


Attending a Virtual Seminar: A Guide to Zoom Meetings

On behalf of the NESGFOA and UMass Amherst Conference Services, we are excited for you to join us for the New England States Government Finance Officers Association Fall Seminar! Below are some tips to help you prepare for the seminar, and get familiar with Zoom, the web conferencing platform that will be used for each session. If you need assistance leading up to the event, please contact the UMass Amherst Conference Services Team at registration@umass.edu or 413-577-8102!

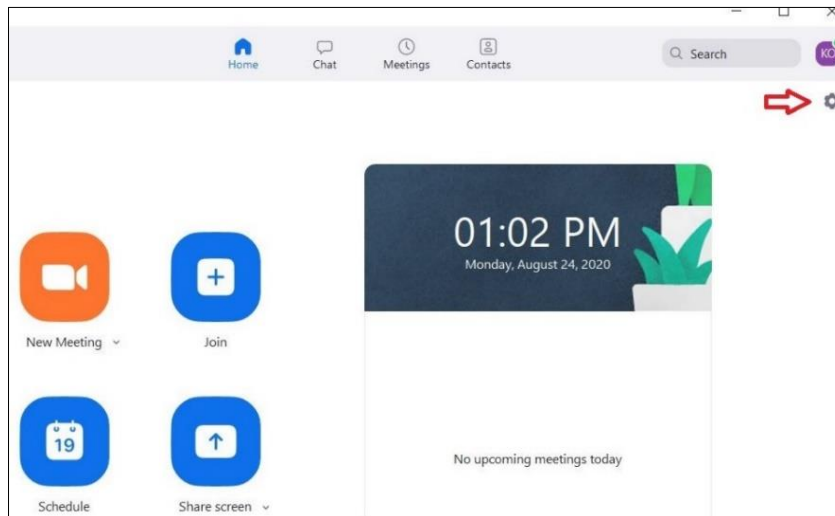
BEFORE THE EVENT

Download Zoom & Sign Up for an Account

Visit <https://zoom.us/download> and click the **Download** button under Zoom Client for Meetings to download Zoom, for free! Once downloaded, the Zoom icon  should appear on your desktop. Click this icon to open Zoom. You should be brought to a sign-in screen. Sign in if you already have a Zoom account, or select **Sign up for Free** in the bottom right hand corner to create an account. When possible, we recommend downloading Zoom onto a device with a larger screen, such as a laptop or desktop computer, instead of using your phone or tablet. If you cannot download Zoom or would prefer to join by browser, please contact us (registration@umass.edu, 413-577-8102).

Customize Your Settings & Test Your Camera and Audio

After signing in to Zoom you will see a small gear icon in the top right corner of the app (to the right of the arrow in the picture below). Click this icon to access your account settings. This will open a new window with eleven different tabs. Click **Video** to test your camera and view a preview of what other participants will see when you join a meeting. Click **Audio** to adjust your audio settings and volumes. If you want to spruce up the background other attendees will see behind you during meetings, click **Virtual Background** to select from some standard Zoom background images or to upload your own image. You will also see a **Profile** tab. Click this tab and select **Edit My Profile** to be brought to the Zoom website, where you can log in and adjust even more settings, such as adding a profile picture or editing your name. The name on your Zoom account will be displayed to all other participants during the meeting, so we recommend displaying your full name (or at least your first name!). Take some time to play around with your settings in both the Zoom app and on the Zoom website to really customize your experience!



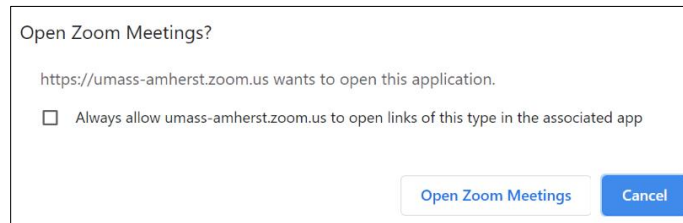
Review Emails from Us Leading up to the Symposium

As the symposium approaches you will receive periodic emails from the UMass Conference Services Team (registration@umass.edu). Prior to the event, you will receive an email from us containing the necessary Zoom links to join the symposium sessions. This email will include all of the Zoom meeting links that you will need throughout the event. If you do not receive this email prior to the start of the symposium, please contact us at 413-577-8102 or registration@umass.edu (and remember to check your junk/spam folder first).

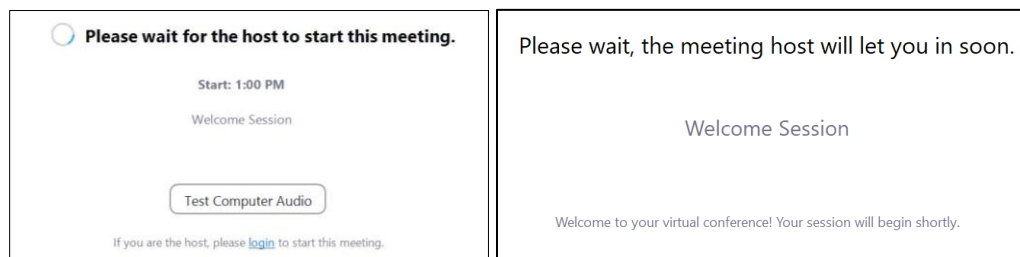
DURING MEETINGS

Follow the Links in your Symposium Schedule to Join Each Session

Each session will have its own unique link. All of the links that you will need throughout the Retreat will be included in the personalized schedule that you will receive by email prior to the event. To join a session, open this email and click the link for the session you wish to join. This should open your default web browser, and you should see the prompt below. Click **Open Zoom Meetings**. This will open your Zoom app.



Next, you may see one of the screens below. If you see the screen on the left, the host has not yet started the meeting. If you see the screen on the right, you have been temporarily placed in a Waiting Room. Either way, you will be admitted into the meeting shortly once the host is ready to begin! We recommend clicking **Test Computer Audio** to test out your audio one last time. Alternatively, your meeting may require a password to enter which will be provided to you in your customized schedule. In this case, you will be prompted to enter this passcode instead of seeing the waiting room.



When you enter the meeting you will be asked if you want to join audio by phone or by computer. Choose **Join Audio by Computer** to connect your computer's speaker and microphone to the Zoom meeting.

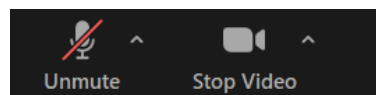
Change Your View (In Meeting)

Your meeting host will likely set the video of the presenter/speaker so that it displays in a large box on your screen automatically. During a meeting you can change your view by clicking the box on the top right of your screen (see below). **Speaker View** will display the current speaker in a large box on your screen, and is the ideal option during any detail-oriented demonstrations. The other option is a **Gallery View** which will show all participants in the meeting in a grid of equal sized boxes. If you are attending a **Webinar** (as opposed to a Meeting) your view will be pre-set.



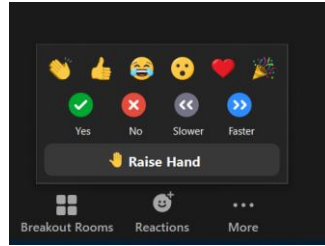
Mute/Unmute & Turn Camera On/Off

When you join a meeting you will usually be automatically muted by the host. However, to avoid broadcasting any unexpected background noises, confirm that your microphone is muted by checking the microphone icon in the bottom meeting toolbar on your screen (see below). If you see a red line through the icon, your microphone is muted. You can click this icon to unmute yourself if needed (for example, if you need help or have a question). To the right of your microphone icon you will see a camera/video icon (see below). You can turn your camera on or off by clicking this icon. Like the microphone, a red line through the icon indicates that your camera is off, and no line indicates that your camera is on. Attendees will be notified prior to the event if any meetings will be recorded.



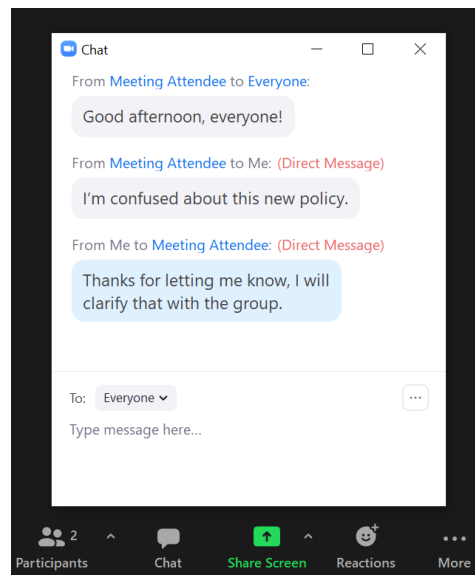
Raise Your Hand & Other Actions/Reactions

There are a number of ways to communicate with the host and the other attendees during a meeting. To access a variety of actions/reactions, click the **Reactions** button in the bottom meeting tool bar. A variety of quick reactions will pop up as seen below. You can send an emoji reaction, answer **Yes** or **No** to a question, or even ask the speaker to talk slower. If you have a question or need assistance, you can use the **Raise Hand** function to notify the host and co-host.



Chat

The chat function can be used to ask a question, leave a comment, or say hello to your fellow participants! Click **Chat** in the bottom meeting toolbar to open this feature as seen below. The chat defaults to send your message to everyone in the meeting, and is typically monitored by the host and co-host. Depending on your host, they may ask you to use the chat function to ask questions. You can also use this function to chat individually with just the host or co-host, or other meeting attendees. To chat privately with just one specific participant, click the dropdown menu to the right of **To:** and select their name. In the example below, you will see that "Meeting Attendee" sent a message to everyone in the meeting, then sent a message directly to you. You then responded privately/directly to "Meeting Attendee." Private, or **Direct Messages**, are marked in red.



INTERESTED IN MORE INFORMATION OR NEED ASSISTANCE?

Zoom Video Tutorials

Visit <https://support.zoom.us/hc/en-us> to find useful video tutorials and resources on the Zoom website!

Visit the Symposium Landing Page

We have updated the landing page with some resources and tips that we hope will be helpful as you prepare for the event. Visit <https://umass.irisregistration.com/Site/GFOA> for more information!

Contact Us! We're here to help

Contact the UMass Amherst Conference Services Team at registration@umass.edu or 413-577-8102 if you have any questions, want to discuss any of the above further, or need any assistance leading up to, or during, the event!