



AHA Participant Guidelines for Zoom Meetings/Programs

Instructions for accessing Zoom for the first time on an iPad or other tablet

- You will need to download the Zoom Cloud Meetings app from the App Store (for iPads) or Google Play Store (for Android tablet). You can do that in advance of the meeting.
- When you find the app click Install and it should download automatically. You may have to approve permissions for Zoom to access features of your tablet.
- On the meeting day, come back to the meeting invitation email on that same device and click the link and it should open up into the Zoom app automatically and put you right into the meeting "waiting room."
- If it does not connect you automatically, you can type in the Meeting ID after clicking on "Join a Meeting."
- You will be asked to enter the meeting password. It is provided with the meeting link. Enter it as requested.

Note that you can also access Zoom video via iPhone or Android phone using the same process as with a tablet. However, the small screen will make seeing other faces difficult. We advise using a computer or tablet, if possible, for our meetings. You can also access Zoom meetings with audio only if you don't have a device with video capability. Every Zoom meeting will have phone numbers to call in with if you need that option.

Instructions for accessing Zoom for the first time on a desktop or laptop computer

You will need to have a computer webcam and a microphone if you want to be seen and be heard. Many laptops have the camera and microphone built in. Some desktop computers do too, but many will require the use of a webcam and a plug-in microphone or headset. (see note on page 2 to test audio/video)

- After you receive the meeting invitation, but before the meeting is scheduled to begin, click on the meeting link in the meeting invitation to start the process. This will enable you to download the Zoom software and be prepared when meeting time comes.
- When you click the meeting link, you will see a dialog box at the top of your screen that says "Open Zoom Meeting?"
- Click on "Open Zoom Meeting." Give it a moment to launch.
- If you've used Zoom before, it will launch and tell you the meeting has not begun. You are all set. You can then X out of Zoom and plan to return at the scheduled meeting time.
- If it does not launch then that means you will need to follow the instructions to download the Zoom software. There will be instructions provided on the screen for downloading. This is a one-time download and installation that will not have to be repeated for subsequent meetings.
- When the system asks "What do you want to do with the zoominstaller.exe?" click Run. On a Mac the Install Zoom popup will appear and you can click "continue" to complete the download. You may also need to give "permission" for your camera and microphone to be accessed by Zoom. Give that permission.
- If the program installs you will see a message that the meeting has not yet begun. You're all set. Just X out of Zoom and plan to return at meeting time.
- On a PC, if you don't see the program install, your computer may be waiting for a "permission" to be given. Look on your toolbar (bottom of screen) for a "Z" icon. Click on it and if the system is asking for a permission to install or run, click yes. If you are unable to get to the point of seeing the screen that the meeting has not yet begun, we will need to assist you through the process by separate appointment.
- Once installed, at meeting time, just click that same meeting link again and you should be able to follow the prompts to Join to get right into the meeting "waiting room."



AHA Participant Guidelines for Zoom Meetings/Programs

Instructions for accessing camera and microphone on your computer

If you do not know how to access your microphone and video, please check your “System Preferences” if on an Apple computer and search for both camera and microphone and activate them. If on a desktop or laptop Windows system computer, right click on your sound icon (bottom right of your screen) and select Open Sound Settings and test your microphone. If no input device is found, then you probably do not have a built-in microphone, so would need to purchase and use a headset with microphone. To test your camera, click your Windows icon (bottom left of screen) and find the Camera. If the computer finds the camera, activate it. If the computer cannot find a camera then you probably don’t have a camera installed and would need to purchase and use a webcam. If you are able to view and hear videos on your computer then your speakers are already working and don’t need to be activated.

Participant guidelines for our meetings and programs

For the purpose of our meetings/programs, each meeting/program will usually have two hosts. One will be the moderator for the session and the co-host will be monitoring the chat box and acknowledging those who have questions. They will work as a team to ensure you have a good experience in the meeting. If the meeting/program is a casual event when all are unmuted, then one host will likely be enough.

Security for our meetings

We are aware of the recent issues with Zoom meetings being “infiltrated” by unwanted and uninvited participants. Most of those meetings were publicly advertised and open to public view. We are aware of these issues and have taken the following steps to ensure our meetings are private.

- Invitations to our meetings will not be public. The meeting invitation with link will be emailed only to program registrants in advance of the meeting. Registration for programs/meetings will be done as we have been doing via AHA Hub calendar of events or by calling the AHA office to RSVP. Please do not share the meeting invitation with anyone outside your household.
- All participants will be held in a “waiting room” and given entry by the hosts. This way no uninvited people can access the meeting space.
- Once all participants have entered the meeting, the meeting will be locked by the hosts. This prevents anyone else from entering the meeting.
- Our meetings will not be recorded. Privacy issues around Zoom have centered on recorded video and we will not be recording, so that should not be a concern.

AHA Meetings – What to Expect

- To access the meeting, click on the link that says “Join Zoom Meeting” in the invitation you are emailed. See page 1 for instructions on downloading the app if this is your first time using Zoom.
- We will use the Zoom “waiting room” to control meeting participation, so you will see a message “Waiting for the host to start this meeting” when you log in. The host will provide access to the meeting at the appointed time.
- When you enter the meeting your audio will be muted. The host will unmute you upon entry.

AHA Participant Guidelines for Zoom Meetings/Programs

- AHA is holding Zoom training sessions to provide members with instructions on the use of Zoom functions and to troubleshoot access issues if you've never used Zoom before. Please sign up for a session before attending your first AHA meeting/program so we can work through any issues.
- If the meeting has a speaker and participants will just be listening, all participants will be muted by the host once we ensure everyone has successfully entered the meeting.
- Please plan your participation in advance:
 - Close other applications open and running on your device to better maintain a stable connection.
 - Access the meeting in a quiet place so there are no outside noises to distract you or that would be disruptive as background noise if you are unmuted. As a general practice, you can keep yourself muted until you have something to say.
 - If using a computer or tablet, turn off your cell phone or turn the ringer off.
 - Close any curtains/blinds of windows behind your head so your face is well lit. Turn on a nearby lamp to illuminate your face. Think about what is behind you as all participants will be able to see it.
 - Position your device (laptop, tablet) so that your head is fully visible. You will look best if your camera is at your eye level. Perhaps use a couple of books to raise up the laptop/tablet.
 - You may want to consider using headphones to enhance your listening experience if you have any hearing loss.
 - Make sure your tablet or laptop has a full battery or is plugged in – Zooming saps battery power.
 - If you must step away from the meeting, don't exit the meeting. Just turn off your video and mute your microphone. You don't need to tell anyone that you are stepping away.
 - If you must leave the meeting early and there is discussion going on, instead of interrupting, you may type a farewell in the chat box and then click the button to "leave the meeting."
- To maintain an orderly meeting or discussion and avoid people speaking over one another, the host/moderator will keep everyone on mute and acknowledge speakers using the "raised hand" system. That process is described in the How-To section. Please ask your question or make your point when acknowledged by the host.
- If the meeting is a book group or casual conversation, then everyone will be unmuted. Please be considerate and try not to speak over someone else.

Participant How-To Instructions for Key Zoom Features

AHA will be offering training sessions for those who have not used Zoom previously. Please sign up for a session or contact the AHA office to request assistance. The following information will be covered in our Zoom training sessions and is provided here for quick reference. These instructions presume you are using a device with installed and active microphone, speakers and video functionality. Instructions are provided below for different types of devices.

How to mute/unmute your microphone on an iPad/tablet

Tap anywhere on the screen so the commands are displayed at the top or at the bottom of the screen (depending on your device). You will see a microphone icon on the toolbar. Click on that microphone and it will turn red, and there will be a slash over the microphone. This means you are muted. Click it again to unmute. The host will control mute/unmute in most instances.

How to mute/unmute your microphone on a desktop or laptop computer

If you don't see the menu controls at the bottom of the screen, hit the Alt (Windows) or Option (Mac) key. On the screen you will see a microphone icon. Click on that microphone and it will turn red, and there will be a slash over the



AHA Participant Guidelines for Zoom Meetings/Programs

microphone. This means you are muted. Touch it again to unmute. The host will control mute/unmute in most instances.

How to mute/unmute your microphone on a cell phone

Tap anywhere on the screen so the toolbar commands are displayed. In the lower left of your screen, you will see a microphone. Click on that microphone and it will turn red, and there will be a slash over the microphone. This means you are muted. The host will control mute/unmute in most instances.

How to turn on video on an iPad/tablet

Tap anywhere on the screen so the commands are displayed at the top or at the bottom of the screen (depending on your device). You will see a video camera icon on the toolbar. Click on that icon and it will turn red, and there will be a slash over the icon. This turns off your video so just your name (or a profile photo if you set up a Zoom account) are visible. Tap it again to turn the video back on.

How to turn on video on a computer/laptop

If you don't see the menu controls at the bottom of the screen, hit the Alt (Windows) or Option (Mac) key. In the lower left of your screen, just to the right of the microphone, there is a video camera icon. Click the icon to turn it off and the icon will turn red with a slash through it. Click again to turn video back on.

How to turn on video on a cell phone

Note that video on a cell phone is very difficult for the other participants to watch, since you're likely holding the phone and possibly moving around. If you're holding a cell phone, keep the video turned off. You will be able to see other people, but they will only see your name. If you can place the phone in a static position for the duration of the meeting, then using the video is acceptable. Tap on the screen to activate the tool bar and look for the video camera icon. Tap on the icon and the video camera will turn red with a slash through it. This means your video is off. Touch it again to turn the video back on.

How to ask a question/make a comment using iPad or tablet

Tap on the screen to activate the tool bar. Tap on "More" and one of the options is "Raise Hand." Tap on that and the host will see a raised hand icon on your video feed and in the Participants list. You will be called upon by the host and unmuted to ask your questions.

Alternatively, you can submit a question in the chat box. Tap the screen to access the tool bar and tap on "Participants." In this screen you can see the list of names of participants and the word "chats" along with icons at the bottom of the screen. Click on "chats" and type your question into the box where the cursor is blinking. You will see your question above the typing area. The host or co-host will respond either verbally or by typing a reply.

How to ask a question/make a comment using computer/laptop

Move your cursor on the screen to activate the tool bar. Click on "More" and one of the options is "Raise Hand." Click on that and the host will see a raised hand icon on your video feed and in the Participants list. You will be called upon by the host and unmuted to ask your questions.

Alternatively, you can submit a question in the chat box. Activate the tool bar and tap on "Chat." A box will appear on the right of your screen where you can see the list of names of participants and an area to type at the bottom of the screen. Type in your message and hit return. You will see your question above the typing area. The host or co-host will respond either verbally or by typing a reply.



AHA Participant Guidelines for Zoom Meetings/Programs

How to ask a question/make a comment using a cell phone

Tap on the screen to activate the tool bar commands. Look for “More” and tap. Several options will be available including “Raise Hand.” Tap that and the host will see a raised hand icon on your video feed and in the Participants list. You will be called upon by the host and unmuted to ask your question,

You can also submit a question in the chat box, which is the “Chat” option under “More.” At the bottom of that screen type your question and click send.

How to add your full name to your image during the meeting using an iPad/iPhone or a tablet

Mouse over your video on the screen and 2 buttons should appear – Mute and 3 dots. Click on the 3 dots, which opens a menu.

One of the selections should be “rename” – click on it and a dialog box appears.

Type in your full name and hit OK.

How to add your full name to your image during the meeting using a computer/laptop

Move your cursor to activate the tool bar commands in Zoom.

Click on Participants

Look for your name in the Participant box and click on the button next to Mute, which says rename.

Click on rename and fill in your name in the dialog box. Click ok.

How to exit a class on an iPad/iPhone or a tablet

Tap anywhere on the screen so the tool bar commands are displayed. In the upper corner it will say Leave or End in red letters. Click on that and then click on Leave Meeting in the dialog box that pops up.

How to exit a meeting on a computer/laptop

Move your cursor on the screen to activate the tool bar commands (or click the Alt or Options key). You will see Leave meeting or End in the corner of your screen. Click on that and then on “Leave Meeting” in the dialog box.

Some additional notes

You do not have to establish an account with Zoom to access the meeting. But you can establish an account if you want at www.zoom.com. This is free and, if you want, will allow you to start and run your own meetings with friends and family.

Thank you for reviewing this document in advance of your AHA Zoom meeting. If you find there is additional information that may be helpful to a new Zoom user that should be included in this document, please share that with us. Email Jen Heinz at jenheinz@athomeinalexandria.org.