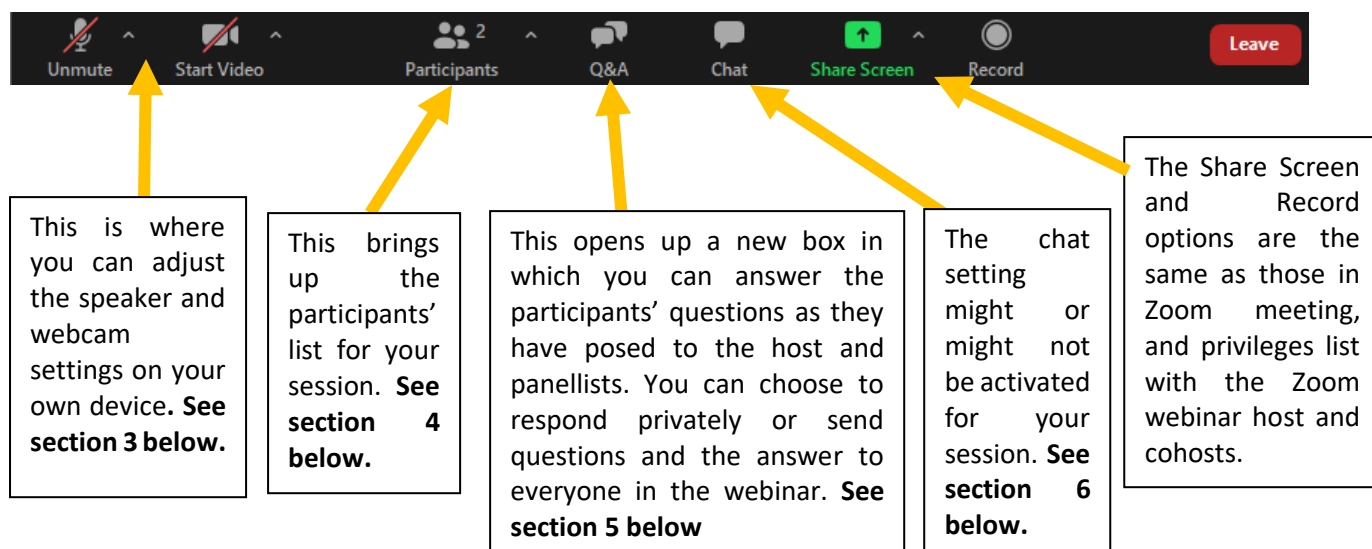### 1.2   Joining a Webinar via the Zoom Web Portal

1. Click **Join (Connect to a meeting)**.
2. Log in to WebAccess using your **Access Account user ID** and **password**, if prompted.
3. Enter the **Webinar ID** into the Meeting ID field.
4. Enter your **email address** and **name** in the fields provided.
5. Click **Join Webinar.**

As an invited panellist, you will join the webinar directly.

NOTE: Mobile app interfaces will appear differently but contain most of the same functionality. For help with using Zoom on iOS and Android devices, visit the Mobile section of the Zoom Help Centre.

2. Options within the Meeting/Event

When you are admitted into the main webinar session, you will be presented with the options below. You will automatically be entered into the session with no video and muted.

This is where you can adjust the speaker and webcam settings on your own device. **See section 3 below.**	This brings up the participants' list for your session. **See section 4 below.**	This opens up a new box in which you can answer the participants' questions as they have posed to the host and panellists. You can choose to respond privately or send questions and the answer to everyone in the webinar. **See section 5 below**	The chat setting might or might not be activated for your session. **See section 6 below.**	The Share Screen and Record options are the same as those in Zoom meeting, and privileges list with the Zoom webinar host and cohosts.	

3. Adjusting Audio Settings

Only the host and panellists can talk in a webinar. Both can adjust their audio and webcam settings by clicking on the respective icons in the lower left of the menu panel.

4. Accessing the participants' panel

Click on Participants in the webinar controls. The Participants panel will be on right side of your screen. The host, co-hosts, and panellists will be listed in one tab and the attendees will be listed in another as indicated below:


Note: Participants are displayed in the following order:

1. Participants allowed to talk.
2. Participants with their hand raised. Participants that raised their hand first are displayed at the top.
3. Participants without their hand raised.

5. Addressing Questions via the Q&A Function

You can answer questions posed by participants to the host and panellists using the Q&A feature. As a panellist, you can choose to respond to privately or send your question and the answer to everyone in the webinar.

1. Click the **Q&A** button to open the window.
2. Find the question you would like to answer.
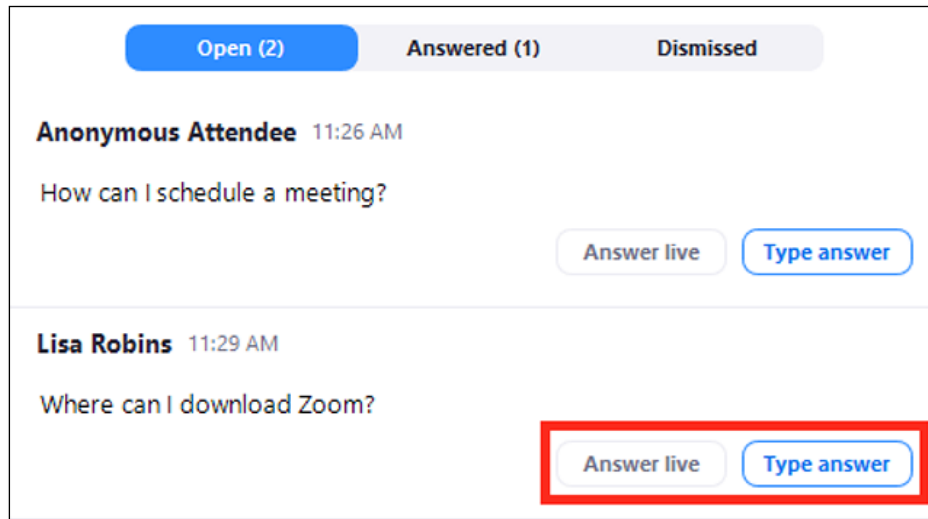
3. Click **Answer Live** to answer the question out loud during the webinar.
4. Click **Type Answer** to type out your answer for the attendee. Type your answer and click **Send**.

NOTE: Check **Answer Privately** before clicking send, if you would like to answer to the attendee only.

5.1   Dismissing questions

1. As the host, co-host, or panellist, click **Q&A** in the webinar controls.
2. Hover over the question that you would like to dismiss and click **Dismiss**.

5.2 Reopening dismissed questions

1. As the host, co-host, or panellist, click **Q&A** in the webinar controls.

2. Click the Dismissed tab.

3. Find the question you would like to reopen and click **Reopen Question**.

5.3 Upvoted Q&A

Q&A that has been upvoted will automatically be sorted by number of upvotes. You can upvote a question by clicking the thumbs up icon.
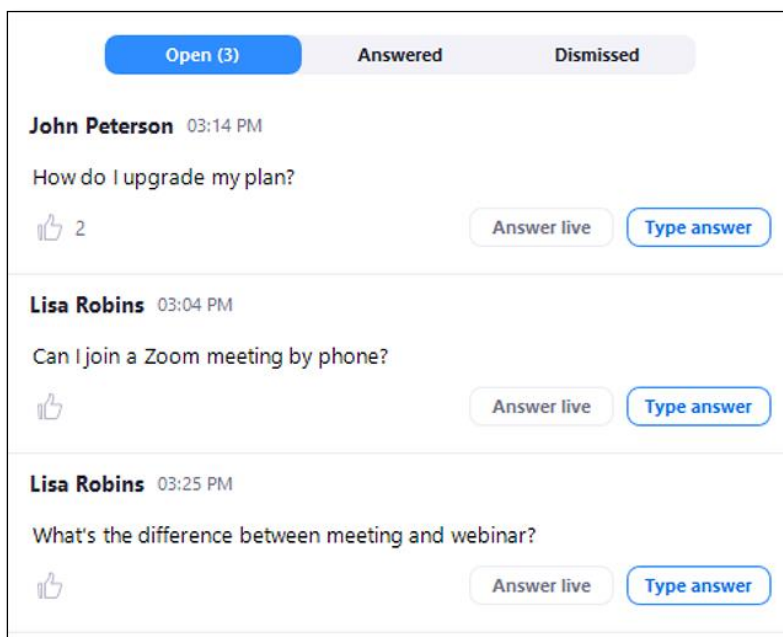
5.4 Attendee answered Q&A

If the host has enabled attendees to answer Q&A, the questions will still appear in the Open list, even if an attendee has commented on the question. As a panellist, you can answer the question by choosing **Answer Live** or **Type Answer** (as indicated in the diagram above).

6. Interacting in a Webinar via the Chat Function

In a Zoom webinar, as a panellist, you can interact with the participants and the host, co-hosts, and other panellists by typing in Q&A (Section 5 above) and/or typing in chat, or if the host has enabled the latter feature in the webinar. Chat is a feature that is controlled by the webinar host. The host can choose to allow participants to chat with everyone, only panellists and hosts, or with no one. To use the chat feature:
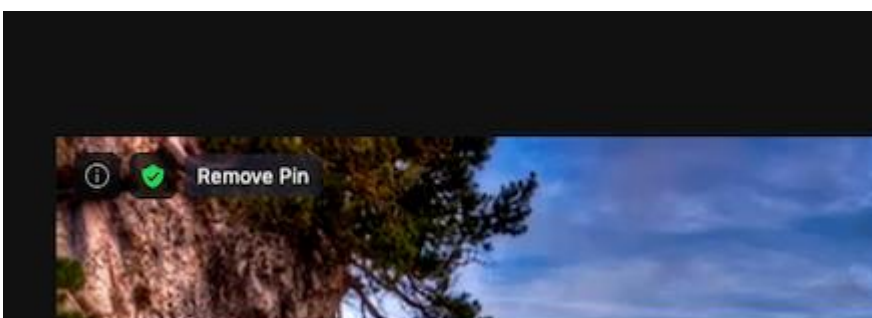
1. Click the **Chat** button to open the chat panel.
2. Type your message in the **Text** box at the bottom of the panel.
3. Press **Enter** to send your message.

7. Pinning a Video

To pin a video during a meeting, hover over the video on the participant you want to pin and click from the menu "pin".
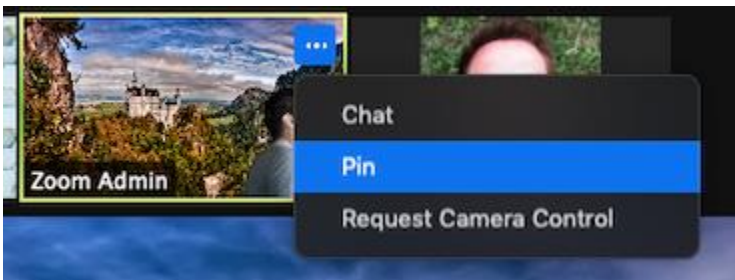
To cancel a pin click "Remove pin" from the upper left corner or any video currently pinned.

8. Leaving a Webinar

1. Click the **Leave Meeting** link in the lower right corner of the window.
2. In the confirmation pop-up, click **Leave Meeting** to exit.

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9. Frequently asked questions

9.1   Getting started with Zoom

- **Where do I download the latest version of Zoom?** You can download the latest version of Zoom from our Download Center. Learn more about downloading Zoom.

- **Do you need an account to use Zoom?** A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account. However, if the host has restricted joining meetings using authentication profiles, then the participant will need a Zoom account to access the meeting. Learn more about joining a Zoom meeting. A Zoom account is only required if you need to create your own meetings and send invitations to participants. Having a Zoom account allows you to create your own Instant Meetings or Schedule Meetings. An account also allows you to access your personal settings, where you can update your profile or upgrade your plan at any time.

- **How do I signup for Zoom?** You can sign up for a free Zoom account at zoom.us/signup.

9.2   Joining a Meeting

- **Can I Use Bluetooth Headset?** Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

- **Do I have to have a webcam to join on Zoom?** While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

9.3   Troubleshooting

- **How do I reset my password?** You can reset your password at zoom.us/forgot password. Read step by step instructions and how to fix common password issues.

- **There is echo in my meeting.** Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. Learn about common causes of audio echo.

- **Audio isn't working on my mobile device.** Read tips on troubleshooting audio that isn't working on your iOS or Android device. If you are still having issues, please submit a request.

For more information contact:

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