AC HC **Amsterdam Center**
for Health Communication

Online Symposium – 15.01.2021
Communicatie met sociaal
kwetsbare mensen tijdens COVID19

Zoom Instructions for Audience Members

Dear ACHC symposium guests,

Thank you for your interest in the ACHC symposium **"Communicatie met sociaal kwetsbare mensen tijdens COVID19?"** The symposium will take place online and we will use Zoom as a platform for live presentations and audience interactions. This document includes detailed instructions about how to use the various Zoom functions that we will need during the symposium. If you are new to Zoom or have specific questions, hopefully you will find the answer here.

We are aware that participating in a professional conference during a pandemic can be a challenge. Between (child)care responsibilities, restrictions on where and when you can work and other related issues, you may find yourself running into trouble in focusing on every speaker or being present the whole day. Please know that you are still welcome to join us for whichever part of the day you can, although we would love to have you for the entire program. To make the symposium as productive, inspiring, and enjoyable for speakers and audience members as possible, we have collected a few best practice recommendations for audience members:

- When you are present (i.e. logged in and listening), please turn on your camera whenever possible as that allows our speakers to more easily engage with the audience and gauge audience reactions.

- Keep yourself muted, unless you are actively asking a question or participating in a networking session.

- If possible, work in a quiet location with few distractions so that you are able to participate actively if desired and to focus on speakers.

- Interaction with audience members and speakers (e.g. through the chat function, see details in this document) is highly encouraged as networking is one important goal of this event. However, we ask you to restrict these interactions to break times in between talks and the special networking sessions so that you can give your full attention to the current speaker.

- Finally, we recommend that you block your schedule for the entire day like you would have for the in-person symposium to ensure that you are free to focus on the program.

Please do not hesitate to contact us at ACHC-fmg@uva.nl if you have any questions, concerns or suggestions.

Your ACHC symposium team,
Julia, Miriam and Robert, also on behalf of Danny and Jeannette

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Set Up Your Zoom Environment

1. **Installing Zoom**

> *If you do not have the Zoom application on your computer yet, please complete the following steps a few days BEFORE the symposium so that we can help with any problems.*

1. Download "Zoom Client for Meetings" here: https://zoom.us/download

2. Start the app. You will see a sign-in page like the one below (this example is a screenshot from a Mac). If you do not yet have an account, please click "Sign up for Free" and create one. Then use your account to sign into the app.

   Alternatively, if your institution has an institutional Zoom license, you may be able to sign in using SSO.
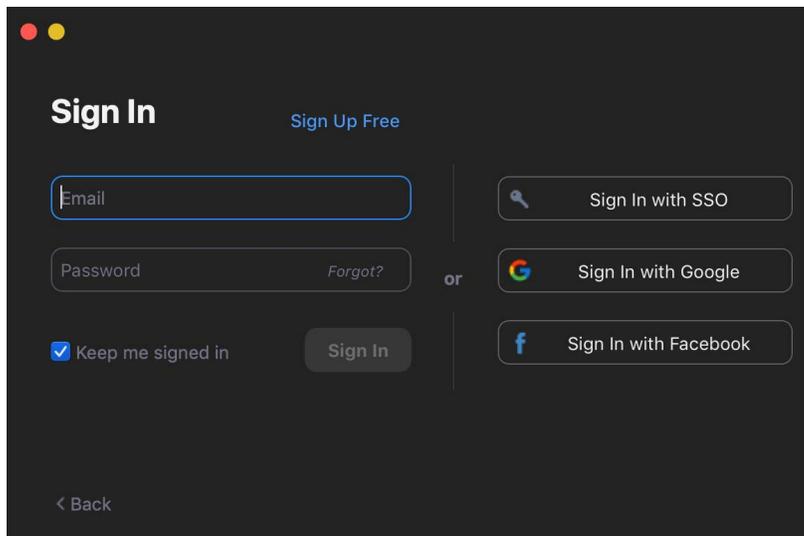

2. **Testing Zoom Set-Up (Video, Audio, Presenter View)**

> *Please complete the following steps a few days BEFORE the symposium so that we can help with any problems.*

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General tips: To ensure high video and audio quality, try to sit close to your internet router to make sure that you have a stable connection. In addition, close unneeded applications on your computer to not overload your system.

1. Sign into the Zoom application on your computer (see Section 1 "Installing Zoom" if you do not yet have Zoom on your computer)
2. Click on "New Meeting" to start a meeting. You will be the only participant.
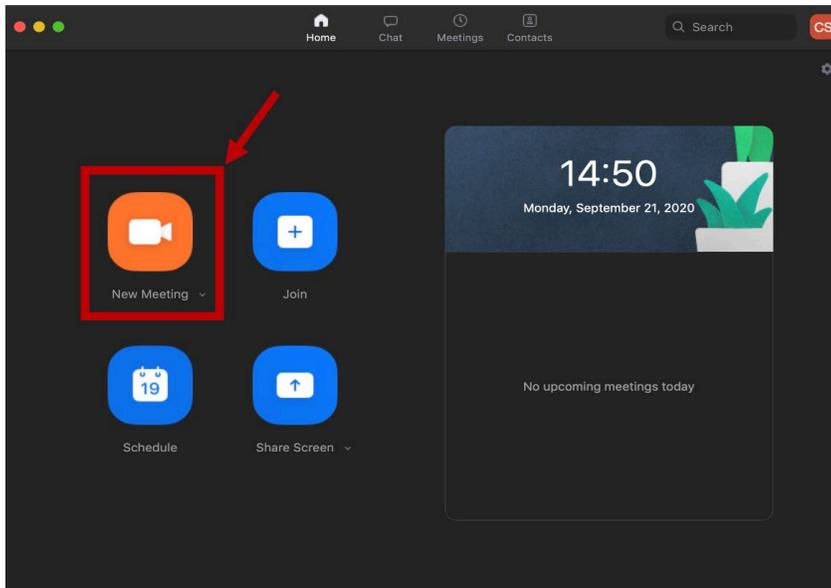
3. A new window will open.
    a. **Test your video:** When you start the new meeting, your video camera may start automatically. If so, you will see yourself. If not, hit the "Start Video" button in the lower left corner.
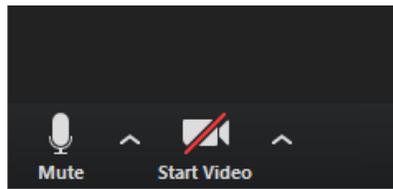
    b. **Test your audio:**
        i. Make sure your microphone is turned on. If the microphone sign on the bottom left shows a microphone with a red line crossed through it, click the button to unmute yourself.

        ii. Click on the small arrow next to the "Mute" button and choose "Test Speaker and Microphone". Follow the instructions to ensure both your speakers and

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microphone are working. If the speakers and/or microphone are not working, try out the troubleshooting instructions here: https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android
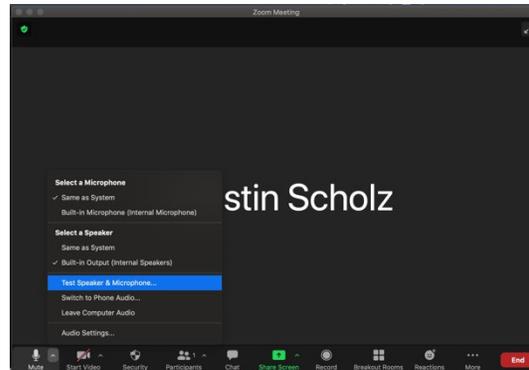
iii. Make sure your voice is clearly audible. If you can hear your voice, but it sounds distorted or too quiet, try out these troubleshooting tips:
- Work from a quiet location if possible
- Use earbuds with a microphone or a headset, especially when your laptop/computer is relatively far away from you or if there are background noises in your working area (like playing children or street noise).

3. **Tips for a High-Quality Zoom Interactions**

Here are a few basic tips to ensure that others can easily hear and see and hear you on Zoom:

- If possible, find a well-lit area. It is ideal if the light comes from the front so that your face is well-lit and visible. Try to avoid set-ups where you have very bright light behind you.
- Set up your camera at face level. For instance, you can use a stand or prop up your laptop on a box or some books to elevate it.
- Sit close to your laptop if you are planning on using your computer's microphone instead of a headset. Otherwise it may be hard to hear you.
- Try to look directly into your camera while speaking (not at the faces of people on your screen). This will give your conversation partners the illusion of eye contact and make them feel more included in the conversation.
- You can consider using a virtual background in Zoom if you like (this is absolutely optional!). Note that for this feature to work optimally, you need to sit in front a single-colored wall. You can find instructions on how to use virtual backgrounds here: https://support.zoom.us/hc/en-us/articles/210707503-Virtual-background

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During the Symposium

1. **How to Connect**

   You can join the meeting by copy pasting the link below into a browser window. If you have the Zoom app installed, you will then see a pop-up window asking you whether you would like to start the Zoom app.

   Alternatively, open the Zoom app on your computer and click "Join" and copy the link into the pop-up window.

   Meeting Link will be send by email

- We hope to facilitate lively discussions between speakers and audience members after each presentation and during networking sessions. There will be multiple different opportunities for interactions:
- **Chatting:** *Throughout the event, a chat will be available to all participants. Audience members will be asked to use the chat to ask questions to be answered by the speaker after their talk. The moderators will monitor these questions and relay them verbally to the speaker who will answer them once their talk is finished. Note that the chat is available throughout the entire session and also allows private chats.* ***We encourage all participants to grant their full attention to the current speakers and refrain from chatting during live presentations, but conversations can of course continue during breaks***.
  - To access the chat, hit "Chat" on the bottom of the screen. A pop-up window will open showing all existing chat messages sent to you or the entire group. Right above the text entry field at the bottom of the chat window, you see who your message is addressed to. By default, all messages are sent "To: Everyone". Use the dropdown menu to choose a specific participant if you want to send a private message.
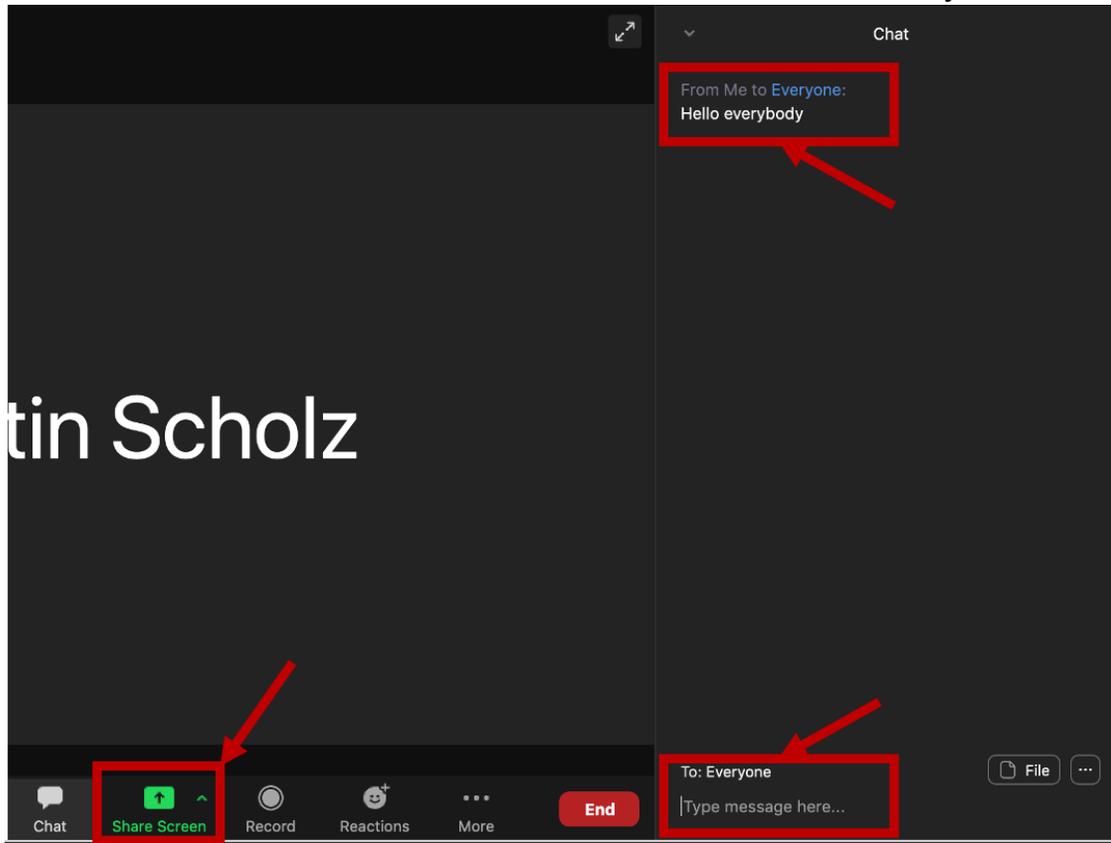
- **Breakout rooms:** During the networking period, we will create separate breakout rooms (Zoom meetings for smaller groups) for each speaker. Audience members will have the opportunity to join whichever speaker they have questions for or would like to speak with. You may find yourself video chatting with your chosen speaker and several other audience members. The speakers will moderate the discussion themselves. All the functions explained in this document (e.g. muting/unmuting, and chatting) work in an identical manner in breakout rooms as they do in the main meeting. At the end of the networking period, we will close the breakout rooms. You will get an automatic message asking you to re-join the main meeting. If you would like to learn more about breakout rooms, follow this link: https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-breakout-rooms

If you need our assistance during your breakout session, you can request that we join your breakout room by clicking "Ask for help" in the meeting controls, followed by "Invite Host".