

Better Breathers Club: Zoom Walk-Thru for Facilitators

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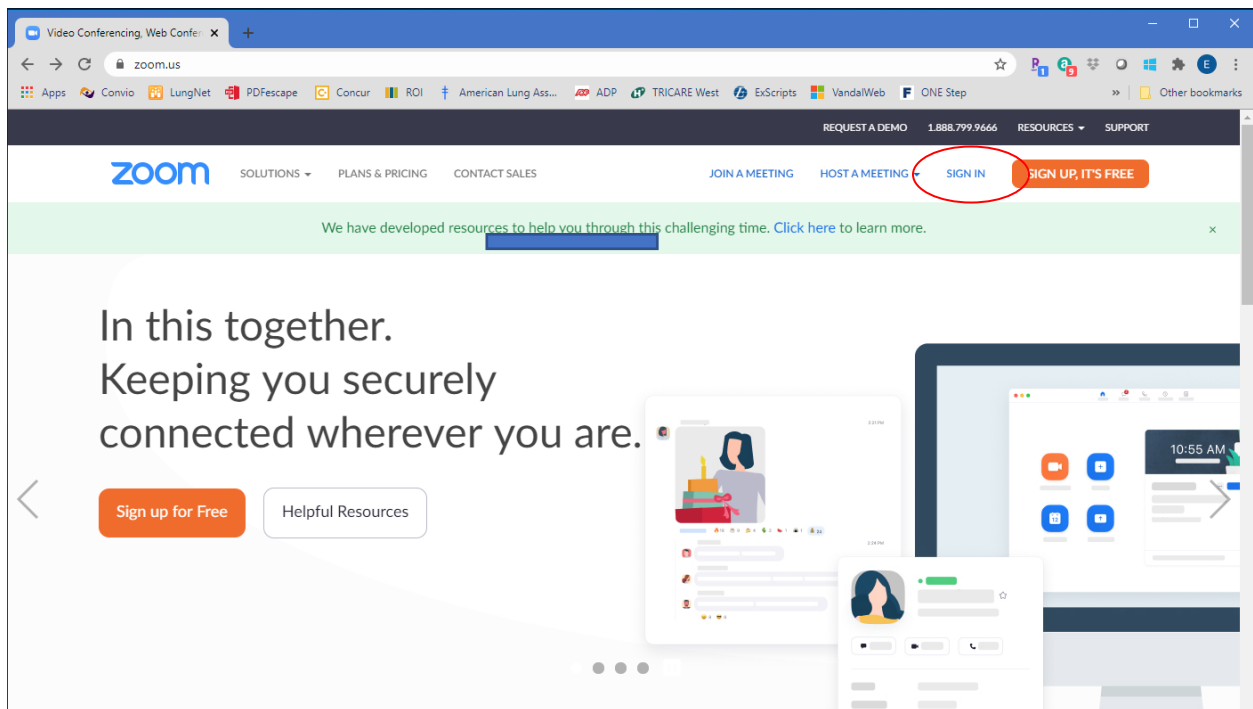
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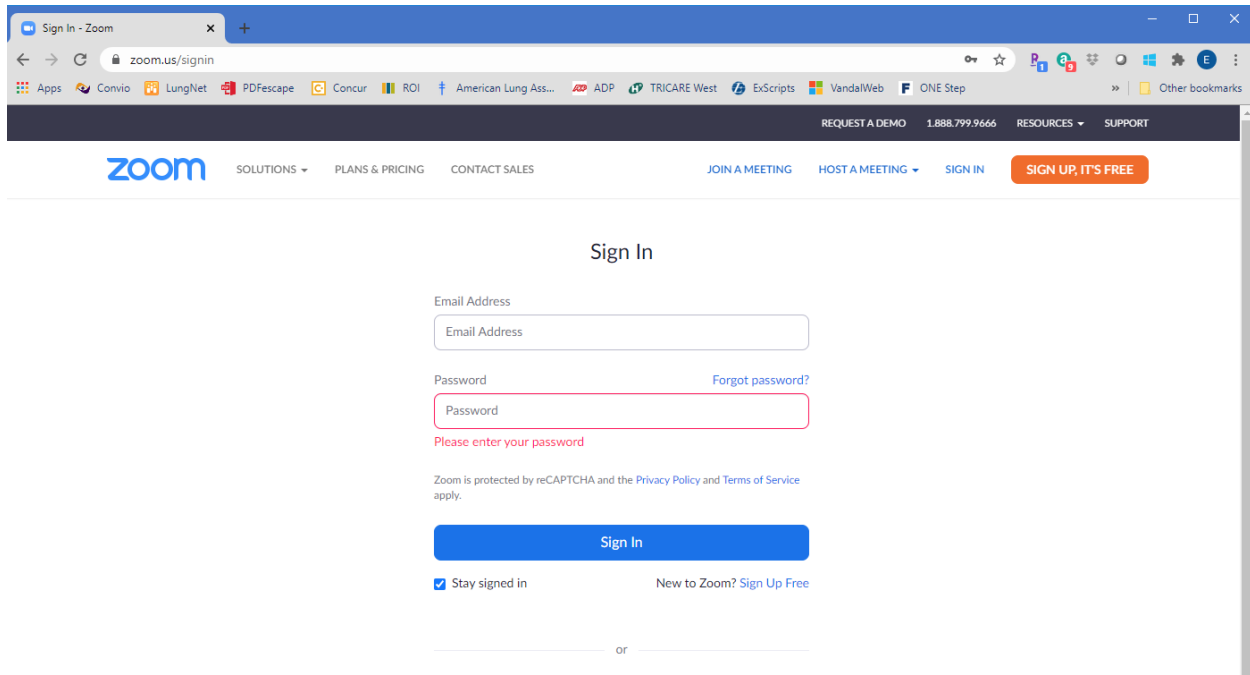
Video Tutorial:

How to Set Up a BBC Meeting:

Step 1: Sign into your Zoom account by going to www.zoom.us and clicking on “Sign In.”

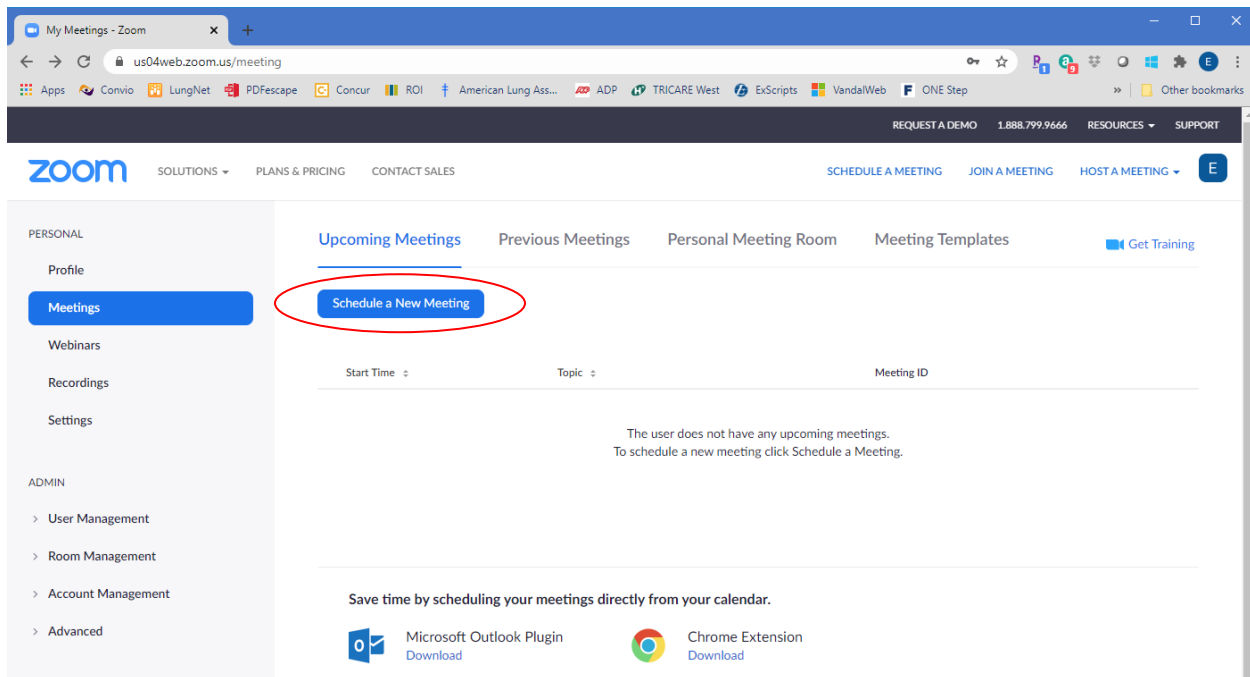


Step 2: Sign into your Zoom account using your email and password.



The screenshot shows the Zoom sign-in page in a web browser. The browser's address bar displays "zoom.us/signin". The page features a navigation bar with the Zoom logo and links for "SOLUTIONS", "PLANS & PRICING", "CONTACT SALES", "JOIN A MEETING", "HOST A MEETING", "SIGN IN", and a "SIGN UP, IT'S FREE" button. The main content area is titled "Sign In" and contains a form with two input fields: "Email Address" and "Password". The "Password" field is currently empty and has a red border with the error message "Please enter your password" below it. A "Forgot password?" link is located to the right of the password field. Below the form is a blue "Sign In" button, a checked "Stay signed in" checkbox, and a link for "New to Zoom? Sign Up Free". At the bottom, there is a note: "Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply."

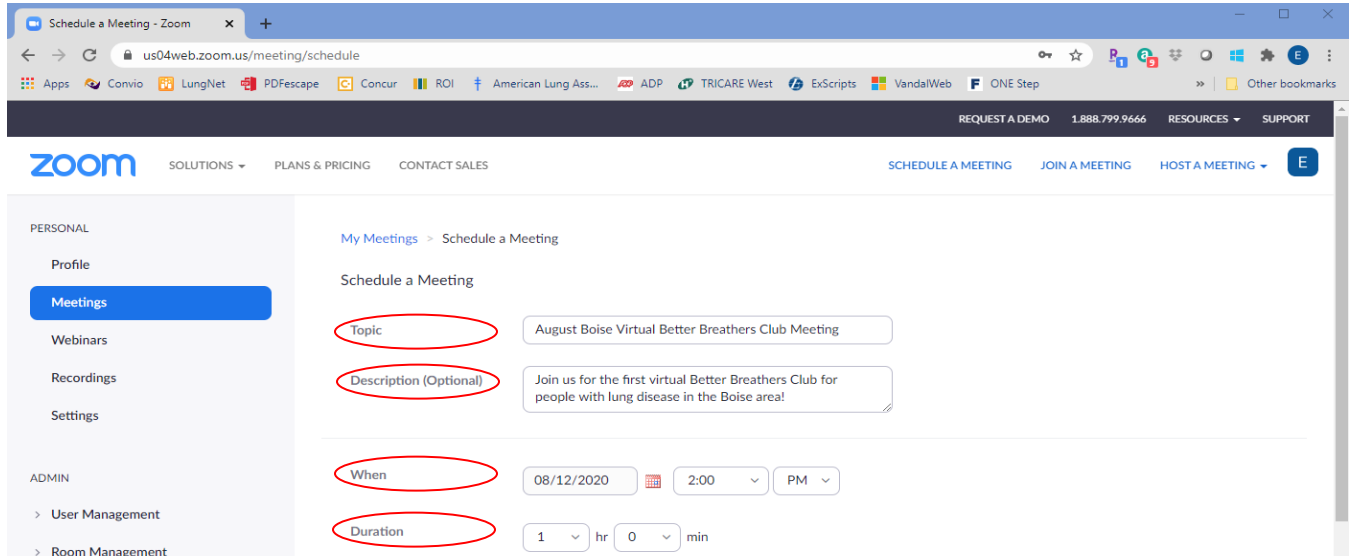
Step 3: Click on "Schedule a New Meeting" to set up your virtual BBC meeting.



The screenshot shows the Zoom "My Meetings" page in a web browser. The browser's address bar displays "us04web.zoom.us/meeting". The page features a navigation bar with the Zoom logo and links for "SOLUTIONS", "PLANS & PRICING", "CONTACT SALES", "SCHEDULE A MEETING", "JOIN A MEETING", "HOST A MEETING", and a user profile icon. The main content area is titled "Upcoming Meetings" and contains a "Schedule a New Meeting" button, which is circled in red. Below the button is a table with columns for "Start Time", "Topic", and "Meeting ID". The table is currently empty, and a message below it states: "The user does not have any upcoming meetings. To schedule a new meeting click Schedule a Meeting." At the bottom, there is a section titled "Save time by scheduling your meetings directly from your calendar." with links for "Microsoft Outlook Plugin" and "Chrome Extension".

Step 4: Add in required information to set up your meeting. See the categories one by one below to understand how to fill out the online form from top to bottom:

- **Topic** - Give your meeting a name such as “August Boise Virtual Better Breathers Club.”
- **Description** - Add in a short one sentence invitation such as “Join us for the first virtual Better Breathers Club meeting for people with lung disease in the Boise area.”
- **When** – Put in the date and time of your meeting. To make this easier, click on the little red calendar to the right of the date block.
- **Duration** – Keeping your meeting to an hour is a good starting point for a new club.



Step 4 (continued): See the rest of the categories below to understand how to fill out the online form:

- **Time Zone** – Make sure that the time zone selected is correct.
- **Meeting ID** – The default for this setting is “Generate Automatically,” and that works well.
- **Meeting Password** – You’ll want to make sure that your participants have this to log in. This makes sure that only people invited to your meeting will attend. Zoom has had issues with outsiders “crashing” other meetings and a meeting password will prevent this from happening to you.
- **Video** – You have two video options available to you to automatically turn on or leave off video for yourself and your club members. We recommend you turn on your video, but leave member video off until you teach members how to turn their video on and off.
- **Meeting Options** – You have four options available. We recommend you check only “Enable Waiting Room” which ensures the facilitator can control who comes into the meeting to prevent “crashers.”

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Video Tutorials

Knowledge Base

Time Zone: (GMT-6:00) Mountain Time (US and Canada) ▾

Recurring meeting

Meeting ID: Generate Automatically Personal Meeting ID 656 162 0508

Meeting Password: Require meeting password

Video: Host on off

Participant on off

Meeting Options: Enable join before host

Mute participants upon entry

Enable waiting room

Record the meeting automatically on the local computer

Step 5: Once you've filled out the online form, click "Save." After you click save, you'll see a new screen that lists all of the details of your meeting.

[SOLUTIONS ▾](#)
[PLANS & PRICING](#)
[CONTACT SALES](#)

[SCHEDULE A MEETING](#)
[JOIN A MEETING](#)
[HOST A MEETING ▾](#)
E

PERSONAL

Profile

Meetings

Webinars

Recordings

Settings

ADMIN

> User Management

> Room Management

> Account Management

> Advanced

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Knowledge Base

My Meetings > Manage "August Boise Virtual Better Breathers Club"

Topic: August Boise Virtual Better Breathers Club

Description: Join us for the first virtual Better Breathers Club meeting for people with lung disease in the Boise area."

Time: Aug 12, 2020 02:00 PM Mountain Time (US and Canada)

Add to:

Meeting ID: 763 3295 7824

Meeting Password: ***** [Show](#)

Invite Link: <https://us04web.zoom.us/j/76332957824?pwd=VGZlUkd0UkFpOTZ4L2d1aTlqZm1lUT09> [Copy Invitation](#)

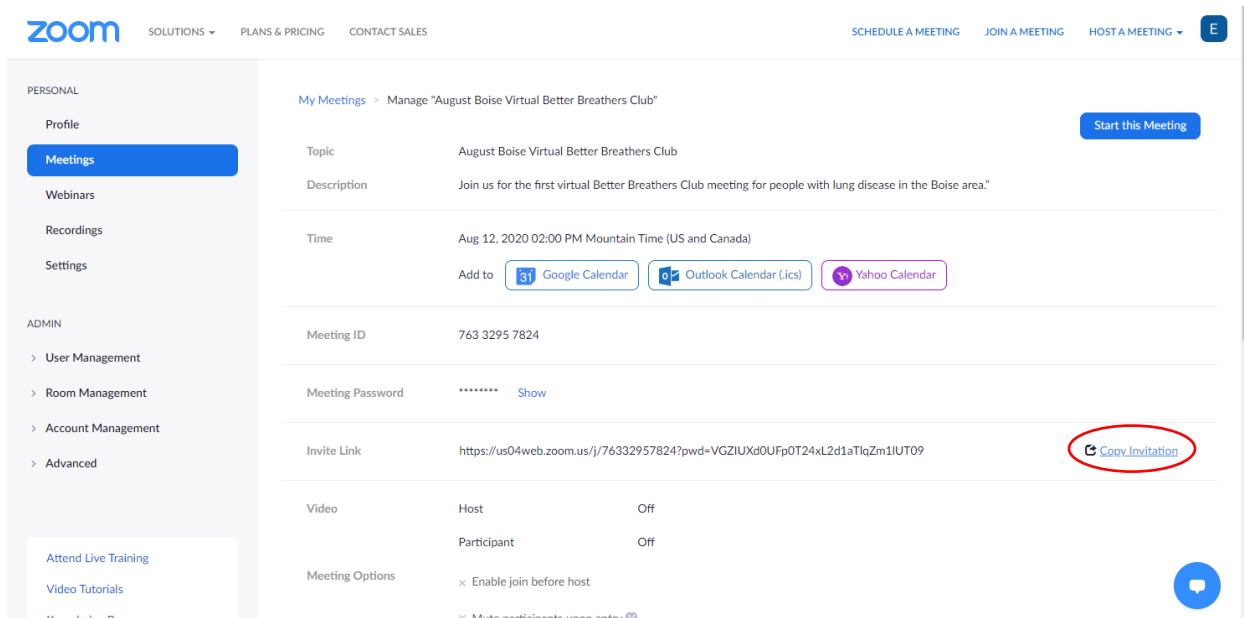
Video: Host Off

Participant Off

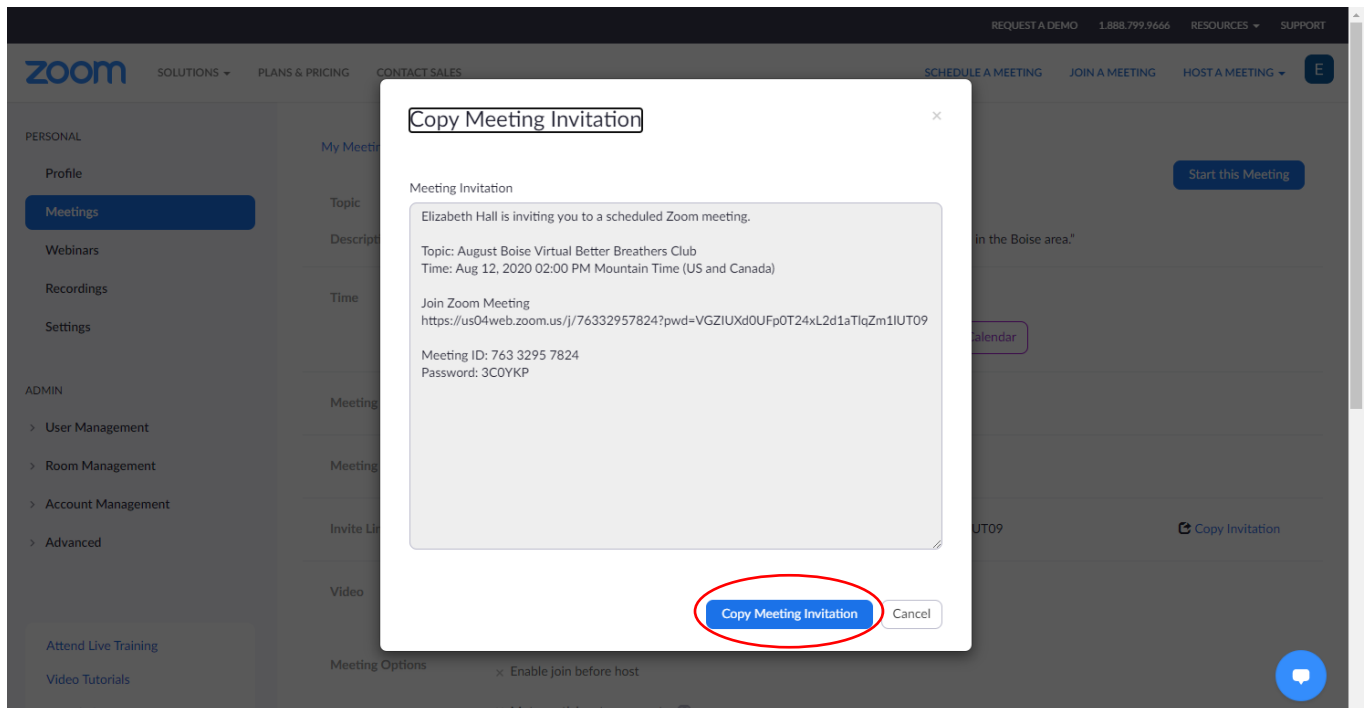
Meeting Options: Enable join before host

Mute participants upon entry

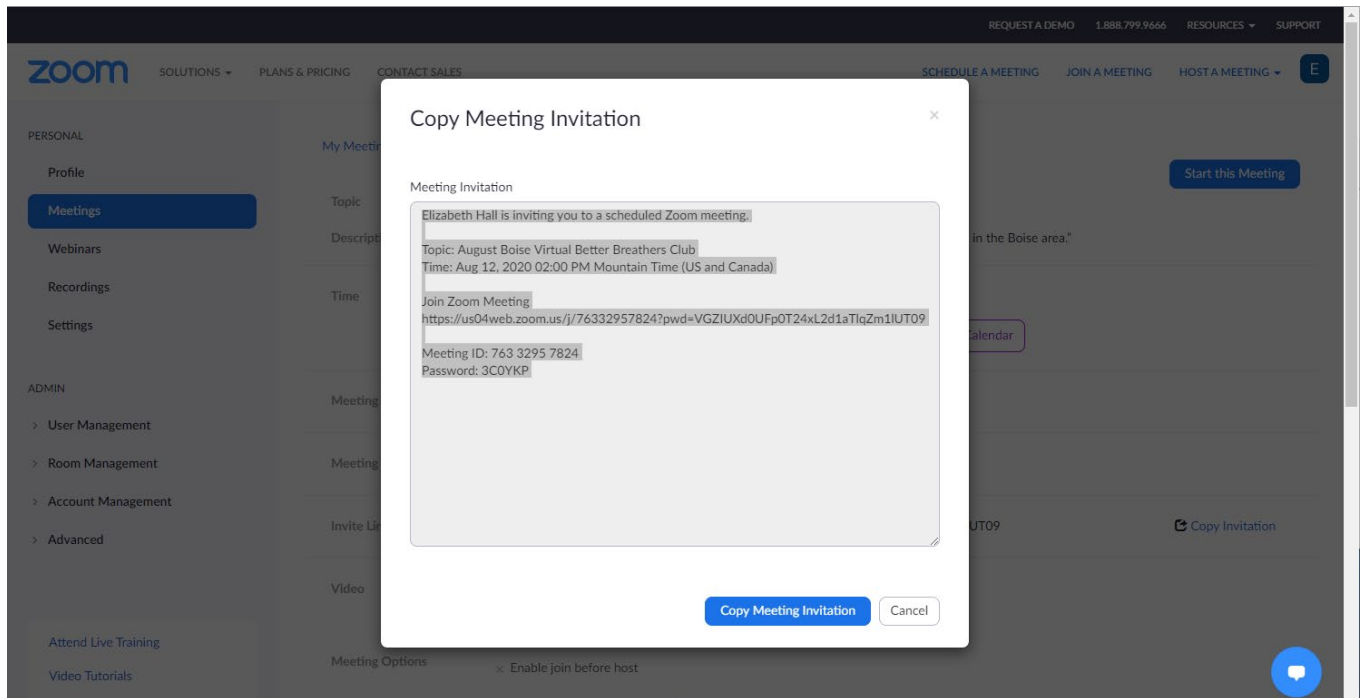
Step 6: With your meeting set up, you'll want to send out the meeting information to your BBC members. Just click on "Copy Invitation" to start.



Step 7: Once you click "Copy Invitation" you'll see the meeting information appear in a box on your screen. Click "Copy Meeting Invitation" to copy all of the information into an email.



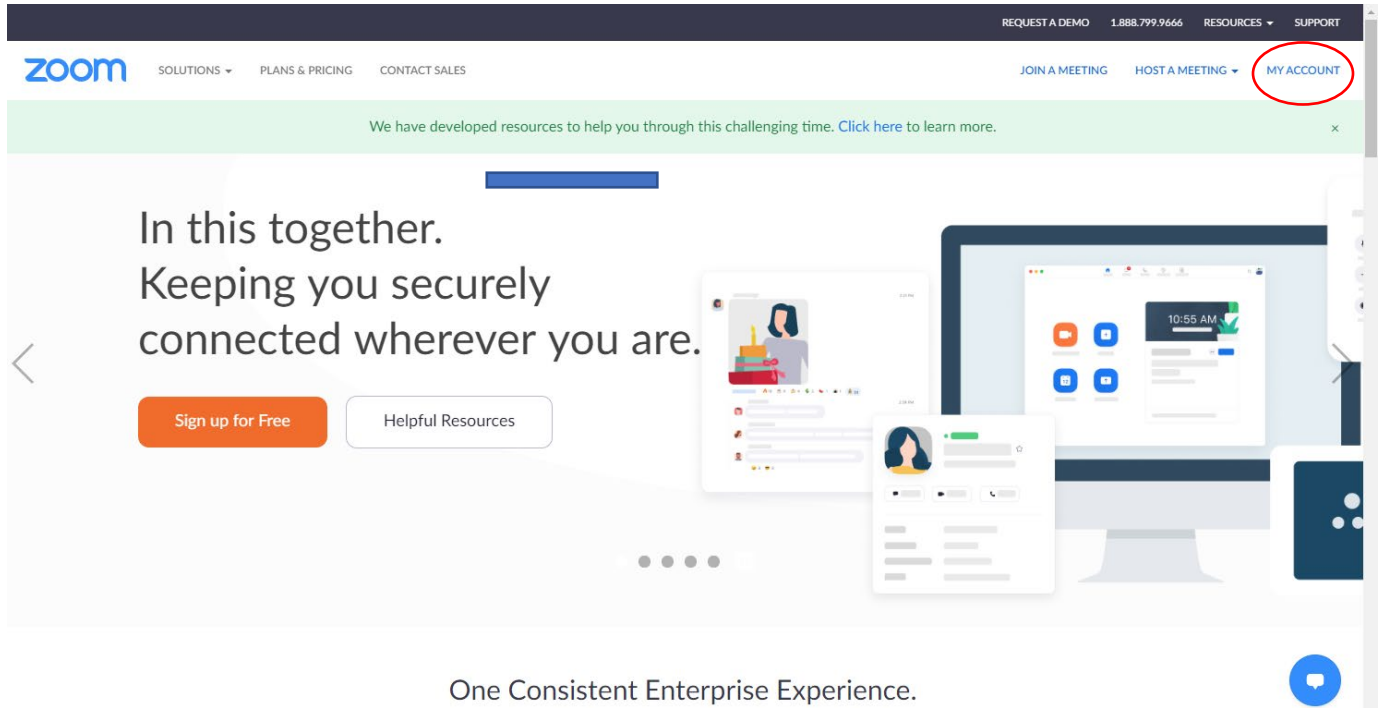
Step 8: The meeting information is now highlighted and ready to be placed into an email to your BBC members. Once you send that email, your members have been invited and you're finished with your set up!



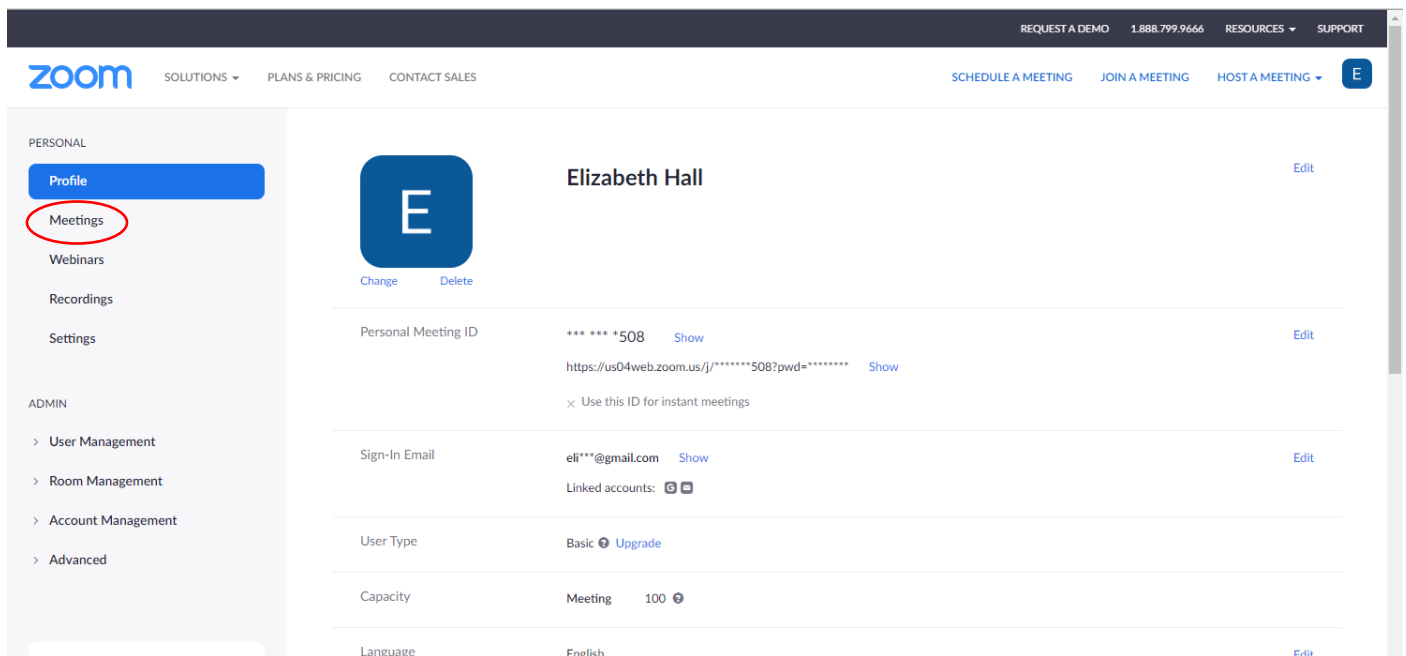
How to Host a Zoom Meeting:

Step 1: Sign into your Zoom account using Steps 1 and 2 on pg. 8.

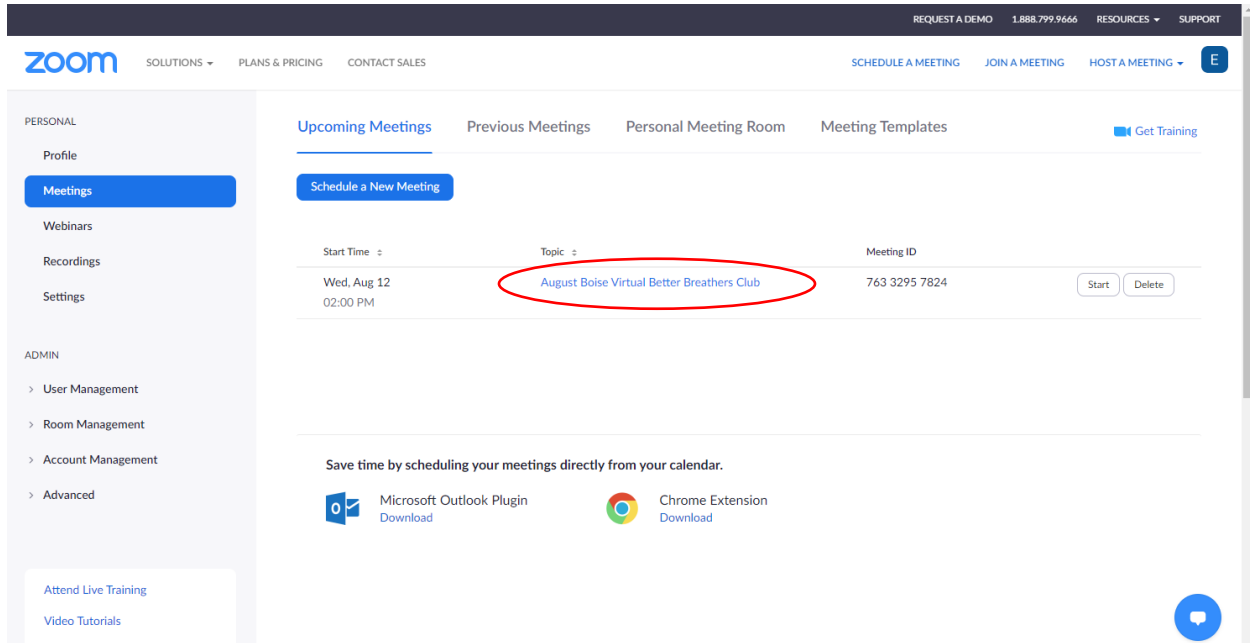
Step 2: Click on “My Account.”



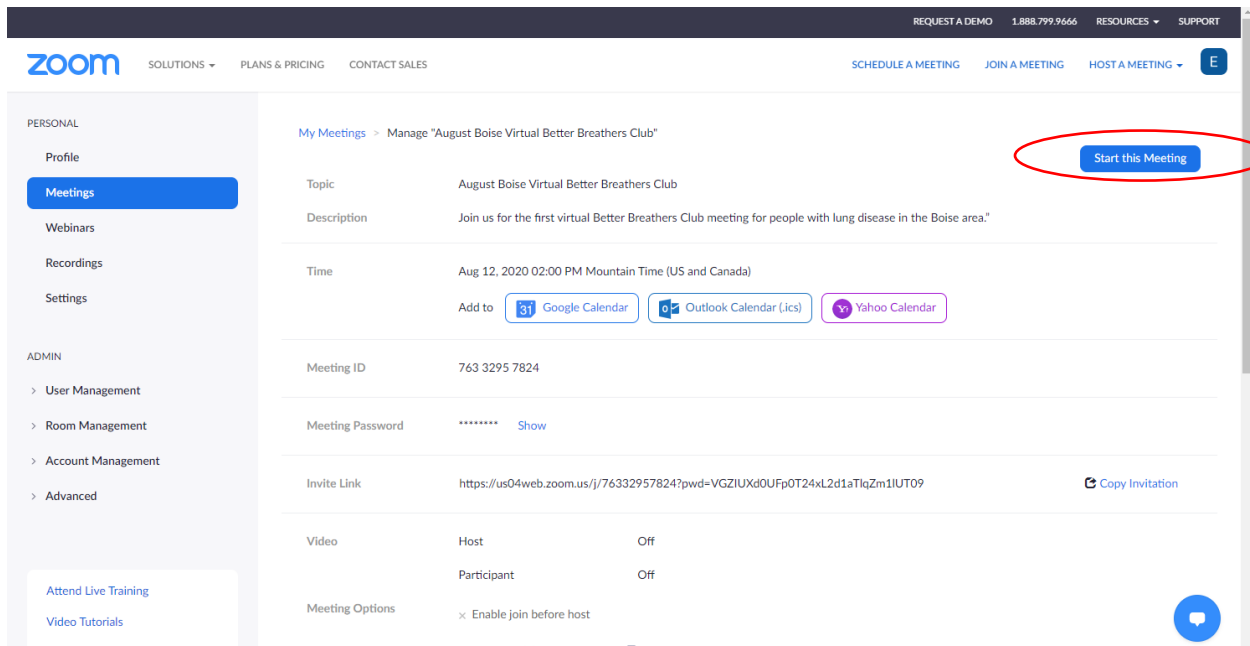
Step 3: Click on “Meetings.”



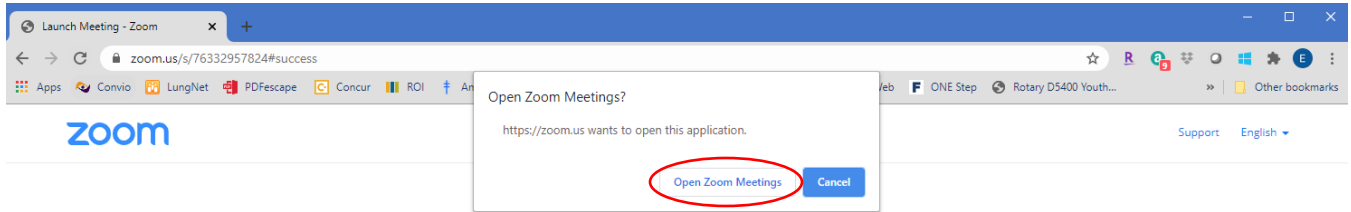
Step 4: Click on the blue link to your meeting.



Step 5: Click on the blue button “Start this Meeting”. You can actually start a meeting at any time if you want to practice or simply log on early before your meeting to make sure everything is ready.



Step 6: Click on “Open Zoom Meetings.”



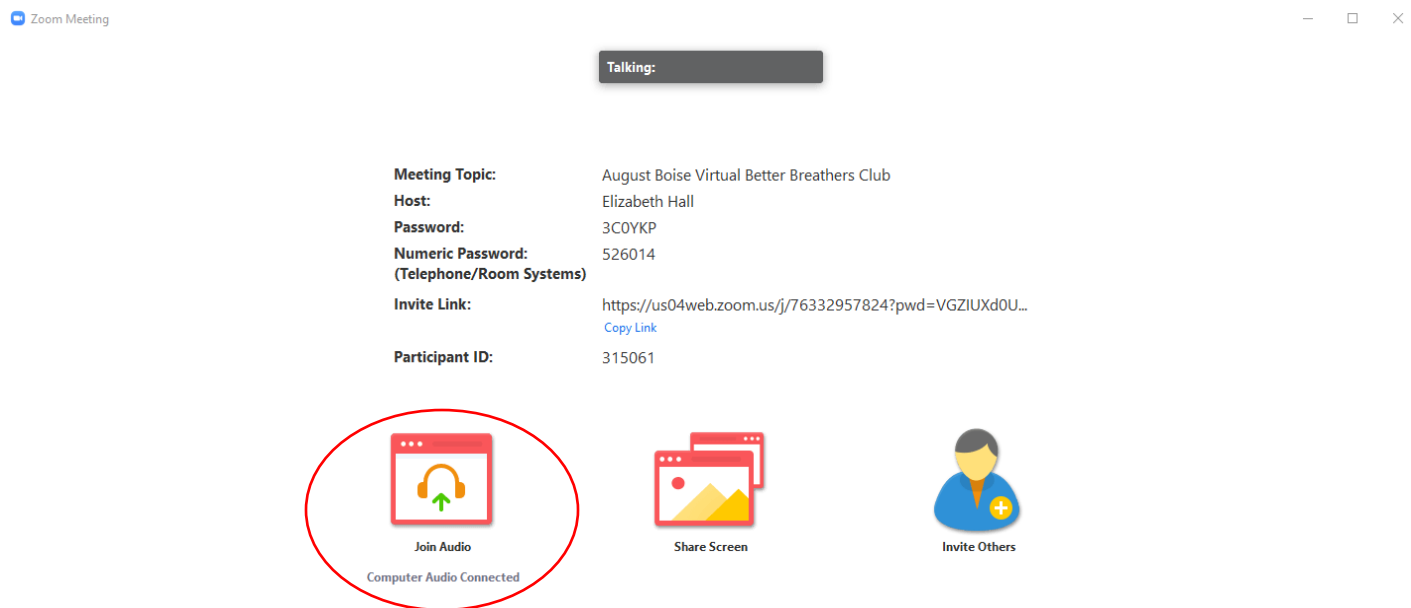
When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

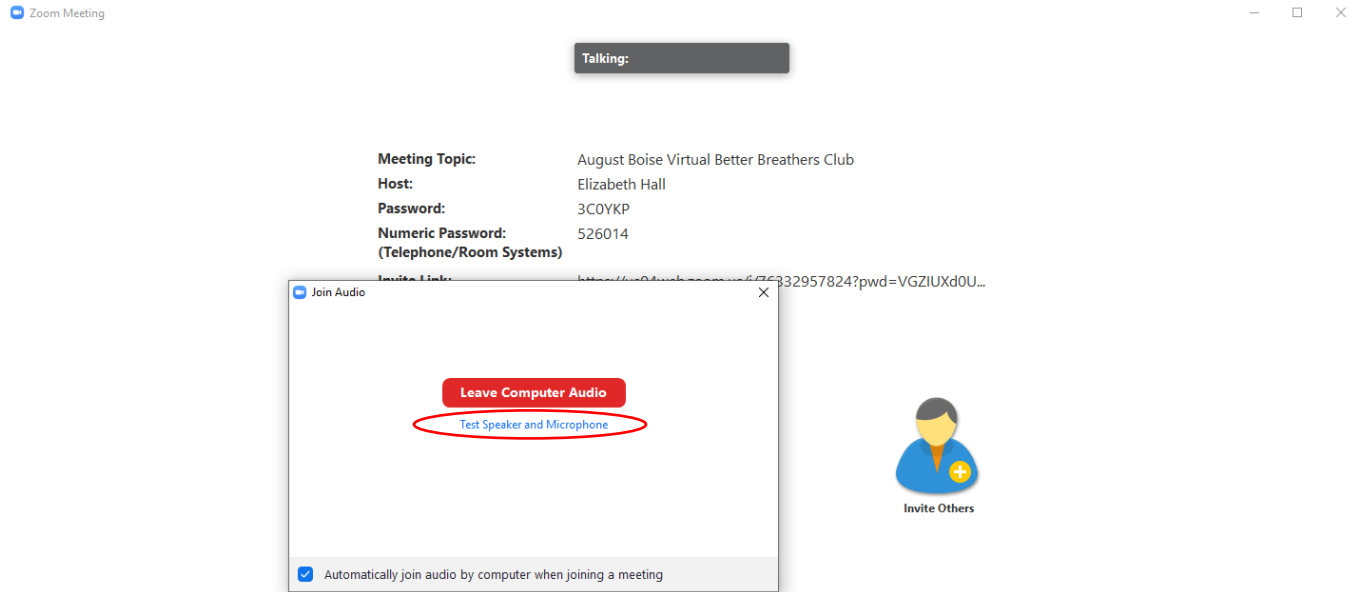
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Privacy & Legal Policies



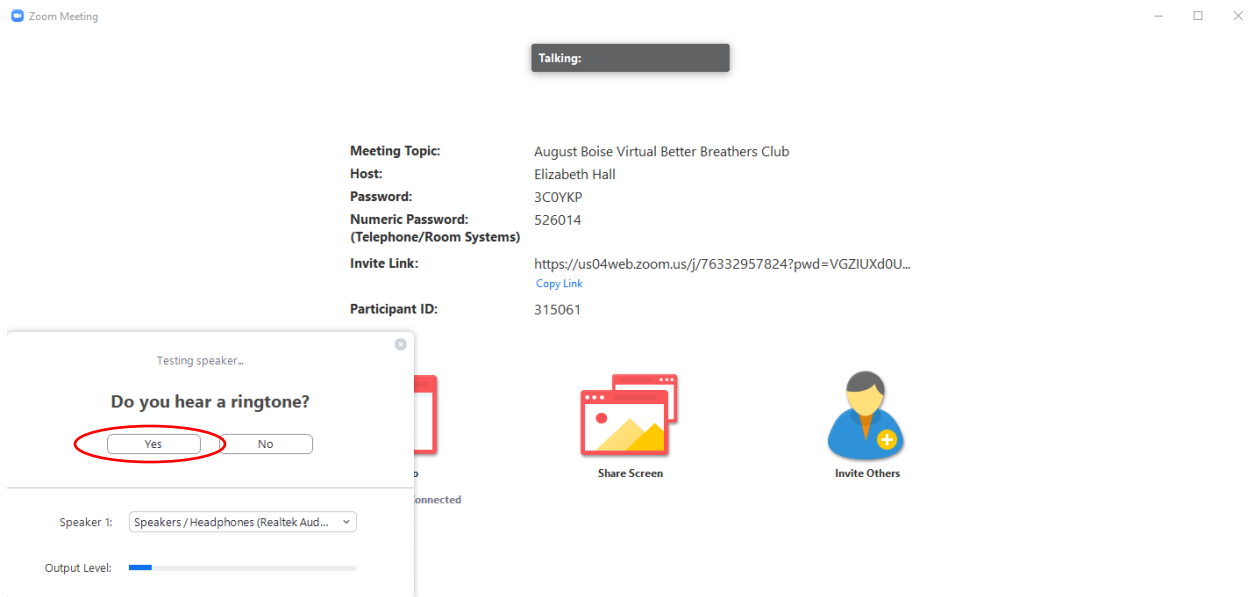
Step 7: This is the next screen you'll see. The first thing you'll want to do is “Join Audio.”



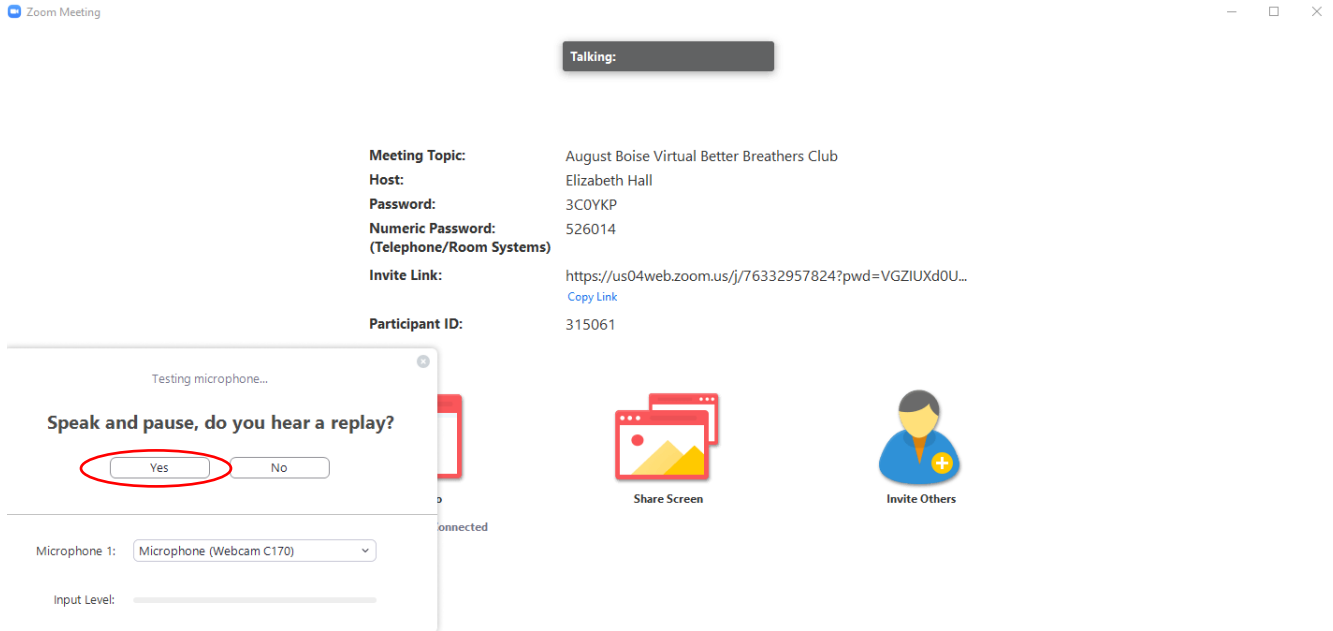
Step 8: Test your speakers and microphone before every meeting. This ensures that you can hear your BBC members and they can hear you.



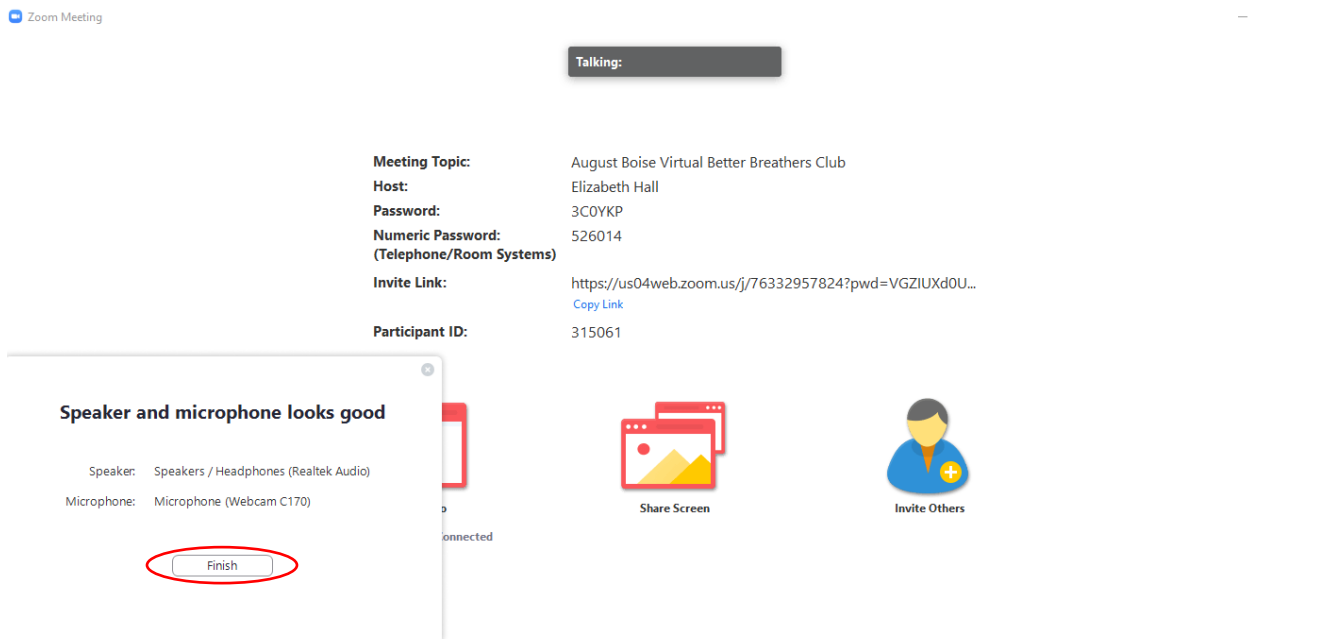
Step 9: You should hear a ring tone. If you do, click “Yes.” If you don’t, ensure that your speakers are on and the volume is loud enough for you to hear.



Step 10: You'll now have a chance to speak and see if what you say is played back for you. If it is, your microphone is on and you are ready to go. If you can't hear anything, check your microphone and ensure it is on.

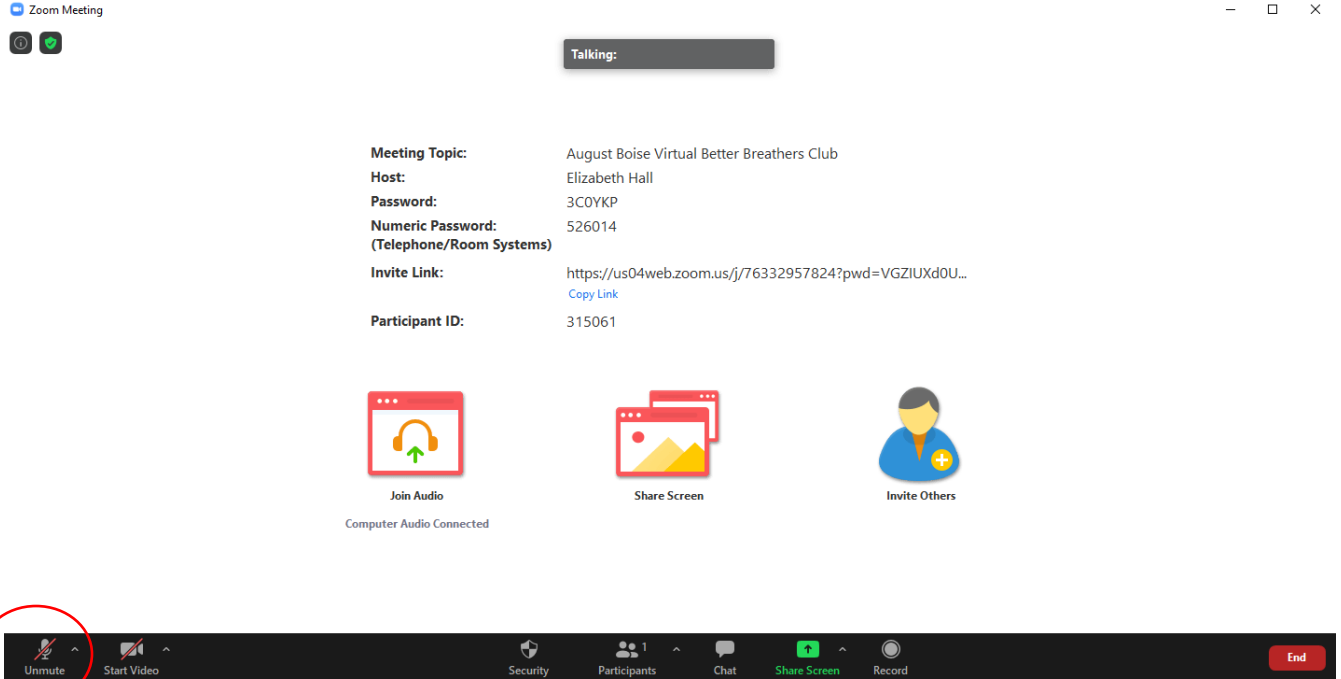


Step 11: Once you've verified that your speakers and microphone are ready, click "Finish" to enter the meeting. You're all set!

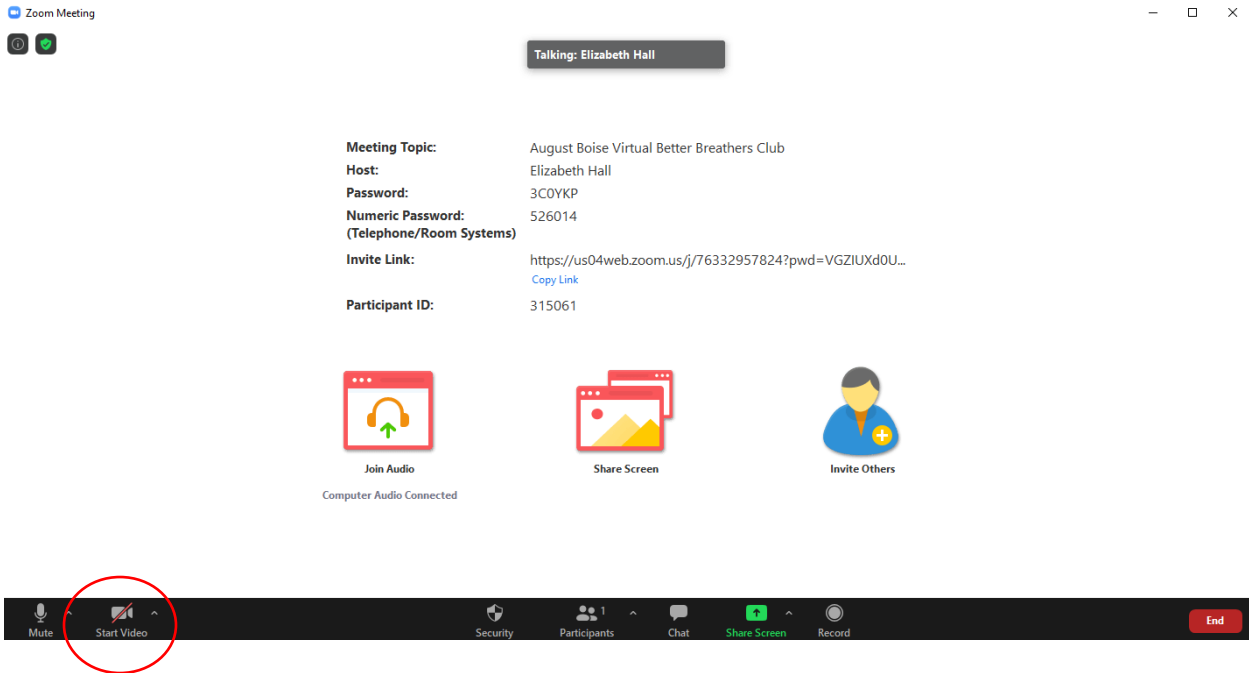


Running your BBC Meeting

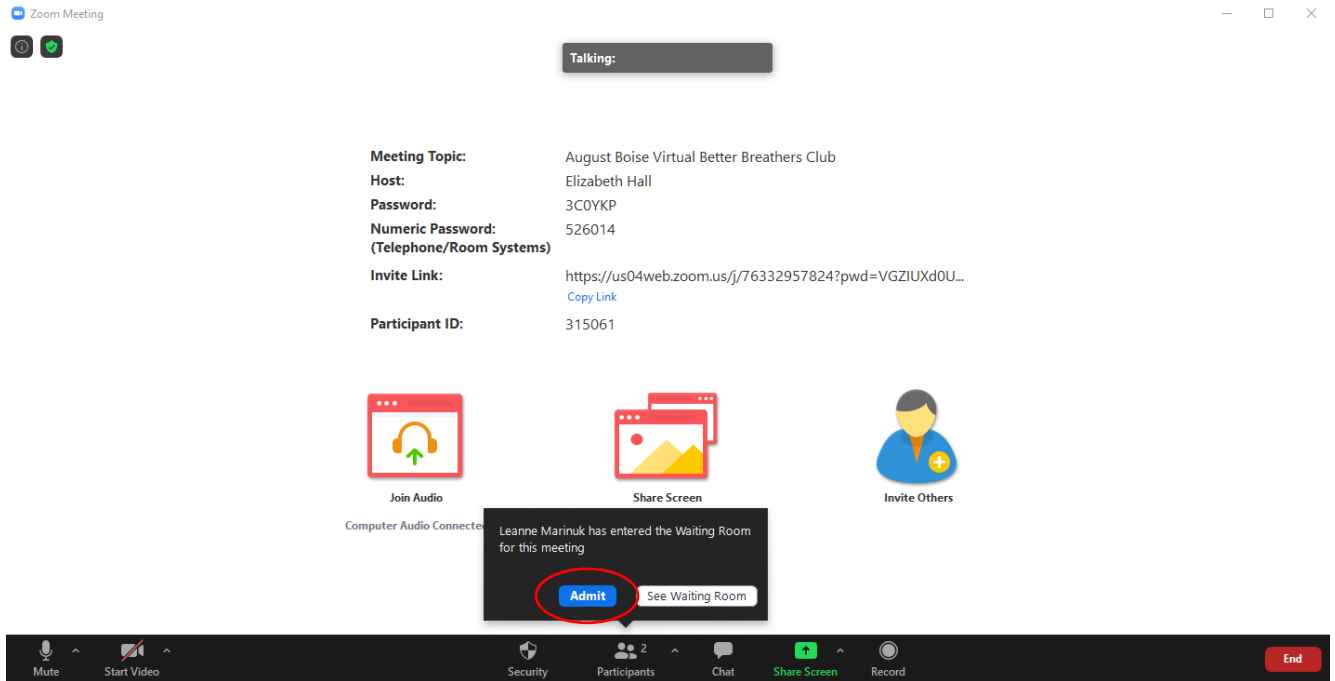
Step 1: Move your cursor to the bottom of the screen. You'll see a black bar with a set of options pop up. The first thing you'll want to do is unmute yourself by clicking on the microphone icon on the bottom left. Once the red diagonal line disappears, you're all set.



Step 2: Now, you'll just need to turn on your camera by clicking "Start Video."



Step 3: Once your camera is on, you'll want to start admitting your members into the meeting. Zoom automatically puts all your members into a virtual waiting room and you have to manually bring them into the meeting. Just move your cursor over "Participants" and click the blue button "Admit." Now your members will be on the call with you.



Step 4: This is the perfect time to walk everyone through how to mute/unmute themselves using the same process you just did. Once you can hear everyone, do the same thing for everyone who has a camera and wants to turn it on.

Ensure members understand that they can mute themselves or turn off their cameras at any time, particularly when a dog starts to bark or there is other background noise that might be disturbing to other participants. You can also mute them. See the instructions for that below.

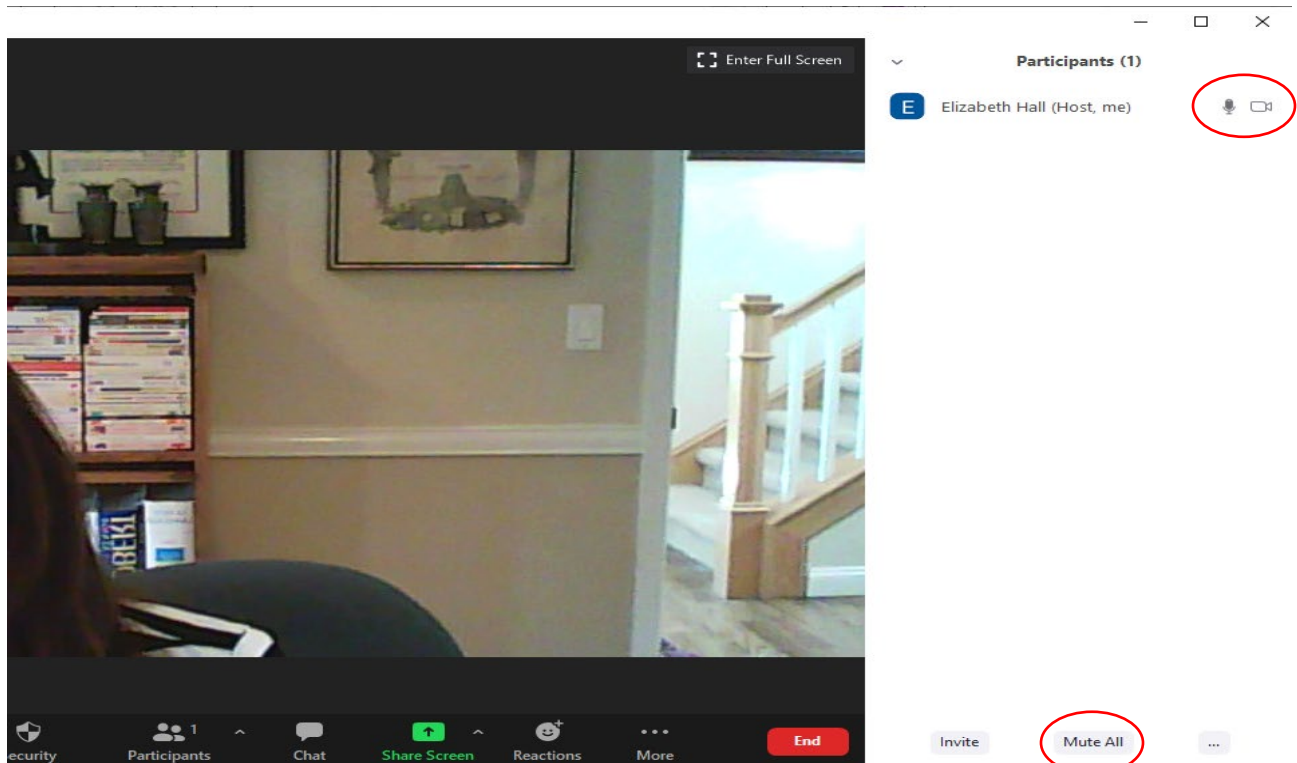


Photo courtesy of The Laconia Daily Sun

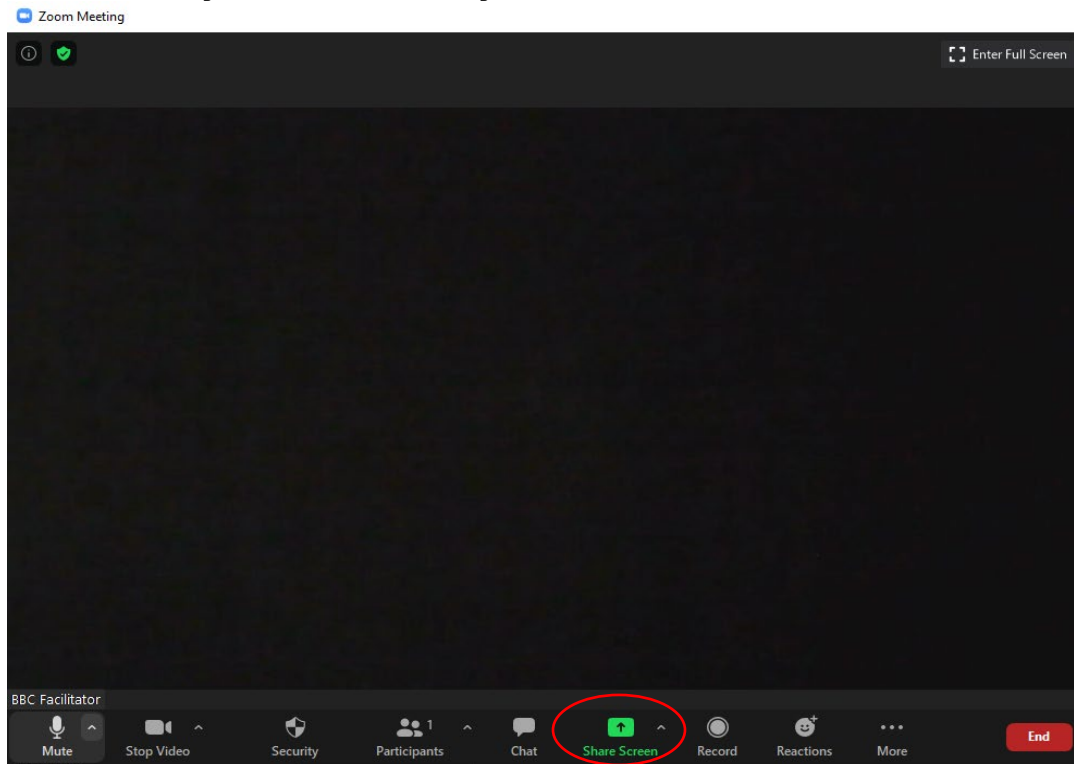
Step 5: As the facilitator, you can also turn off member cameras or mute them if they're not able to take care of it themselves. Click on "Participants" and you'll see a box open to the right of your screen with your participants listed.

To the right of each participant's name, you'll see microphone and camera icons. Click either or both to turn off a participant's microphone or camera.

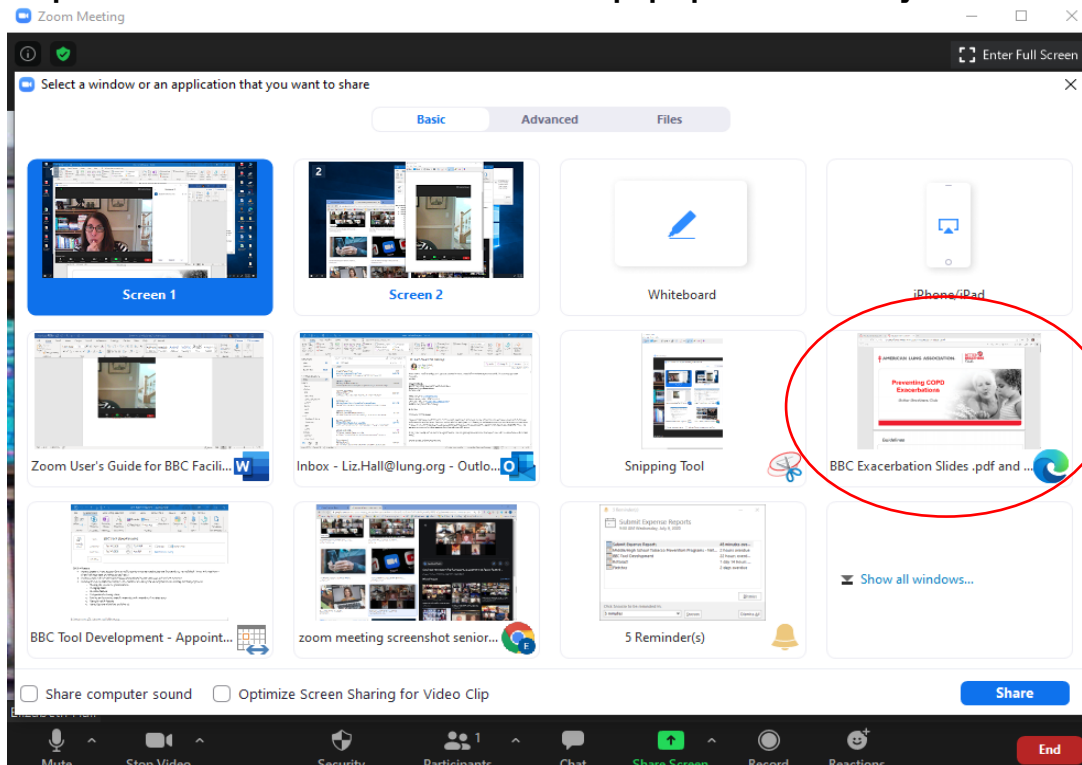
You can even mute the whole group by selecting "Mute All" at the bottom.



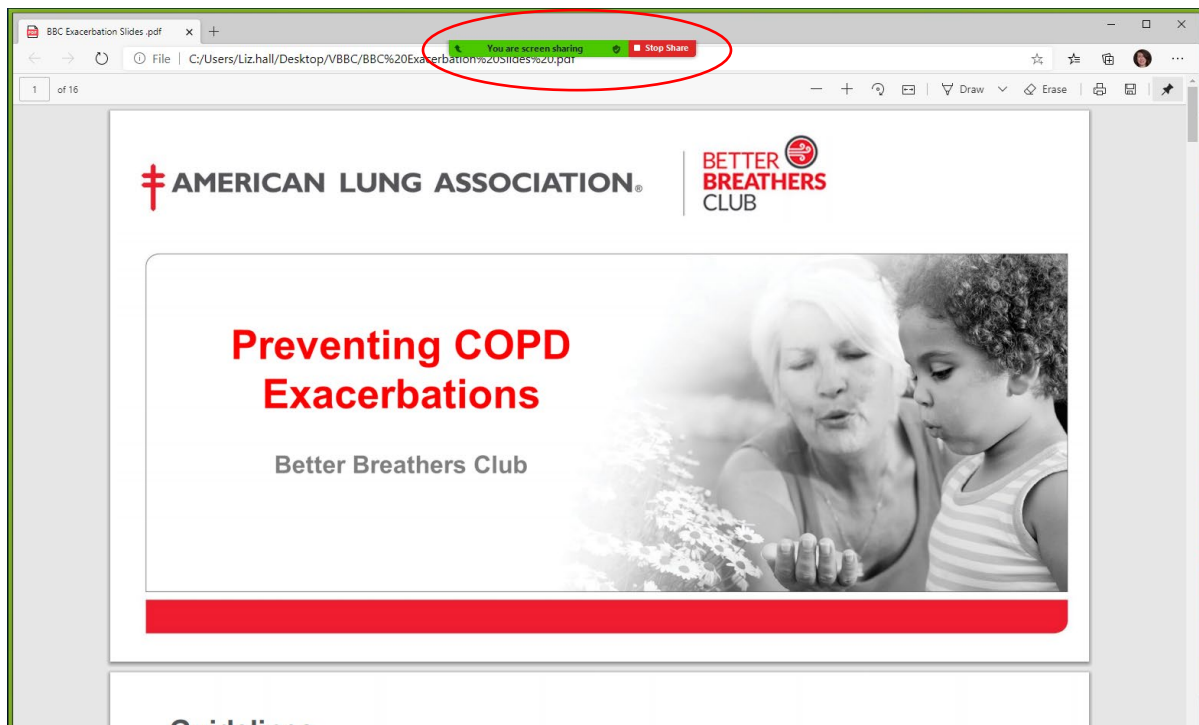
Step 6: If you want to present slides or other information during the meeting, you may want to share your screen. Move your cursor over “Share Screen.”



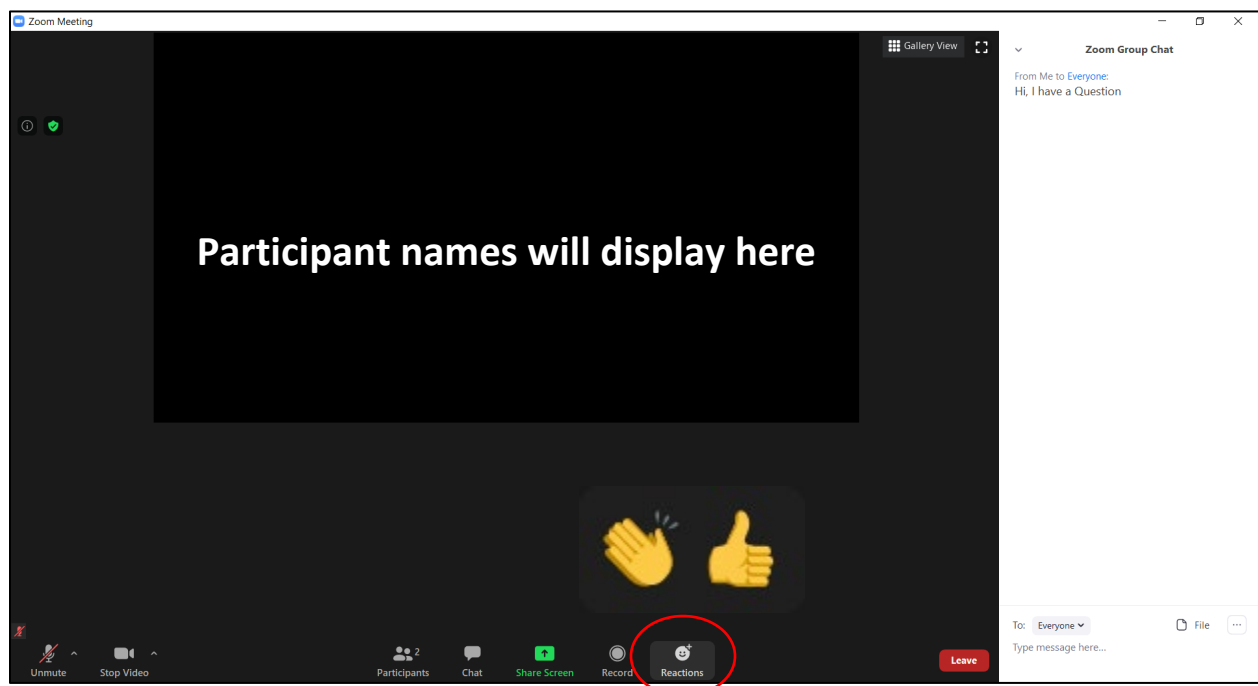
Step 7: A new screen like the one below will pop up. Select what you'd like to share.



Step 8: In a moment, you'll see what you shared with a bar at the top that says, "You are screen sharing." Just click on the red half, "Stop Share" to stop sharing at any time.



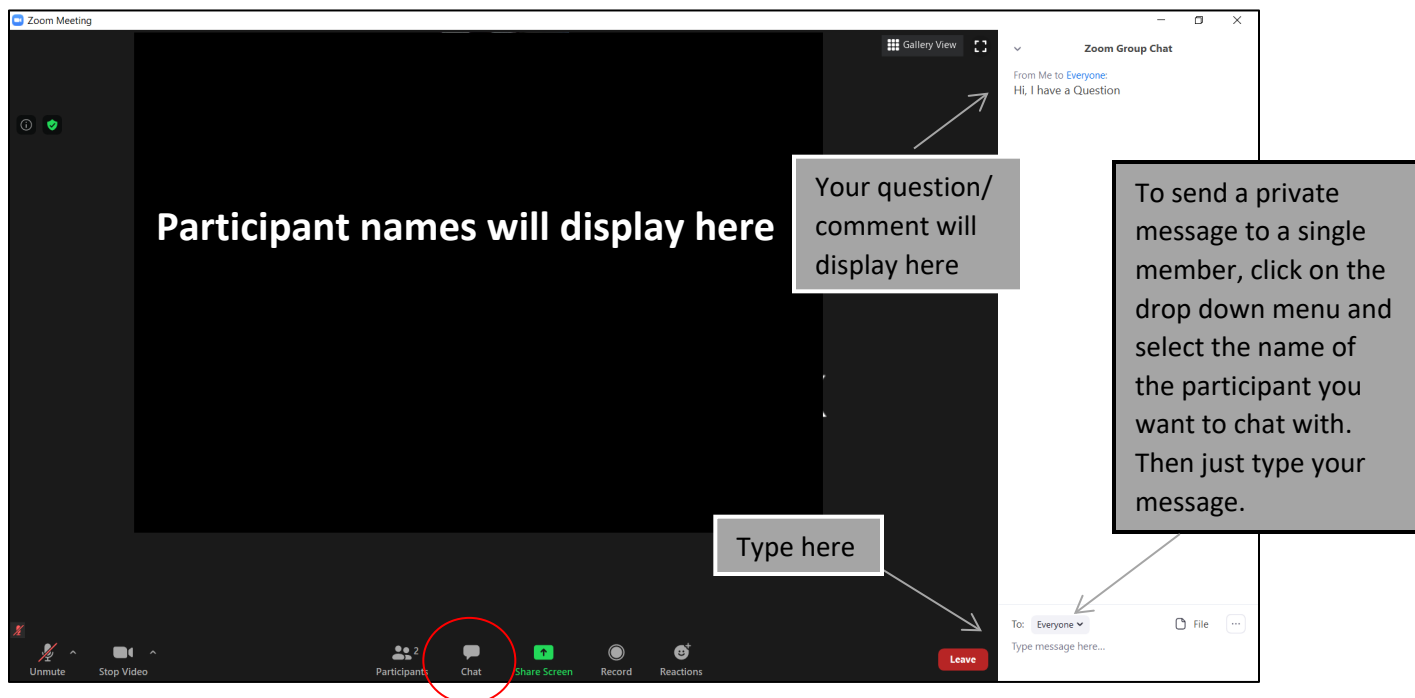
Step 9: You can share reactions as others speak by clicking on "Reactions" and selecting the clapping hand or the thumbs up.



Step 10: How to Use the Chat Feature

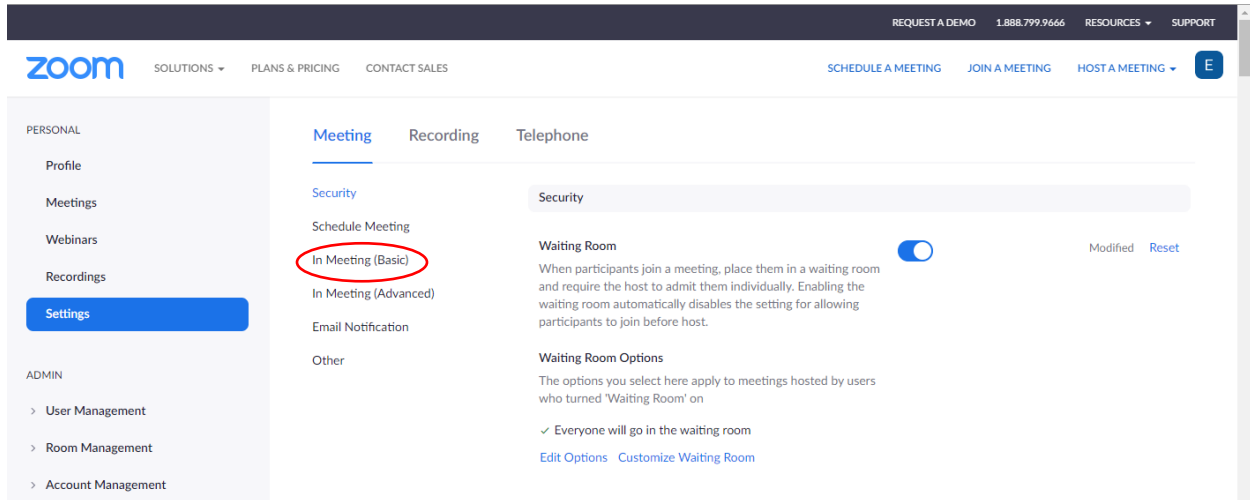
The chat feature is a great way to interact with your members. You can respond to group questions and even send messages to individual members.

- To use the chat click on the “Chat” icon on the bottom middle of the screen (red circle). This will bring up a white chat bar on the right side of your screen.
- At the bottom of the white box you will see the text, “Type message here”. Click that and start typing your message/question and hit enter. Everyone will be able to see this.

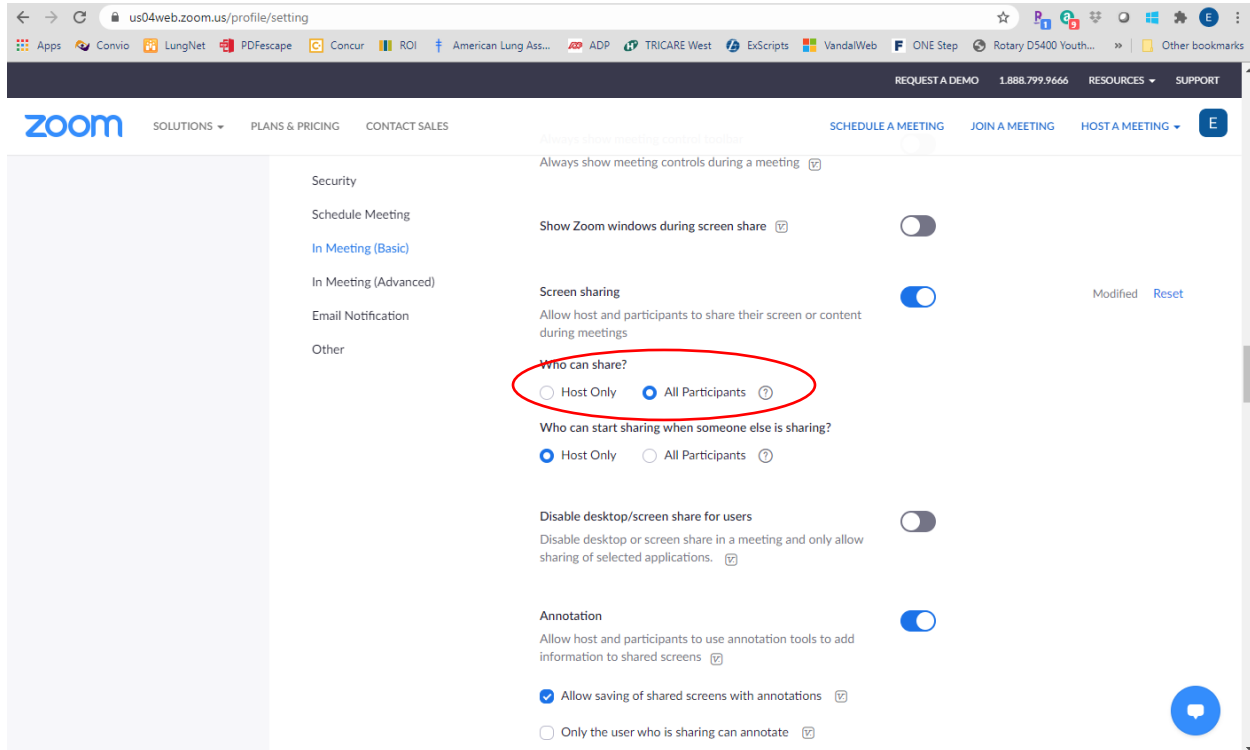


Working With a Guest Presenter

Step 1: The first thing to do is log in to your account and click on “Settings.” From there, click on “In Meeting (Basic).”



Step 2: Scroll down until you see the options for “Screen Sharing.” Under the question, “Who Can Share?” select “All Participants.” Now, you can have a guest presenter share their screen. It’s a good idea to practice this with your guest presenter before the presentation so you can both be sure of how this works.



Troubleshooting and Where to Go for Help

Problem 1: Hearing an Echo. Hearing an echo can be frustrating and make it hard for others to hear the call. The most common reason for this is that you have a member who has both their computer and phone audio on. Here's how you can guide them through fixing it:

- Have your member enter their participant ID when first calling in or enter their #participant ID# once they're already on the call.
- Ask the member to manually leave the computer audio on their computer.



Problem 2: Background Noise. Some members may have noisy pets or the TV playing in the background that can distract from the meeting. You might also have a distracting event occur during the meeting such as a doorbell ringing followed by a barking dog. There are two ways to resolve this:

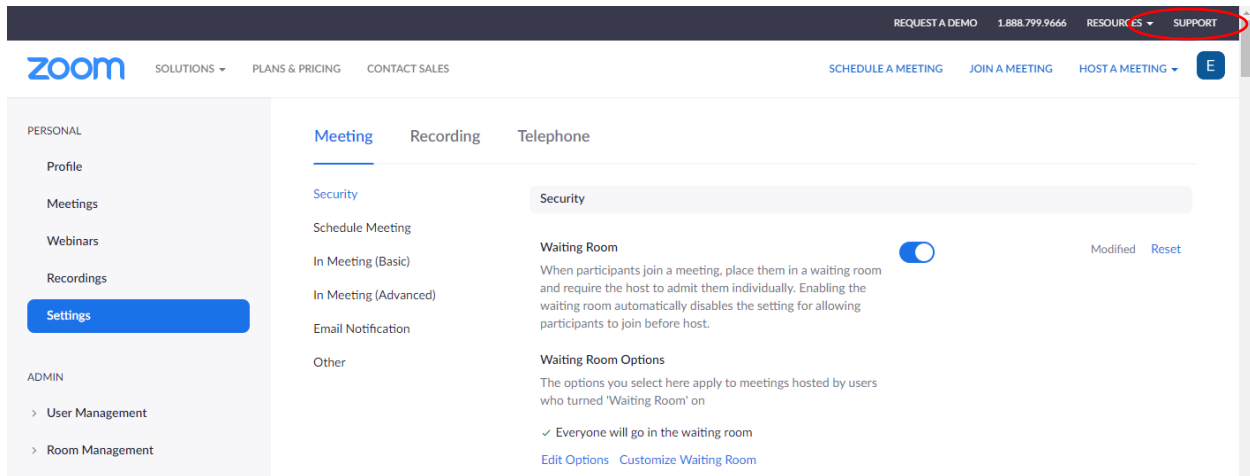
- Ask members to mute themselves when they are not speaking.
- If your members struggle with muting/unmuting themselves or can't think of how to do it quickly enough, follow the instructions on pg. 20 to mute the member until they're able to get things a little quieter on their end.

Problem 3: 40-minute time limit. If you're using a free Zoom account, you have access to only 40 minutes of time for your call before it will be ended for you.

- If you have access to a paid account, it will always be better to use that so you don't face an abrupt end to your meeting.
- While you can send out a second meeting invitation to continue your meeting, this will require your members to access the new meeting. If they're reasonably tech savvy, this could work well. You can also teach them the skill and see if it works for the group.
- Your other option is to simply plan to meet for 40 minutes.

Where to go for help

Option 1: Zoom has many articles and videos that provide a lot of great information. Just click on “Support” to access them.



Option 2: Check youtube for Zoom tutorials or even just google the issue you’re having. So many people are using Zoom that you may find your answer in a just a few clicks.

Option 3: Email your state BBC contact or reach out to the national team for help BetterBreathersClub@Lung.org

We wish you and your club all the best as you move forward with virtual BBCs! Let us know how we can help.