

EMWA’s Zoom Guide for Virtual Workshops

Dear member

Thank you for signing up for an EMWA workshop in online format. We are committed to providing you with continued professional development and considering the current pandemic, this was the safest option for everyone.

This guide will introduce you to the Zoom platform main features and functionalities, so that you can make the most out of your workshop(s). You may be familiar with using Zoom, but please look through our guide, in particular the notes about best practice and participation.

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Installing Zoom and creating a profile

The easiest way to join a workshop is to have Zoom installed on your computer and an updated profile.

To download Zoom, visit the [download](#) centre and choose the option “Zoom Client for Meetings”. This will download the application, which will allow you to sign in to your account directly from the desktop app.

If you don't have an account yet, go to the [Zoom signup page](#) and create a free account using your email address. You will receive an email from Zoom (no-reply@zoom.us), asking you to activate your account. After activating your account, you can log in to your Zoom account and update your profile, schedule a meeting, edit your settings, and more.

It is important to ensure your ‘Zoom screen name’ is the name you used to register for the workshop and not a nickname or, for example, ‘iPad’ or ‘iPhone’, because the workshop organisers will only let participants from the ‘Waiting room’ into the workshop if your name appears on the registered participant list.

If you created your account using your name, then your ‘Zoom screen name’ should be correct. If you used a nickname or are unsure what name is displaying as your ‘Zoom screen name’, follow the following steps:

- Launch the Zoom desktop app
- Click on your profile icon (your picture or image)
- Select ‘My Profile’. It will take you to your profile page.
- Enter your desired name in the fields ‘First Name’ and ‘Last Name’ and click on ‘Save changes’.

Many of you will be familiar with using Zoom, but please look through the points which we hope will help you make the most of the online workshop and avoid problems on the day.

Security and confidentiality

For each workshop, there will be someone from Head Office organising the technical aspects, including checking that people joining are registered for the workshop, monitoring the chat function, and helping with technical problems.

If you have technical problems during the workshop, email info@emwa.org. A member of the head office team will be monitoring the emails throughout the workshop. Alternatively, if you are still in the workshop, you can send a message using the Zoom Chat function but be aware that this will be seen by everyone.

We take security and confidentiality seriously. The following measures are to protect you and to ensure the workshop is only used for appropriate education and discussion.

- The workshop has a unique **Meeting ID** and **Password**. This means that if an unauthorised party comes across the meeting ID only, they will not be able to gain access.
- Only participants that have registered for the workshop will be admitted.

- Zoom’s ‘Waiting Room’ will be used by the workshop organisers when you join the workshop. Your name will be cross-referenced with registered participants, and you will then be admitted. This prevents unauthorised parties from trying to enter the workshop. If your name does not appear on the participant list, then unfortunately you won’t be granted admission. (Please see note below on re-entering the workshop after losing connection.)
- It is important to ensure your ‘Zoom screen name’ is your accurate name and not a nickname or, for example, ‘iPad’ or ‘iPhone’.
- The workshop organiser will only let participants from the ‘Waiting room’ into the workshop if your name appears on the registered participant list.
- The workshop leader or organiser reserves the right to remove any participant whose conduct is inappropriate or disruptive.
- Only the workshop leader will be allowed to share visual content. If appropriate, the workshop leader may give a participant temporary permission to share visual content (for example, to notes from a discussion session in a break-out room).
- The workshop will not be recorded.
- The content of the Chat window will not be preserved/filed.
- The list of participants and their emails will be managed according to EMWA’s [privacy notice](#).

Note: Re-entering the workshop after losing connection or unavoidable interruption.

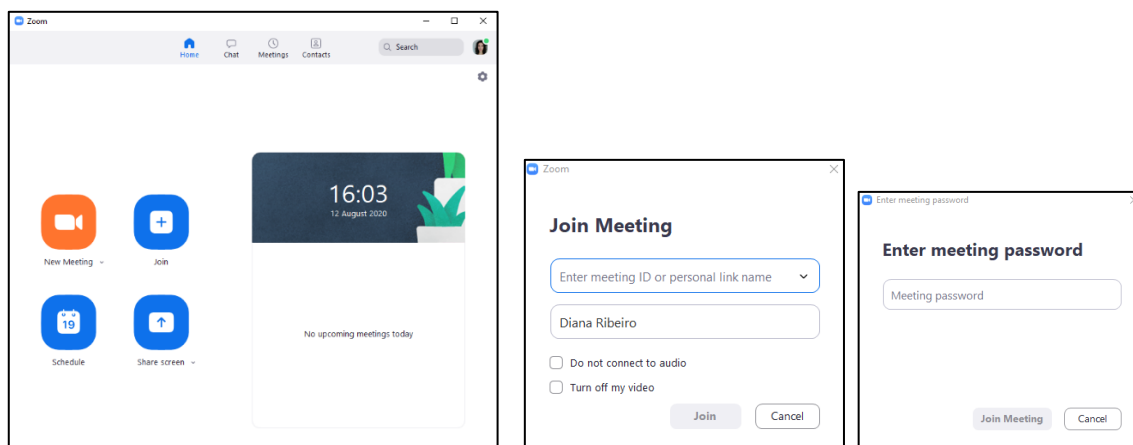
If a participant has IT/connection problems or has to leave the meeting temporarily, we would like you to be able to re-join. Try re-joining and the Head Office workshop organiser will let you in from the waiting room. If you are still having difficulty, email info@emwa.org

How to join the workshop

Before the workshop day, you will receive an email from EMWA with the workshop URL link and the workshop details (meeting ID and password).

You can either click the link, which will prompt the Zoom app to open, or you can open the Zoom app, click “Join” and enter the meeting details.

Once you join the workshop, you will enter the Zoom ‘Waiting Room’ and the workshop organiser will let you enter the workshop if your name is on the expected list of participants. In the meantime, you can test your audio and video.



Ideal window setup

Zoom has different viewing options, to allow you to see the different aspects of the workshop: the presentation slides, participants' images/video, and the chat panel. (There's more on the chat panel in the next section.)

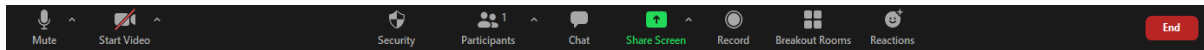
When the workshop leader starts to share his or her slides, you may find that the window automatically enters the 'Full Screen' mode. This allows you to see the slides and the participants' video, but not the chat panel.

To be able to see the chat panel you have either to exit the 'Full Screen' mode or detach the chat panel. If you only have one monitor, detaching the chat panel may be troublesome, because it will float on top of the full screen window and it may be hard to position in a convenient location.

We advise you to exit the 'Full Screen' mode, so that the chat panel is located on the right side of the presentation. The participants' video can be placed to the right side of the slides ('Side-by-side' mode) or on top of them ('Gallery View'). If you find yourself distracted from the presentation due to having everyone's videos, choose 'Speaker View' mode, and you'll only see the workshop leader video.

Meeting controls

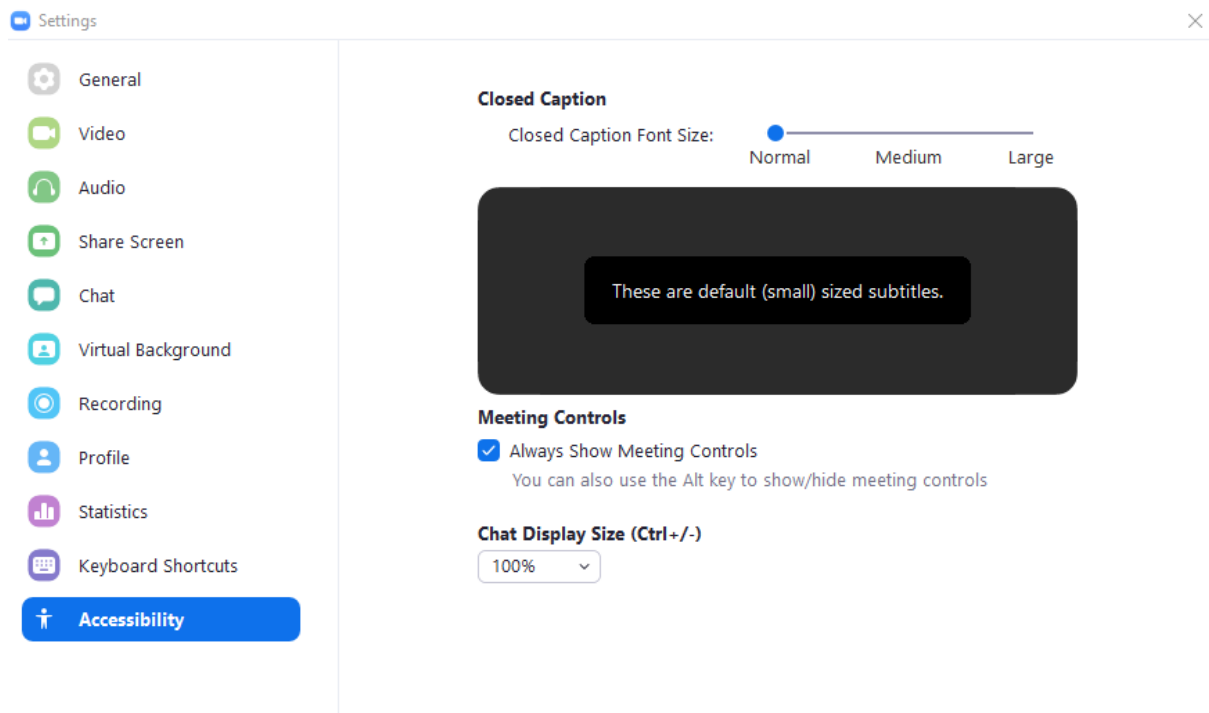
There are several controls that will be useful to interact during the workshop. You can find them at the bottom of the meeting window, as shown below:



You may not have all the options depicted, but you'll have nearly all of them. We will go through how to use them during the workshop in the section "How to participate/interact"

Sometimes these controls only appear when you hover with the mouse near the bottom of the window. You might find it helpful to 'Always Show Meeting Controls'. This setting is accessed by these methods:

- Open the Settings window directly from the desktop Zoom client if not in a workshop/meeting.
- Open either the Mute/Unmute or Start/Stop Video sub-menu on the Meeting Controls bar (^) and select either 'Audio Settings' or 'Video Settings'. This also opens the Settings window.
- Select the "Accessibility" tab and tick the box next to "Always Show Meeting Controls"



To open the chat panel, simply click the 'Chat' button. Remember that screen sharing and recording will only be available to workshop leaders to ensure security and confidentiality.

Workshop best practices

To ensure a smooth and pleasant workshop for everyone, we offer you some suggestions on conduct, audio, video, lighting, and chatting.

Conduct

- As for a face-to-face workshop, we're all here to learn, discuss and enjoy. We should remember to respect other people's opinions, though we can politely disagree.
- The workshop leader reserves the right to prevent any disruption or intimidation and the organisers can remove a participant from the workshop if necessary.

Audio

- Most laptops/notebooks have perfectly good microphones and speakers.
- For optimum sound setup so that participants can hear you most easily and you can hear the workshop leader and participants most clearly, you could consider using a headset.
- **Important:** keep your microphone **muted** unless you're speaking. That will prevent unwanted interruptions due to background noise.

Video

- We would prefer you to use your video so that we can create the feel of a workshop. However, we realise that in some cases issues such as internet speed may mean this is not possible.
- Remember that unless you are purposefully not using your video camera, everyone can see you: what you are wearing, if you yawn and what or who is behind you. So, be mindful of this.
- Try to provide a simple background. You may want to make sure any photographs of people or images/writing of a personal or confidential nature are not in view of your camera.

Lighting

- Ideally, you should have some light directed towards your face so that people can see you more easily.
- It's better to avoid having a window or light behind you, as this can make it difficult for people to see your face clearly, or you may appear only as a shadow or silhouette.

Chatting through the Group Chat window

- An important element of communication during a workshop is the Group Chat window. Anyone can post a comment, question or answer to a question.
- Everyone can see these messages. The private chat function will not work.
- Do please use the Group Chat, but try not to overuse it. A virtual workshop is a busy session with multiple communication modes: slides, speech and non-verbal communication.

How to participate/interact

During a workshop, there may be up to 30 participants. It is best practice for **everyone to 'Mute' their microphones** at entrance and keep them muted, unless you're going to speak/ask a question, so as to prevent unwanted noise/disturbance.

Asking and answering questions

There are a number of ways a participant can ask or answer a question or be part of a discussion. These include the following:

- 'Raise hand': click on the icon at the bottom of the Participant list and this places a raised hand next to the participant's name, alerting all participants and workshop leader who wishes to speak. When asked, you then Unmute and speak. Remember to mute again when you have finished.
- Type a question/comment in the Group Chat window.
- Unmute and speak at an appropriate moment. This will highlight your thumbnail video image.
- There are also icons for non-verbal answers of 'yes' and 'no' in the Participant list.

The workshop leader will provide guidance on how to participate during the workshop. Different ways can be suited to different types of question or discussion.

Breakout rooms

During a workshop, the workshop leader may give participants a task or topic to discuss in small groups – in 'Breakout Rooms'.

On screen instructions

- **Joining:** you will see an invitation to join – click to accept.

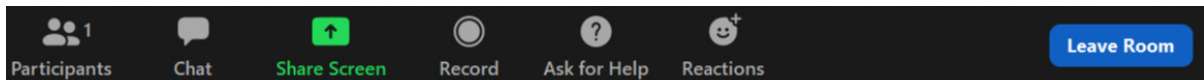


The host is inviting you to join Breakout Room:
Breakout Room 1

Join

Later

- **Who is in the room:** you will only see and speak with/listen to your room members.
- **Asking for help:** you can ask the workshop leader to join the room for help.
- **Messages from the workshop leader:** the workshop leader may send a message to all rooms. This is in a blue message box at the top of your screen, but it may not be easy to see, so keep an eye on that.
- **Leaving the room:** you can select to leave the room at any time, but in any case the workshop leader will close the rooms. This is indicated by a message box with a count down from 60 seconds.



Breakout Rooms will close in 53 seconds

You will be returned to the main session automatically.

Return to Main Session

Breaks

The workshop leader will factor in breaks, but if you need to leave the meeting between breaks, please turn off your video. Please make absences between breaks as short as possible.

Note that attendance at the whole of the workshop is one of the criteria to make you eligible to gain a credit for the workshop.

Final considerations

We hope that this quick guide will help you to make the most out of your chosen virtual workshop(s).

If you have any questions or issues during the workshop, please email EMWA Head Office (info@emwa.org) and they will help you as soon as possible. They will also be monitoring the Chat function in Zoom, but messages sent by Chat will be seen by everyone.