



## Attendee “How-To Zoom” and OSPA Virtual Conference Guidance

1. Virtual Conference Format
  - a. We will be using one Zoom webinar link for the entire meeting to keep things simple and straight forward.
  - b. You will be entered into the meeting in attendee mode which means you will be in mute and not allowed to use your camera.
  - c. To ask a question- Type your questions into the Q&A box anytime during the session. The moderate will ask the speaker to address the question during last 5 minutes of each session.
2. New to Zoom Meetings?
  - a. We suggest you create a free account and download the Zoom application in advance of the meeting [zoom.us](https://zoom.us) Having an account is not required to join the meeting. The software needed to attend the meeting will automatically download the first time you access a link.
  - b. For more information, see Section Hyperlink: [Zoom Quick Start Resources for Users](#)
3. [Zoom Basics Refresher for Attendees and Presenters](#)
4. [Zoom Virtual Conference Netiquette](#)
5. [Troubleshooting & Issues Help](#)
6. There will be polls used during the sessions. Your answers are anonymous to fellow attendees.

### Zoom Quick Start Resources for Users

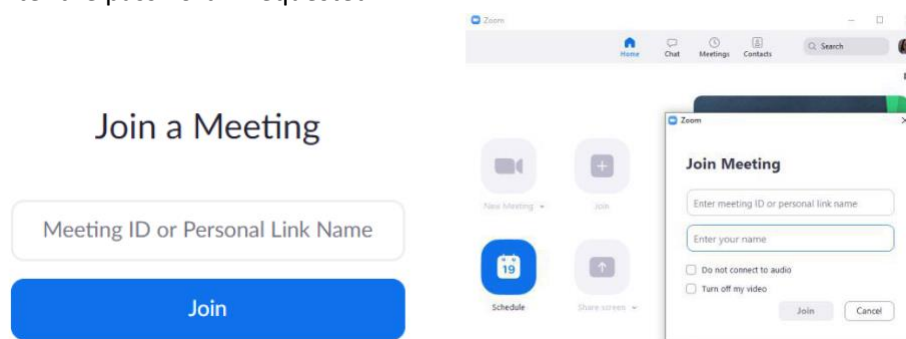
1. Pre-Conference Readiness
  - a. Downloading Zoom: [zoom.us](https://zoom.us) [or join any meeting link for automatic download]
    - i. Click: Download under the Zoom Client for Meetings
    - ii. Open the Zoom Installer: This may be within your downloads or at the bottom of your browser
    - iii. After Install: Open Zoom if it does not open automatically
    - iv. After Opening: We suggest that you create an account for zoom if you do not already have one. You can choose to create an account by choosing Sign in → Create an account for free. If you already have an account, please log in.
  - b. OPTIONAL: View Our Top “How to Zoom” Tips for Participants: Zoom Resource Center-Help, Video Tutorials
    - i. YouTube Video (2:24): [Zoom 101 Sign Up & Download Meeting Client](#)
    - ii. YouTube Video (1:43): [Joining a Meeting & Configuring Audio & Video](#)
    - iii. Zoom Resource Database: [Dual Monitor Display with Zoom Desktop Client](#)
    - iv. YouTube Video (3:34): [Virtual Video Background-In Meeting](#)
    - v. YouTube Video (1:11): [Sharing Your Screen](#) (for resident presenters and track moderators)
    - vi. YouTube Video (2:07): [Participant Instructions for Chat, Raise Hand, and Reactions tools](#)

2. Conference Day

- a. OPTIONAL Last Questions/Tech Check – Step up to the Virtual Registration/Help Desk with a Faculty Host the morning or afternoon of the conference (Faculty Host available except during Preceptor Development sessions, no password needed)
  - i. <https://pacificu.zoom.us/j/96336054115>
- b. Section Hyperlink: [Zoom Basics Refresher for Attendees and Presenters](#)

## Zoom Basics Refresher for Attendees and Presenters

1. Joining a Meeting: Follow the link or enter the provided meeting id # (number sequence of the link) in the Zoom client. Enter the password if requested.



2. Video and Audio: You can join the meeting with computer audio or by a phone call. **Ensure your First and Last Name is displayed.** Participants can also choose to start video at the bottom of the screen once in the meeting. If you are experiencing bandwidth issues or the moderator requests, please stop video sharing.
  - a. Troubleshoot FAQ: [Video/camera isn't working](#)
  - b. Troubleshoot FAQ: [Audio settings/control testing](#)
3. In Meeting Functions:
  - a. Audio Mute/Unmute: attendee's will be muted the entire meeting.
  - b. Q&A: Used during presentations for questions and issues. Feel free to put any questions for staff, moderator, and speakers in this box
  - c. Polling: CE sessions. Simply answer the poll once it appears then wait to see the results displayed.
  - d. Reactions: Allows participants to react during a meeting by sending a “thumbs up” or clapping to communicate without interrupting the meeting. Reactions disappear after 5 seconds.
  - e. Raise your hand: Raise your hand if you would like to ask your question live. The moderator will unmute you if there is time for your question at the conclusion of the session.

## Zoom Virtual Conference “Netiquette”

- **Preferred equipment** for best performance and conference engagement
  - A strong internet connection
    - If you can, connect to the internet via an Ethernet cable. Zoom works well on wireless all the way down to 3G, but the quality is best on a solid wired internet connection, so wire in when you can. Otherwise, just make sure you have serviceable Wi-Fi.
  - A personal or work computer
    - While it is possible to use the Zoom app from a mobile device to participate in the meeting, being on a small screen for the length of the conference is likely to induce fatigue.

[Test your equipment before the meeting. See: Zoom Quick Start for Attendees.](#) Zoom is generally very stable, but some firewalls or VPN connections may be a problem and internet connectivity/bandwidth needs to be adequate. Please contact your service provider to work through any issues in advance.

- **Limit distractions to yourself and others**
  - Ensure that you have a clean, work-appropriate background or use a [Zoom virtual background](#) if you do not have control of your surroundings
  - Try to attend the meeting from a quiet area that has minimal background noise and movement
  - Even though it is tempting, try not to multitask too much. You can make it easier to focus on the meeting by turning off your computer notifications, closing or minimizing running apps, and muting your smartphone
  - Use designated breaks to attend to other needs, stretch, and rest your eyes.
  - Choose the right Chat for the situation. “Chat Everyone” can be as disruptive as speaking aloud when someone else already has the floor. Use “Private Chat” to communicate with other participants, but try to keep side conversations to a minimum so the speaker has the full attention of the audience.

## **Troubleshooting & Issues Help**

**Do not Panic!** - This is an exciting new process for us all.

Issues – Before Meeting

Registration: Contact the OSPA office at (503) 582-9055 or email [info@oregonpharmacy.org](mailto:info@oregonpharmacy.org)

Additional Troubleshooting for Issues – During Meeting

Use the Chat Box or Q&A Box on Zoom. The moderator will be able to help you immediately. Here are answers to other common issues you may experience:

- a. Troubleshoot FAQ: **Dropped from meeting/need to reboot:** Simply rejoin the prior link
- b. Troubleshoot FAQ: **Continued internet disruptions:** Many network providers are seeing massive increases in residential bandwidth use during the day, and many users are being throttled. If participants are experiencing lagging or skipping, try these strategies to reduce bandwidth needs:
  - a. **Leave the meeting then return with a different audio source:** When rejoining the meeting, choose “Do not connect to audio, and then simultaneously dial in by phone using the information provided in the Zoom webinar information
- c. Troubleshoot FAQ: [Audio settings/control testing](#)
- d. Zoom Resource Database: [Zoom Quick start Guides for Users](#) – links to common first time user