FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY

VIRTUAL EVENT
Quick Guide

JULY 2024 | PREPARED BY EDUCATION SERVICES

ATTENDEE QUICK START GUIDE

TABLE OF CONTENTS

https://learn.factglobal.org   **factevents@factglobal.org**

FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY

About This Quick Guide

You are considered a Zoom meeting attendee if you have been invited to attend a Zoom meeting hosted by another user or are not expected to participate in the meeting. This document describes how and when to access the most popular Zoom meeting features. If available, it also includes links to training videos or more detailed instructions.

For Help on Event Day

If you need help on the day of an event, for the quickest response, please email factevents@factglobal.org.

You may also call the office, however please understand that most of the staff are assisting with the event and cannot respond to phone calls.

Helpful Hints

- A Zoom account is not required to join a meeting. When prompted, download the Zoom app and enter your complete name to join the meeting. It may also ask for your email address. We ask for this information so that we can take attendance and provide attendees with the appropriate credit.
  - *Note: If you enter 'Guest" or another fake name, you won't be marked as attended and will not receive your attendance/credit certificate.*
- Some organizations block Zoom. **Check your access before the event.** If you cannot download Zoom on your workplace device, download the Zoom app on your mobile phone to join the event.
- Test Zoom anytime; check your speaker, microphone, and video camera! Be prepared to participate in the event, especially during breakout sessions or small group interactions.
- Visit http://zoom.us/test to confirm that Zoom works appropriately on your device.

Standard Attendee Controls

Meeting attendees will see a black horizontal bar at the bottom (or top) of their screens, similar to the one shown below. If this control bar is hidden, move your cursor to the bottom (or top) of the screen to reveal it. Here are some of the most popular controls available to attendees:
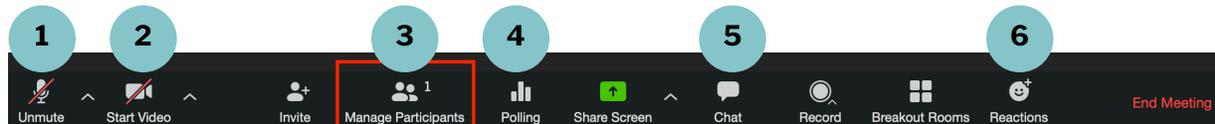
1 **Mute/Unmute** by clicking on the microphone icon. On a Windows computer, you can also use ALT+A, or on a Mac computer, you can use Shift+Command+A. *The red line through the microphone icon indicates it is muted.*

2 **Start/Stop Video** by clicking the video camera icon. *The red line through the video camera icon indicates it is muted.*

Virtual Backgrounds should be enabled when attending a webinar to mask distractions or clutter when participating in roundtables or small group discussions. Click the ^ (arrow) next to the video icon. Choose a virtual background from available images or upload your own.

3 **Raise Your Hand** by clicking the participants icon and selecting the rais hand icon. Be sure to lower your hand back down after your question has been addressed. You can also use ALT+Y on a Windows computer or Option+Y on a Mac computer.

4 **Polling** will pop up on your screen automatically for you to answer.

5 **Chat (IF enabled)** can be used by clicking on the chat icon and using the dropdown to select whether to chat with everyone, the host only, or a specific attendee. Remember to reselect your choice the next time you chat.

6 **Reactions** are available to provide non-verbal feedback to everyone. For example, thumbs up, clapping, smiley face, etc. Reactions disappear after 5 seconds.

Additional details and videos are available at https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting

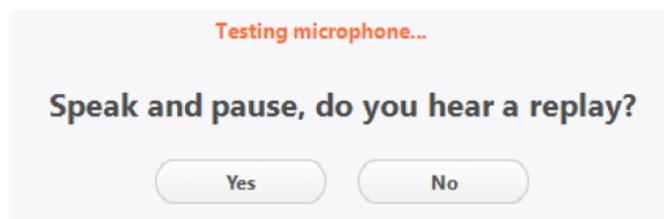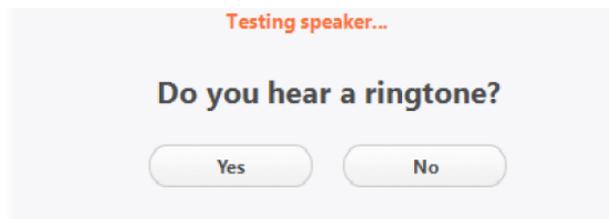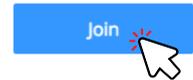fact FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY

Test Your Speaker and Microphone

Attendees can test their computer's speaker and microphone to ensure optimal sound quality for the upcoming event.

BEFORE THE SCHEDULED EVENT
Follow these steps to test your computer's microphone and speakers before the scheduled event:
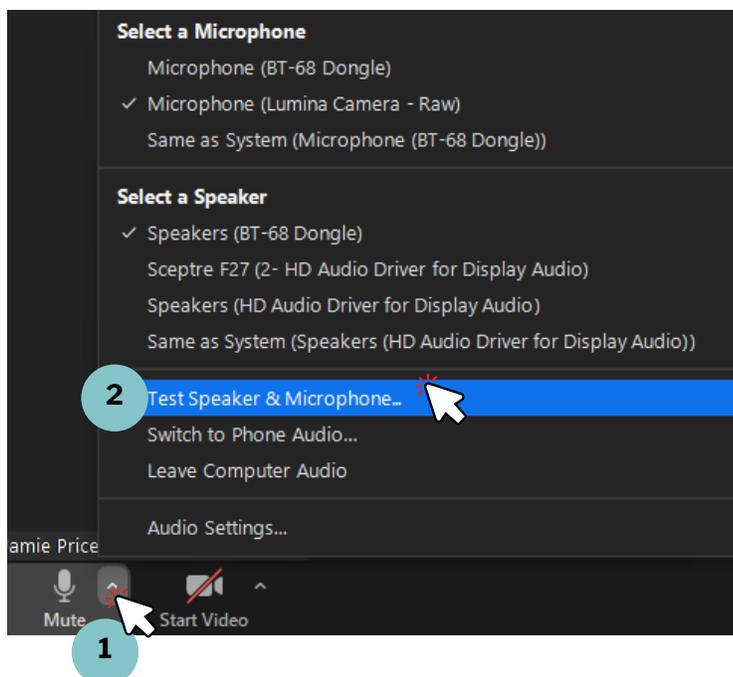- Visit http://zoom.us/test
- Click on the blue **JOIN** button to test the meeting.
- When prompted - click **OPEN ZOOM MEETINGS**. (If Zoom is not installed on your computer, follow the prompts to download and install Zoom)
- Once in the test Zoom meeting, a pop-up window will help run the diagnostic test to your speakers and microphone (see screenshot below).

Testing speaker...

Do you hear a ringtone?

Yes   No

Testing microphone...

Speak and pause, do you hear a replay?

Yes   No

DURING THE SCHEDULED EVENT
If you cannot hear during the event, you can test your computer's microphone and speakers. To test your computer's microphone and speakers during the scheduled event:
- Click on the ^ arrow next to the microphone icon.
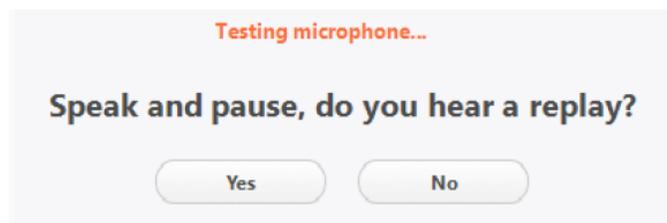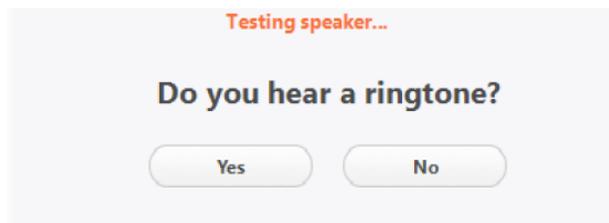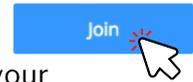- Click on **TEST SPEAKER & MICROPHONE**. (See screenshot below)

Select a Microphone
Microphone (BT-68 Dongle)
✓ Microphone (Lumina Camera - Raw)
Same as System (Microphone (BT-68 Dongle))

Select a Speaker
✓ Speakers (BT-68 Dongle)
Sceptre F27 (2- HD Audio Driver for Display Audio)
Speakers (HD Audio Driver for Display Audio)
Same as System (Speakers (HD Audio Driver for Display Audio))

2 Test Speaker & Microphone…
Switch to Phone Audio…
Leave Computer Audio

Audio Settings…

amie Price

Mute   Start Video

1

fact FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY

Test Your Speaker and Microphone

Attendees can test their computer's speaker and microphone to ensure optimal sound quality for the upcoming event.

BEFORE THE SCHEDULED EVENT

Follow these steps to test your computer's microphone and speakers before the scheduled event:
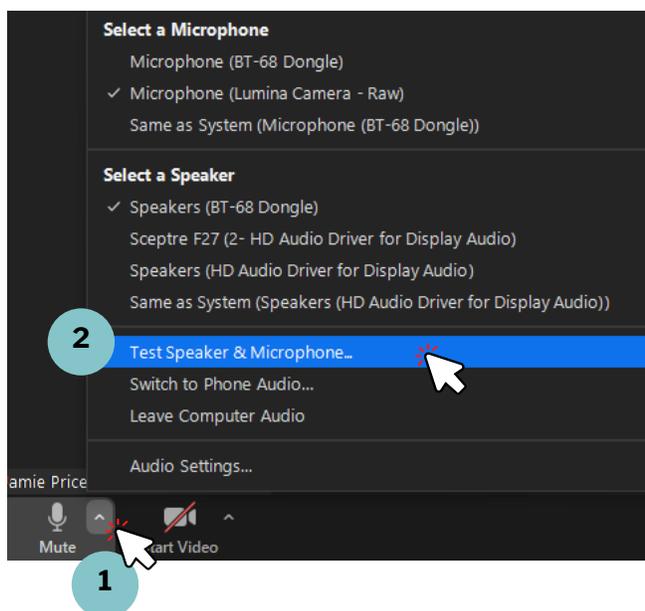
- Visit http://zoom.us/test
- Click on the blue **JOIN** button to test the meeting.
- When prompted - click **OPEN ZOOM MEETINGS**. (If Zoom is not installed on your computer, follow the prompts to download and install Zoom)
- Once in the test Zoom meeting, a pop-up window will help run the diagnostic test to your speakers and microphone (see screenshot below).

Testing speaker...

Do you hear a ringtone?

Yes   No

Testing microphone...

Speak and pause, do you hear a replay?

Yes   No

DURING THE SCHEDULED EVENT

If you cannot hear during the event, you can test your computer's microphone and speakers.
To test your computer's microphone and speakers during the scheduled event:

- Click on the **^ arrow** next to the microphone icon.
- Click on **TEST SPEAKER & MICROPHONE**. (See screenshot below)
- The same pop-up window (shown above) will appear to help run the diagnostics to test your microphone and speakers.

Select a Microphone
Microphone (BT-68 Dongle)
✓ Microphone (Lumina Camera - Raw)
Same as System (Microphone (BT-68 Dongle))

Select a Speaker
✓ Speakers (BT-68 Dongle)
Sceptre F27 (2- HD Audio Driver for Display Audio)
Speakers (HD Audio Driver for Display Audio)
Same as System (Speakers (HD Audio Driver for Display Audio))

2 Test Speaker & Microphone...
Switch to Phone Audio...
Leave Computer Audio

Audio Settings...

amie Price

Mute   art Video

1

Microphone & Speaker Testing
- Additional details and instructional videos are available at: https://support.zoom.us/hc/en-us/articles/11500226083-Joining-a-test-meeting

FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY

Raising Your Hand

Attendees can raise their hands to inform the speaker or host that they want to ask a question. To raise your hand during an event, follow these instructions:
- Click the **participants icon** (#3 on page 1) and then select the **raise hand** icon.
- You can also use the following keyboard shortcuts:
  - On a Windows computer, use **ALT+Y**
  - On a Mac computer, use **Option+Y**
- **Don't forget to turn on your mic and video when you ask your question.**

TIP: Be sure to lower your hand once you have been allowed to ask your question(s).

NOTE: Some events do not allow questions until the end of the event or require you to post your questions to the chat.

Video Layout During Events

Attendees have several options to change how the layout of the video feeds from events is displayed on their computer screen. See the following options:

WHEN NO ONE IS SHARING THEIR SCREEN
Attendees can use the **GALLARY VIEW/SPEAKER VIEW** button in the top right corner to toggle between Gallery View (seeing multiple people) or Active Speaker (just the person speaking):
- **Gallery View Options:** Depending on your screen size and resolution, up to 49 people can be displayed on your screen at one time. To expand your Zoom to the maximum screen size, click the "Enter Full Screen" icon in the top right corner (*Windows Shortcut=**ALT+F1***). To exit the full-screen mode, use Page Up or Page Down on your keyboard.
- **Speaker View Option:** Automatically switches the video feed to the person who is speaking at the moment.
- **Mini Window View Option:** This option minimizes the Zoom video feed into a small tile that is always placed on top of any other application that may be open on your computer. To switch to a mini window view, click on the minimize icon in the Zoom video.

WHEN SOMEONE IS SHARING THEIR SCREEN
When an event takes place, there is normally screen-sharing taking place which means that there is a video feed as well as screen sharing. By default, the screen share will occupy the majority of the screen, and the video feed will appear in a horizontal bar at the top of the screen, as shown on the next page. Attendees can change the view (if not locked by the host) by clicking on the view options drop-down. (See screenshot below.)
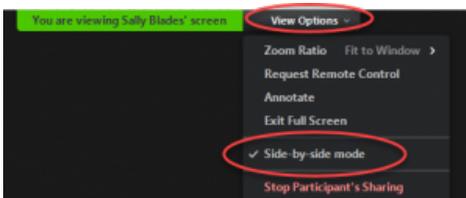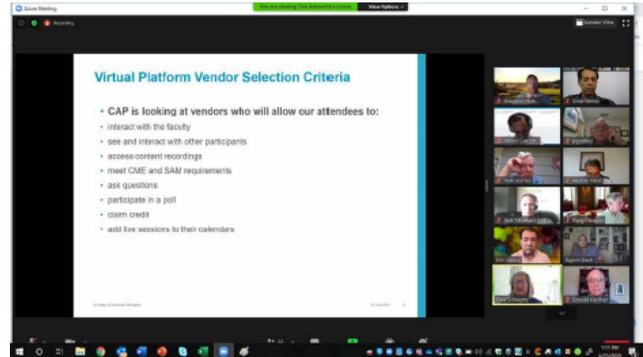
Additional details and video instructions are available at: https://support.zoom.us/hc/en-us/articles/201362323-How-Do-I-Change-The-Video-Layout

**Default View**
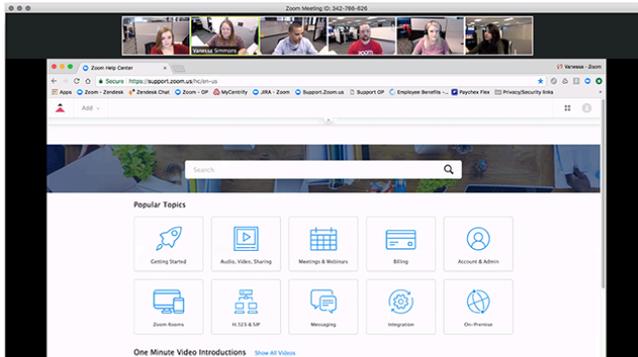
Side-by-Side View

Changing Your Name

CHANGING YOUR NAME DURING THE SCHEDULED EVENT
If your name does not appear correctly or you need to change it, use the following instructions.
- After you have joined a Zoom meeting, click on the participants icon (#3 on page 1).
- When the participant panel appears, click on the blue **MORE** button.
- Click **RENAME**. A pop-up box will appear. Enter your name as you would like it to be displayed.
- Click **CHANGE**. (See screenshots below.)

NOTE: Attendance is taken during FACT's credited webinars and virtual events so that credit can be applied to those individuals who were in attendance. Ensure your name is correct on your Zoom account or during the meeting so your credit hours are applied correctly.

FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY
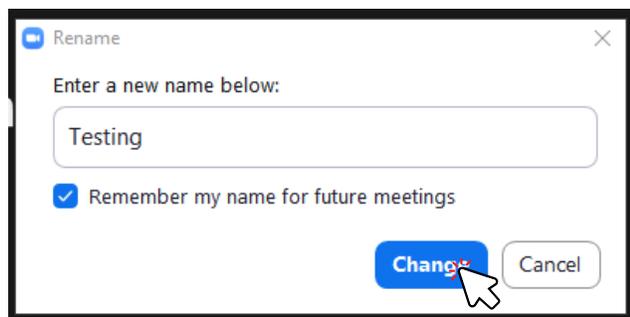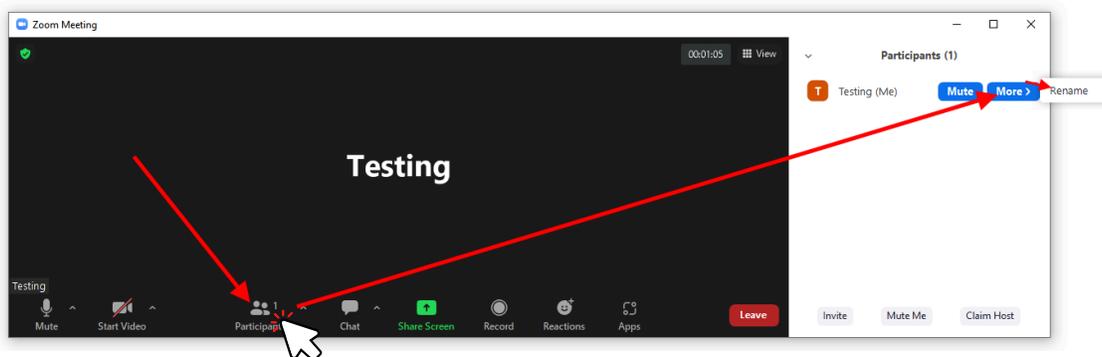
Chatting During an Event

- Click on the **CHAT** icon (#5 on page 2)
- When the chat panel opens, type your message in the chat box
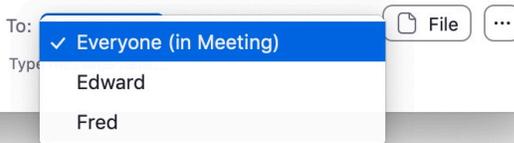- Hit **ENTER** to send the chat.
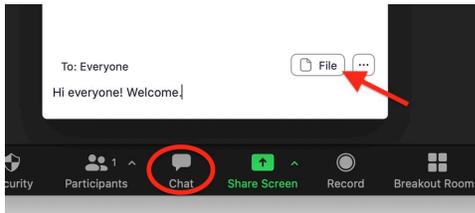
- Depending on the host's settings, attendees can send chats to a single attendee, all attendees, host only, or panelists only.
- To change who the chat is delivered to, click on the **TO** dropdown in the chat dialogue box and select from the list provided.
- Type your chat message and hit enter to send the chat.
- New chats will appear with a red number next to the chat icon. (See screenshot below.)
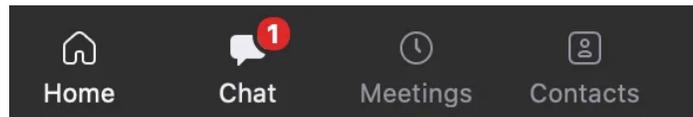
Breakout Sessions

During some events, a breakout room may be used, where a small group of participants breaks off from the larger group to discuss topics separately and work on designated tasks. There are two different types of breakout rooms. Zoom lets you pre-assign participants to breakout rooms before the event begins, or attendees can choose their sessions.

If a breakout session is pre-assigned, attendees will see a pop-up prompt (Option 1) below to click the breakout room **JOIN** button. If attendees can choose their breakout session, they will be prompted to do so (Option 2).
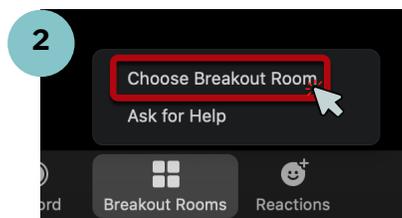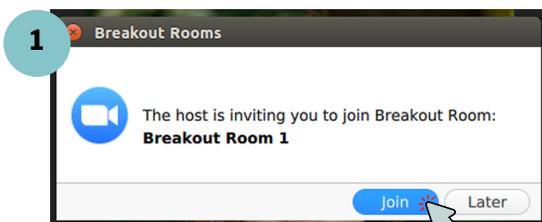
Webinar Etiquette

- **Avoid Noise:** Find a place where nobody will disrupt you—away from other family members, barking dogs, screaming kids, or TVs.
- **Be on Time:** It is advisable to sit at the computer a little bit earlier, before the official start of the event, to avoid technical problems and prepare for the broadcast.
- **Visual Attendance:** Although you are online, interaction with colleagues is critical to success and learning. Be visible when interacting with others, especially in small groups or roundtables. Wear appropriate clothing, ensure the lighting is sufficient, and check your position in the camera. Maintain eye contact, speak clearly, and engage with others during breakout sessions.
- **Test the Tools:** your internet connection, the clarity of your voice or video, your position, or the lighting. Are all the needed apps properly downloaded? Is your computer up to date?
- **Don't Distract:** Once the presentations are over, ask questions during the Q&A. Write down your questions and wait your turn to speak, or enter them into the chat. It can be distracting to see raised hands and chatter in the chat box when a presenter is trying to present.

Tips for Mobile Users

QUICK TIPS FOR MOBILE USERS

- You do not have to create an account; download the Zoom app via the App Store or Google Play Store and '**Join a Meeting**' using the meeting codes provided.
- Use a headset or earphones for better audio sound.
- Given most devices' small screen sizes, you may be unable to view screen share and video feeds simultaneously. Be prepared to choose one or the other.
- When viewing an array of video feeds, swipe left or right to see additional video feeds.
- Mobile users can only record to the cloud (*if recording is permitted*).

Recording in Progress

Some events may be recorded for enduring material and/or other training purposes. When you attend a FACT event, you may see a pop-up **RECORDING** message similar to the one below. Attendees can click the blue **CONTINUE** button to enter the event space and attend the meeting by consenting to be recorded. Attendees also have the option to decline being recorded and can click **LEAVE MEETING**; however, this will not allow you to enter the event space or access the event.

This meeting is being recorded

By continuing to be in the meeting, you are consenting to be recorded.

Leave Meeting   Continue