

CALL WEBINAR ATTENDEE INFORMATION

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Table of Contents

Document Purpose	2
Joining the Webinar	2
Using the 'Invitation/Attendee' Link	2
Using the 'App/Zoom Icon' on your Device (Desktop Client)	3
Zoom Webinar Attendee 'Meeting Window'	3
.....	4
Top Left	4
Audio Settings	5
Background & Filters	5
Top Right.....	5
Bottom of the Screen.....	6
Live Transcript/Closed Captioning	6
Audio Settings	6
Chat.....	7
Raise Hand	7
Q&A.....	8
Leave	9
Panelists.....	9
Examples of Panelist's Windows.....	9
Updating to Current Zoom Version	10
Language	10
Resources	10

Document Purpose

This document was created to provide information to Zoom Webinar *Attendees* enabling them to control their own viewing experience. Although developed for webinar *Attendees* specifically, the information contained in this document may be applicable to other Zoom applications.

The information provided below assumes the reader/viewer has had some experience with the Zoom video-conferencing platform and thus is familiar with some Zoom 'language'.

NOTES:

- This document is specifically related to Zoom 'Webinars' which are like Zoom 'Meetings' however there are differences and why this document was created
- Zoom works on a variety of 'devices' (i.e. desktop computers, laptops, tablets and smart phones) and operating systems (i.e. Window (PC), Mac (Apple), and Linux).

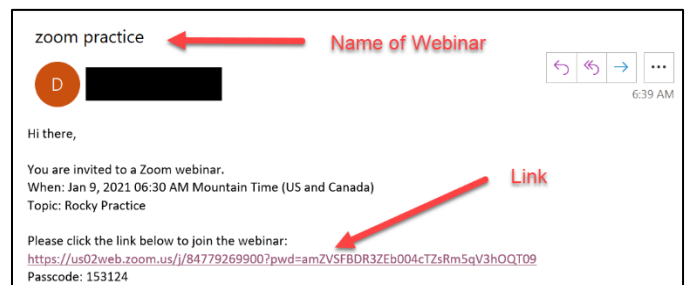
Unless otherwise noted, the screen shots shown are from a Windows (PC) device however other devices should have a similar look. In addition, the actions described below refer to a PC desktop computer and may be different for other devices.

- For more detailed information, 'Resources' are [referenced] and listed at the end of this document. Terminology used in this document is identified in *italics* and defined/explained in the 'Language' section at the end of this document

Joining the Webinar

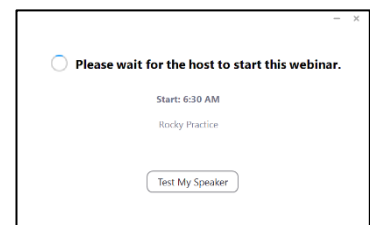
Using the 'Invitation/Attendee' Link Preferred Method

It is highly recommended you **join the webinar at least 15 minutes before** the actual published start time. This will allow you time to ensure everything is working on your device. To do this, locate and open the webinar email/'invitation' that was sent to you, probably within the past 24 hours. Imbedded in that email is the 'link' to the webinar.



When an Attendee clicks the email/invitation link:

- they will be asked to enter their email and name (which can be remembered for future meetings) and provides the opportunity to 'Test My Speaker'. Click '**Join Webinar**'.
- This 'window' will appear indicating the webinar has not yet 'started' however you have joined successfully. Please be patient.




iPad: A similar, but not the same, window will appear – waiting for the host to start the meeting.


iPhone: A 'Register for this Webinar' window will appear requesting a Screen Name and Email Address. Once this is entered, a 'Sign In' screen will appear – waiting for the host to start the meeting.

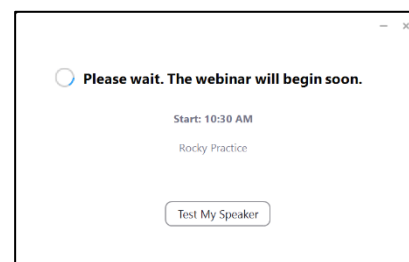
Using the 'App/Zoom Icon' on your Device (Desktop Client)

NOTE(s):

To use this method:

- the Zoom App must be loaded onto your device; you should see the Zoom icon 
- one must have the Meeting ID and Passcode which can be obtained from the Invitation or by emailing CALL Zoom Help zoomhelp@calgarylifelonglearners.ca

1. Click the **icon** , the 'Zoom Cloud Meeting' window will appear
2. Click '**Join a Meeting**', a Zoom window will appear
3. Enter the **Meeting ID**, check you name is correct; click 'Join'. The 'Enter meeting passcode' window will appear.
4. Enter the **Meeting Passcode**, click Join Meeting. Another 'Enter meeting passcode' window will appear.
5. Enter your **email** and check your name, click **Join Webinar**.
6. If the host has not 'started' the webinar yet, this window will appear indicating you have successfully joined the webinar and are now waiting for the host to start the meeting. You may want to take the opportunity to 'Test My Speaker' which will take you to the Settings/Audio window discussed later in this document. Click on the 'x' in the top right of the window to close it.



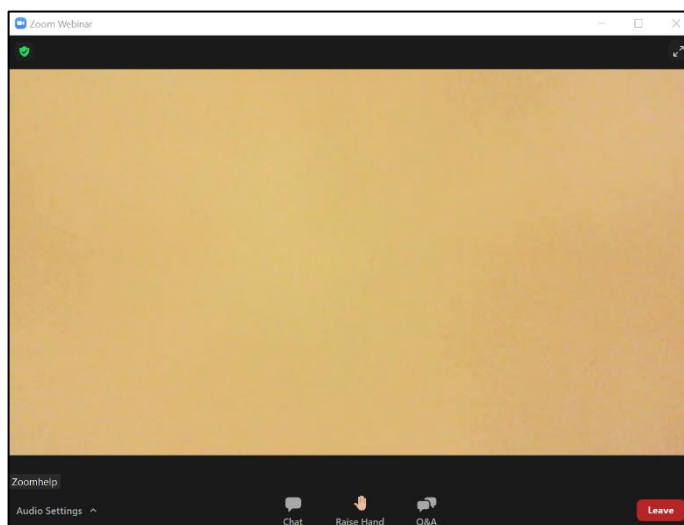
Zoom Webinar Attendee 'Meeting Window'

**Once the host 'starts' the webinar,
the 'Meeting Window' will automatically open.**

Your image may look slightly different from the one shown here, depending on the device/operating system you are using and the 'settings' on your device. Please see below for more details.

NOTE:
**As a webinar Attendee
you are muted, and your
video is off*.**

* the host can ask an attendee to unmute themselves and/or an attendee can be promoted to a *panelist* during the webinar

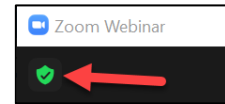


Meeting Window

As an Attendee, you will be able to see (if there is video on) and hear (if they are not muted) the webinar 'panelists'.

iPad: Tap the screen to see similar icons and functions as shown/stated below

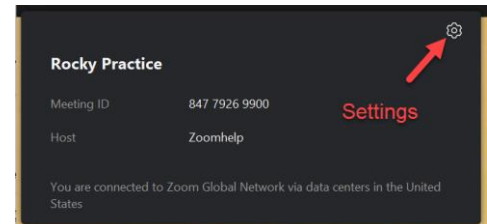
iPhone: Tap the screen to see similar icons and functions as shown/stated below



Top Left

At the top left of your screen, the 'Meeting Information' icon (green shield) is visible (if not, see the Note below and the 'Bottom of the Screen' section further below, to make it visible).

If the Information icon is clicked, the meeting information 'window' will appear displaying the 'Meeting/Webinar ID', the Host and the 'Settings' icon.

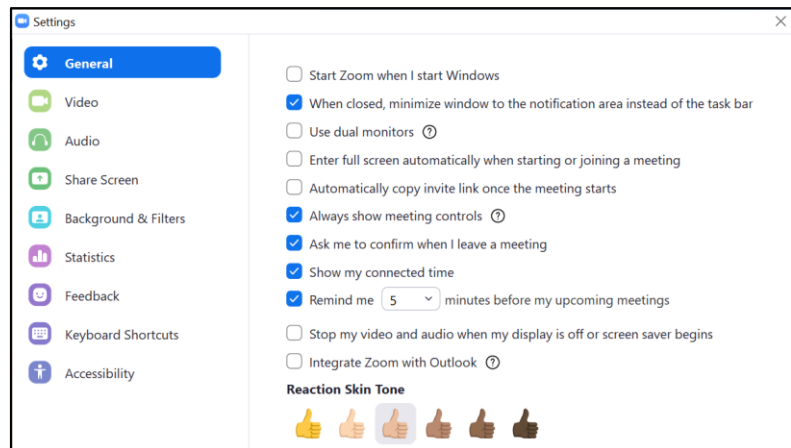


If the Setting icon is clicked, the 'Settings window' will appear displaying information about your device.

You are encouraged to explore and experiment with these settings. Use Google and Zoom Support [1] to understand their meaning and implication.

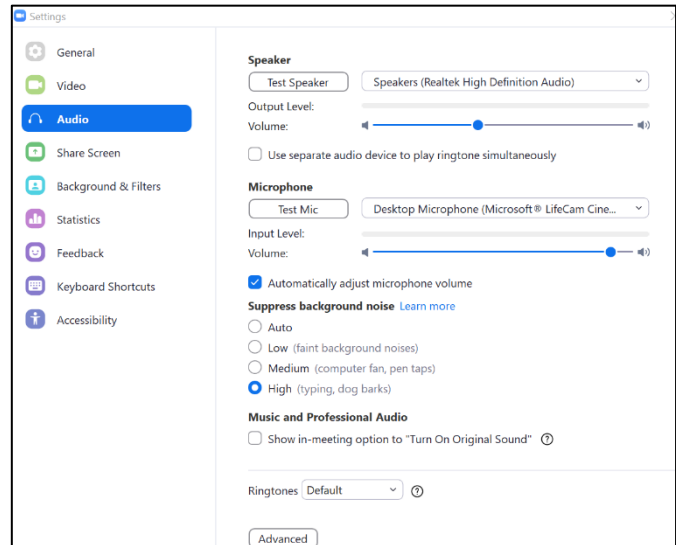
Note(s):

- The 'window' shown here is for **General** Settings
- The 'checked' boxes indicated here, are on the author's computer at the time of creating this document and are not necessarily what will appear on your device
- The 'Always show meeting controls' is discussed in the 'Bottom of the Screen' section below



Audio Settings

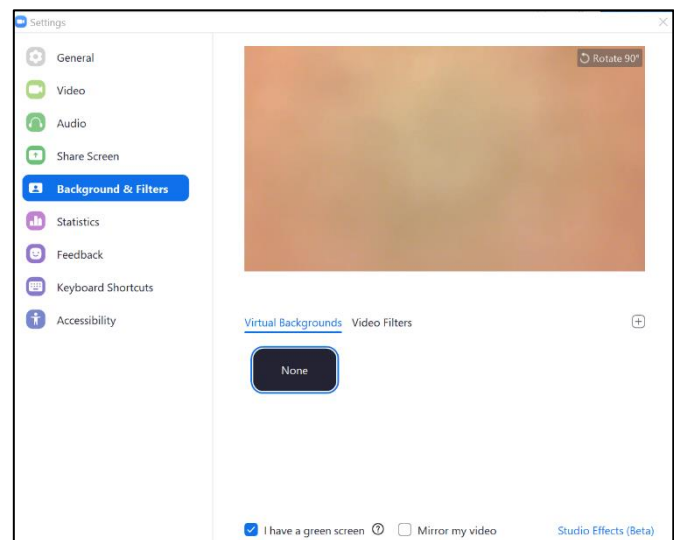
Your audio settings should be reviewed and tested. The settings shown are for the author's device which provides an example, 'starting' place for your adjustments. Again, play around with these controls to get the best results for you.



Background & Filters

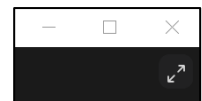
This setting has some useful and interesting options. For example, with your experience in Zoom meetings/webinars you have probably noticed that some participant videos show them at the beach, in space (not literally), or in some 'virtual' location of their choice. The 'settings' to make this happen are located on this window.

If you do choose a 'virtual background' (this window shows 'None', indicating the virtual background feature is not used) be aware your video image others see on their screens may be *pixelated*. This happens because the camera has a difficult time distinguishing between your real background (the cat, your spouse) and the virtual background. To eliminate this from happening, one can 'reduce' the objects in your background by placing a sheet or tarp behind you (green screen) thus providing your camera with fewer images and colours to discern.



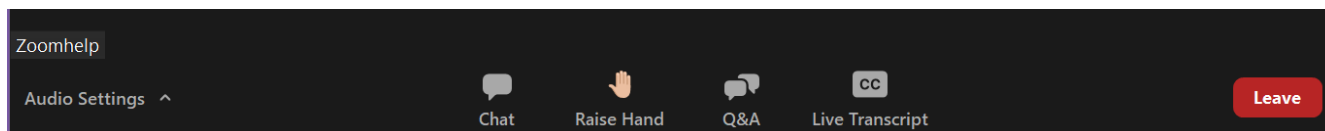
Top Right

In the top right of the 'Meeting Window' you will see this image with the typical screen minimize, maximize and close options. The opposing arrow symbol allows the viewer to change quickly from full screen to 'window' view. When in 'window' view, one can adjust the size of the screen/window by moving the cursor to the side or top of the window.

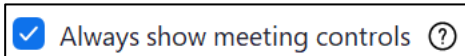


Unlike a Zoom Meeting (or a Panelist in a Zoom Webinar), a webinar Attendee does not have the option to switch between Gallery and Speaker view

Bottom of the Screen



Along the bottom of the 'Meeting Window' is the webinar Attendee 'Meeting Controls' bar, which may or may not be visible. The Tool Bar may be 'hidden' until the viewer moves the mouse over the 'Meeting Window'. The viewer can choose to have the 'Meeting Controls' always visible by going into 'Settings/General' (see above) and checking the 'Always show meeting controls' option.



If the 'Always show meeting controls' is not checked, the 'meeting controls' are only visible when the mouse is moved over the window/screen. Zoom states the 'ALT' key can be pressed/toggled to control the visibility of the 'meeting controls' to change between 'always visible' and 'visible only when the mouse is over the window/screen'. The author has found the 'ALT' key does not always work.

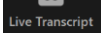
iPad:

Tap the screen to see similar icons and functions

iPhone:

Tap the screen to see similar icons and functions

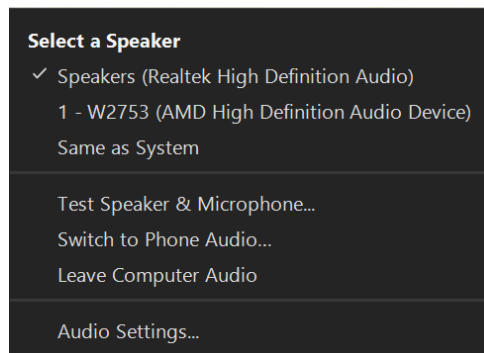
Live Transcript/Closed Captioning

Only if the host has enabled 'Live Transcript' will this icon  appear in the 'Meeting Controls'. If enabled, all Participants can see the conversation being transcribed at the bottom of the screen. If one clicks the Live Transcript icon (or the ... More) on their device, several options will appear (the options available will depend on the device being used). An individual can control the Live Transcript for themselves.

- 'Hide/Show Subtitles' - this selection will turn on/off the Live Transcript
- 'View Full Transcript' - this selection will show the Transcript in an attached window which can be changed (closed, pop out) using the 'v' icon
- 'Subtitle Settings' – selecting this will take you to the 'Settings/Accessibility' window where the font size can be changed (Normal, Medium, or Large)

Audio Settings

- If 'Audio Setting' is clicked, the 'Settings/Audio' window appears – see Audio Setting on page 5
- If the '^' is clicked, this window will appear




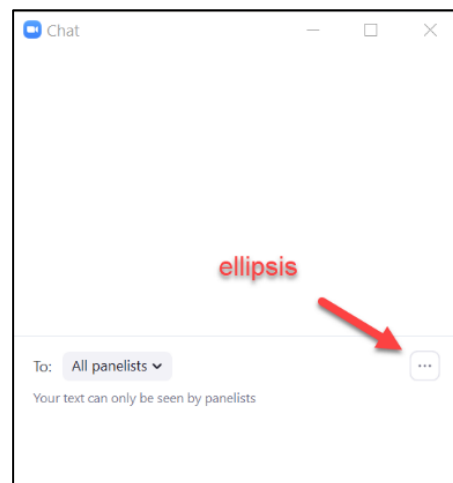
Chat

Before using the Chat feature, make sure you know the purpose/use of this feature in this particular webinar as it may be designated for a specific purpose, for example, webinar feedback. This should be explained during the webinar introduction and/or on the 'beginning slides'. Recognize **Chat is different from Q&A**, in purpose and function.

Clicking the 'Chat' icon, opens the Chat window. The Chat window can be clicked (at the top, just beside the word 'chat') and dragged around the screen (even to a second monitor). This window can also be resized (within limits) by moving the mouse to the window edges and adjusted accordingly. Note: the 'Chat Display (Font) Size' can be changed by:

- clicking the Meeting Information icon (Green Shield) in upper left corner, then the Gear icon (Settings), and then Accessibility. The font size can be adjusted from 80% (default) to 100% to 200% or by,
- pressing/holding the 'Ctrl' button AND the '+' key or '-' key

If the ellipsis (three horizontal dots)  is clicked, the message 'Merge to Meeting Window' appears. If the 'merge' is selected, the Meeting Window and the Chat window become one. Another small 'v' appears beside the word Chat which, if clicked, will show two options: close the chat or 'pop out', effectively reversing the merge and allowing the window to be moved on the monitor.

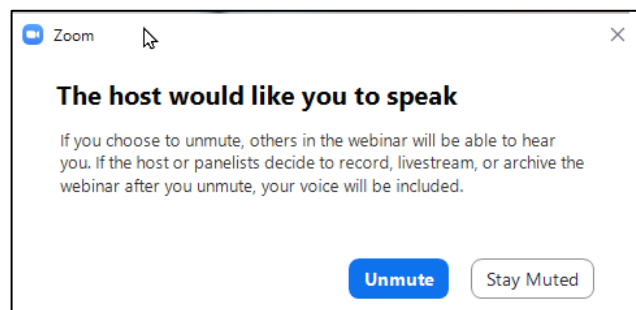


Clicking the 'x' in the top right corner of the Chat window, will close it.

Raise Hand

If the host has enabled the Raise hand feature, this icon will appear on the control bar. When you click the Raise Hand icon, a raised hand icon appears on the Panelist's participant window beside your name, indicating to all Panelists that you have something to say. In addition, the Raised Hand icon on your screen changes to a Lower Hand icon which you can click if you no longer have a question.

One of the Panelist, usually the MC, will click their 'Allow to Talk' button which you will see on your screen as "*The host would like you to speak*". You can then Unmute yourself to communicate verbally. When you have finished (or even before) the MC can/will 'Mute' you again (which will be indicated on your screen) and can 'Lower Your Hand' (if it hasn't been already), which will change your screen as well.





Before using the Question and Answer (Q&A) feature, make sure you know the purpose/use of this feature in this particular webinar as it may be designated for a specific purpose. This should be explained during the webinar introduction and/or on the 'beginning slides' as well as in the Q&A section of the meeting.

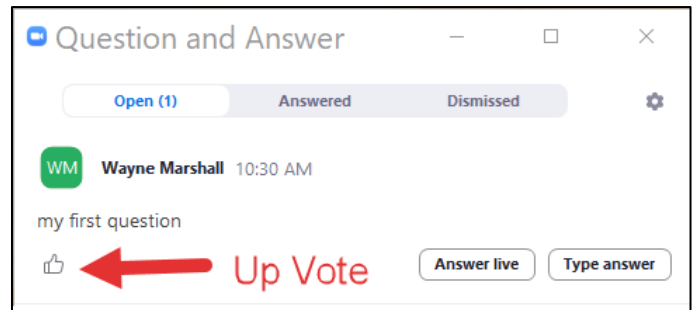
Clicking the Q&A icon, opens the 'Question and Answer' window. Like Chat, the Q&A window can be clicked (at the top, beside the words Question and Answer) and dragged around the screen (even to a second monitor). This window can also be resized (within limits) by moving the mouse to the window edges and adjusted accordingly.

Note: Depending on how the host has configured the Q&A feature you, as an Attendee may see the 'Welcome to Q&A' message displaying "Questions you ask the host and panelists will show up here".

When you begin to type your question the window changes, allowing you to send your question anonymously (if you wish).

When you click the 'Send' button (the window will change slightly to 'All questions' or 'My questions' and display your question. Your question will also appear on the Panelist's Question and Answer window (see graphic) with your name (if you did not send anonymously), the time, and the option for the Panelist to:

- 'Answer live' implying one of the Panelist's, typically the Presenter or MC, will answer your question verbally or
- 'Type answer' to you 'privately' (which only you will see the response) or to all participants (Panelists and Attendees)
- 'Dismiss' (Delete) your question. If this happens you will not see a response.



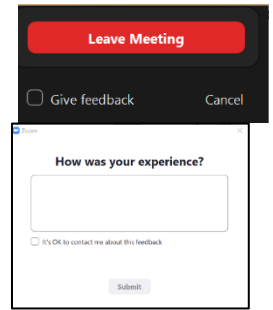
As an Attendee you (and the Panelist) can 'up vote' a question. By clicking on the 'thumbs-up' symbol, you are indicating you like or have a similar question. The more 'up-votes' a question receives (see number beside the 'thumbs-up' symbol) the higher it moves on the Q&A list.

You can 'close' the Q&A window by clicking the 'x' in the top right corner.

Leave

If you click the 'Leave' button by mistake, Zoom gives you a chance to change your mind by providing a confirmation button - 'Leave Webinar/Meeting'. You can:

- Click 'Leave Webinar/Meeting' – you will be taken out of the Webinar/Meeting.
- check the 'Give Feedback' box – which, after you click 'Leave Meeting' will bring up another Zoom window allowing you to type your 'experience' with this webinar. **NOTE: This feedback is for ZOOM, not CALL.** Once you submit your feedback, you will be taken out of the meeting.
- Cancel - will take you back into the webinar.

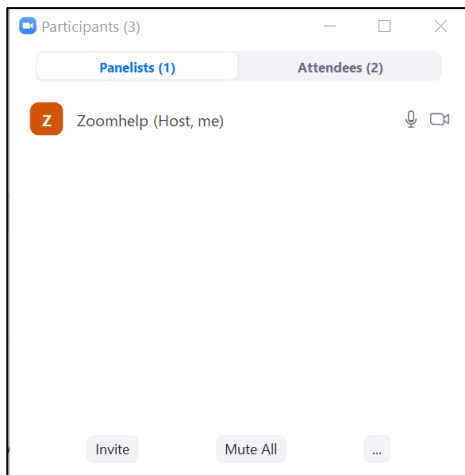


Panelists

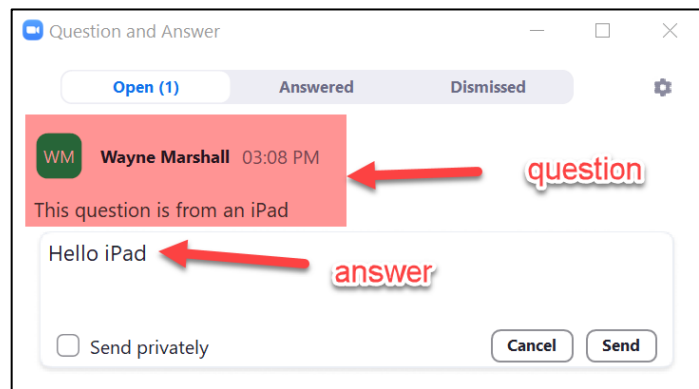
In this 'optional' section of the document, the roles and some Panelist screen views will be discussed/shown to provide you an understanding, as an Attendee, of what is happening 'behind' the scenes.

In a zoom webinar, participants are subdivided into two groups: Panelists and Attendees. The host, cohosts, MC/Moderator and Presenter(s) are all Panelists. The Zoom host has full technical control of the webinar – there is only one host. Cohosts have access to some technical meeting controls and therefore can be assigned certain tasks, like 'spotlighting' – there can be up to 25 cohosts. Typically, the MC and Presenter do not have cohost (technical) duties. The host and technical cohosts are usually not seen or heard during a webinar.

Examples of Panelist's Windows



Participant Window



Q&A Window

Updating to Current Zoom Version

It is highly recommended you have your Zoom application up to date – at the time of creation of this document that version is 5.8.3 (12NOV2021). If your device is not up to date, some of the features discussed above may not be available to you.

- See Resources [2] to:
 - ‘check which version you’re currently running’
 - ‘upgrade/update to the latest version’

Language

In alphabetical order

1. Attendee/Panelist
In the Zoom Webinar format, a participant is either a panelist or an attendee. Panelist’s and Attendees receive different webinar ‘invitations’ and thus your Attendee specific invitation should not be forwarded to others. Panelists have different screen views than Attendees.
2. Pixelated
“Pixelation mostly occurs when resizing of the raster or non-vector images are enlarged to a point where individual pixels can be observed. In other words, pixelation occurs when the pixels are stretched to a point beyond their original size. This in turn causes the fuzziness or blurry sections in the image.” <https://www.techopedia.com/definition/15902/pixelation>

Resources

1. Zoom Support: <https://support.zoom.us/hc/en-us>
2. <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee->
3. Updating Zoom: <https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>
3. <https://support.zoom.us/hc/en-us/articles/360000486246-MacBook-Pro-Touch-Bar-Controls>