

ZOOM DO's AND DON'Ts

Do...

- ⊞ If you are the Host (the person setting up the meeting), use a password when setting up a meeting
- ⊞ If you are the Host (the person setting up the meeting), use a waiting room to ensure anyone who wants to be included in the meeting needs approval first
- ⊞ Use a headset (headphones / earphones that have a microphone attached) – especially if you are in a noisy or crowded place – this helps with audio quality for both you and the other participants
- ⊞ Test your microphone and camera before the meeting – most software allows you to make a test call, or try calling someone else you know
- ⊞ Let other family members know that you'll be on a video call and ask them to keep background noise to a minimum
- ⊞ Mute yourself when you're not speaking – this minimises background noise heard in the meeting and makes it clear who is speaking
- ⊞ Sit in front of a neutral background so that you're easier to see
- ⊞ Ensure the strongest light source is in front of you so that your face is well lit
- ⊞ Keep your phone on silent, just as you would in any other meeting
- ⊞ Be mindful about what you're wearing, just as you would in any other meeting
- ⊞ Look at the camera instead of the screen – it will help the other participants feel that you're 100% engaged and present
- ⊞ Put someone in charge of asking people for their comments rather than opening it up to the whole group – this helps to avoid people accidentally talking over the top of each other
- ⊞ Provide visual feedback without speaking unnecessarily – ensure your nods are more prominent, or use 'Reactions' on the Zoom toolbar to give a thumbs up or clap without interrupting the person speaking

Don't...

- ⊞ Don't sit in a noisy place, if possible (if you cannot find a quiet place, please mute yourself unless you want to speak)
- ⊞ Don't sit in a room with other people who can overhear you speaking – confidentiality is important!
- ⊞ Don't sit in front of a bright window or in a dark room as you will look like a silhouette on the screen
- ⊞ Don't have any obstacles in the line of sight of your camera (if using one) that might be distracting for other participants
- ⊞ Try not to speak at the same time as someone else
- ⊞ Don't sit in your bedroom, if possible – particularly if the meeting involves teens or kids
- ⊞ Don't check emails or read articles during the meeting – be fully present and engaged, just as you would in any other meeting
- ⊞ Don't have other high-demand Internet streaming occurring at the same time as your call - ideally, ask other family members to please stop streaming high-demand media like Netflix and YouTube during your meeting to ensure your video call bandwidth isn't compromised

Having technical issues?

1. Message your group leader (or the most tech-savvy person in the group) to let them know you're having problems joining the meeting
2. Try re-joining with the same link or Meeting ID and Password
3. Check out the [Zoom website](#) for helpful videos and step by step instructions
4. If it's not an urgent problem, please email itsupport@grlc.org.au with your tech issue. Please include the best number to contact you on, and explain how the issue is impacting the engagement of the group

