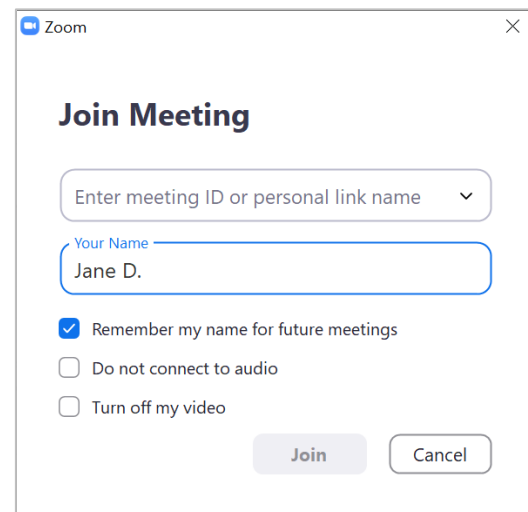
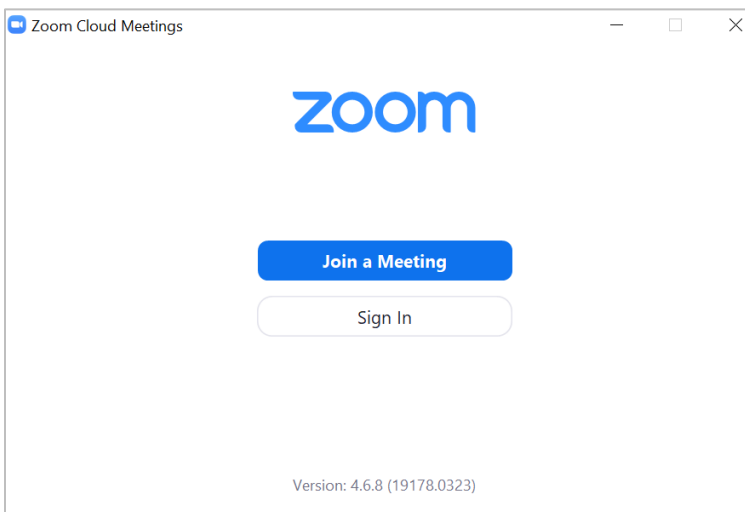


How do I join a Zoom meeting?

To join as a participant,

1. You can join through a Link provided to you.
 - a) The link will bring you through the software package of choice and connect you to your call.
2. You can join through web app, phone, or desktop app
 - a) Click **Join a Meeting** or **Join Meeting** or **Join**.
 - b) Enter Meeting ID.
 - c) Enter your name. Please make sure it is your full name and enter your title if room permits. For example, Jane Dah, Research Assistant. If your title is too long, consider a shorthand, such as GM for General Manager.

Select options and join.

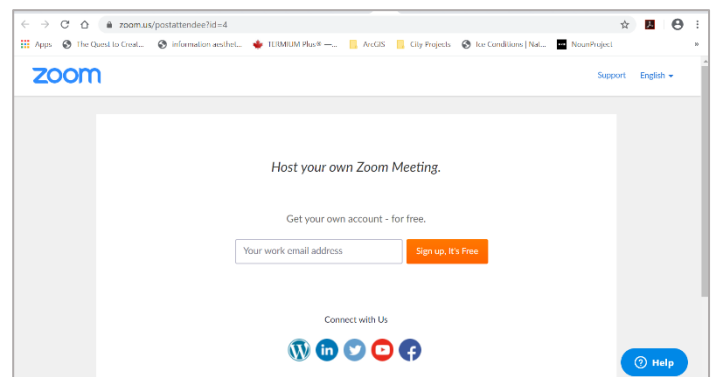


Do I need an account?

No, to use Zoom as a participant you do not need an account unless the host has specified this option.

Do I need to download any software?

Yes. No matter what platform you use Zoom from (internet, desktop, mobile) you will need to download their free software. If you are using Zoom for the first time, by clicking the link to your meeting Zoom will prompt you to download its software. If using a City of Ottawa cell phone, you will need to open the Zoom app on your phone and enter the meeting ID number.

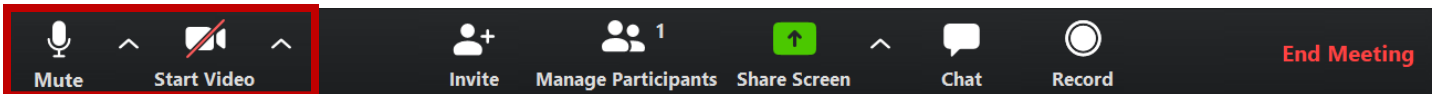


Proper video conferencing etiquette

1. Ensure your surroundings and attire are appropriate.
2. Ensure any feeds are muted and background music or devices are turned off.
3. At the start of all meetings, please mute yourself.

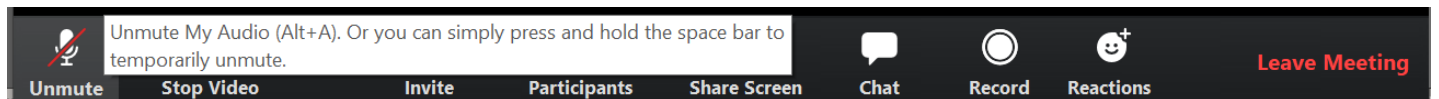
Why can't I see my camera or hear sound?

On the bottom left hand side of the toolbar, once you are in the meeting you will see both a picture of a microphone and a video camera. If either of these have lines through them, they are currently disabled. If they do not have a line through them and you still cannot see or hear, use the up arrows beside them to ensure it is playing from the right source. You can also test within that menu.



How do I mute my microphone?

By clicking the microphone button in the bottom left hand corner when in a meeting. When on mute, if you hold the spacebar it will temporarily unmute you until you release the spacebar.



Why can't I unmute my microphone?

In some calls the host has forced everyone on mute and is the only one who can unmute participants.

How can I get the host's attention if my microphone is muted?

There is a feature called, **Raise Hand**.

1. Go to **Participants** at the bottom of the screen.
2. At the bottom of the Participants tab, click on **Raise Hand**.
3. You'll see a blue hand next to your name. That will let the host and other participants that you'd like to ask a question or add to someone's point.



Should I use desktop, mobile or web version?

This is up to you. As a host, the desktop version has more functionality, but as a participant we have yet to see a difference between the versions.

Why is it asking for a password?

The host had made the call requiring a password to enter. This should be in your invite. If it is not, please contact the host.

Zoom – Participant FAQ

What is a waiting room?

A waiting room is somewhere where the host can see those who are trying to get on the meeting call before actually having them in. The host will accept every participant into the call. Please ensure your username is accurate to help the host accept you. This is a security feature to help avoid calls being taken over by those not invited.

Why hasn't the meeting started yet?

If it is time for your call and you try to log in and you cannot get to the waiting room, it is likely because the host has yet to login and open the meeting. Please contact the host to ensure that is the case.