

# Zoom: Best Practices for Attendees

Welcome to the new way of learning using live video-based platform, Zoom. The following information and guidelines will help you maneuver through your class. We strongly recommend that you access the ZOOM Help Center <https://support.zoom.us/hc/en-us> to learn more about using this platform.

## System Requirements

Students that lose connection more than three (3) times may be asked to reschedule. Be sure that you meet the system requirements below.

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in
  - or, an HD cam or HD camcorder with video capture card

[Click here](#) for additional information on supported operating systems, browsers, bandwidth requirements and more.

## Set Up Your Equipment in Advance

You do not need to activate an account to attend an online class or meeting, but you do need to download the application.

- **Download Zoom**

- **Personal computer or laptop**

- Install Zoom from: <https://zoom.us/support/download>
    - Select Run in Internet Explorer. Select the Download icon in Google Chrome.
    - If a User Account Control message pops up, select Yes
    - Follow any additional on-screen instructions to complete the installation.

- **iPad (tablet) or iPhone**

- Navigate to the app store from your iOS device.
    - Search for “Zoom Cloud Meetings.”
    - Download and install the app.
  - Use a headset and microphone (if you have them). It helps to reduce background noise
  - [Test your audio and video](#)

# Joining a class

Before you join a meeting, you must install Zoom using the instructions above. Remember that you do not need to purchase an account to attend an online class.

## Advance Registration

To attend an online class, we will provide you with a link to the site sent to you via email.

- Look for your **registration link and password**. This is emailed to you at least 3 days prior to class. Each person has a unique link. **DO NOT SHARE!**
- Complete the meeting registration **in advance**
  - Provide legal name (name on I.D.) and email address
- You will receive an email from the Host. Use the URL link provided in this email to enter the class

## Before the Class Begins

- Lighting should come from **in front of you** to best light your face
- Keep your background **simple**
  - Plain wall or bookcase is great!
  - Use virtual background to disguise cluttered backgrounds if necessary
- Test your video and audio
- Enable your **video**
- We recommend the side-by-side view
  - Open the chat panel
  - Open the participants panel
- **Maximize your screen** for the best viewing
- **Adjust your camera** if it is too low or high
  - Camera should be at eye level. We don't want to stare at the top of your head
- Never join a meeting on two devices with the audio connected to both
  - Doing so creates audio echo/feedback
- Be sure your **full name** is shown on your video screen [Click here for help.](#)
- **BE ON TIME!**

# Basic etiquette

There are some general rules of courtesy for virtual (and in person) classes and meetings.

## Participate Productively

- **Raise your virtual hand** or your physical hand or **use the chat function** to ask a question
- Take part in group discussions and polls
  - Be sure that your microphone is on and people can hear you
  - Wait until others have stopped talking before you start talking
- Don't have side conversations or chats
- Give your full attention to class (i.e. no multitasking, job walks, etc.)
- **Mute your microphone** if you are not talking
- Avoid noise (i.e. typing, shuffling papers) while your microphone is on
- Your camera must be on at all times except during breaks
- **No driving during class** – this is unsafe and can be distracting to others. If you are driving, you will be dropped from the class

## Mind Your Manners

- **Refrain from private behavior** – i.e. scratching your armpits, picking your nose. We can see you!
- **Avoid eating** meals, **chewing gum**, or **smoking** during your meeting/class
- Students who are disrespectful may be removed from the classroom

# Keyboard shortcuts

Here are some frequently used shortcuts. For a complete list visit [Hot Keys and Keyboard Shortcuts for Zoom](#)

Alt+V: Start/Stop your Video

Alt+A: Mute/unmute your Audio

Alt+F: Enter or exit full screen

Alt+H: Display/hide In-Meeting Chat panel

Alt+U: Display/hide Participants panel

Alt+Y: Raise/lower hand

Ctrl+2: Read active speaker name