

THE ACADEMY

Developing Liverpool

ENHANCING RESEARCH

Zoom Webinar Guide for Participants

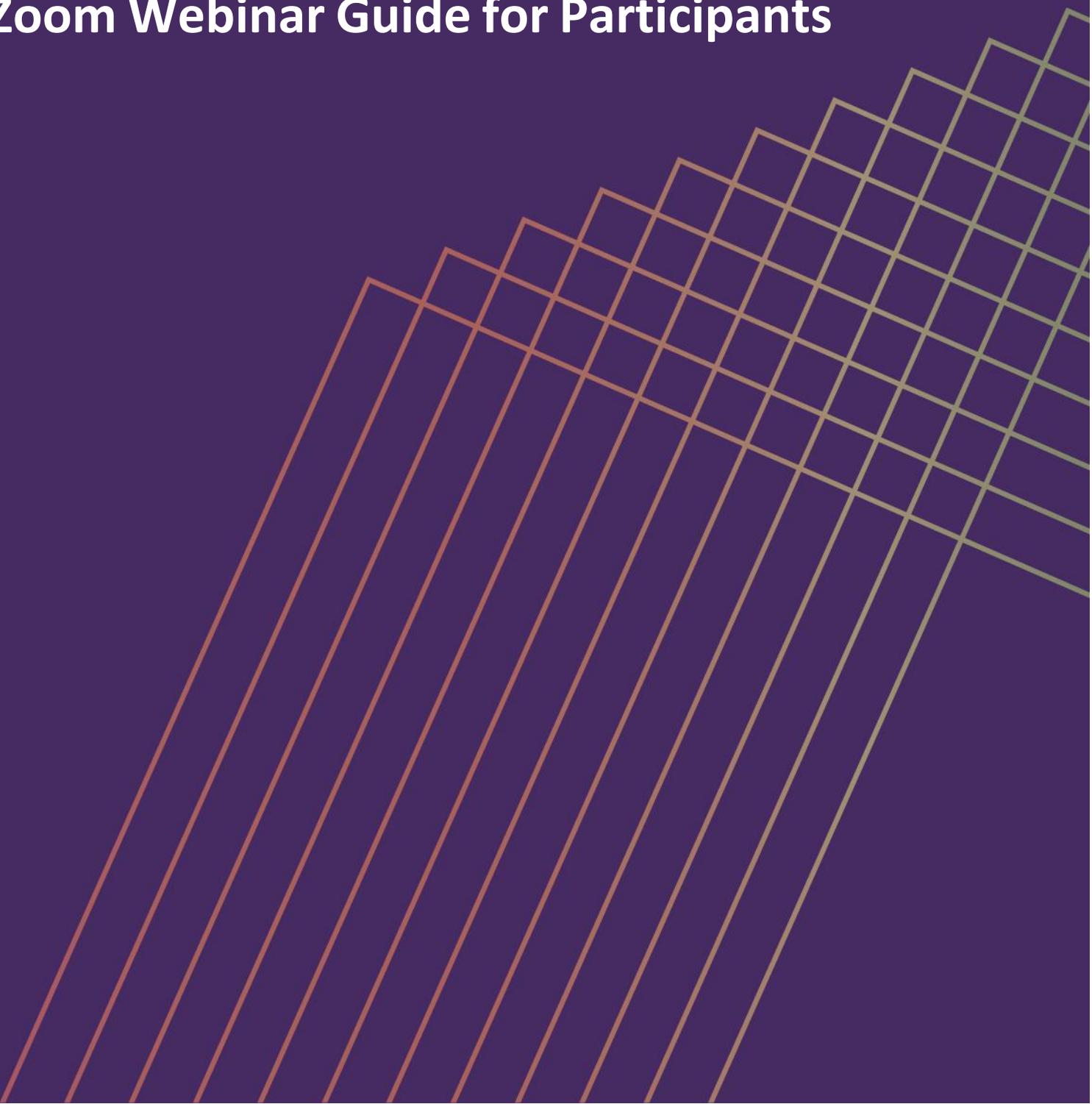


Table of Contents

1. Joining a Webinar	3
1.1 Joining a Webinar via URL	3
1.2 Joining a Webinar via the Zoom Web Portal.....	3
2. Options within the Meeting/Event.....	4
3. Adjusting Audio Settings.....	5
4. Interacting in a Webinar	5
4.1 Send Messages with Chat.....	5
4.2 Raise Your Hand	5
4.3 Ask Questions with Q&A	5
5. Pinning a video.....	9
6. Leaving a Webinar	9
7. Frequently asked questions.....	9
7.1 Getting started with Zoom	9
7.2 Joining a meeting	10
7.3 My Zoom account.....	10
7.4 Troubleshooting	10

Zoom Guide for Participants

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 & Browser. 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=ZVo1ZEM1V0NQMhCMTdTVTNWQWpvdz09>
Passcode: WR&P04?t

1.1 Joining a Webinar via URL

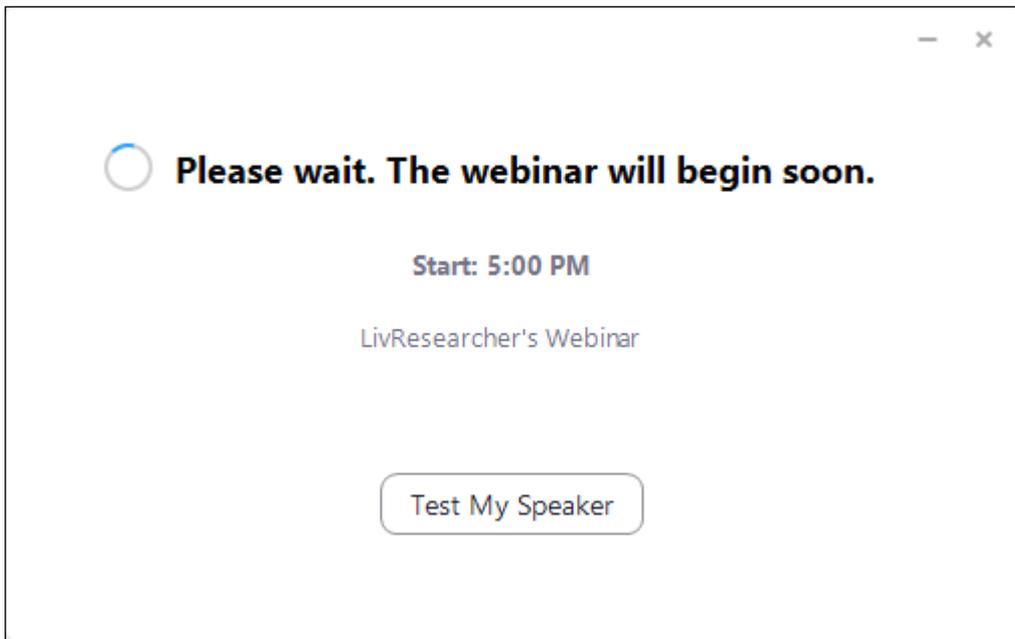
1. Click the **Webinar URL** provided by the Academy
2. Follow the prompts to download and install the Zoom desktop application.

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**.

The join webinar interface is displayed as indicated on the following page.



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.

The image shows a dark grey Zoom meeting control bar with four icons: 'Audio Settings' (with an upward arrow), 'Chat' (speech bubble), 'Raise Hand' (hand), and 'Q&A' (speech bubbles). A red 'Leave Meeting' button is on the right. Four yellow arrows point from callout boxes to each icon.

Audio Settings ^

Chat

Raise Hand

Q&A

Leave Meeting

This is where you can adjust the speaker settings on your own device. See section 3 below.

The chat setting might or might not be activated for your session – see section 4.1 below.

Click this to indicate to the hosts and panellists that you would like to ask an oral question. Section 4.2 below.

This opens up a new box in which you can pose questions to the host and panelists. They can choose to respond to you privately or send your question and the answer to everyone in the webinar.

3. Adjusting Audio Settings

Only the host and panellists can talk in a webinar. However, as a participant you can adjust your speaker settings by clicking the **Audio Settings** button in the lower left to check your speaker settings.

NOTE: A host can choose to promote you to a panellist during a webinar, which will allow you access to a variety of tools via the menu bar such as enabling your audio and video and sharing your screen.

4. Interacting in a Webinar

In a Zoom webinar, you can interact with the host, co-hosts, and panellists by raising your hand, typing in chat, or typing in Q&A if the host has enabled those features in the webinar.

4.1 Send Messages with Chat

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.

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.

4.2 Raise Your Hand

1. Click the **Raise Hand** button at any time to indicate to the host and panellists that you have a question.
2. To lower your hand, click the **Lower Hand** button.

4.3 Ask Questions with Q&A

If enabled by the host, you can pose questions to the host and panellists using the Q&A feature. The host or panellist can choose to respond to you privately or send your question and the answer to everyone in the webinar.

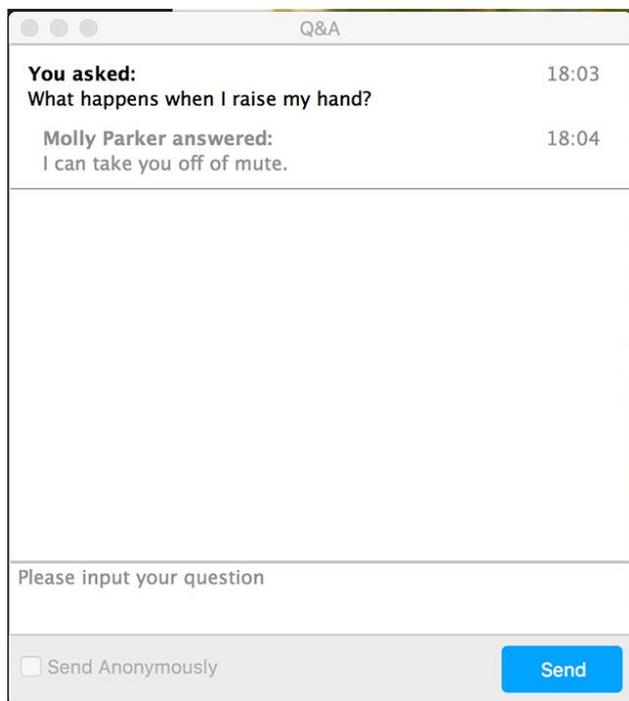
1. Click the **Q&A** button to open the window.
2. Type your **response** to the question in the text field.
3. If you want your question to be anonymous, check the **Send Anonymously** checkbox.
4. Click **Send**.

To ask a question:

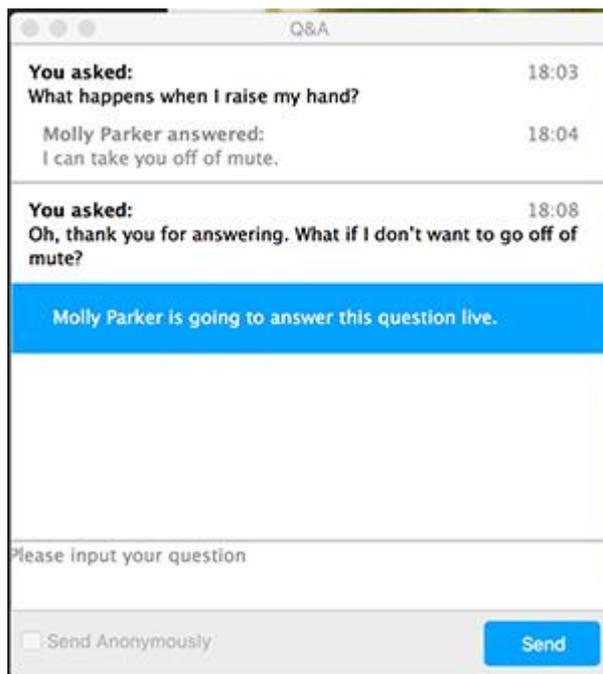
1. Type your question into the Q&A box. Click **Send**.

Note: Check **Send Anonymously** if you do not want your name attached to your question in the Q&A.

2. If the host replies via the Q&A, you will see a reply in the Q&A window.



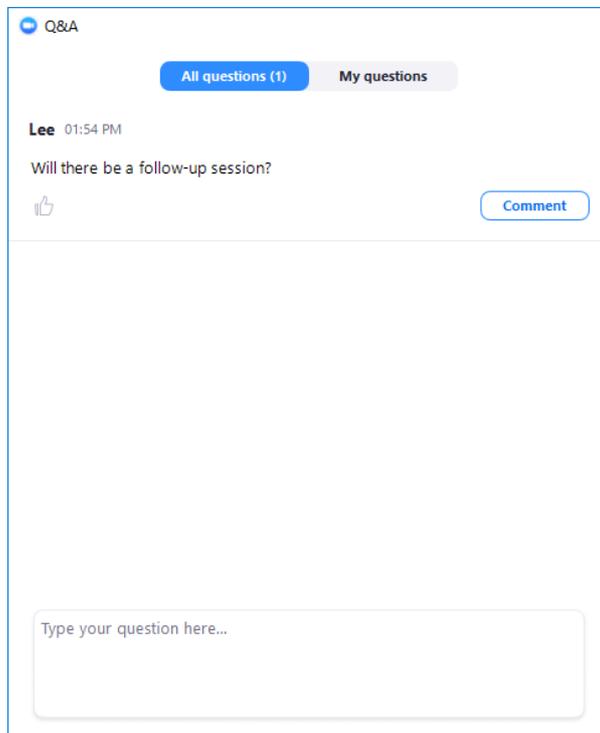
The host can also answer your question live (out loud). You will see a notification in the Q&A window if the host plans to do this (as below).



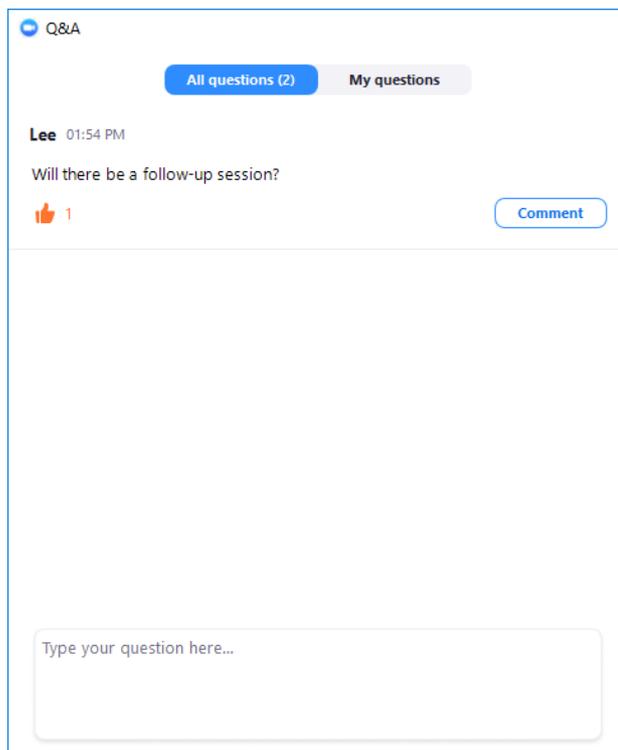
As an attendee you can also like or comment on other attendee's questions. This helps the host or participant identify popular questions, especially in a webinar with many attendees.

1. Click the thumbs up icon to like a comment.

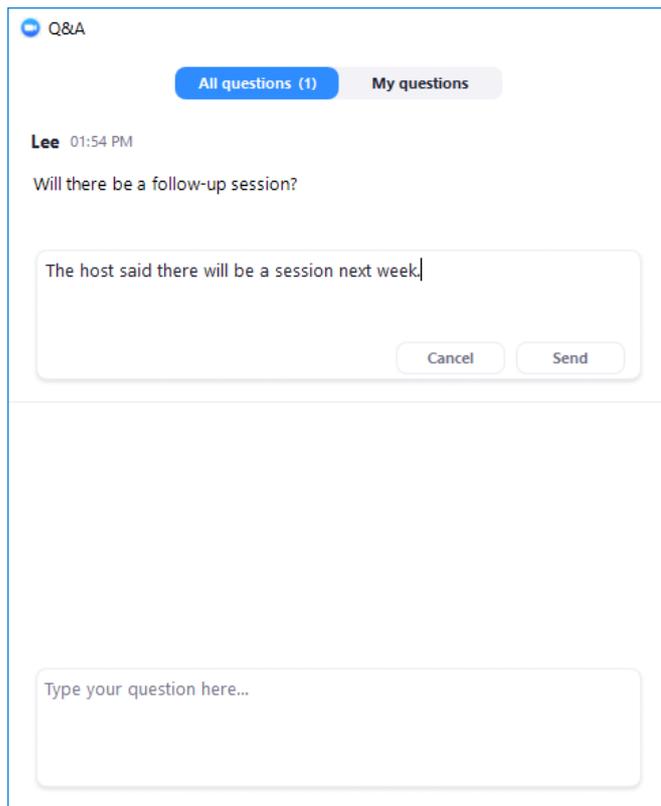
Tip: The number beside the icon is the total number of likes the question has received so far.



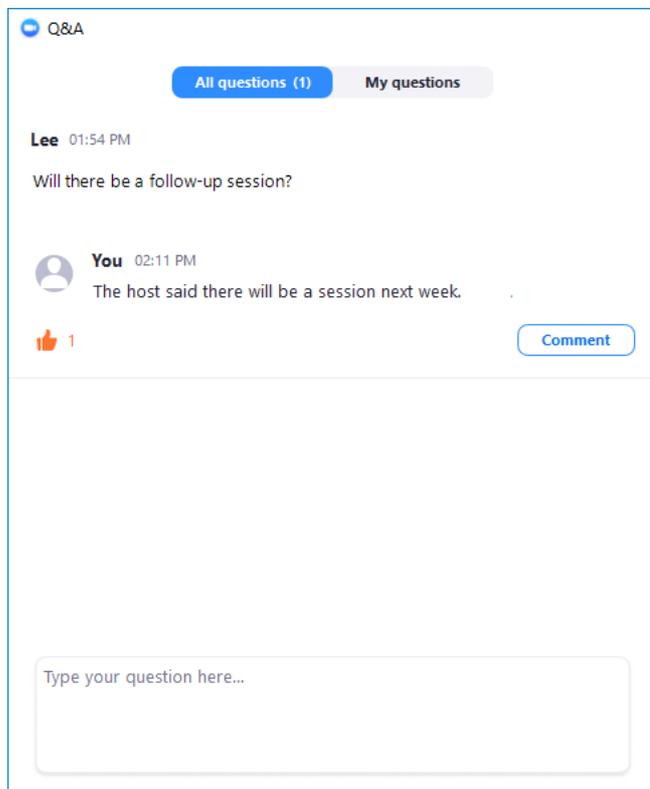
2. Click the red or orange thumbs up icon to unlike a comment.



3. Click **Comment** to write a reply to an existing question.

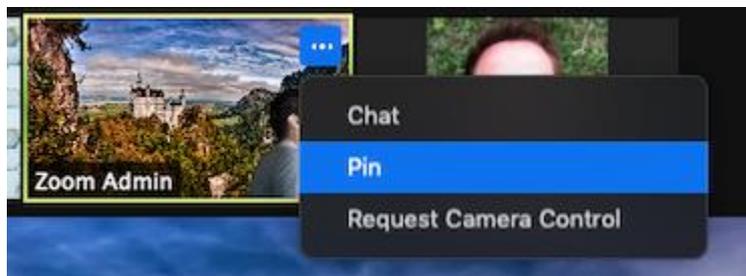


4. Type your comment and click **Send**. Your comment will appear beneath the question.

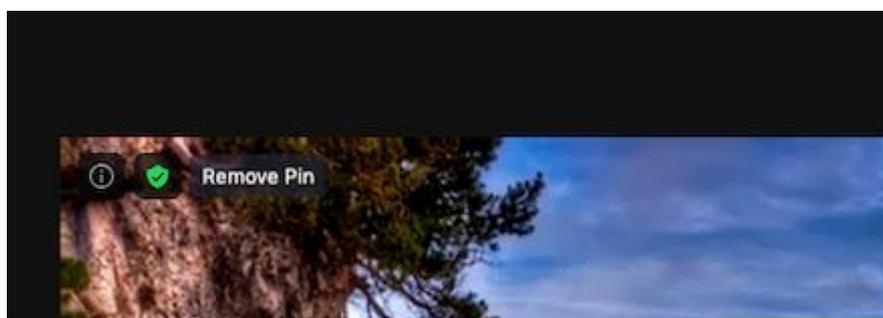


5. Pinning a Video

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 of any video currently pinned.



6. 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.

7. Frequently asked questions

7.1 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](#).
- **How do I use Zoom on my PC or Mac?** After downloading Zoom, [learn how to use the Zoom Desktop Client](#).
- **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 sign up for Zoom?** You can sign up for a free Zoom account at zoom.us/signup.
- **How much does Zoom cost?** A basic Zoom license is free. [Learn more about available Zoom plans and pricing](#).

7.2 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.

7.3 My Zoom Account

- **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](#).
- **What role do I have on my Zoom account?** You can find your role on your [Account Profile](#) page of the Zoom web portal. [Learn more about the Account Profile page](#).
- **Where can I find my account owner?** You can find your account owner on your [Account Profile](#) page of the Zoom web portal. [Learn more about the Account Profile page](#).

7.4 Troubleshooting

- **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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