



# INTERNATIONAL DEATH, GRIEF AND BEREAVEMENT

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## Attendee Zoom Guide

Welcome! We will be using Whova for the online event platform and Zoom for the video conferencing tool. This guide will walk you through the basics you need to know about Zoom.

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## Using Zoom

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Zoom is the video tool that will be used for video sessions.

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### Best practices and tips

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- Use a hard-wired (Ethernet) connection, if available. If not available, use a Wifi connection. If using Wifi, try to be as close to the router as possible.
- Close other programs. Close all programs and streaming services on your computer that you do not need for the session.
- Turn your presentations into PDFs. PDFs put minimal demand on a network. Convert what you plan to share into a PDF.
- Limit video use. Use video during the session only when necessary.
- Cut down on the background noise and use headphones.

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### Getting familiar with Zoom basics

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This section will show you the basics of Zoom.

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#### Joining a session as a participant

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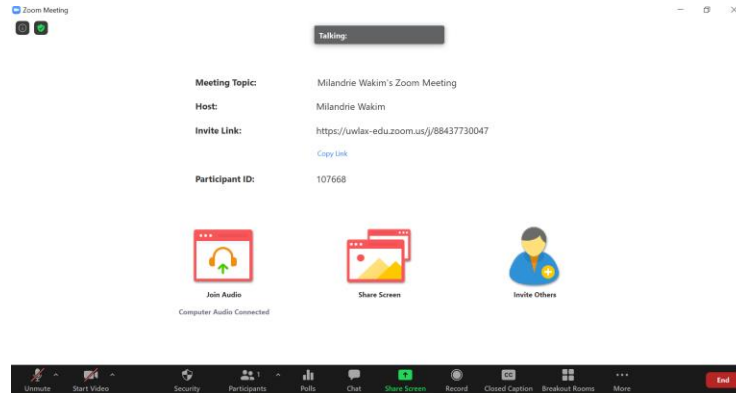
The links to sessions in Whova will unlock 5 minutes before the session starts. Once the module unlocks, navigate the session's page to find the button/link to join the session. Clicking on the button should prompt your device to start/open Zoom.

If you are unable to run Zoom on your device, you should be able to open Zoom through your web browser instead.

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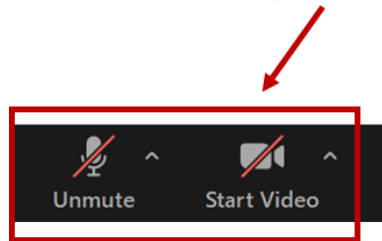
## Attendee Zoom Guide

After joining the virtual room and selecting your audio preference, you should see a screen similar to this if no video or content is shared:

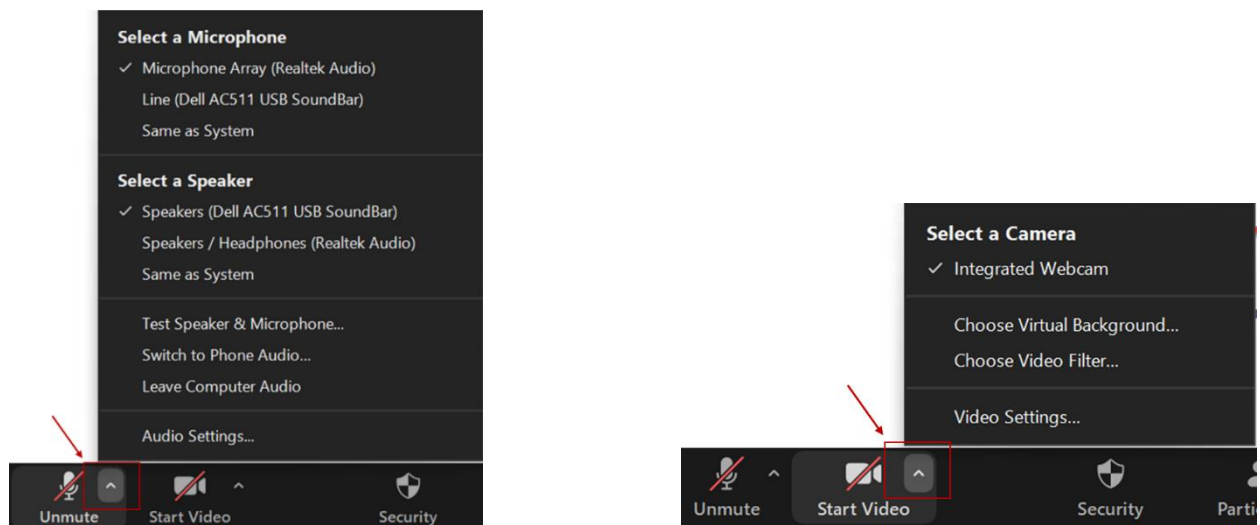


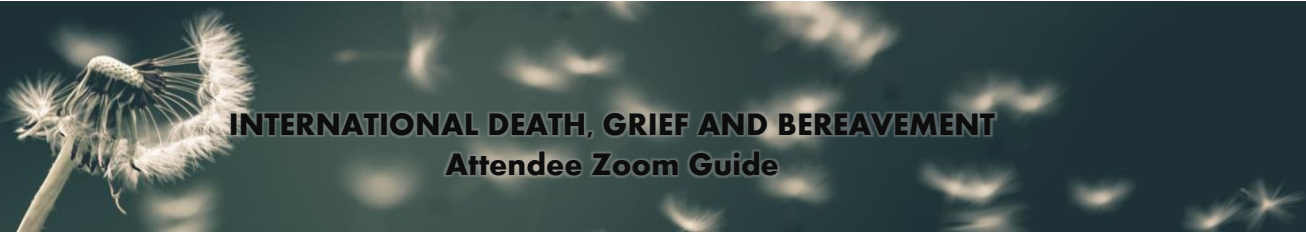
### Adjusting your audio and video

You can turn your microphone and video on/off by selecting the applicable icon.



You can adjust your audio and video settings; open these menus by selecting the up-arrow next to the applicable icon.

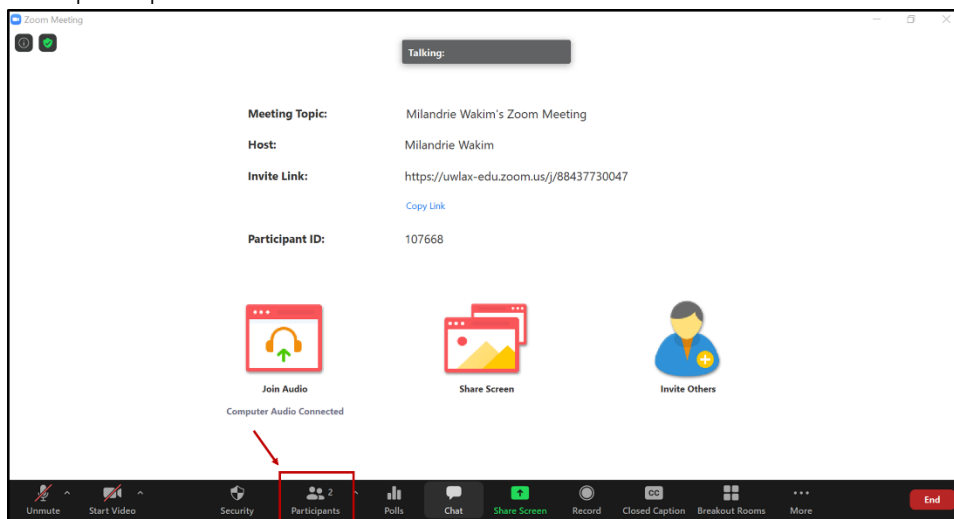




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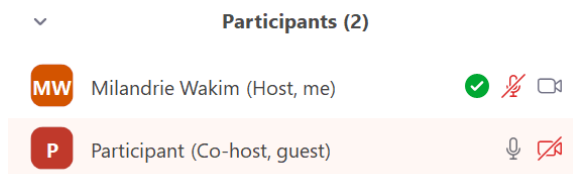
## Viewing attendees

You can open the participant list to view all attendees.

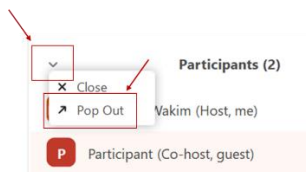


At a glance, you will see:

- Permission/role designation.
- Attendee status or feedback.
- Icons showing if participants have their microphone and video turned on or off.



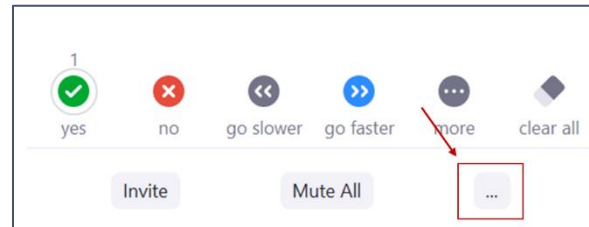
If you prefer, you can detach the participant panel to keep it open.





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You can close the panel any time. Select this button to open the menu.



Then select 'Merge to Meeting Window'.

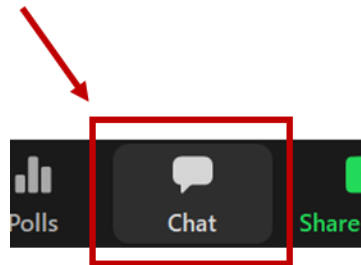
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### Questions

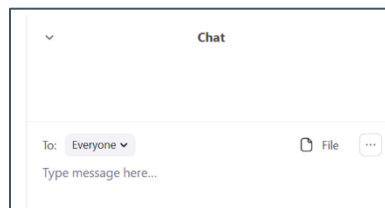
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If you have a question for the presenter, use the chat feature to submit your question. To access the chat feature, follow these steps:

Open the Chat room by selecting this icon.



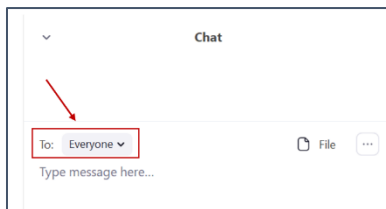
This will open the Chat room on the right side of your window. Questions will appear here as they are submitted.



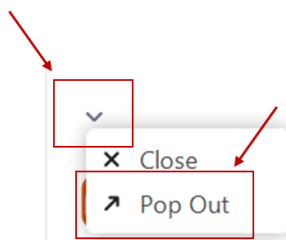


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You can send messages to 'Everyone' or to specific individuals.



You can detach the Chat room to keep it visible at all times.

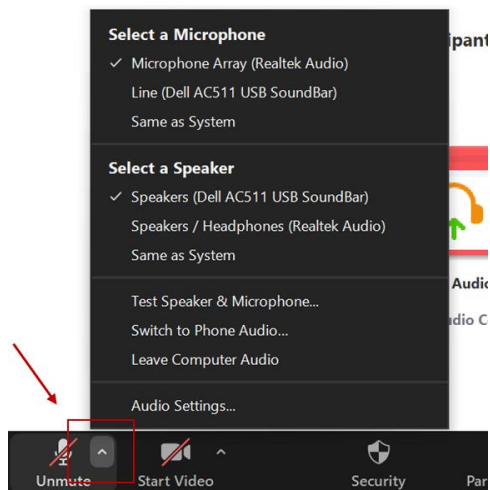


You can attach the Chat room again, if you prefer.

## Using your phone instead of a computer microphone

You can call into the session using your phone by following these steps.

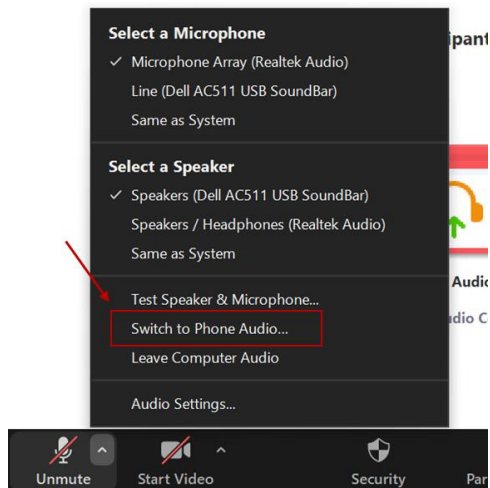
Open the audio control menu.



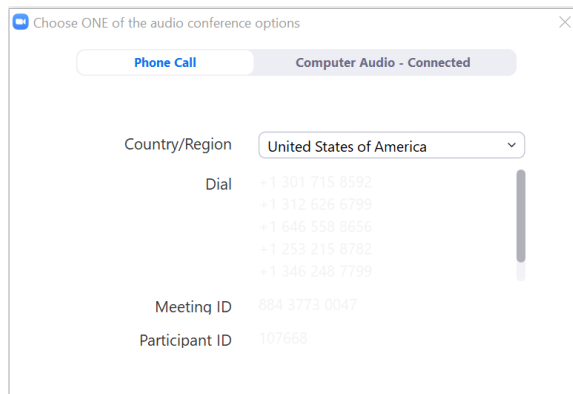


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Select 'Switch to Phone Audio...'



This will open a menu showing different dial-in numbers, the meeting ID, and the participant ID.



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## Getting from Zoom back to Whova

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At the end of the LIVE session, you must close the Zoom session and open the browser that you used to navigate Whova.



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### Troubleshooting Tips

<p><i>Requirements</i></p>	<ul style="list-style-type: none"> <li>● <b>Webcam:</b> Most laptops have a built-in webcam that should work well. External webcams may be used.</li> <li>● <b>Microphone:</b> Most laptops have a built-in microphone which should work well. You can use a headset or earbuds that have a microphone, or you may have an option to call into remote meetings using a phone (this is limited to 25 attendees per session).</li> </ul>
<p><i>Troubleshooting</i></p>	<p><b>If you are not using additional peripherals:</b></p> <ul style="list-style-type: none"> <li>● Make sure the computer has a mic/webcam. Most current laptops have a webcam and mic, but desktops usually do not.</li> <li>● Check the computer settings to make sure the camera and sound settings are correct. For the mic, check if the input sensitivity is too low or too high, which could cause issues.</li> <li>● Restart the computer.</li> <li>● For PCs/Windows, check the drivers to see if they are installed and <a href="#">updated</a>.</li> <li>● For Macs, make sure your operating system is <a href="#">updated</a>.</li> </ul> <p><b>If you are using peripherals (such as a headset or external camera):</b></p> <ul style="list-style-type: none"> <li>● Check the computer settings to make sure the camera and sound settings are using the correct source. If there are multiple devices plugged in, there is a chance the webcam also has a built-in mic and the settings are set to the default input and not to the one you require. Check the input sensitivity of your mic to ensure it is not too low or too high, which could cause issues.</li> <li>● Check the settings in the application to make sure the correct peripherals are selected. Also check to see if anything is muted in either the application or computer settings.</li> <li>● Check the sound level as it can reset for peripherals back down to 0 when plugged in.</li> <li>● If you are using a headset/mic, there may be physical buttons on the device that also mute sound output, mic input and overall sound control. This will vary by device.</li> <li>● Unplug the peripheral/s and plug them back in.</li> <li>● Try another port on the computer if available.</li> <li>● Restart your application.</li> </ul>
<p><i>More Troubleshooting Resources</i></p>	<p><b>Applications - Camera and Microphone Settings:</b></p> <ul style="list-style-type: none"> <li>● <b>Microsoft Teams:</b> <a href="#">Manage your call settings in Teams</a></li> <li>● <b>Webex:</b> <a href="#">Change Your Audio and Video Settings During a Cisco Webex Meeting</a></li> <li>● <b>Jabber for Windows:</b> <a href="#">Jabber for Windows Audio Setting Method</a></li> <li>● <b>Jabber for Mac:</b> Check Audio/Video settings under "Preferences &gt; Audio/Video."</li> <li>● <b>Kaltura:</b> <a href="#">Canvas - Enable Third Party Cookies For Kaltura Integration</a></li> <li>● <b>Collaborate Ultra:</b> <a href="#">Audio and Video</a></li> <li>● <b>My Media / Mediasite:</b> <a href="#">My Media information / common issues</a></li> </ul> <p><b>Web Browsers - Camera and Microphone Settings:</b></p> <ul style="list-style-type: none"> <li>● <b>Google Chrome:</b> <a href="#">Use your Camera and Microphone</a></li> <li>● <b>Firefox Mozilla:</b> <a href="#">How to manage your camera and microphone permissions with Firefox</a></li> <li>● <b>Safari (Mac-only):</b> <a href="#">Change Websites preferences in Safari on Mac</a></li> <li>● <b>Microsoft Edge:</b> <a href="#">Windows 10 camera, microphone, and privacy</a></li> </ul> <p><b>For Windows:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Camera Help</a> (Changing settings, switching cameras, and webcam help)</li> <li>● <a href="#">Fixing Sound Problems</a> (Troubleshooting, drivers)</li> <li>● <a href="#">Adjusting Audio for Different Applications</a></li> <li>● <a href="#">Microphone Not Working (Windows 10)</a></li> <li>● <a href="#">Checking privacy settings for Windows</a> (includes camera and microphone)</li> </ul> <p><b>For Mac:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Adjusting Sound Settings</a> (Internal speaker settings)</li> <li>● <a href="#">Sound Input Settings</a> (Device, input volume, background noise)</li> <li>● <a href="#">Checking privacy settings for Mac</a> (includes camera and microphone)</li> </ul>