

Zoom 101: A Practical Guide to Using Zoom



Presented by: Jean Rikhof, Administrative Assistant,
Population Health, UWLM

December 17, 2020



*Healthy Aging by United Way
acknowledges the
traditional, ancestral, and
unceded territories of the
First Nations of British Columbia,
on which we gratefully
work and gather.*



Webinar Instructions

- Everyone will **remain muted** and **cameras will be off**
- There will be a **10-minute question period** at the end – use the “**Q&A**” feature to ask questions at any time, and the question will be posed during the questions period
- Webinar is being recorded and will be posted on [Healthy Aging CORE](#) – slides will also be made available

Presenters:

Jean Rikhof – Administrative Assistant, Population Health, United Way of the Lower Mainland

Webinar Goals

- Cover the basics
- A few advanced features
- Not meant to be exhaustive
- Sharpen your grasp on the fundamentals



What is Zoom?

It is an audio and video conferencing software.

It was founded in 2011 by Eric Yuan, a former Cisco executive.

*By 2024 only 25% of enterprise meetings will take place in person, down from 60% today.**

*Mike Fasciani, Tom Eagle, Adam Preset, & Brian Doherty. (12 October 2020). *Magic Quadrant for Meeting Solutions*. Gartner.
<https://www.gartner.com/doc/reprints?id=1-2468658S&ct=200917&st=sb>



BASIC

Personal Meeting

Free

- Host up to 100 participants
- 40-minute maximum group meetings
- Unlimited 1:1 Meetings

*Free, forever. No credit cards required.

PRO

Great for Small Teams

CAD 20.00

/month/license

- Host up to 100 participants
- Unlimited group meetings
- Social Media Streaming
- 1 GB Cloud Recording (per license)

*Purchase up to 9 licenses per account

BUSINESS

Small & Med Businesses

CAD 27.00

/month/license

- Host up to 300 participants
- Single Sign-On
- Cloud Recording Transcripts
- Managed Domains
- Company Branding

*Starting at 10 licenses for CAD 270/month

- How to sign up for an account
- Zoom dashboard
- Scheduling a meeting
- How to join a meeting
- How to download Zoom

- Understanding meeting controls
- How to share screen & stop sharing screen
- How to share videos with sound
- How to enable and use breakout rooms
- How to enable closed captioning
- How to record
- How to end the meeting



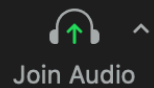
Choose ONE of the audio conference options

Phone Call **Computer Audio** Call Me

Join With Computer Audio

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting





Healthy Aging

Testing speaker...

Do you hear a ringtone?

Yes

No

Speaker 1: Same as System



Output level:





Healthy Aging

You have 4 microphones, now testing microphone 2...

Speak and pause, do you hear a replay?

Yes

No

Microphone 2: Built-in Microphone (Internal Micropho... ^

Input level:



Choose ONE of the audio conference options

Phone Call **Computer Audio** Call Me

Join With Computer Audio



Test Speaker and Microphone

Automatically join audio by computer when joining a meeting







Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute Start Video Security Participants Chat **Share Screen** Polling Reactions More **End**

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

Turn off Original Sound



Participants (1)



Healthy Aging (Host, me)



Select a Microphone

Same as System

✓ Built-in Microphone (Internal Microphone)

Soundflower (2ch)

Soundflower (64ch)

Select a Speaker

✓ Same as System

Built-in Output (Headphones)

Soundflower (2ch)

Soundflower (64ch)

Test Speaker & Microphone...

Switch to Phone Audio...

Leave Computer Audio

Audio Settings...

thy Aging



yes



no



go slower



go faster



more



clear all



Unmute



Start Video



Security



Participants 1



Chat



Share Screen



Polling



Reactions



More

End

Invite

Mute All



Unmute All











More







Turn off Original Sound

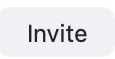
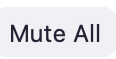
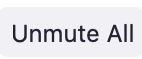
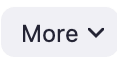
Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

 Unmute
  Start Video
  Security
  Participants 1
  Chat
  Share Screen
  Polling
  Reactions
  More
  End

 yes
  no
  go slower
  go faster
  more
  clear all

 Invite
  Mute All
  Unmute All
  More



Turn off Original Sound

Healthy Aging

Select a Camera

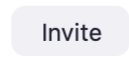

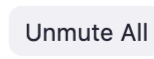
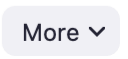
- ✓ FaceTime HD Camera
- Choose Virtual Background...
- Video Settings...

Participants (1)

HA Healthy Aging (Host, me)  

Unmute  Start Video  Security  1 Participants  Chat  Share Screen  Polling  Reactions  More  End



 yes  no  go slower  go faster  more  clear all










 Invite  Mute All  Unmute All  More







Turn off Original Sound

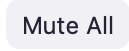
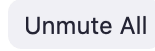
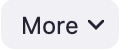
Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute  Start Video  Security  Participants  Chat  Share Screen  Polling  Reactions  More  End

 yes  no  go slower  go faster  more  clear all

Invite  Mute All  Unmute All  More

Turn off Original Sound

Healthy Aging



Lock Meeting


- ✓ Enable Waiting Room







Allow participants to:

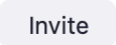
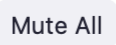
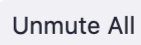

- ✓ Share Screen
- ✓ Chat
- ✓ Rename Themselves

Participants (1)

HA Healthy Aging (Host, me)  

Unmute  Start Video  Security  Participants  Chat  Share Screen  Polling  Reactions  More  End



 yes  no  go slower  go faster  more  clear all

 Invite  Mute All  Unmute All  More

Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute Start Video Security Participants Chat Share Screen Polling Reactions More End

yes no go slower go faster more clear all

Invite Mute All Unmute All More

Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me) Unmute More

- Rename
- Add Profile Picture

yes
 no
 go slower
 go faster
 more
 clear all



Unmute Start Video Security Participants Chat Share Screen Polling Reactions More End










Invite Mute All Unmute All More







Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute  Start Video  Security  1 Participants  Chat  Share Screen  Polling  Reactions  More  End

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

Turn off Original Sound

Zoom Group Chat

To: Everyone

Type message here...

- Save Chat
- Participant Can Chat With:
 - No one
 - Host only
 - Everyone publicly
 - Everyone publicly and privately
- Merge to Meeting Window

Participants (1)

HA Healthy Aging (Host, me)

yes no go slower go faster more clear all



Unmute Start Video Security Participants 1 Chat Share Screen Polling Reactions More End

Invite Mute All Unmute All More







Turn off Original Sound

Healthy Aging

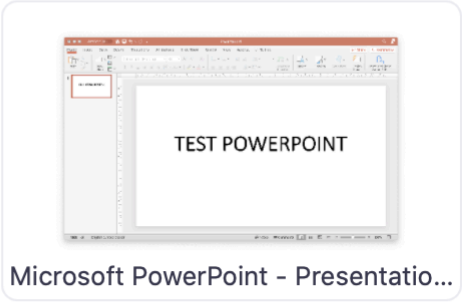
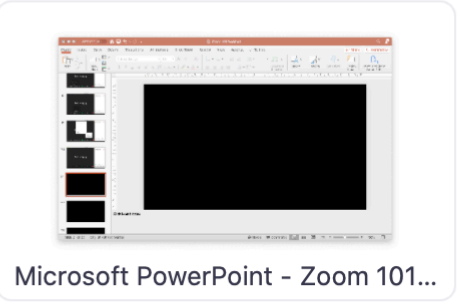
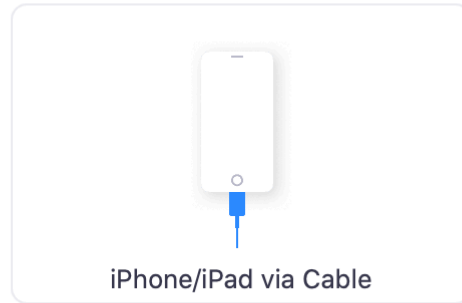
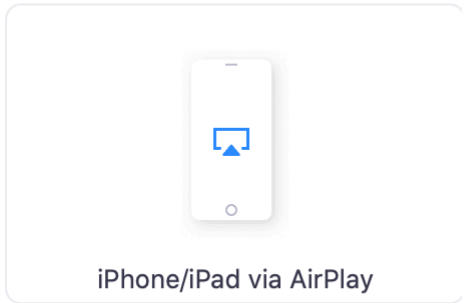
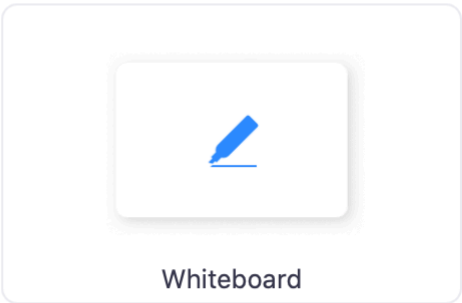
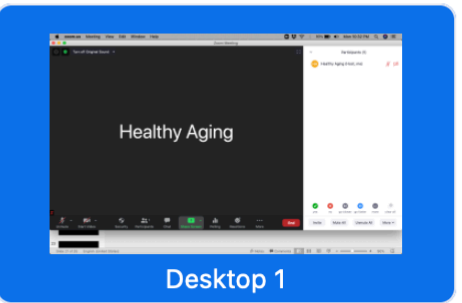
Participants (1)

HA Healthy Aging (Host, me)  

 Unmute
  Start Video
  Security
  Participants 1
  Chat
  Share Screen
  Polling
  Reactions
  More
  End

 yes
  no
  go slower
  go faster
  more
  clear all

Basic Advanced Files



Share computer sound Optimize Screen Share for Video Clip

Share

File Insert Draw Design Transitions Animations Slide Show Review View Acrobat Tell me

Share Comments

Calibri Light (Headings) 86 A⁺ A⁻ A^x

B I U x^2 x_2 AV Aa

Convert to SmartArt Insert Drawing Sensitivity Design Ideas Create and Share Adobe PDF

TEST POWERPOINT

TEST POWERPOINT



Unmute Start Video Security Participants Polling **New Share** Pause Share Annotate More

You are screen sharing Stop Share







Turn off Original Sound

Healthy Aging

Participants (1)

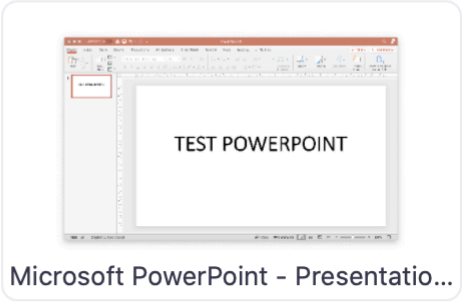
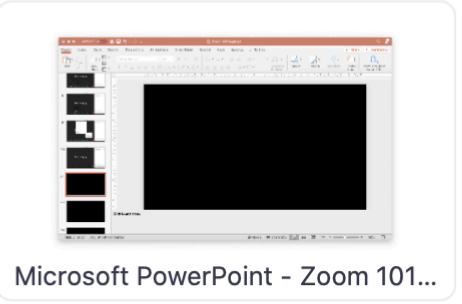
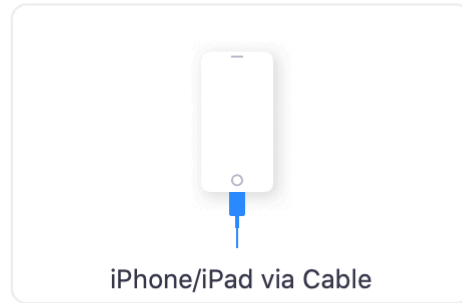
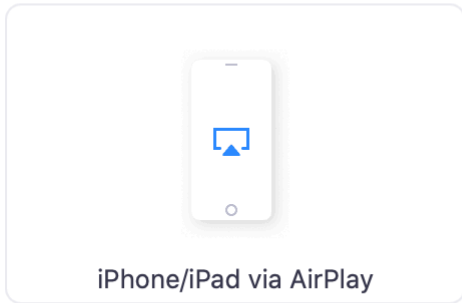
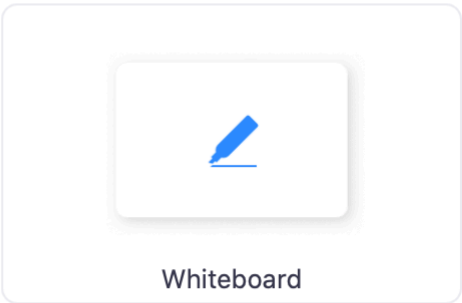
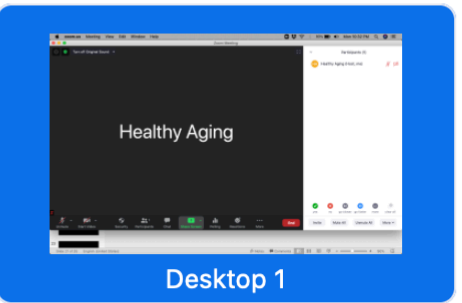
HA Healthy Aging (Host, me)  

Unmute Start Video Security Participants Chat **Share Screen** Polling Reactions More **End**

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

Basic Advanced Files



Share computer sound Optimize Screen Share for Video Clip

Share

File Insert Draw Design Transitions Animations Slide Show Review View Acrobat Tell me

Calibri Light (Headings) 86 A[^] A^v A^o B I U x^2 x_2 AV Aa

Convert to SmartArt Insert Drawing Sensitivity Design Ideas Create and Share Adobe PDF

TEST POWERPOINT

TEST POWERPOINT

Unmute Start Video Security Participants Polling **New Share** Pause Share Annotate More

You are screen sharing Stop Share

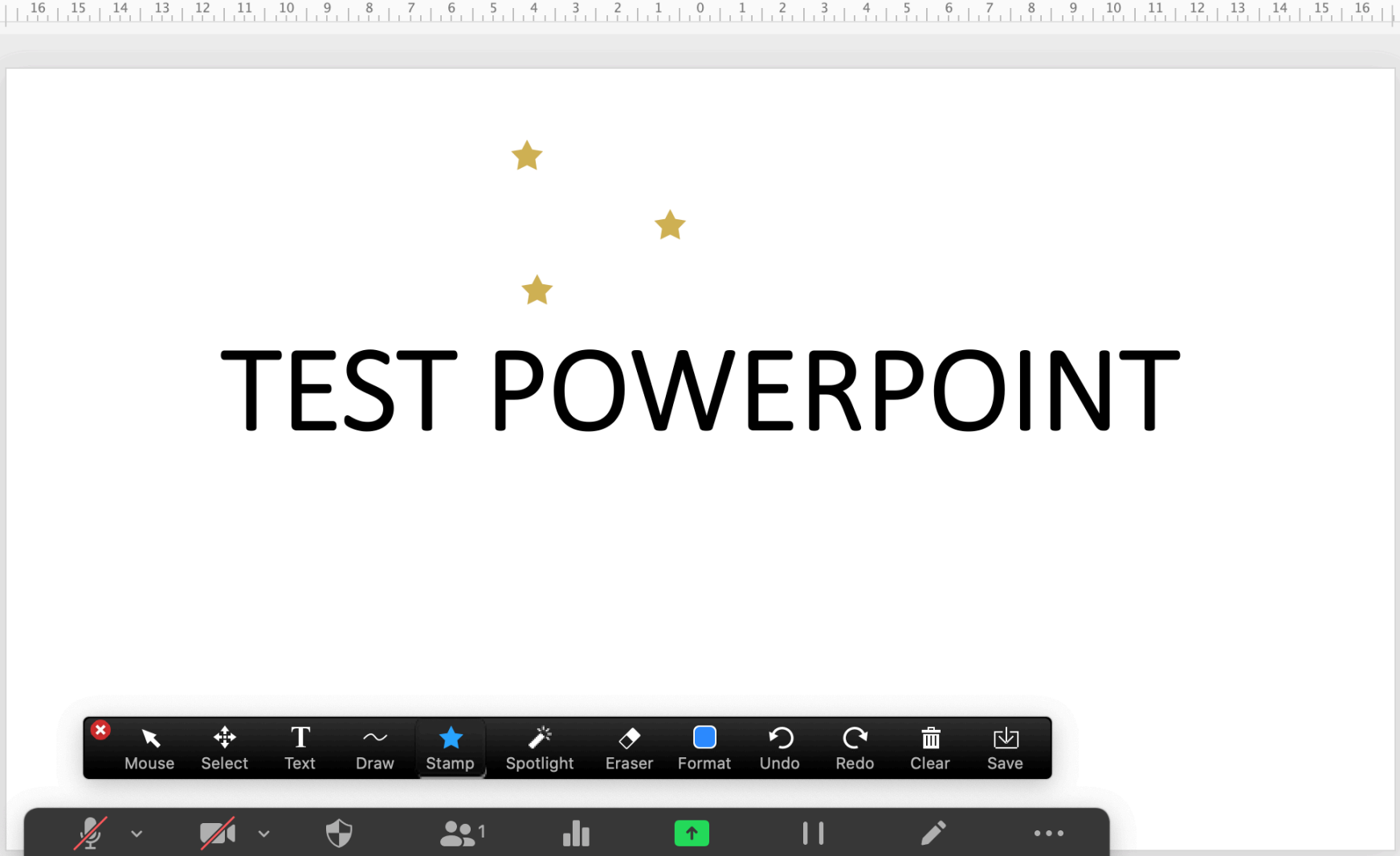
Calibri Light (Headings) 86 A[^] A^v A^o

B I U x^2 x_2 Δ Aa \color{red} \color{green}

Convert to SmartArt Insert Drawing Sensitivity Design Ideas Create and Share Adobe PDF

1

TEST POWERPOINT



Mouse Select Text Draw Stamp Spotlight Eraser Format Undo Redo Clear Save

Unmute Start Video Security Participants Polling New Share Pause Share Annotate More

Calibri Light (Headings) 86 A[^] A^v A_o

B I U x^2 x_2 AV Aa

Convert to SmartArt Insert Drawing Sensitivity Design Ideas Create and Share Adobe PDF

1 TEST POWERPOINT

TEST POWERPOINT

Unmute Start Video Security Participants Polling **New Share** Pause Share Annotate

- Chat
- Record on this Computer ⌘R
- Record to the Cloud ⌘C
- Live Transcript
- Breakout Rooms
- Disable Attendee Annotation
- Show Names of Annotators
- Hide Floating Meeting Controls ^⌘H
- ✓ Share computer sound
- Optimize Screen Share for Video Clip
- End Meeting

Home Insert Draw Design Transitions Animations Slide Show Review View Acrobat Tell me

Share Comments

Paste New Slide

Calibri Light (Headings) 86

B I U x^2 x_2 AV Aa

Convert to SmartArt Insert Drawing Sensitivity Design Ideas Create and Share Adobe PDF

1

TEST POWERPOINT

Zoom Group Chat

TEST INT

To: Everyone

Type message here...

Unmute Start Video Security Participants Polling New Share Pause Share Annotate More

Rich text editor toolbar with options like Paste, New Slide, Font settings (Calibri Light, 86), Bold, Italic, Underline, Bullets, Numbering, Indentation, Paragraph, SmartArt, Insert, Drawing, Sensitivity, Design Ideas, and Create and Share Adobe PDF.

1 TEST POWERPOINT



TEST POWERPOINT

Meeting control bar with icons for Unmute, Start Video, Security, Participants (1), Polling, New Share, Pause Share, Annotate, and More.







Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute Start Video Security Participants Chat **Share Screen** Polling Reactions More **End**

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

Turn off Original Sound

Participants (1)

Healthy Aging

HA Healthy Aging (Host, me)

- Record on this Computer ⌘R
- Record to the Cloud ⌘C
- Live Transcript
- Breakout Rooms

no go slower go faster more clear all

Unmute Start Video Security Participants 1 Chat Share Screen Polling Reactions More End

Invite Mute All Unmute All More



PERSONAL

Profile

Meetings

Webinars

Personal Audio Conference

Recordings

Settings

ADMIN

Dashboard

> User Management

> Room Management

> Account Management

> Advanced



Change

Healthy Aging

Edit

Healthy Aging

Department Healthy Aging

Account No.

Personal Meeting ID

*** ** *723 [Show](#)

Edit

https://zoom.us/j/*****723 [Show](#)

✓ Use this ID for instant meetings

Personal Link

https://zoom.us/my/***** [Show](#)

Customize

Sign-In Email

hea***@uwlm.ca [Show](#)

Edit

Linked accounts:

License Type

Licensed





profile pictures in the meeting.

In Meeting (Advanced)

Report to Zoom

Allow users to report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the meeting information panel.



Breakout room

Allow host to split meeting participants into separate, smaller rooms



Modified [Reset](#)

Allow host to assign participants to breakout rooms when scheduling

Remote support

Allow meeting host to provide 1:1 remote support to another participant



Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions



Enable live transcription service to show transcript on the side panel in-meeting



Turn off Original Sound

Participants (1)

Healthy Aging

HA Healthy Aging (Host, me)

- Record on this Computer ⌘R
- Record to the Cloud ⌘C
- Live Transcript
- Breakout Rooms

no go slower go faster more clear all

Unmute Start Video Security Participants 1 Chat Share Screen Polling Reactions More End

Invite Mute All Unmute All More

Turn off Original Sound

Healthy Aging

Breakout Rooms



Assign 0 participants into Rooms:









Automatically Manually

0 participants per room

Create Breakout Rooms

Participants (1)

HA Healthy Aging (Host, me)  

Unmute  Start Video  Security  1 Participants  Chat  Share Screen  Polling  Reactions  More

End

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

Turn off Original Sound

Participants (1)

Healthy Aging

HA Healthy Aging (Host, me)

- Record on this Computer ⌘R
- Record to the Cloud ⌘C
- Live Transcript
- Breakout Rooms



no go slower go faster more clear all

Unmute Start Video Security Participants 1 Chat Share Screen Polling Reactions More End

Invite Mute All Unmute All More

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  





Assign someone to type

Use a 3rd party CC service

Copy this token and paste it in a third party Closed captioning tool

Live Transcript

yes no

 Unmute  Start Video  Security  Participants  Chat  Share Screen  Polling  Reactions  More

Turn off Original Sound

Participants (1)

Healthy Aging

HA Healthy Aging (Host, me)

- Record on this Computer ⌘R
- Record to the Cloud ⌘C
- Live Transcript
- Breakout Rooms

no go slower go faster more clear all

Unmute Start Video Security Participants 1 Chat Share Screen Polling Reactions More End

Invite Mute All Unmute All More

Healthy Aging



Healthy Aging (Host, me)

- Pause Recording ⌘P
- Stop Recording ⌘R
- Live Transcript
- Hide Subtitle
- View Full Transcript
- Subtitle Settings...
- Breakout Rooms







Turn off Original Sound

Healthy Aging

Participants (1)

HA Healthy Aging (Host, me)  

Unmute Start Video Security Participants Chat **Share Screen** Polling Reactions More **End**

 yes  no  go slower  go faster  more  clear all

Invite Mute All Unmute All More

End Meeting for All

Leave Meeting

Cancel

Healthy Aging

Participants (1)



Healthy Aging (Host, me)



yes



no



go slower



go faster



more



clear all



Unmute



Start Video



Security



Participants 1



Chat



Share Screen



Polling



Reactions



More

End

Invite

Mute All

Unmute All

More

Default location for local recording files

By default, local recordings will be placed in following directory:

Windows: C:\Users\[Username]\Documents\Zoom

Mac: /Users/[Username]/Documents/Zoom

Linux: home/[Username]/Documents/Zoom



PERSONAL

Profile

Meetings

Webinars

Personal Audio Conference

Recordings

Settings

ADMIN

Dashboard

> User Management

> Room Management

> Account Management

> Advanced



Change

Healthy Aging

Edit

Healthy Aging

Department Healthy Aging

Account No.

Personal Meeting ID

*** ** *723 [Show](#)

Edit

https://zoom.us/j/*****723 [Show](#)

✓ Use this ID for instant meetings

Personal Link

https://zoom.us/my/***** [Show](#)

Customize

Sign-In Email

hea***@uwlm.ca [Show](#)

Edit

Linked accounts:

License Type

Licensed





PERSONAL

- Profile
- Meetings
- Webinars
- Personal Audio Conference

Recordings

Settings

ADMIN

- Dashboard
- > User Management
- > Room Management
- > Account Management
- > Advanced

Cloud Recordings

Local Recordings

Settings

From To

Trash (25)

<input type="checkbox"/>	Topic	ID	Start Time	File Size	
<input type="checkbox"/>	Business Development Webinar - December 9, 2020	944 2389 6152	Dec 9, 2020 09:45 AM	3 Files (196 MB)	<input type="button" value="Share..."/> <input type="button" value="More"/>
<input type="checkbox"/>	U.S. & Canada Marketing Group Meeting	986 1632 6392	Dec 3, 2020 09:15 AM	3 Files (440 MB)	<input type="button" value="Share..."/> <input type="button" value="More"/>
<input type="checkbox"/>	Business Development Webinar - November 25, 2020	924 8231 8603	Nov 25, 2020 12:25 PM	4 Files (12 MB)	<input type="button" value="Share..."/> <input type="button" value="More"/>





PERSONAL

- Profile
- Meetings
- Webinars
- Personal Audio Conference

Recordings

Settings

ADMIN

- Dashboard
- > User Management
- > Room Management
- > Account Management

My Recordings > Seniors Community Action Committees (SCAC) in BC: An overview from the Provincial SCAC Working Group

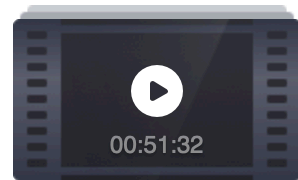
Seniors Community Action Committees (SCAC) in BC: An overview from the Provincial SCAC Working Group



Share

Dec 9, 2020 09:45 AM Vancouver ID: 944 2389 6152

0 total views · 2 total downloads [Recording Analytics](#)



Recording 1

3 files 196 MB

Download (3 files)

Copy shareable link



Shared screen with speaker view		0 views this month	149 MB
Audio only			47 MB
Chat file			2 KB

Questions?

BY KEYWORD

Multicultural

APPLY

CATEGORIES

Choose

SUBJECT AREA

- Information, Referral, & Advocacy
- Organizational Development
- Social Connectedness
- Wellness & Mental Health
- Ageism
- Education, Recreation, & Arts
- Food & Nutritional Support
- Safety, Security & Personal Planning
- Transportation

Integrating multicultural seniors in an age-friendly community
FINAL PROJECT REPORT

Exploring an age-friendly future for the seniors of North Vancouver, British Columbia

Report: Integrating multicultural seniors in age-friendly communities (North Vancouver)

Silver Harbour Seniors' Activity Centre, Lionsview Seniors' Planning Society, the City of North Vancouver

DOCUMENT

British Columbia Ministry of Health
Patients as Partners Initiative

Intercultural Community Engagement Tip Sheet for Chinese and South Asian Populations

The purpose of the Patients as Partners Engagement Tip Sheet is to provide guidance and support to health-care organizations in their patient, family and community engagement activities. The Tip Sheet is intended for use by engagement staff, health service practitioners, program managers, community development officers, and all health-care and service providers who work on engagement projects related to the co-design of health care. This Tip Sheet applies to all three elements of health system engagement: individual care programs and community services, and system redesign and is closely used with the Patients as Partners Engagement Framework.

Tipsheet: Intercultural community engagement for Chinese and South Asian populations in healthcare

Ministry of Health, B.C.

DOCUMENT

COVID-19 Multilingual Resource Options

One of our partners at REACH has been collecting links for information on COVID-19 that provide multilingual resources. Some of these links may be shared to you, others may have new information. Let us know if we missed anything.

COVID-19 Multilingual Resource Options

WEBSITE

AMSSA
Strengthening Diversity In BC

COVID-19 resources for settlement services (for immigrants and newcomers)

AMSSA

WEBSITE

WelcomeBC

Videos: How to use BC transportation (public transit, drivers licenses)

WelcomeBC

VIDEO

CORE
Public Health Functions for BC

Evidence and best practices for food security and food programs in BC

B.C. Ministry of Health

DOCUMENT

Addressing social isolation among immigrant and refugee seniors
Environmental scan of programs and services in Canada

AMSSA
Strengthening Diversity In BC

MCCOALIO

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