

## **Zoom instructions before CCB meetings – it is easy and gets easier each time**

*While zoom will function for a client without having to download the software beforehand, we suggest you download and familiarize yourself with the free version of this software on your phone or computer, depending on what you will use to join online meetings when hosted by the CCB Secretariat.*

*Please make these preparations in good time.*

*There is a FREE version of Zoom you can use, with the following basic allowances:*

- *Unlimited 1-to-1 meetings*
- *Unlimited group meetings, with a time limit of 40 minutes (up to 100 participants)*

**1. Please use the Zoom App to be able to access all functions.** Download zoom on your phone, tablet or computer.

WINDOWS: <https://zoom.us/support/download>

MAC/iphone/ipad: Go to your app store and fill in "Zoom"

ANDROID: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=nl>

**2. Create an account or sign in to your existing account.** Let us know which email address you will be using for your account, and we can create a contact list within zoom.

**3. Test your connection by joining a test meeting.** Get familiar with muting and unmuting. Test here your preferred audio output and input (your headphones, or the microphone and speaker of your phone tablet and computer): <https://zoom.us/test>

- If you can, use an Ethernet cable directly to your router instead of wifi. It may help avoid more unstable connection issues.

**4. Find a location where you can be alone and do your work without interruption or distraction.** If you share your space with others, let them know that you have a meeting and need your privacy for the scheduled times.

**5. Be aware and limit sharp background noises** (alarms, people talking, construction, etc) as we want to protect the shared space from extraneous noise.

### **Zoom etiquette during the meeting**

*This will help the retreat run smoothly.*

**1. Be on time.** You can join the meeting before the scheduled time, and when you join you come to a waiting room. When we are ready to receive you we will add you to the main meeting. If you miss the starting time you will still come to the waiting room, we will see this and add you into the meeting space. How to join a scheduled meeting? --> *Click the join link in your email invitation.* If you at anytime lose the connection and need to rejoin just click the link and wait for the host to add you back to the group.

**2. Put yourself on Mute** when you are not speaking.

**3. Use the "Raise your hand"** button when you want to speak:

*By Phone:*

- Press \*9

*By Computer:*

- Click “Participants” on the Zoom Menu Bar. (The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don’t see the menu bar, move your mouse slightly and the bar will appear. The bar disappears after a few seconds when in full-screen mode.)
- The white 'Participants Box' that appears has a Raise Hand command at the bottom, just click that to raise your hand.

**4. Wait for the host to invite you to speak**, then unmute yourself when you are ready to do so. Given the flow of CCB meetings, this extra formality is supportive primarily to prevent crosstalk with internet lag, which can be a challenge in online meetings.

### **Zoom breakout rooms**

*What are breakout rooms?*

Breakout rooms are smaller chat rooms where we can do our work in smaller groups. If these will be used, the host of the meeting will pre-arrange these rooms when the meeting starts. You don't have to do anything other than join the breakout room, just join the meeting through the app and the host will do the rest.

- The host will automatically end all breakout rooms when the working time is finished.
- It can be helpful for the host if you show that you have returned and are present by turning on your video upon returning.
- FYI: Breakout rooms are not recorded and nobody will listen in. There is privacy in this setting.

Please be patient with possible momentary techno-glitches, as we are all getting used to this new way of meeting, and we are fortunate to have a way for our work to continue during this time.