

# Welcome to Zoom Helper Training

# Agenda

- Update Zoom to latest version
- How to make sure you are the “co-host”
- Responsibilities of a Helper
- Buttons in Zoom
- Q&A

Please post questions in the “chat.”

# Download the latest version of Zoom

When in a Zoom meeting such as today, click the little green shield in the upper left, and then the settings button. A statistics box will appear. It will say which version you are using.

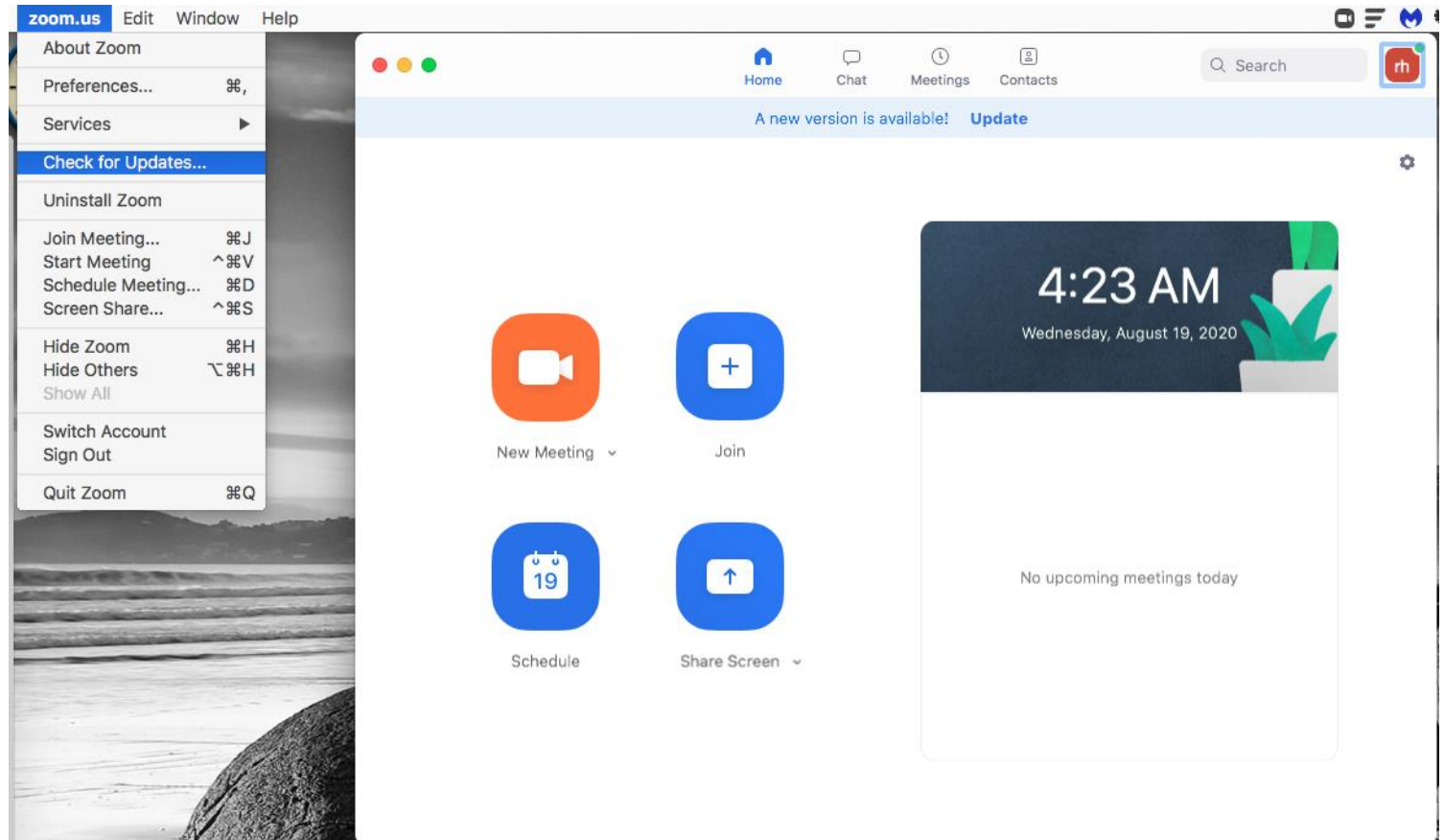
This is what  
you will see

look here

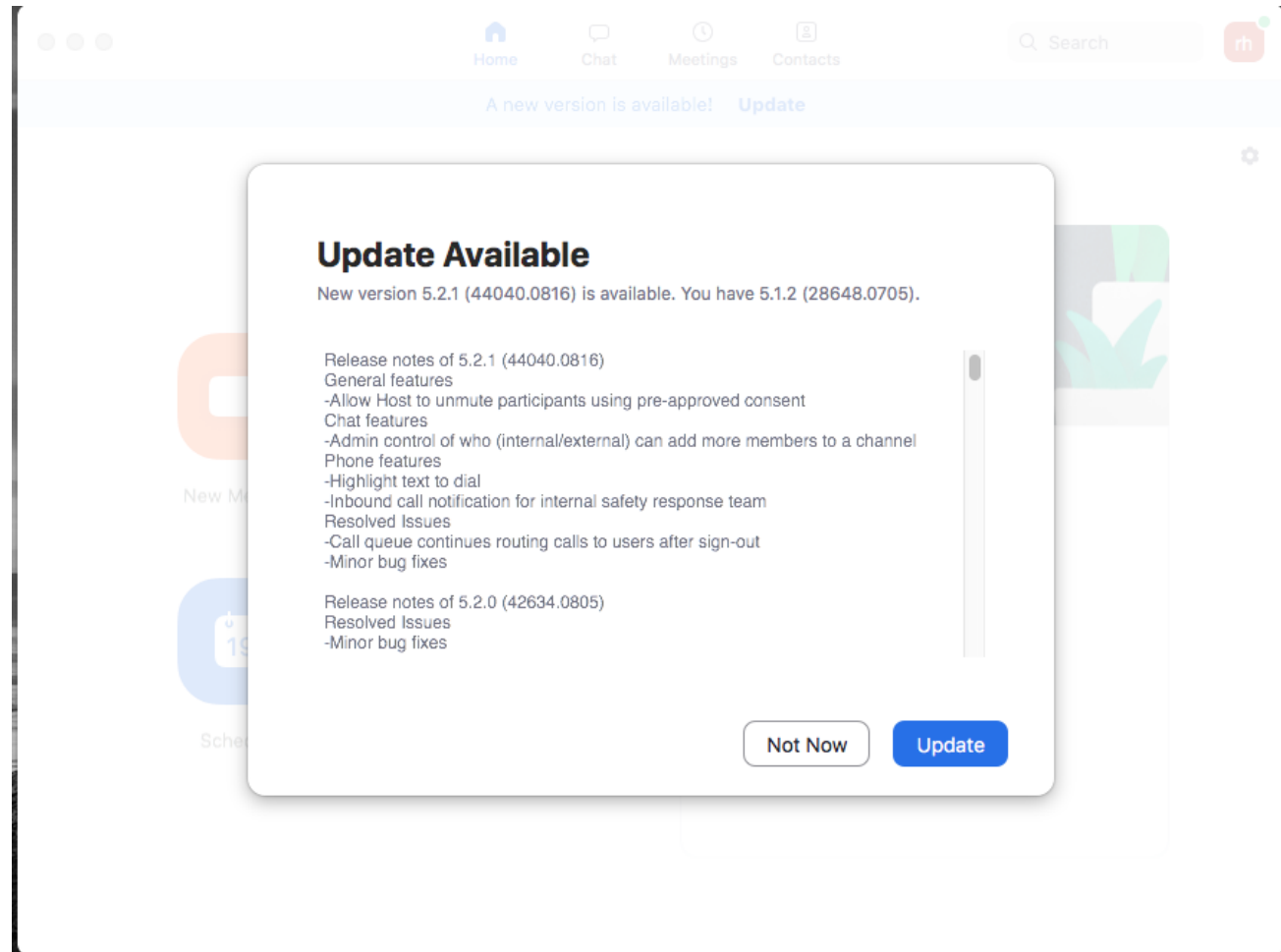
The screenshot shows the Zoom Meeting interface with the Settings window open. The Settings window has a sidebar on the left with various categories: General, Video, Audio, Share Screen, Chat, Background & Filters, Recording, Profile, Statistics (highlighted in blue), Keyboard Shortcuts, and Accessibility. The main content area is titled 'Settings' and has tabs for Overall, Audio, Video, and Screen Sharing. The 'Overall' tab is selected, showing system information: CPU 2.2 GHz 4-core, Memory 16 GB, Zoom 1.0%, Zoom 175 MB, and Overall 9.0%, Overall 1.6 GB. Below this is a box containing network and connection details: Bandwidth -, Network Type WiFi, Proxy -, Connection Type Cloud, Data Center (Zoom Global Network via data centers in the United States (Cloud)), Encryption AES-256-GCM, and Version 5.2.1 (44040.0816). At the bottom of the box is a link: 'Found a problem? Send report'. The Zoom Meeting toolbar is visible at the bottom, including Unmute, Start Video, Security, Participants, Chat, Share Screen, Record, Reactions, Support, and End.

To check for updates within the Mac OS application:

Open the drop-down list and select “check for updates”

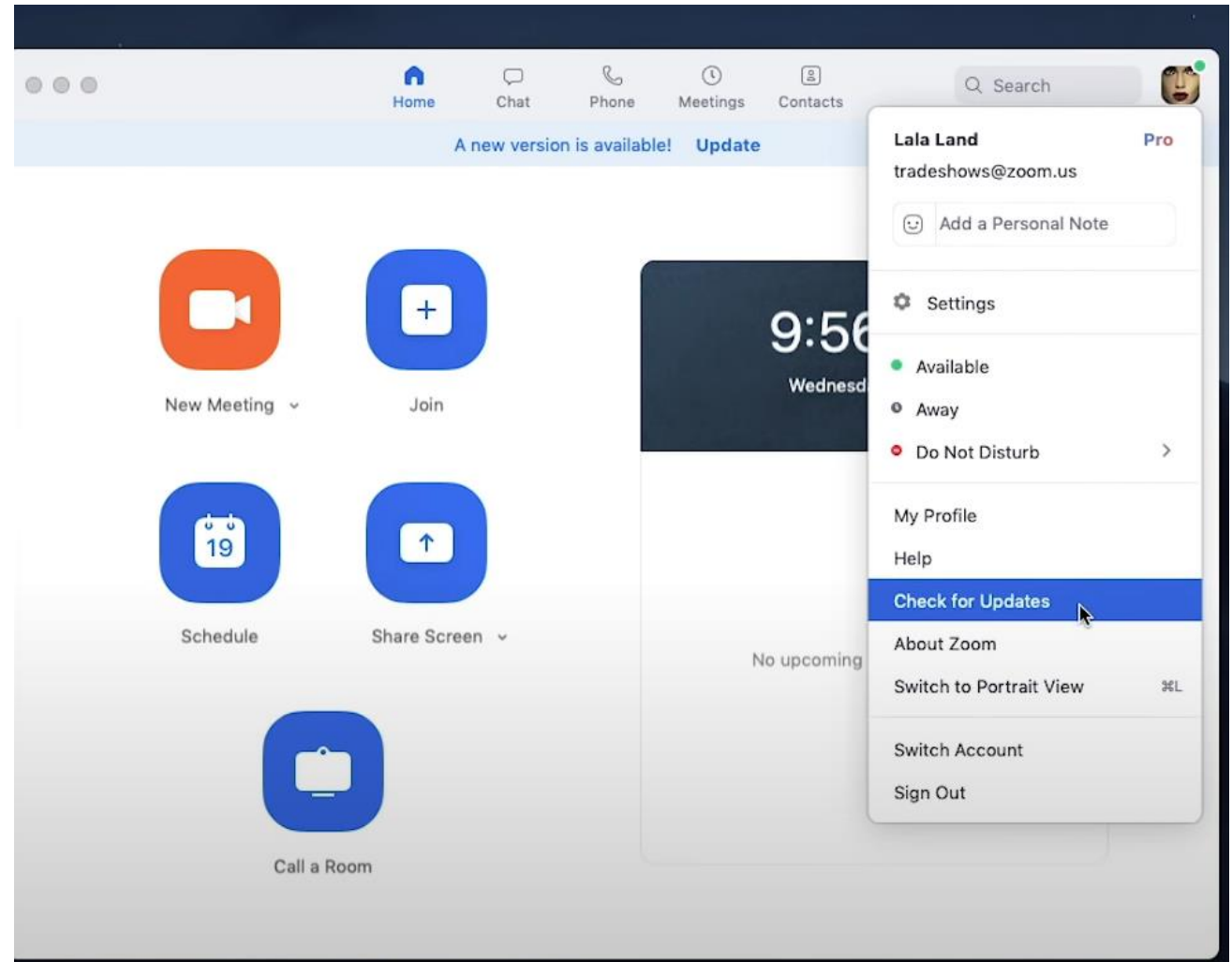


This is what you will see if you aren't on the latest distribution



To check for updates within the PC application:

Click on your profile image, which opens the drop-down list. Select “check for updates.” The process from here is the same as for a Mac.



# Make sure you are the “co-host”



If you see the “Security” button you know you are the Co-Host.

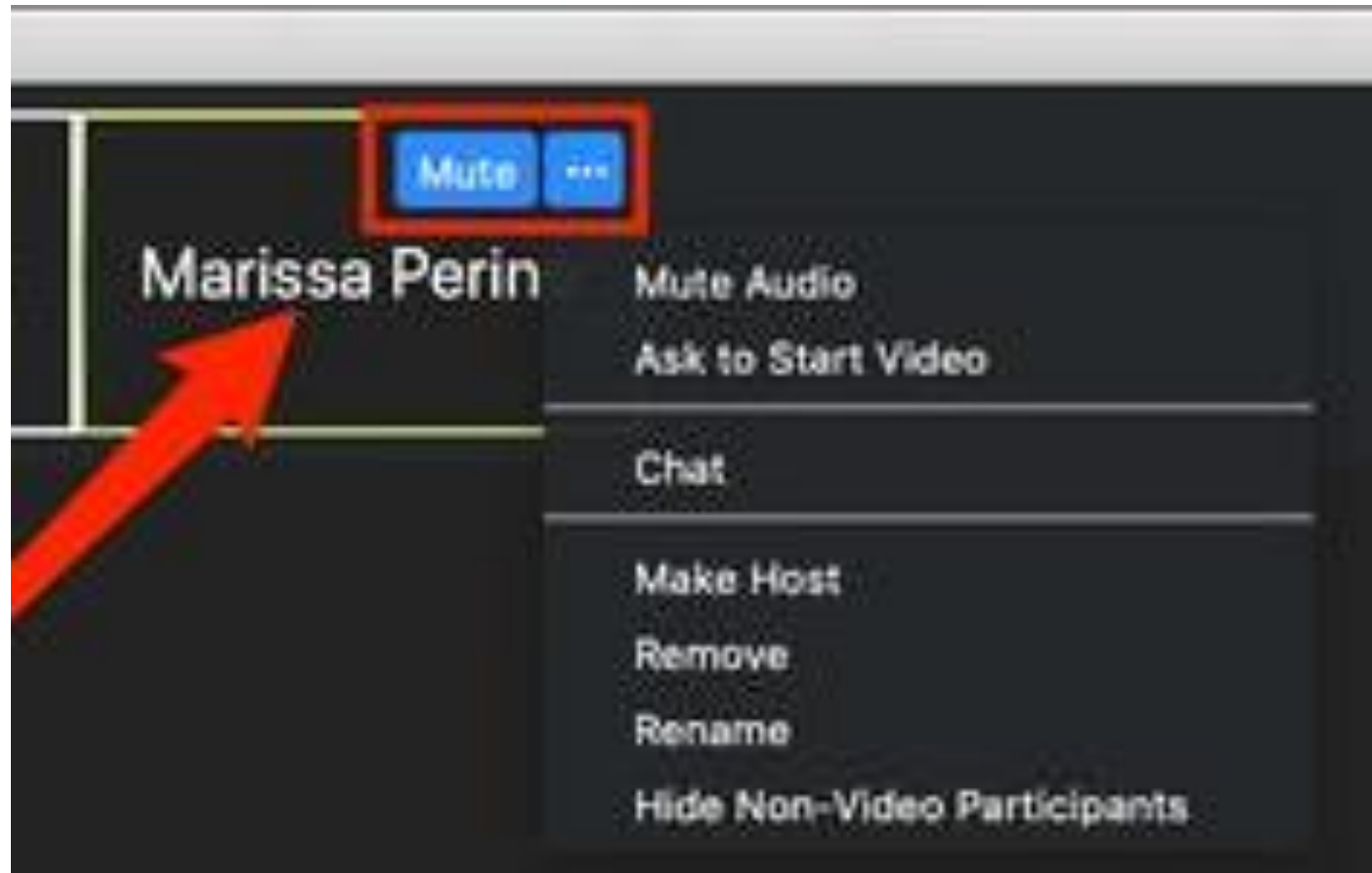
If not, ask your study leader to make you the Co-Host.



# Responsibilities of a Zoom Helper

- Make sure participants display their **full name**
- Make **announcements** for the office as needed
- **Lock** the meeting (if your study leader chooses)
- **Mute** participants (if needed)
- Watch for **raised hands**
- Help with the **chat** feature (if your study leader chooses)
- Notify your study leader when it is about **five minutes** until the end
- **Remove** any participant who behaves inappropriately
- Let the office know if there were any problems

# Renaming: To show full name



If only a phone number shows up (no name), email the office at [osher@cmu.edu](mailto:osher@cmu.edu) with the phone number and we will identify them so you can rename them.

Note: Some participants cannot participate because they do not have a microphone or camera on their computer.

# Announcements

- Sometimes you may be asked via email (advance notice will be given)
- Example:
  - The Annual Meeting will be on September 24<sup>th</sup>. Please attend.
- Inform your study leader you have an announcement to give before the start of class

# Lock, Chat, Rename, and Remove

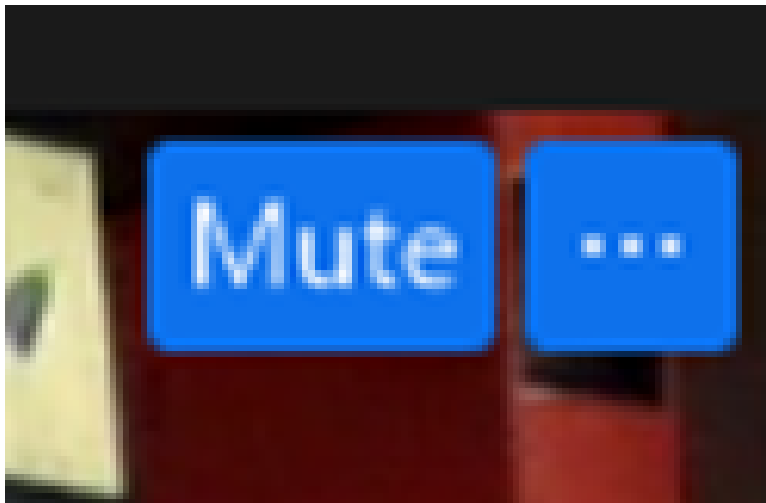
The Security button is where you can:

- Lock the Meeting
- Enable the Waiting Room (**ignore**)
- Allow Participants to:
  - Share their screen (**ignore**)
  - Chat
  - Rename themselves
  - Unmute themselves
- Remove Participants



# Muting

- Why? No one wants to listen to background noise
- “Unmuted” participants show up at the top of the Participants List



Participants (39)

Find a participant

LD	Lyn Decker (Me)		
BG	Bernie G		
AF	Andrea Friede		
TR	Terri Rae Anthony		
	Yale Cohen		
HS	Howard Saunders		
JR	Jim Reitz		
W	Lawrence Weber		
MM	Michael Melnick		
S	Susan		
	Valerie Swiqart		

se Hand yes no go slower go faster more

Invite Unmute Me Claim Host

# Looking for Raised Hands

- Talk with your study leader about how they want to take questions
- Notify your study leader if you see raised hands (real or blue hand in List)



Participants (39)

Find a participant

LD	Lyn Decker (Me)		
BG	Bernie G		
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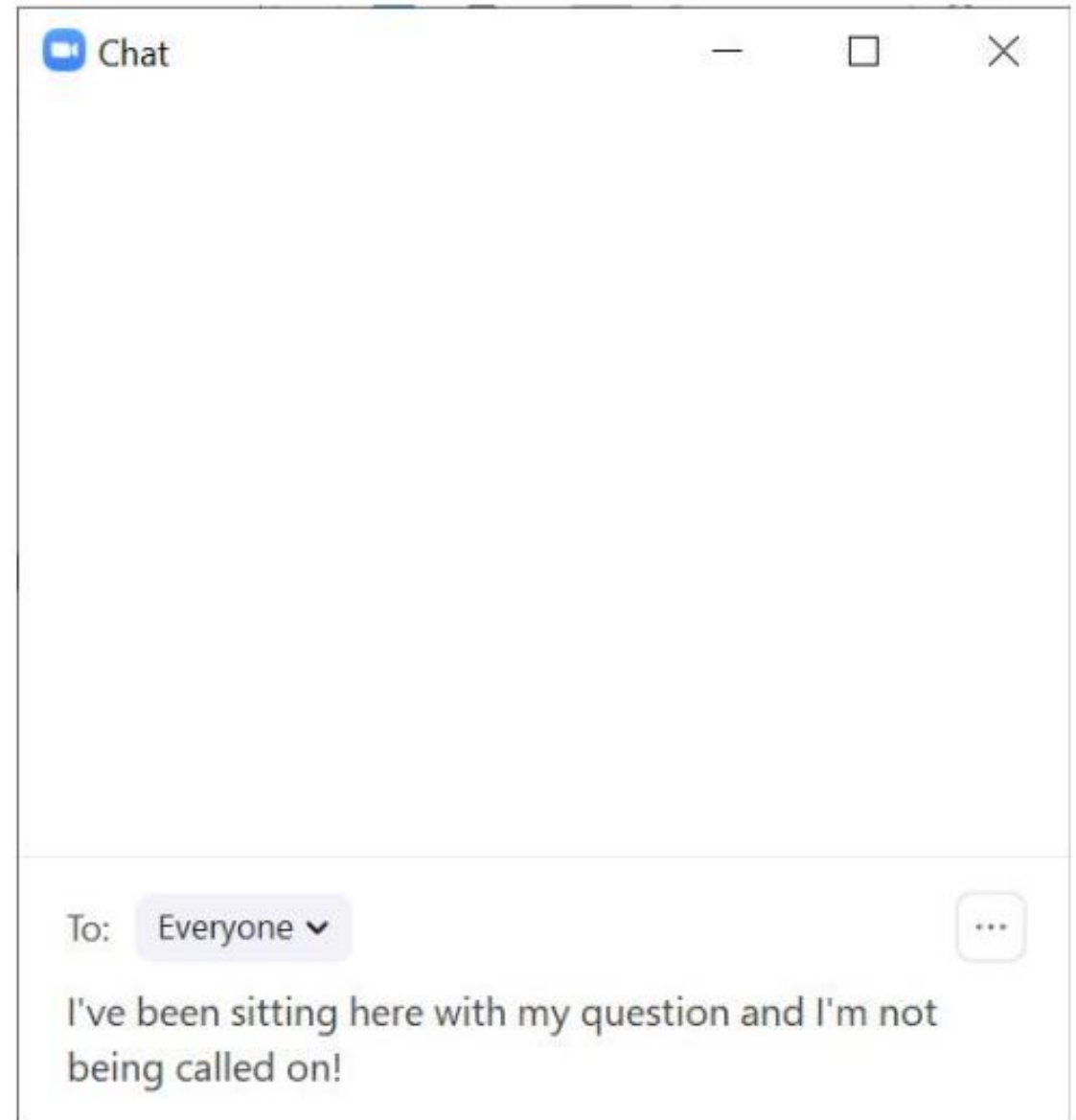
se Hand   yes   no   go slower   go faster   more

Invite   Unmute Me   Claim Host

# Chat



- Talk with your study leader about how they will be taking questions (time for Q&A, etc.)
- If they haven't addressed all questions in the chat, notify them



# Timing: Five-minute warning

- Your study leader cannot see a clock on their screen
- Notify your study leader when it is 5 minutes to the end of class
- 15-minute rule:
  - Everyone must be out of the Zoom class 15 minutes after the class ends so the next class can start



# Removing a Participant

- For inappropriate behavior such as:
  - Will not stay muted
  - Cannot be identified
  - Being disruptive
  - Violating Osher at CMU's Values and Expectations
- What to expect:
  - They will not be notified ahead of time.
  - They will no longer be in the meeting upon removal.
  - You do not need to do any follow-up with them. Let them contact the office if they feel the need.



# Problems?

- Notify the office by emailing [osher@cmu.edu](mailto:osher@cmu.edu)



# Thank You!

You are making it possible for our  
classes to run on Zoom!