This update to the Zoom Instructors Handbook coincides with the update of Zoom to version 5.3.1.

What is Zoom?
Zoom (https://ucalgary.zoom.us) is a video conferencing platform that allows users to connect with one another from computers and mobile devices. It is an enterprise video platform used throughout University of Calgary and it is available to instructors, staff and students. It has been integrated into D2L for the scheduling of synchronous video sessions for instruction and it can be accessed via your UCID username and password.

If you have other Zoom accounts for personal use or access with other institutions, it is strongly recommended that you use the licensed account available through University of Calgary to use the platform with your students.

Zoom accommodates video conferencing for large groups, can facilitate breakout room discussions and collaboration along with the sharing of PowerPoints and other documents for presentation by presenter/hosts and participants.

In Werklund School of Education, Zoom can also be used for synchronous sessions for graduate exams, (e.g., candidacy and final), meetings with research teams and students, etc. Whenever a Zoom meeting is scheduled, a URL is created to share with the participants. For recurring sessions such as classes or regular meetings a single link can be used for multiple sessions.

Video Resources
The following videos have been created by Werklund School of Education as tutorials to help demonstrate features and functions of Zoom. Please note that these videos were made prior to the recent update. They demonstrate the features available but will not look exactly like the current features available.

Zoom Toolbar - https://ucalgary.yuja.com/V/Video?v=54910&node361046&a=1325632658
Breakout rooms - https://vimeo.com/338899748
Guidelines for Exam Neutral Chair - https://vimeo.com/338899619
Student screen sharing for presentations -https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1
Preassigning Participants to Zoom Breakout Rooms -https://ucalgary.yuja.com/V/Video?v=145274&node=714710&a=826717625&autoplay=1

There are further training videos provided by Zoom as well.
Activating Your Zoom Account
Download and installation only happens the first time you join a Zoom meeting with a specific device—computer or mobile device.

• When activating your account visit https://ucalgary.zoom.us and click on Sign In. (Clicking the Host or Join buttons on the sign-in page may not ensure full access to the features that you require.)

• This will generate an email to your ucalgary.ca email. Open that email and follow the directions to launch your new account or, if you have another account, merge it into the licensed University of Calgary account.

• If there are issues with this activating your account, please contact tandl@ucalgary.ca for guidance.

• If you have attempted to access the Zoom module in your D2L accounts and your Zoom module is inactive or unavailable please log in at https://zoom.ucalgary.ca first. This will activate Zoom and link it to your D2L.

On Your Profile Page
• You may wish to customize your profile by adding a photo that would appear as your avatar when you have your video off.
  o IF you are in a meeting and the avatar you have added to your profile does not appear when your video is off, you are not logged into your Zoom account. It is recommended that you leave the meeting, and log in at https://ucalgary.zoom.us and rejoin the meeting.

• Another feature you can customize is your Personal Meeting ID. It can be made the default Meeting ID for instant meetings. This will allow the same URL to be used for instant meetings. It can be shared with regular meeting participants to facilitate a quick launch of a meeting. Another option is to create a personal link that would replace the Meeting ID number.
Other Considerations When Setting Up

• The Zoom app is available for smart devices.
  o Download it from your respective app store for free. After installing the app, please review your device settings to ensure the Zoom app has access to your microphone and camera.

• The first time you use Zoom on a smart device, complete the account transfer on your computer first. After that, launch the Zoom app on your device and Sign In via SSO. Add “ucalgary” in the company domain field and then log in with your UCID username and password.

• Zoom can also be linked to your email, whether Outlook, Gmail or another platform. This will help synch Zoom events into your calendar.

• Please note that for the best use of Zoom as a participant and especially as a host, log in to your account at https://ucalgary.zoom.us before joining a session and then inputing the meeting ID number rather than simply clicking on the link that features the Meeting ID.

Creating a Secure Zoom Environment

There are a number of considerations regarding the comfort and privacy of all participants in the Zoom sessions you host. These may include requiring participants to wear headphones so that the session is heard only by the participants rather than other individuals in a room, especially if a participant is joining from a public setting. There may be further recommendations or requests that participants be as isolated as possible to ensure privacy or minimize disruption during Zoom sessions. However, it would be difficult to implement these protocols during this period of social distancing and home-schooling. Discussion of these factors with your students and/or setting guidelines for Zoom use in the Course Outline is a valuable step toward ensuring that the Zoom environment is secure and safe for all participants.

Also, with respect to privacy and security, screenshots of the class participants should not be taken or distributed on social media.

Audio and Video Equipment

Remote session – All participants at distance, participating via Zoom

If all participants are participating remotely and you are hosting from your personal computer your laptop should provide decent audio and video quality. If you are participating from a desktop computer, it is recommended that you have a peripheral camera and headset with microphone to ensure best sound quality.

If you wish to hide the background in the environment you are broadcasting from there is a virtual background feature under Video setting. You can select one of three default images or an image from your computer.

Hybrid Audience – Classroom participants and participants at distance

If you are broadcasting a session while you are teaching in a classroom, ensure that you have microphones, speakers and cameras that allow those joining remotely to be able to hear the session via computer and accommodates their contributions being heard in the classroom as well.
Hosting an Instant Meeting
To host a meeting instantly, log into your account at https://ucalgary.zoom.us and click **Host a Meeting** in the top right corner of the screen. You can select the options of With Video On, With Video Off or Screen Share Only to launch the meeting. You may wish to modify your “Personal Meeting ID” on your **profile** page to use it for your instant meetings. If you do not log into your account and simply click on a URL for a meeting you are hosting, you will NOT have hosting privileges.

Starting a Scheduled Meeting
It is recommended that you log in to Zoom at https://ucalgary.zoom.us or D2L before starting a session you have scheduled. In either instance, there will be a **Start** button next to the meeting. If your participants are already in the room, **Start** will have changed to **Join**.

Scheduling a Meeting
To schedule a meeting or a synchronous class session, you can schedule through D2L or through your account at https://ucalgary.zoom.us. Scheduling through D2L will ensure scheduled meetings appear in D2L and provide students a link to join a Zoom session from D2L.

Scheduling via D2L
After logging into D2L and accessing the Shell for a course, you will find “Zoom” either in your toolbar or under the drop-down menu for “Communications.”

Once you go to the Zoom page in the D2L shell, you will see the meetings scheduled and a button to add new meetings to the schedule for this course. Once you schedule your meetings in D2L, they will appear in your students’ view of D2L and it will also appear in your Zoom account. Strongly encourage students to log in to Zoom via D2L. This will allow them to forego providing a passcode to join the meeting and it also ensures they
have all of the features available to them in Zoom, including preassignment to breakout rooms.

**IF** you have already scheduled meetings in Zoom that you plan to host with your classes you can click on the “three-dot” button to the right of “Schedule a New Meeting” and import the Meeting ID of sessions you had previously created in Zoom.

Please note that the Zoom module in D2L will NOT allow you to preassign students to breakout rooms. Preassignments to breakout rooms would be done on the Zoom page.

If you are scheduling Zoom meetings that are not for your classes, do it within your Zoom profile page. In the upper right corner of that page, you will see options for scheduling, joining or creating a meeting.

As a meeting organizer, you would do the following:

Click on **Schedule a Meeting**.

On the next page set the following:

**Topic** – the default is My Meeting; replace this with your course title and number. Avoid using dates or session numbers, especially if scheduling recurring meetings as this will apply to all recurring meetings. Titles cannot be edited after meetings are saved.

**When** – Choose the date for your session from the calendar icon. Select your start time from the dropdown menu and do the same to set AM or PM. For meetings with first time users, add 30 minutes prior to scheduled start to allow participants to test their audio and video on their own time.
Duration – please add an extra 30 minutes beyond the anticipated end of the session
Decide if this is a Recurring Meeting or not. You can schedule daily, weekly or monthly
sessions and weekly sessions can be scheduled for multiple weekdays (e.g. Mondays and
Wednesday).
If it is recurring, but not on a consistent schedule, you can indicate the number of
sessions you wish to host and edit them individually or select “No fixed time.” Selecting
“No fixed time” would be available to launch at any time. (You would still have to tell
your participants the schedule for the meetings, however.)

Registration – this is not required.

Meeting ID – this is can be generated automatically for scheduled meetings.

There are two security option available when scheduling:
Meeting Passcode – to further enhance security for the session, you may want to
include this and communicate the password to participants to further enhance the
security of the session and prevent unintended participants from joining the session. It
can be customized for ease of recall.
Waiting Room – this will allow you to vet participants and grant permission to join a
session. This improves security. It is also a valuable feature to activate when hosting
virtual office hours.

**Video** – this determines whether video is on or off when the host and participants *join* the meeting. Everyone has the option to turn their video on or off at any time after the meeting starts. It is also valuable to reserve video for only those who are speaking or presenting. This helps minimize the demand on broadband during the session *and* the amount of data needed for the recording of the session.

**Audio** – please set to “Both” to allow participation via *computer audio* and, if necessary, Telephone. (Dialing, however, is not recommended due to the potential cost of long distance fees. The Canadian dial-in number is NOT toll free and is a Toronto-area exchange.) When using smart devices that they would select “Use Internet Audio” rather than “telephone.”

**Further Options:**
- For Werklund School of Education synchronous classes, enable participants to *join before the host*. This will allow participants to test their audio and video before the meeting.
- Muting participants upon entry will minimize disruption from late arrivals.
- Activating the Waiting Room feature will allow you to determine if an individual is supposed to attend the session before you bring them into the session.

Once the meeting is saved, a URL featuring a 9 to 11 digit Meeting ID is generated to allow access to the session.

After a meeting is saved, you can open the meeting to add and modify sessions. The **Time** of the meeting in the listing to review the recurring meetings currently scheduled and add further meetings to the list.

Clicking “show all occurrences” will allow individual editing of recurring meetings.
Breakout Rooms: if you wish to use breakout rooms, you can add the preassignments when scheduling or editing the meeting page in Zoom. This can be done by creating each group and assigning participants by using their email addresses. You can also upload a .CSV spreadsheet generated in Excel with columns for Pre-assign Room Name and Email Address. A template for the .CSV sheet can be downloaded from Zoom.

If students have not logged into the Zoom session via D2L or with their @ucalgary.ca email address, they would have to be added manually and synchronously before launching the breakout session. Titling breakout rooms to indicate discussion questions or other identifiers can be useful.

Alternative Host: If you are not able to attend a meeting scheduled with your account, you can assign an alternative host, provided they have a ucalgary.ca email address and Zoom account. They will have the ability to host the meeting if you are not attending the session.

Polling
Polls can be created on a Zoom meeting’s page or synchronously during a session. To add a poll to a meeting, save the meeting in Zoom and open it to edit the session it and create the poll. You will have the options of giving it a title and making it anonymous. After those steps are completed, you can add the poll questions. You will have the option of creating questions that allow participants to choose one response for each question or multiple responses. You also have the option of including multiple questions in the poll. Text responses are not possible.

Please note that the responses to the poll would be available for review in real time but are not automatically saved. More information on Polling appears in the section of this guide describing in-meeting use of Zoom.
Hosting a Zoom Videoconference

To ensure access to all the features available to the host, sign into your Zoom account at https://ucalgary.zoom.us before joining the meeting you have scheduled. Simply visiting Zoom and clicking on the Host link may not ensure that you are fully identified during your Zoom session. Upon joining the meeting, launch the Participant list from the toolbar and confirm that (Host) appears next to your name. If it is not there, log out of the session and attempt to sign into Zoom again.

Having host privileges will ensure you can share your screen, launch breakout rooms, manage security settings and control other features available during the session.

Throughout a Zoom meeting, the toolbar will appear along the bottom of the screen when the mouse is moved along the bottom of the screen. When sharing your screen, the Zoom toolbar moves to the top of the screen and is hidden above a tab that indicates that you are sharing your screen and has a button that reads “Stop Share.” Moving your mouse over this tab will reveal your toolbar for managing the session.

The host/instructor has controls for:

- Audio
- Video
- Managing security
- Managing participants,
- Screen share
- Polling
- Chat
- Breakout rooms
- Recording the meeting
- Ending the meeting
As participants join the session, each will have a tile that represents them. If their video is off, their name or avatar appears. You can alter the view between Speaker View and Gallery View by clicking a View button that appears in the top right corner of the Zoom window. In Gallery View, you can drag and drop the participant video feeds to place them in the order you want.

While screen sharing, the participant feeds take up a separate window that can be minimized, modified to a single tile of the speaker, two feeds or a larger collection of the participants, which would appear in either a strip or a larger grid that can expand.

Participants/students will see similar controls for video, audio, sharing and chat. When a screen is being shared, students will have the opportunity to annotate on the shared screen as well.

**Control Panel/Toolbar**

**Audio/Mute** – By clicking the *microphone icon*, you can mute and unmute yourself. When the microphone is live, it will flicker in green to indicate audio levels of your input. The small chevron button next to the microphone Icon will allow you to select and test the microphone and speaker for your session. This is valuable when you are using Zoom to allow remote students to join a face-to-face session, which would benefit from the use of peripheral microphones and speakers to allow remote participants to better interact with the large group in the classroom.

**Video** – By clicking on the *video camera icon*, you can turn your camera on or off. If a participant’s video is off, the user’s name or avatar would appear while their video is off. If video is turned on, the participant’s camera image would appear with a name at the bottom of the screen. This video thumbnail would also show non-verbal communication by that participant and emoticons associated with their Reactions toolbar.

**Security** – this feature gives you the option to modify permissions to chat, share screen and enable the waiting room so you can screen participants before they join your session. Locking the meeting prevents people from leaving or joining the meeting at any time. You may want to modify these to increase or relax
security in the session.

**Manage Participants** – This will open a window that lists all participants and allows you to:
- **Mute/unmute** participants
- **Turn off** participants’ video or invite them to turn it on
- **Chat** with individual participants privately
- Make participants **host** or **co-host** of the meeting
- **Remove** participants. Note that when using this, they will not be able to return to the meeting.
- Identify and respond to participants who have **raised hands**.
- Put a participant in the **waiting room**
- Give permission to **record** the session.

**WSE Guideline:** *Instructors should not give participants this privilege out of consideration of FOIP policies.*
- Monitor participant responses via non-verbal communications.

**Chat** – The **chat** icon opens a text dialogue box.
- At the top of this chat window, the ongoing text chat will be displayed.
- At the bottom of the window, you will see the following:
  - **To**
    - “Everyone”
    - Individuals – done by selecting their names from a drop down menu
  - **File** – this allows documents to be sent through the chat window
  - **…** (three dots) – this allows you to save the chat transcript and to modify permissions for the chat
  - **Type message here…**
    - Enter your chat text in this space.
- If the chat window is not open, the **chat** icon in the toolbar will illuminate and generate a message count for unanswered messages that you have accumulated.

All participants have the option of saving the chat from a Zoom session. The transcript, along with other artifacts saved from Zoom sessions, (whiteboards, video recordings,
screen grabs, etc.) would appear in your Documents folder of your computer in a Zoom sub-folder. The folder will be identified by the date, time, title and meeting ID for the session in the following format “YYYY-MM-DD hh.mm.ss Meeting Title Meeting ID#”.

**Screen Share** – This will allow you to choose from a screen or open document on your computer to share with the class.

During a Zoom session, participants can share:

- An open file from your computer, i.e. PowerPoint
- An open program from your computer
- An Internet browser
- A Zoom whiteboard.
- Content from an iPad or iPhone. (Android devices are not supported at this time.)
- If you wish to share audio and video during your screen share click on the “share computer audio” and “Optimize Screen Share for Video Clip” features.
- A document **does not have to be uploaded** to Zoom for sharing.
- A student can present or share their document but you may have to modify screen sharing privileges to allow this. Click on the ^ button next to “Screen Sharing” and then click on “Advanced Sharing Options…” if you have not modified this on your profile page.
- While sharing, the toolbar will move to the top of the screen. Also, it will add features to allow you to annotate the shared document or take remote control of the shared computer.
- While sharing, the speaker video will go into picture-in-picture mode. Participants will see the shared screen, as well as video of the speaker.

![Top of screen toolbar with annotation toolbar available during screen share.](image)

When **screen sharing**, additional features for **annotating** the document on the screen, saving screen grabs and giving remote control to another participant in the meeting will become available.

If you plan to allow students to share screens, you can modify screen share privileges to allow All Participant. You, however, should be the only person with the option to interrupt participants’ screen sharing.
Screen Sharing Options:

**Screen 1/Desktop:** Sharing your desktop will provide a simple “what you see is what they get” presentation. If you are going to be sharing a variety of documents throughout the presentation and opening hyperlinks to move from PowerPoint to Internet and back again, this allows you to proceed without interrupting your self to stop and restart shares as you move from program to program. However, you need to be conscious about covering your desktop to avoid sharing personal or sensitive materials. With this being the view of the *entire* screen, you will need to devote all of the screen to it, which may make it challenging to monitor Chat and Participants at the same time.

**Document:** Sharing the document you wish to share can allow you to use less of your screen space to show that document to your audience. This would allow you, if you know, for example, your PowerPoint well enough, to view the Chat and Participants windows on the same screen. When you are sharing a document, you will see a green frame around the document your are sharing.

**Advanced Option – Portion of Screen:** This allows you to draw a frame around the portion of the screen that you wish to share. This would allow you to emphasize something in more detail, but there are risks with reduced resolution. Also it is quite easy to drag other objects and documents through that portion of screen.

**Advanced Option – Slides as virtual background:** This requires you to open your PowerPoint or other slides into Zoom and using them as a background while a smaller video of you is superimposed on the slide. This is still in the Beta stage and further testing is required before recommending this.

Other screen share advice:

- If you wish to have views of a) your presentation, b) the Participant window, c) the Chat and d) the Participant video feeds while screen sharing, organize the layout that you would use for your session on your own -- without an audience -- to ensure that the organization of the windows works for you. Two monitors are
invaluable for this.
- if sharing video during a Zoom session, check the “Optimize Screen Share for Video Clip” box at the bottom of the Basic Share selection window
- if sharing audio from your computer, check the “Share Computer Sound” box
- sharing the opening slide of a PowerPoint while streaming music before the scheduled start of a session can make a welcome environment and ensure participants that they have come to the right session as well.

![Basic screen share options with checkboxes for sharing computer sound and optimizing for video.](image)

**Polling:** This feature allows you to create multiple choice questions to use in class. It is recommended that you create your poll questions in advance of the session. The poll questions can be created synchronously, if necessary. A recent update to this feature has been the option to make the poll anonymous. This was previously the default option but it is now possible to show the respondents to each of the options in the poll.

- When the poll is prepared, the host/instructor will select the **Launch Poll** button and the participants/students will have the opportunity to respond to the poll.
- The participants/students will see the poll question and responses on their screen.
- After the poll is completed, the host/instructor can share the results or relaunch the poll.
- The instructor can stop the poll by selected **End Poll**.

The host/instructor can share the results of the poll by selecting **Share Results**.

**Record** – Meetings/class sessions can be recorded by the host.

**Local Recording:**
- When you record locally, the video is saved in a Zoom sub-folder in your Documents folder.
**Breakout Rooms** – The Breakout icon will facilitate the creation of small group breakout sessions.

You can form groups randomly (select **Automatically**), assign groups (select **Manually**) or allow participants to select their groups. Set the number of breakout rooms you need and then choose your preferred method for forming the groups.

- **Automatically**: randomly assigns participants to their groups based on the number of rooms you determine for the session.
- **Manually**: after you determine the number of rooms you will have and launch the breakout sessions, you assign members to rooms by selecting them from a list of available participants.
- **Let participants choose room**: the participants will see a list of the available rooms with a number of participants next to each room. When they click on that number of participants, the word Join will appear and clicking on it will add them to the room.

- At the bottom of the breakout rooms window is an Option link that will allow you to determine the maximum length of breakout session, the length of the countdown after closing rooms and other features for the session.
- After groups have been configured, the open all rooms button will invite people into their rooms for the breakout session. Participants will need to select Join. You do have the option to send participants to their rooms automatically.
- After starting breakout sessions, you have the option of joining the breakouts. There is a Leave Breakout Room button in the bottom right corner of the meeting window to allow the Instructor to exit. This would bring you back to the list of all groups to join other breakout groups. Remind participants to be careful not to click Leave Meeting, which appears with it.

**Preassignment to breakout rooms**: You have the option of creating breakout groups when scheduling a meeting. You would create a .CSV sheet in Excel with Meeting Room Name, and Student Email. However, students must sign in with the same email address that you use to create the groups. If not you would have to assign them manually and synchronously before launching the breakout session.

**Join**: While breakout sessions are underway, you can review a list of the rooms and visit rooms by clicking Join. To visit other rooms, you would have to return to the Main Room and select join again from the list of breakout rooms.
Broadcast: While the breakout sessions are underway, there is a Broadcast button that will allow you to send messages out to the breakout rooms. This could be used to remind people of when sessions end or to transition to other components of an assignment.

Features in the breakout room include:
• Share – Students can share their desktop, documents or the Zoom whiteboard just as they would in the main room.
  ▪ Sharing accommodates small group discussion and allows recording of notes, saving of whiteboard and other artifacts from the break-out session, etc.
  ▪ Participants/students can access their desktops to use any application they choose. This can be saved. When they return to the main room, and have share screen privileges, they can Share Screen to debrief to the rest of the group with the files they have collaborated on.
  ▪ They can save the whiteboard content or share it from a folder.
• While in the breakout room, the More link gives participants/students access to:
  ▪ Chat
  ▪ Ask for Help
  ▪ Disable Participant Annotation
  ▪ Hide Video Panel
  ▪ Audio Options
  ▪ Video Settings
  ▪ Leave Breakout Room.
• Participants/students can select End Meeting in the breakout session, which will return them to the main room. Or, the host/instructor can Close All Rooms to reconvene the groups in the main room. This will give participants 30 seconds to leave their break-outs before they are “forced” into the main room.

When the host/instructor wants each group to report back, the documents created in the breakout room and saved (Word, PowerPoint, Whiteboard etc.) can be shared.

Zoom Account Settings
Current Zoom settings require very little customization to adapt the Zoom environment to the specification you would require to teach. On the Profile page there is a link to a Settings page. This will allow you to include features that you wish to have during your sessions. The items that you would most likely modify are:

• Screen Sharing – the default for this is Host Only being allowed to share. If you wish to allow All Participants to share, please ensure that Host Only is allowed to share when someone else is sharing.
• Email Notifications when participants join before host. Deactivating this would prevent you from getting an email every time a participant joins your session before you.
• **Schedule Privilege** – if you want to assign scheduling privileges to another individual, you can add their [@ucalgary.ca](mailto:ucalgary.ca) email address. After that, they will have the option of scheduling on your behalf.

Other settings you may modify:

• **Audio Type** – although you set this when scheduling meetings, it is good to leave it set on **Telephone and Computer Audio**.

• **Join Before Host** – it is good to allow this on the settings page as well as with each meeting you schedule.

• **Use Personal Meeting ID when starting an instant meeting** - this allows you to use a consistent ID for instant meetings. You can communicate this to meeting participants more quickly and regular meeting participants can become familiar with or bookmark this ID or the URL.

• **Mute participants upon entry** – this minimizes disruption as participants join after the session has started.

• **Chat** – this will allow messages to be posted to the entire group

• **Private Chat** – this will allow 1:1 chat to occur

• **Co-host** – this allows the Host to confer co-host privileges to participants during a session

• **Polling** – this allows the host to build polls prior to or during a Zoom session to survey opinions during the session (see below)

• **Allow host to put attendees on hold** – this would allow a host interrupt two-way video and audio for part of the session. This is commonly used in exam situations so that a panel can deliberate on an exam candidate’s performance confidentially.

• **Annotation** – allows participants to annotate on the screen during screen sharing sessions

• **Whiteboard** – allows use of the whiteboard and annotation tools

• **Remote control** – allow others to control a presenter’s screen while screen sharing

• **Nonverbal feedback** – provide additional response icons for non-verbal response in the chat window

• **Virtual Background** – this allows participants to use an image on their device as a backdrop to cover a more distracting background.

**First Steps – Smart Device**

The Zoom app is available for free for smart devices. Search through the respective app store for your device to locate and download. Once it is downloaded, review the settings on your device to allow Zoom access to your microphone and camera.

If you are joining the meeting from a smart device, you only have to launch the app and
type in the code for the meeting. Signing up or signing into an account is not required for joining a meeting. Meeting invites can be received via text message and you would only have to launch the app from the invite.

**Zoom Webinars**

If you are hosting a session for more than the maximum allowed for a Zoom meeting on your personal account, 300 participants, you would be able to use a Zoom webinar to host a session. A request would need to be made through Com/Media with University of Calgary.

When booking:

1. To request access to the webinar license for a session, log into your Com/Media account and make the Zoom session request through [https://ucalgary.service-now.com/it?id=sc_cat_item&sys_id=ace106de13b5b640b5b4ff82e144b093](https://ucalgary.service-now.com/it?id=sc_cat_item&sys_id=ace106de13b5b640b5b4ff82e144b093). You will be required to provide a date and time for the session when making this booking.

2. Com/Media will follow up by email. You will need to provide individual contact information for the host and presenters who would be involved in facilitating the session. Each of these participants will get individual Zoom links to join the webinar and help facilitate it. Participants who would comprise the audience would get a separate link that would ensure they remain in the audience for the webinar. If you have additional presenters join after your communication with Com/Media, contact them for additional links for those presenters rather than sharing current links used by presenters.

3. A participant link for the audience will also be created. Distribute that link to your intended audience along with the schedule for the meeting.

4. Designate roles for the presentation team. There will be a Question and Answer feed that may need moderation. Questions can be answered live or via written response in the Q&A window. Note that some of these questions may be of a technical nature so participants can get fully engage in the session.

When preparing for the session:

1. Ensure that the presenters and their backgrounds look as professional as possible. This would involve:
   - adding lighting on the speakers so that they are clearly lit as they speak.
   - modify camera height to ensure the presenter is looking directly into the camera rather than up or down at the camera
   - assess the background to ensure there are no distractions. The use of virtual backgrounds tends to be an issue because of the tendency to blur around movement as you speak.
2. The hosts and presenters for the session can gather to discuss and prepare prior to the broadcast of the webinar. Until the broadcast begins, the presenters and host have the opportunity to review the technical features in Zoom. There may be rehearsal time available for the session and this is often before the start of the live webinar. Make use of this time to familiarize yourselves with the features in Zoom and clarify roles and scheduling for presenters.

3. Review and confirm settings for the session. Settings for Chat and Q&A ought to be reviewed and set. Chat, for example, can be set to serve strictly as a means for the presenters to communicate privately in real time during the session to clarify their needs, etc. You would also confirm recording at this point and prepare to launch the recording. Bear in mind that you would be in Practice mode until you go live by activating Broadcast mode.

4. One recommendation is to begin the broadcast at least 5 minutes prior to the start of the session. Attendees will get into the webinar environment and a title slide for the session will confirm they are in the right place. Be conscious that when the broadcast has begun, conversations would be broadcast to the audience at this time as well.

5. After ending the presentation, be conscious that attendees may remain in the room until the broadcast stopped or the session is ended. If you wish to communicate with other presenters at this time you may wish to use the chat function to ensure privacy of those communications.

Currently there are no charges required to request the webinar platform.

There are a few significant differences between the webinar and regular meeting environments:
- Chat can be modified so that it is limited to the host and presenters for the webinar. This would allow them to privately coordinate their work for the session. However, this can also be modified to all participants to see the chat.
- There is a Q&A function in the webinar which will allow participants to submit questions. The list will appear and the host and presenters will have the options of answering the question live (i.e. verbally during the session); in writing in the Q&A field or to discard the question.
- The webinar is not live or available until the hosts begin a broadcast of the session.
Technical Support
Program Support Level

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<th>UPE</th>
<th>GPE</th>
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<tr>
<td>UPE Online Help</td>
<td>Email: <a href="mailto:jane.hanson2@ucalgary.ca">jane.hanson2@ucalgary.ca</a></td>
<td>DistHelp</td>
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Office of Teaching and Learning
Email: tandl@ucalgary.ca
phanlon@ucalgary.ca

University of Calgary Tech Coaches
techcoacheduc@ucalgary.ca

Further Resources
• Zoom website – Getting Started will introduce you to the fundamentals whether in documents or with videos.
  o Types of Zoom Support Resources: Video tutorials, blog and FAQ.
• University of Calgary eLearn
• On the bottom right-hand corner of the Zoom screen, you will see a blue Help button. Type in your issue and information will be provided, sometimes with a video response.
• Support Center – provides various resources to help with using Zoom - https://support.zoom.us/hc/en-us