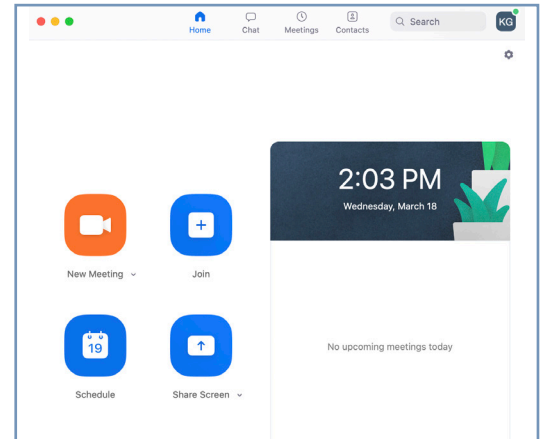


# Zoom Etiquette for HRD Online Classes

## GETTING PREPARED

### FOR FIRST-TIME USERS

- You may sign-in from either the webpage <https://auburn.zoom.us> or from the Client or App on your computer or device.
- If prompted, choose Single Sign On (SSO) and enter “auburn” as the domain.
- You will then be taken to the AU AUthenticate login page where you will use your AU credentials to sign-in to Zoom. Consider setting up a test meeting:
  - Open ZOOM Client, select “Home” tab on top
  - Click “New Meeting”
  - In popup window, click "Join With Computer Audio" button
- Also: <https://zoom.us/test>



Zoom Client. If yours looks different than this, check for updates.

### PREP FOR THE MEETING

- Plan for a quiet space.
- Use a headset, if you have one, to provide improved audio quality.
- Close all unnecessary applications and have your computer ready.
- Connect to the internet; ethernet is preferable but WiFi can work.
- Access ZOOM meeting by clicking link provided by AU Human Resource Development.

## JOINING A MEETING

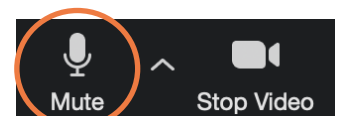
### WEB LINK METHOD

- You will be provided with a web link in advance via calendar event.
- Click the link to enter the ZOOM meeting.
- In popup window, click "Join With Computer Audio" button.

Once entering the meeting, you'll need to manage your audio and video.

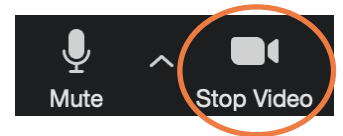
## MANAGING AUDIO

- Use a headset with a microphone if possible. If not, make sure you are in a quiet location.
- Immediately mute your audio in the ZOOM window when entering the meeting. You may already be muted by the host, so this may not be necessary.
- Computers often have multiple audio devices. To select the correct microphone or speaker, click the up arrow next to the microphone icon. If in doubt, choose “Same as System.”



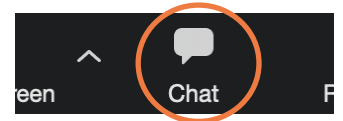
## MANAGING VIDEO

- Uncover your camera privacy screen (if you have one).
- Unless your appearance or background is very inappropriate or distracting, turn ON your video. Video is crucial in building trust and engagement in virtual communications.
- If you need to answer a phone call, select “Stop Video” and mute your audio.



## USING CHAT

- Use it to communicate with the facilitator and other participants.
- Messages sent to default go to “everyone.” To send a private chat, you must select a recipient.
- If you want to speak, but not interrupt the current speaker, click “Raise Hand” to signal to the facilitator that you have a comment.



## TIPS & ETIQUETTE

- Mute your mic when you're not speaking.
- Become familiar with quickly muting and unmuting your mic. Background noises such as typing, shuffling papers, turning pages, pets, and side conversations will be picked up and amplified by Zoom as well as cut off the presenter.
- Close other applications as well as messaging apps and email clients; learning and engagement is the primary focus of professional development.
- Light sources should be in front of your head, not the back.
- For a chat message, choose your target: either everyone, or individuals.
- Close unneeded applications before screen sharing.
- Use “Chat” if you're having challenges during a meeting.
- Turning video feed on is a personal choice, but we recommend using video as a way of being present and engaged.

## TROUBLESHOOTING

They can't hear me.	You could be muted or could be having issues with the meeting.
I can't hear anyone.	Your computer system volume can be low or muted.  Make sure your video camera isn't covered. Check the video icon at bottom of ZOOM meeting window – if it's off, it will read “Start Video” with a red slash through it. Click the icon to start your video feed. Make sure to select “show thumbnail video” in the ZOOM meeting window.
I can't see myself on video in the meeting.	The meeting host might not have a presentation to share yet. If you are concerned you're not seeing shared content, then check in verbally with your host.
I can't see the shared screen presentation.	Check your ZOOM meeting link. Click “participants” icon to see if other participants have joined. Introduce yourself and ask if anyone is there. You may have to wait.
I don't see anyone in the meeting. Am I in the right meeting?	