Zoom FAQ

What is Zoom?
- Zoom is a web based video conferencing tool that allows people to share and participate in meetings in 'real time'

What device do I need to access?
- Zoom will work on a desktop / lap top / smart phone or tablet – both Apple and Android will work!
- Note – depending on which device you are using, the location of Icons and some other features might be different

How much does it cost?
- The Zoom application is free, and you can download the link at 'zoom.us'
- There is no cost to join a meeting as a guest, just follow the link when you receive the invitation
- BCGS has a corporate account which allows for extended time limit and multiple guests
- If you have an account, you can host your own Zoom call with restrictions:
  o Maximum of 40 minutes
  o Maximum of 50 Participants (note: in Gallery view, you can see 25 people per screen)

Accessing by Telephone only
- If you decide to use a toll number to join a Zoom meeting, you will be charged based on the rates of your phone service provider

Join a Meeting
- Click on the link provided by meeting Organizer. Make a note of the meeting ID number – you may or may not need to enter
- Select if you want to connect audio and/or video and click 'Join'
- Select 'Gallery view' to see everyone in the meeting – 25 participants per screen
- Use the arrows to scroll left and right to view everyone
- There will be a yellow outline box around whoever is speaking

Who allows me into the meeting?
- When you sign on to the link to join the meeting, you will be put into the 'waiting room'
- The Host will admit you. For large groups, it is suggested to have a Co-host who can assist with allowing participants into the meeting
- If you see a small screen, just hit 'Gallery View' on top right to enable a full screen of participants

How do I change my name under my photo?
- Move the cursor to the top right corner of your photo box where you see 3 dots
- Click on this and you will get a list of options
- Select 'rename' and type in the name you want on your profile photo
- Note: The host can also change your name!

How do I mute myself?
- Hover mouse over bottom of screen (or top if on a MAC) until icons appear. You will see a microphone icon – hit this until a red line crosses, and you are now muted
- Or you can select the 'mute' button on the top right of your photo screen
- The host also has the ability to 'mute' and 'unmute' participants

How do I unmute myself? Several options
- Hover mouse over the microphone icon again and click it so the red line is gone – participants can now hear you
- Go to the top right corner of your photo box and hit 'unmute'
- You can tap and hold the space bar to unmute temporarily
- You can hit 'ALT & A' to unmute

How do I allow video?
- If you have selected audio and video when you first signed on, your video will be on
- Remember to remove any tape or covering on your computer camera!

How do I turn off the video?
- Go to the 'Stop Video' button and click it. A Red line will appear and your video feed will be stopped. Participants will see a black box with your name, or a still photo if you have uploaded one

How do I add a Photo to my Profile?
- Sign on to your Zoom Account
- Select 'Profile' from menu at left
- Under user image, click 'change'
- Click upload – select photo from your computer. This is what participants will see when you turn off the live video function. Your name should also appear

What else can the Host do?
- Allow participants into the meeting
- Assign one or more Co-hosts
- Rename participants
- Share screens

Sharing your Screen   (As Host, you can allow others to share their screen)
- At bottom of window, click 'Share Screen'
- Only one person at a time can share
- When finished, click 'Stop Sharing'

How do I use the 'Reactions'?
- When you hover the mouse over the top or bottom of the screen (depending on which device you are on) you will see a button for 'Reactions'
- Click on this button and you can select any of these emoji's to use – clap for a presenter, raise your hand to speak, celebrate, etc, and they will appear briefly on the top left corner of your picture box

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