

TTTF General Video Conferencing Platform Training Instructions

TTTF has used Zoom and Microsoft Teams video conferencing platforms for the virtual tobacco dependence treatment and education trainings. Below are information and instructions for the use of each video conferencing platforms, followed by some helpful tips.

GENERAL PREREQUISITES/REQUIREMENTS:

- Computer with inbuilt or external microphone & webcam
- Zoom software (online download – instructions below)
- Microsoft Teams (integrated into Microsoft 365 platform)

ZOOM DOWNLOAD INSTRUCTIONS FOR TRAINING ATTENDEES

- 1) Enter the URL for the meeting into any browser (Google Chrome, Internet Explorer, etc.)
DO NOT SHARE THE URL LINK WITH ANYONE ELSE.
- 2) If a dialog box opens, click “**ok**” to open the meeting in Zoom. Otherwise, you can download Zoom, by clicking the **download & run zoom** button/text on the webpage for the URL.
- 3) Once the installer downloads, click on it to complete the download for Zoom. This is possible on Windows, iOS, and Android operating systems.
 - a. If you are downloading and using Zoom *for the first time*, you will have to enter the URL for the meeting once again to access the meeting.
- 4) Once Zoom opens, you may or may not be asked for a password. If you are asked for a password, you can find the password in the meeting invite or email and upon entering the password, you will also be prompted to type in your name. Type in your name as you want to be known to others.
- 5) Next, you will be asked to join the conference. Depending on your device, click either “join by computer” or “join by telephone.”
- 6) You will be automatically muted; however, if you are not, please do so by clicking on the button resembling a microphone.

MICROSOFT TEAMS INSTRUCTIONS FOR TRAINING ATTENDEES

- 1) Ensure that Microsoft TEAMS is included in your Microsoft suite. You may need to contact your IT/MIS department to determine whether your Microsoft suite includes TEAMS.
- 2) Enter the URL for the meeting into any browser (Google Chrome, Internet Explorer, etc.) or click on the link included in a meeting invite. **DO NOT SHARE THE URL LINK WITH ANYONE ELSE.**
- 3) You should not need to download any programs and the video conference should be begin after clicking on the provided link. You may need to “ask” to join the meeting, depending on when you join, and the settings established by the trainer.

ADDITIONAL TECHNOLOGY TIPS:

- For both Zoom and TEAMS, attendees can use the **CHAT function** to make general comments or ask questions about technical issues. The CHAT feature is located in different areas for each platform (Zoom located on bottom task bar; TEAMS locate in upper right corner)
- Zoom helpful hint: If you are currently viewing a presentation in full screen mode but need to view the presenter's screen for a live demonstration (e.g., to see what a nicotine patch looks like), press "**Esc**" to exit full screen mode.
- Your video may be off automatically; however, if you are participating in group activities or you desire to have your video on (or if it is requested/required by the presenter), you will be able to turn on your video by clicking on the video camera icon on the bottom ribbon on your screen.
- Try not to have additional applications running at the same time as a video conferencing call. Also, ensure optimal internet connection for undisturbed audio and video.
- To ensure that all attendees can hear the presentation, please mute your microphone when you join and after you make a comment or ask a question.
- Zoom helpful hint #2: Attendees may wish to have a phone handy, in case their audio is not working, so they can call in. In this case, the attendee should mute themselves on 1 device.

TIPS FOR PRESENTERS:

- Practice with using the video conference platform with colleagues several times before your presentation. Do not assume you will be able to "figure it out" on the day of the training.
- Log on 15 – 30 minutes early to ensure that everything is working and allow you time to troubleshoot any problems you may experience. You may also need to "accept" people into your presentation depending on the security settings. You want to be there first so people are not waiting to join.
- Ensure that you have access to the training materials/PowerPoint and your notes on your computer or network drive. Have the training backed up on a flash drive in the event that you cannot access a network drive, or you experience problems with your computer and need to use a back-up computer. Print your notes in the event that you cannot pull the notes up with your training. With TEAMS, you can also use presenter mode in PowerPoint to be able to view the slide notes while delivering the presentation.
- For Zoom while presenting in a Webinar mode, for attendees to ask a question to the presenters, use the **Q/A function** on the bottom ribbon of the screen.
- Zoom helpful hint #3: For Zoom, if you wish to play a video, be sure to click on "**Enable Sound**" on the Share screen. If you do not do this, your video will play but the attendees will not be able to hear it.