

## Zoom Instructions for Meeting Participants

Zoom is a simple and easy-to-use video conferencing program that can be accessed from your computer, smartphone or tablet. You will need:

- A computer, smartphone or tablet with a camera and microphone
- Access to the internet connection

### Helpful Tips

- Be in a quiet, private space.
- Have a strong internet connection.
- Use headphones or earbuds with a built-in microphone.
- Mute your audio unless you are speaking to prevent unintentional background noise from disrupting the conversation.
- It is important that you attempt to login to the Zoom meeting in advance of the mediation to work out any technical issues.

### Getting Started

If you are using a laptop or desktop computer, you have the option to download the Zoom application, or view from a web browser.

- When opening Zoom from a web browser, features are limited, and you will only be able to see who is currently speaking rather than everyone who is on the call.
- If you are using your smartphone or tablet, you will need to download the Zoom app in order to access the video conferencing features.
- Download Zoom on your computer, smartphone, or tablet using one of the following links:
  - Windows & Mac: <http://zoom.us/download>
    - Download the Zoom Client for Meetings
  - iOS: <https://itunes.apple.com/us/app/id546505307>
  - Android: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

## Joining a Meeting

To join a Zoom meeting, you need the unique link to the Zoom meeting room. You can access this from your computer, smartphone or tablet.

1. From Windows & Mac:

- Click the link to the Zoom room posted in the email.
  - If you downloaded Zoom, you will be prompted to Launch Meeting Room.
  - If you haven't downloaded Zoom yet, you will be prompted to download the Zoom application to access full video conferencing features.
  - Once downloaded, click the link of the zoom room again
- Or launch the Zoom application from your browser.
  - The option "Join from your browser" will appear
  - You will be prompted to enter your name
  - Click "Join" to be taken into the meeting
  - Note: Joining from a web browser restricts some features. You will only be able to see who is speaking instead of seeing all participants at once.

2. From iOS and Android smartphone or tablet:

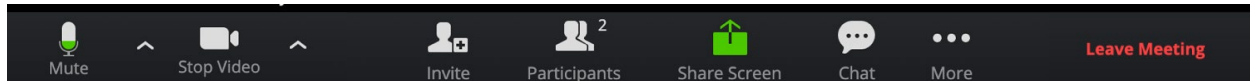
- Click the link to the Zoom room posted in the email.
- You will be connected to the room with the Zoom app.
  - If you haven't downloaded Zoom, you will need to download the app and then click the link to the room again.

## During the Meeting

Once you have entered the meeting room, you will need to check your audio and video. You can turn these features on and off using the Zoom Menu Bar.

### **The Zoom Menu Bar (on a computer)**

On a computer, 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.



With the Zoom Menu Bar you are able to do the following during mediation:

1. Mute/unmute your audio. You can also test or select your audio input here by clicking the up arrow next to the microphone icon.
2. Start/stop your video. You can also test or select your video input here by clicking the up arrow next to the video camera icon.
3. View a list of participants
4. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft Word)
5. Send a message to all participants
6. Leave the video meeting

### **Troubleshooting**

For more information on troubleshooting and a list of frequently asked questions, visit <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

## **About the Conflict Resolution Program**

The Conflict Resolution Program (CRP), part of the University of Delaware's Institute for Public Administration (IPA) is a resource dedicated to supporting transformational and organizational change in nonprofit, public, government, and educational settings. This is done primarily through teaching and promoting effective communication, collaborative problem-solving, and conflict resolution.



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