

Zoom 101

FAQ — Pre-Check List — Best Practices — How-To

FAQ

1. What kind of account is needed to be able to hold meetings longer than the limited time available for free accounts?
 - » Zoom has a page where they go over the cost of each level of account types: <https://support.zoom.us/hc/en-us/articles/201363173-Account-type>
2. Will I need to download an app before using Zoom for the first time?
 - » Yes, you will need to download the Zoom app.
Here is a link to the download page: <https://zoom.us/download>. For Android phones the app can be found in the Google Play store. iPhone users can find the app in the Apple App Store.
3. Can I do a test meeting before joining a real one?
 - » Yes. Here is a link to the test page: <https://zoom.us/test>
4. How can I learn more about using Zoom?
 - » Zoom has excellent online instructions. For more information go to <https://support.zoom.us/hc/en-us>
5. Should the meeting URL be made public on Facebook, other social media, and website pages?
 - » It is highly recommended to create a password for meetings. What many are doing to advertise meetings is to make the information available on Facebook, their website or other social media, then listing an email in the announcement whereby someone can request the password. Whoever receives the email will need to somehow vet the person requesting the password.
 - » An email with the password can be sent out through the group's existing email list of trusted members.
6. Can I share my screen so that people can see other things on my computer such as a PowerPoint or other information?
 - » Yes, Zoom allows you to share your screen.
 - » Prior to the meeting open the document, PDF, PowerPoint, etc. that you want to share.
 - » Click the **Share Screen** button located in your meeting controls in the bottom middle of the screen. NOTE: Control buttons are hidden in Zoom until you mouse over the area of the screen where they are located.
 - » Another pop-up will come up asking you to confirm that you want to share.
 - » More information here: <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

7. Can we receive an offering during a Zoom meeting? If so, how?
 - » Yes, you may receive offerings during Zoom meetings.
 - » PayPal is a popular method of receiving funds.
 - » Text-to-Give is another method. There is a set-up and cost involved.
 - » Checks can be sent to a PO Box. Information can be shared on the screen.
 - » Follow your handbook instructions for receipting charitable gifts.
8. How do you play YouTube worship music or a video during a meeting?
 - » To show a video share your screen. Make sure to check the box at the bottom of the dialog giving permission to share sound. More information here:
<https://www.youtube.com/watch?v=msAbwO6dcho&feature=youtu.be>
9. What are the legalities of sharing music or videos during an online meeting.
 - » If your playing of recorded music is not connected to any commercial endeavor, is not recorded to be viewed later for a fee, or saved to a social media platform where the performance of the music can be tracked, you are almost certainly safe.
 - » If you are livestreaming “live music” on an open (public) platform (Facebook Live is; Zoom is not) there are livestreaming performance licenses available.
 - » Aglow encourages you to acquire copyright permissions from the music performer, artist, singer for music videos if you plan to play them often or if they are the focus of your event. This is of greater importance if offerings are received and/or if your record and repost your Zoom meeting.
 - » In all instances, consult the music copyright laws of your nation. The information in this instruction sheet is based on current U.S. Copyright Laws.
 - » The use of copyrighted worship music during a Zoom meeting is an evolving legal issue that is not at all clear. Zoom does not currently offer a music livestreaming license.
10. How do you disconnect someone who may be crashing the meeting?
 - » At the bottom of the Zoom interface click on 'Participants'
 - » Click on the name of the person in question
 - » Click on 'remove'
 - » NOTE: Once removed the participant cannot rejoin that meeting.

Pre-Check List

1. Silence cell phones. MacBook users often sync iPhones and MacBooks so when phone calls come in the computer rings unless "Do not Disturb" is selected in settings.
2. Check everyone's feed for lighting and make adjustments if possible.
3. Have everyone be very quiet for a minute to see if there are any extraneous sounds coming from anyone's feed than can be turned off such as fans or other motorized apparatus.
4. Turn off any alert notifications that may notify with a sound such as email, Facebook, or other social media. All those little 'dings' are distracting.
5. Secure animals such as dogs who could bark, or cats who could knock over laptops (yes, this has actually happened).

6. Raise a hand slightly at the bottom of the screen if you wish to speak. That will signal the moderator that you would like to talk without being distracting to whomever is speaking at the time. It is not necessary to keep you hand up the whole time that someone else is speaking. A good moderator will take note and give you a chance at the next available opportunity.

Best Practices:

1. Log into your admin and start the session. This gives you control over the session and how it is recorded.
2. Record to the cloud vs. recording locally.
 - » Local recordings have sometimes had issues but cloud recordings have been reliable.
3. Be in Speaker View rather than gallery or any other view.
 - » Whoever is the speaker at any given time is what will be recorded to the cloud.
4. If there is more than one person on the Zoom, mute everyone else whenever possible (or have them do it).
 - » In speaker view Zoom records whoever has gained focus by making noise on their mic (usually by speaking)
 - » If other people are not muted any noise they make will take the focus to that person and they will be recorded.

How-To

1. Joining a Meeting Instructions: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting> Note: There is a 'Language' drop down box at the very bottom of the page with options for many additional languages.
2. Meeting ID: Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting. More information here - <https://support.zoom.us/hc/en-us/articles/201362373-What-is-a-Meeting-ID>
3. Help if your video/camera is not working: <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>
4. Join a meeting by phone:
 - » Open the Zoom mobile app. If you have not downloaded the Zoom mobile app, you can download it from the Google Play Store. iPhone users can find the app in the For Android phones the app can be found in the Google Play store. iPhone users can find it in the Apple App Store.
 - » On your phone, dial the teleconferencing number provided in your invitation.
 - » Enter the meeting ID number and your display name.
 - » If you are signed in, change your name if you do not want your default name to appear.
 - » If you are not signed in, enter a display name.
 - » Select if you would like to connect audio and/or video and tap Join Meeting.
 - » Enter the meeting ID number when prompted using your dial pad.Note: If you have already joined the meeting via computer, you will have the option to

enter your 2-digit participant ID to be associated with your computer. If you have not joined on your computer, simply press # again when prompted to enter in your participant ID.

5. Join a meeting on a tablet or desktop:

- » Make sure the Zoom app has been downloaded on your machine.
- » Open the Zoom desktop client.
- » Join a meeting using one of these methods:
- » Click Join a Meeting if you want to join without signing in.
- » Sign in to Zoom then click Join.
- » Enter the meeting ID number and your display name.
 - If you are signed in, change your name if you do not want your default name to appear.
 - If you are not signed in, enter a display name.
- » Select if you would like to connect audio and/or video and click Join.

6. Hosting a meeting

- » Create the meeting.
 - Go to <http://zoom.us> and click on 'Sign In'.
 - You can use the "e-mail" and "password" that you have created, or use your Google (Gmail or Google App) or Facebook account to sign in with.
Note: If you do not have a current Zoom account, please click on 'Sign Up Free' to create a new one.
 - If you do NOT have the Zoom app installed, go to zoom.us and select "Host a Meeting" to start the installation.
 - Open your Zoom app on your desktop and click 'Sign In'.
 - Log in using the E-mail and password that you have created.
 - Click 'Schedule a Meeting' in the navigation at the top of the page.
 - Fill in the fields for Topic, Description (optional), Date, Time, Duration, and Time Zone.
 - Fill out other options on the page, then click 'Save'
 - After the meeting has been saved the page will display the 'Invite Link' as well as invitation information.
 - To start the meeting log into your Zoom account and click on 'Meetings' in the left navigation.
 - All meetings will display.
 - Clicking on the link for your meeting will open your meeting.
 - Click 'Start this Meeting' at the bottom right hand corner.
 - Note: User interfaces change frequently, but the general concepts should apply.

11. Is it possible to have breakout rooms in a Zoom meeting?

- » Yes, you can enable breakout room in Zoom for the purpose of allowing smaller groups to gather for prayer or other discussion. They may then join the whole group. Find out more... <https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms>

12. Can two persons be the hostess/admin to help manage the flow of the program?

- » Yes. The initial host of a meeting can 'promote' a participant to host by:

- At the bottom of the Zoom interface click on 'Participants'
- Click on the name of the person in question
- Click on 'make host' to transfer host status to that person or 'make co-host' to add them as a second host.