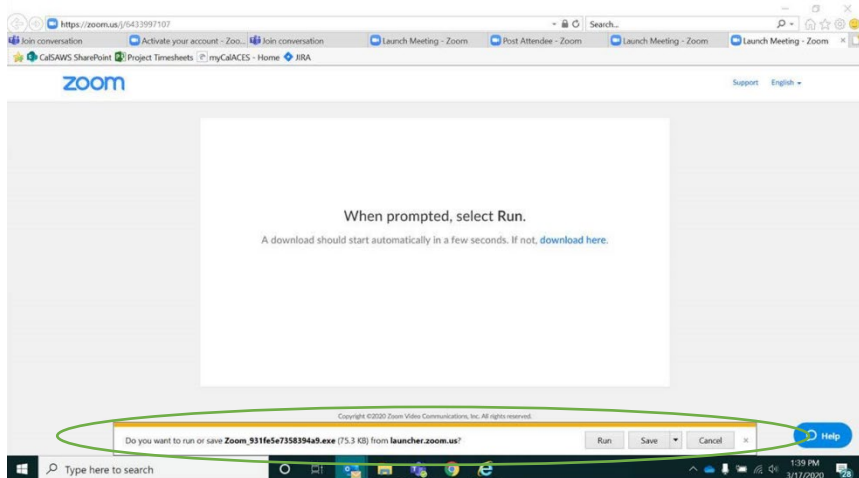


CALSAWS Zoom Participant Guide

1.1 Installing Zoom

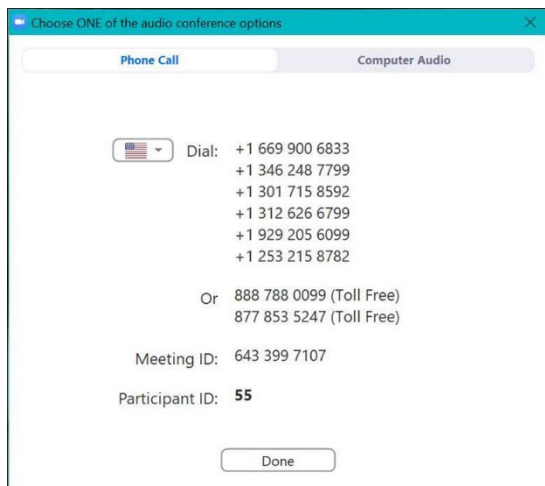
To join the Zoom Meeting, click on the following link in the meeting invite. If it is your first time joining a Zoom Meeting, the following window will appear; click Run. You will only have to do this on your first zoom meeting. **For first time users installing zoom, please plan to do this 10 minutes before the meeting start time.**



1.2 Joining Meetings

****Meetings will be locked 15 minutes after the start and no more attendees will be able to join. This is for the safety and security of the project so, please be on time.**

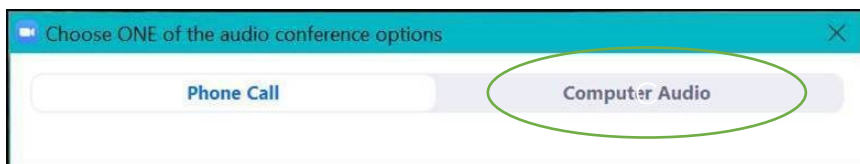
If you join from a computer, the video/screen share window appear automatically. There are two options for joining the audio portion of the meeting: Phone Call or Computer Audio.



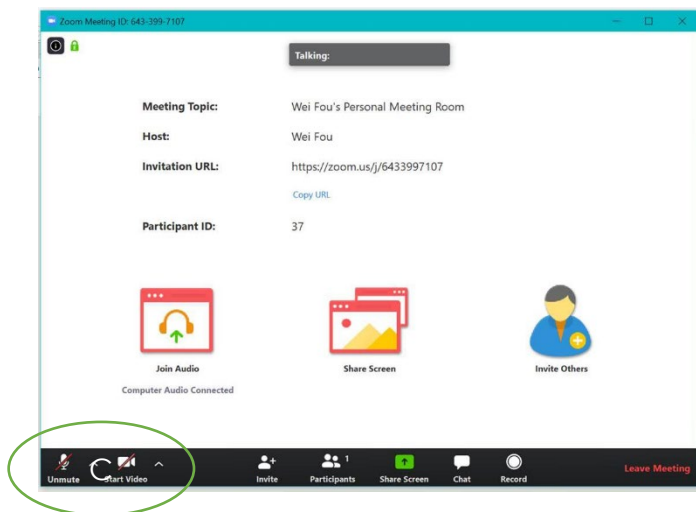
CalSAWS – California Statewide Automated Welfare System

Zoom Participant Guide

To join from your computer, you must **click** on “Computer Audio” on the window to ‘Choose ONE of the audio conference options’.



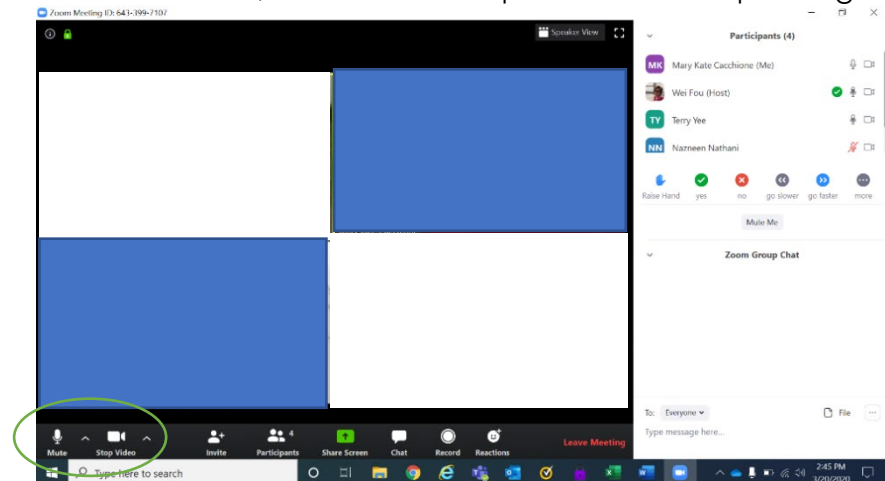
If you choose to join via Computer Audio, by default, you will join on Mute and with Video turned off.



Joining by dialing in using the phone numbers listed above is also a possibility, however, you **will not** have access to most of the functions of Zoom. If a presenter shares a presentation, the dial-in users will not have access to view it. The only thing they can do is listen, speak, mute, and unmute their phone (*6).

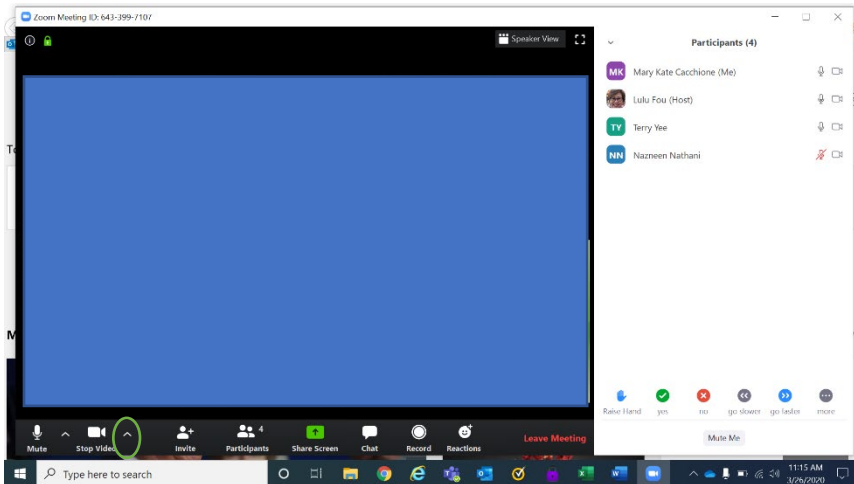
1.3 Microphone and Video

In the bottom left corner, there is a microphone button. If you need to speak, click on the microphone button to unmute yourself. Once you are finished speaking, make sure to put yourself back on mute by clicking on the microphone button. Right next to the mute button is a video button. If, while you are speaking, you would like the rest of the call to see you, click on the video button to enable your camera. Once finished speaking, click on the video button to stop sharing video. For meeting etiquette, we recommend that you raise your hand prior to speaking. Refer to Section 1.4 and Section 1.5 for additional instructions. ** Quick tip: if you need to speak for a short amount of time, hold down the space bar while speaking and it will temporarily unmute you.

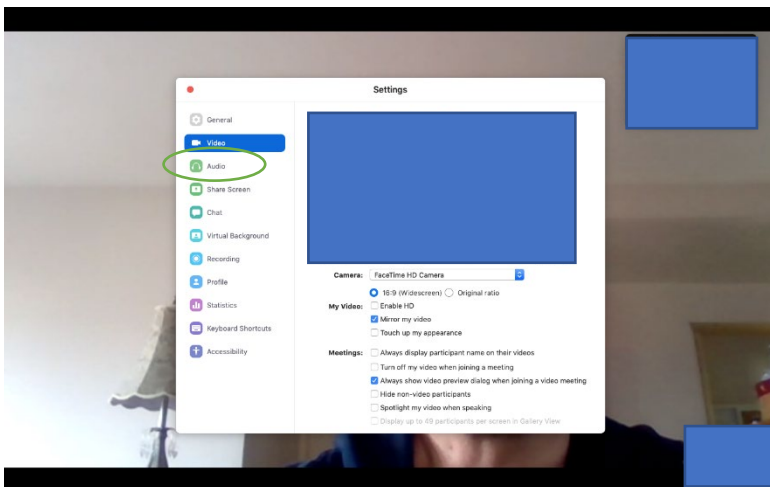


1.4 Zoom Volume

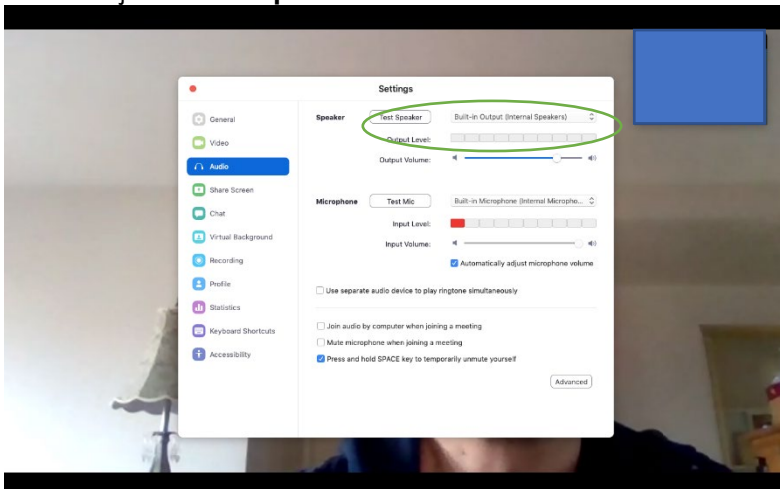
If the audio is not working properly, there is a way to manually **change the volume**. First, click “^” next to the video.



A settings toolbox should appear. Click **audio**.

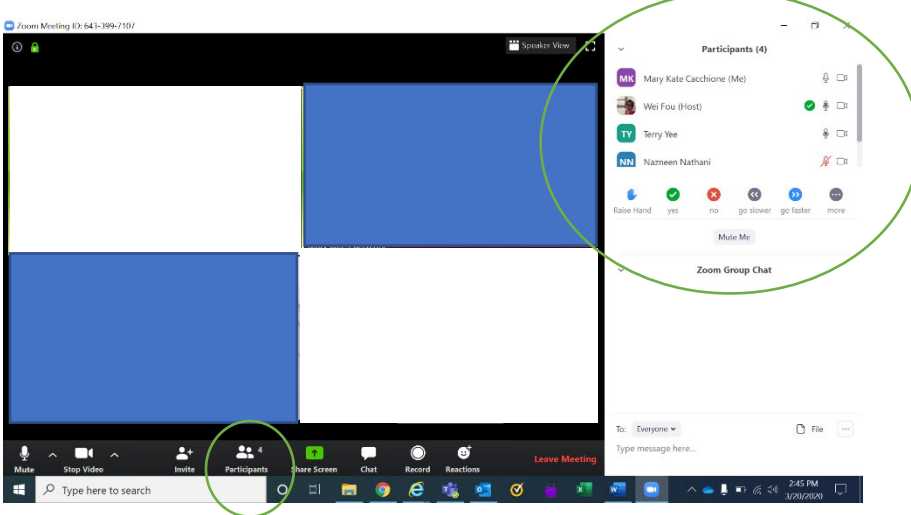


Then adjust the **output volume** bar to a suitable level.



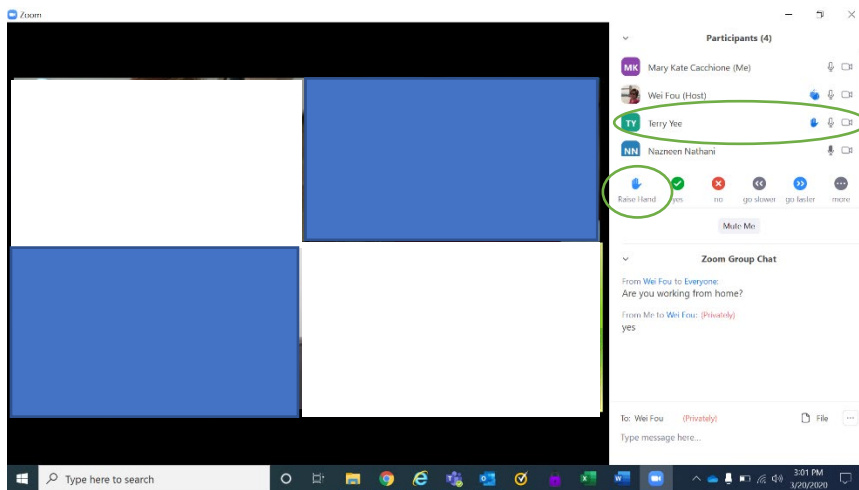
1.5 View Participants

All meeting attendees can view all the participants on the call. To do so, click on participants on the meeting control bar and the participant window will appear on the right side of the screen.



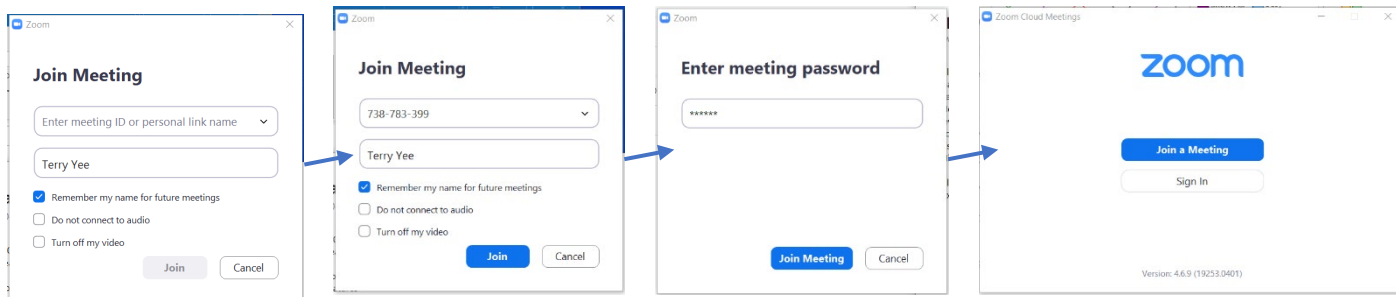
1.6 Ask a Question

To ask a question, click on the **raise hand button** at the bottom of the participant window. Doing this will put a hand next to your name, identifying to the presenter that you have a question, or would like to speak. The host or presenter will call on you to ask the question. At this time, click on the microphone button unmute yourself and, optionally, turn on your video camera. After you have received the answer, place yourself back on mute and turn off your video camera.



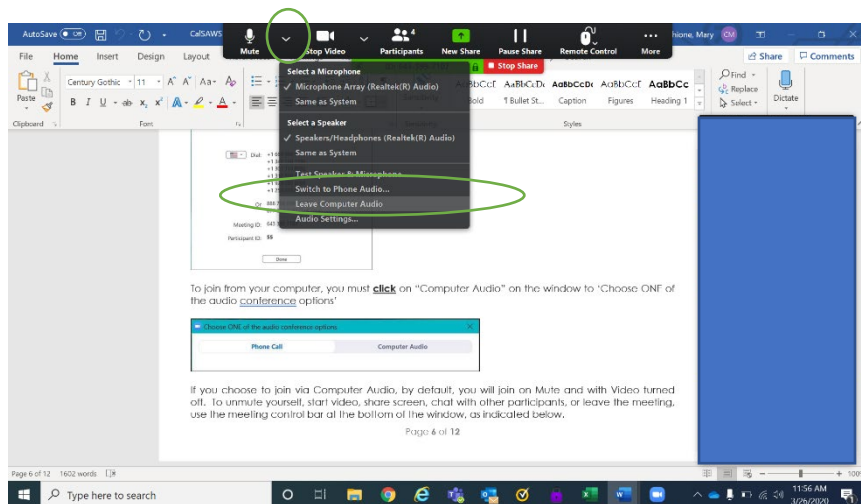
1.7 Joining Late

Unfortunately, for the safety of the project, joining late to the meeting is not possible. There will be a 15-minute grace period but after that, the meeting will be locked. If attempting to join late, the link will bring you to enter the meeting ID, followed by the password. Once entered, it will just circle back to entering the meeting ID.



1.8 Tech Tips

1. If you accidentally click “phone audio” instead of “computer audio” this can easily be switched on the up arrow next to the mute button



2. If you are experiencing a lag or slow response time, close the Zoom call and try joining again.
 - a. If more difficulties arise joining with computer audio, call in using the phone audio.
3. If the host sends out an attachment in the chat area during the call, download the file onto your local drive because the chat will be deleted once the meeting is over.