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| **Question** | **Answer** | **Additional Information** |
| **How do we join audio?** | Attendees can join a Zoom meeting using the following methods:   * Phone call - a dial in number is provided along with a meeting ID * Computer audio (a good USB headset is recommended) * Call me - Zoom will dial out to you on the number you provide (please remember to select the correct country code) | Zoom VoIP audio quality is excellent. We advise you to try to connect via your computer audio first and revert to the telephone connection if necessary. |
| **Can we still receive dial outs?** | Yes. Please provide number to support staff, including country code. |  |
| **Will we still use Adigo?** | Zoom has an integrated audio bridge. However, where warranted, Adigo may still be used. |  |
| **How do we stop sharing in full screen mode when staff changes the document?** | Go to *View Options* and adjust to the desired format. |  |
| **Can I see the chat history for a meeting before I join the meeting?** | No. You will see the chat content from the moment you connect only. But the entire chat transcript will be circulated by staff at the end of the call. | This issue has been raised to Zoom. |
| **Will meetings start earlier to allow for participants to familiarize themselves with the new tool?** | Yes. If you ask staff, they would be more than happy to open the room early so you can familiarize yourself with layout, participant controls, test audio, etc. | Staff will also hold 5-minute Zoom introductions at the beginning of conference calls should Chairs request so, to ensure all are comfortable with the new tool. |

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| **Question** | **Answer** | **Additional Information** |
| **How are raised hands displayed?** | Hands are displayed in the order they were raised. Correct order can be seen by hosts and attendees. | Hosts and co-hosts cannot, for now, raise their hands. Zoom has been notified and is looking into it. |
| **Can I raise my hand if I am on the phone only?** | Yes, using DTMF tones on your phone:  \*9 Toggle raise/lower hand |  |
| **Can I scroll the document?** | No. The documents in Zoom are displayed via screen share and individual scrolling is not possible, but documents can still be shared. See next row. |  |
| **Can I send and receive files through Zoom?** | Yes. In the meeting, click “Chat” → “More” → Share file in meeting. You will then be prompted to select a document. |  |
| **As a participant, how do I provide non-verbal feedback?** | Non-verbal feedback must be enabled by the person who scheduled the meeting.  In meeting:   * Click on the “participants” icon      * Click on one of the icons (you can only have one active icon at a time)      * The selected icon will then appear next to you name |  |

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| **Question** | **Answer** | **Additional Information** |
| **What other things can I do as a participant?** | Participants have access to (controls are at the bottom of the screen):   * Non-verbal feedback in chat window (see above) * Mute / Unmute * Start / Stop video * Rename * View chat * Save chat * View Participant list * Invite others * Share screen (must be allowed by host) * If multiple share is being utilized, participants can toggle between views under “view options” |  |
| **What does the padlock in the corner of my meeting mean?** | A padlock indicates your meeting is encrypted, providing an extra layer of security |  |