# Zoom Guides for Court Users

**Created by the Arkansas Administrative Office of the Courts** 

### About These Guides

The Arkansas Administrative Office of the Courts (AOC) developed these guidesto help court users, but the guides may be helpful for many non-court users. Thereare a few things to keep in mind as you review these materials.

- Hyperlinks are used in the Table of Contents and throughout the guide. You can click any hyperlink to visit the material it references.
- Zoom updates its software regularly, so the current version may appear slightly different than what is shown in this guide. One example is that the "More" button on the "Participants" sidebar may now show as "..." instead.
- The guides were originally developed when AOC was using the Zoom.us domain. AOC users should disregard any remaining Zoom.us references or graphics and only use the Zoomgov.com domain.
- For live support, it is always best to first contact AOC staff at (501) 682-9400 or AOC.PCHelp@arcourts.gov.

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# Installing the Zoom Desktop App

# **Installing Zoom App**

There are two ways to install the Zoom app on your device. Go to zoom.us and log in to your account.

For the first download method, go to zoom.us and choose "Resources." Choose "Download Zoom Client" from the dropdown menu.

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SOLUTIONS - PLANS & PRICING CONTACT SALES	JOINA MEETING H Download Zoom Client
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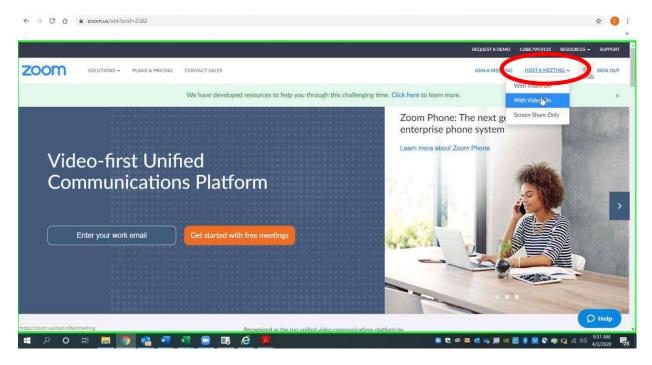
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	Zoom Plugin for Microsoft Outlook The Zoom Plugin for Outlook installs a button on the Microsoft Outlook tool bar to enable you to start or schedule a meeting with one-click.		P	Help
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After the download, choose "Open" or "Run" to complete.

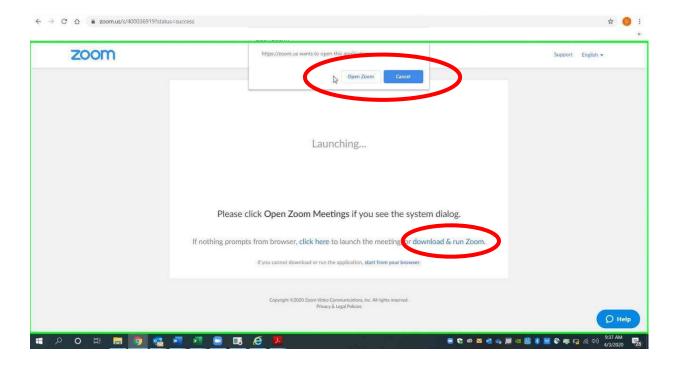
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For the second download method, choose "Host A Meeting." Video on or off will both work.

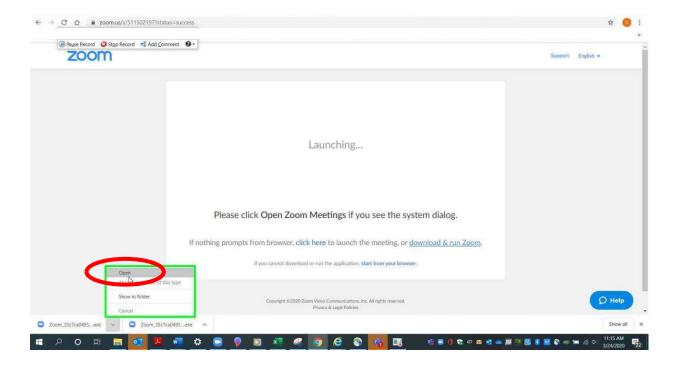


# **Installing Zoom App**

If you are prompted to "Open Zoom," that means you already have the download on your computer. Otherwise, choose download from the popup box or from the link on the site.



When the file downloads, choose "Open" or "Run" to complete the download.

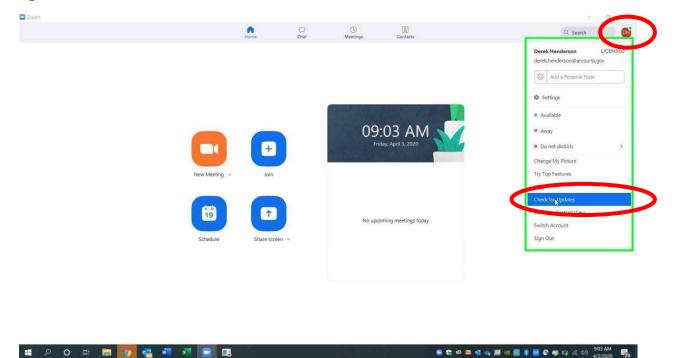


# Updating the Zoom Desktop App

Zoom releases updates frequently to ensure security. Updating frequently will keep your meetings secure.

If you are prompted automatically, then choose the option to allow the update.

You can also choose to allow the update manually each day. In the Zoom app, select your account icon in the top right corner. The program will either indicate that there are no updates or prompt you to download available updates.



# Creating a Free Account (for attorneys and other non-host users)

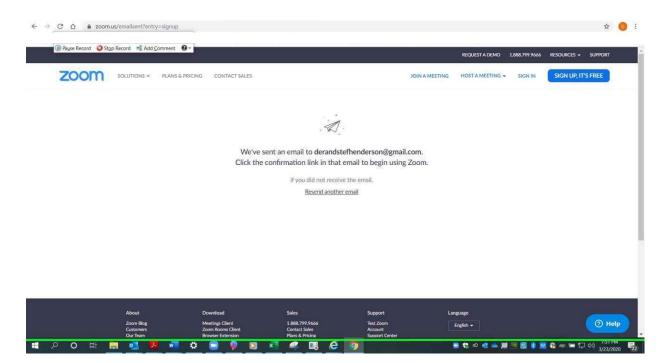
Basic accounts are free, and they are ideal for many users. Since judges will serve as hosts for court hearings, other users can participate with Basic accounts (there are no time limits as long as the host has a Pro account). Start by going to zoom.us. Select "Sign Up, It's Free."

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Enter the email address you wish to use, and choose "Sign Up."

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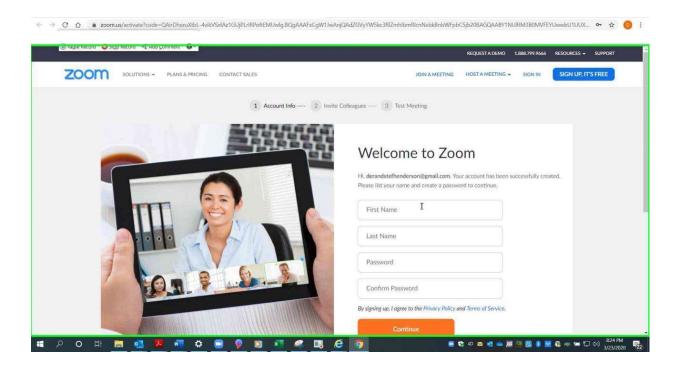
The screen below will appear to let you know that Zoom has sent an email to the address you provided. It is a good idea to check the address to make sure it is what you intended to provide. It may take up to 30 minutes for the email to go through, so be patient before requesting a resend. Be sure to check your "spam" folder as well.



In the activation email, click the "Activate Account" button or use the link below it.

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					Questions? Please visit our Support Center.						
					Happy Zooming!						

Enter your information and preferred password. Choose "Continue."

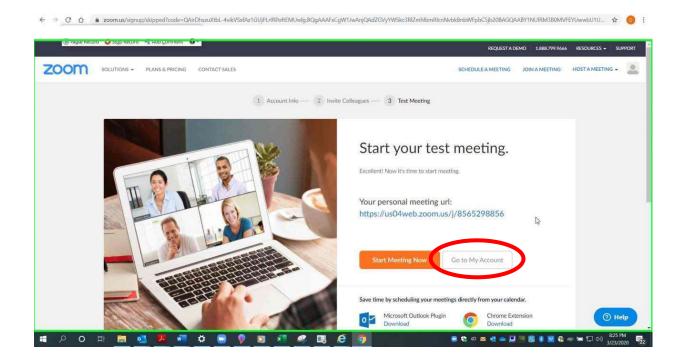


#### **Creating a Free Zoom Account**

The screen below asks you to invite colleagues. This is optional. Choose "Skip this step" to save time.

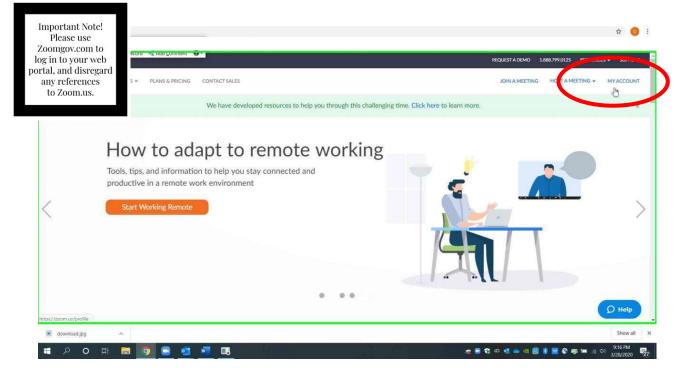
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Choose "Go to My Account" to begin adjusting your account settings.



# Setting a Virtual Background

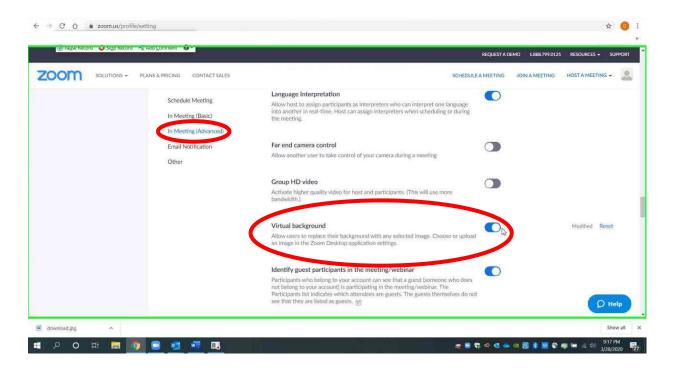
Setting a virtual background is a way to present with a professional look no matter where you are. First, sign in on z<sub>00mgov.com</sub>; go to "My Account," or click the person logo that appears in its place in the top right corner.

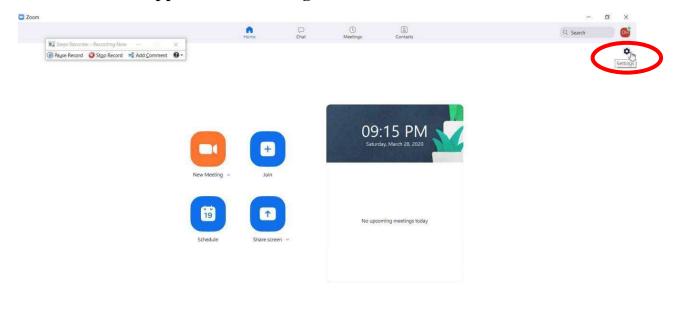


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Video Tutorials Knowledge Base	Sign-In Email	derek.henderson@arcourts.gov Linked accounts: ⊡		Edit	
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Click "In Meeting (Advanced) and scroll down to "Virtual Background." Make sure that setting is turned on (the button should be blue).



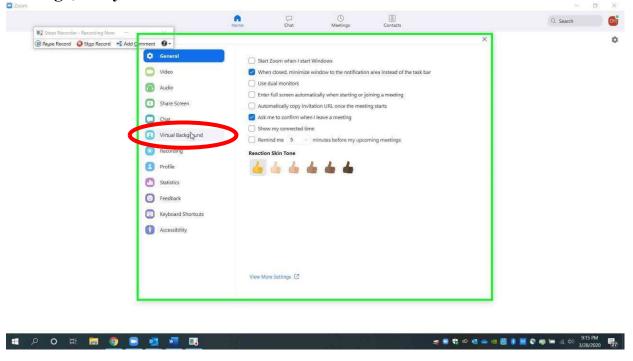


#### Go to the Zoom app. Choose "Settings."

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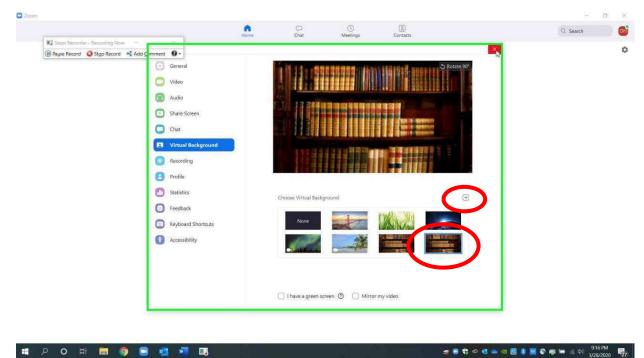
Choose "Virtual Background." If that setting does not show, try restarting your computer. You may be prompted to "Download Virtual Background Package," so you will need to allow the download.

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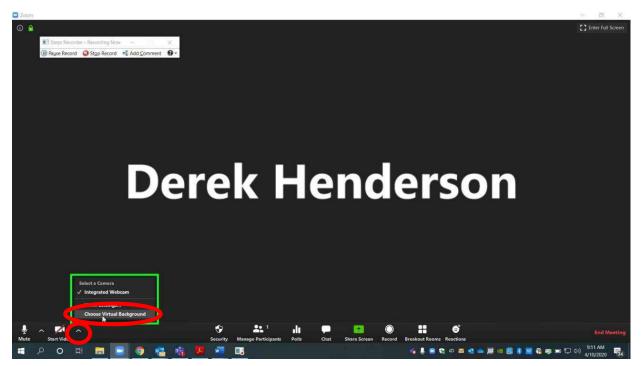


### **Setting Virtual Backgrounds**

There will be several backgrounds available, but you can add others by choosing the plus sign and then uploading any picture that you have saved to your computer (i.e. office, courtroom, or library; some appropriate backgrounds are available <u>here</u>). Click the image you want to set as your background (it will be outlined in blue after you choose it). Close the settings. The background will now appear for you when you start Zoom calls.



If you need to set the virtual background after a meeting has already started, click the up arrow next to the video controls. Select "Choose Virtual Background."



It is important to note that virtual backgrounds do not work well when there are multiple participants in front of a single camera (i.e. an attorney and client sitting in the same room together). The program has difficulty recognizing when there are multiple users on the same camera, so some users might be concealed by the background.

# Using the Waiting Room Feature to Control Participants Entering Meetings

The waiting room setting must be changed through the online portal. Use yourbrowser to go toZoomgov.comand sign in with your normal accountinformation.

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Zoomgov.com to log in to your web							REQUEST A DEMO	1.888.799.9666	RESOURCES -	SUPPORT	
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Go to "Settings" on the menu on the left side of the screen. Go to "Meeting" settings and click "In Meeting (Advanced)."

			REQUEST A DEMO	1.888.799.0125 Ri	Sources -	SUPPO
SOLUTIONS -	PLANS & PRICING CONTACT SALES	SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING	- 2	SIGN OI
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Webinars Recordings Settings	In Meeting (Basic) In Meeting (Advanced) Email Notification	Host video Start meetings with host video on				
Account Profile Reports	Other	Participants video Start meetings with participant video on. Participants can change this during the meeting.				
Attend Live Training Video Tutorials		Audio Type Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-zoom audio.				
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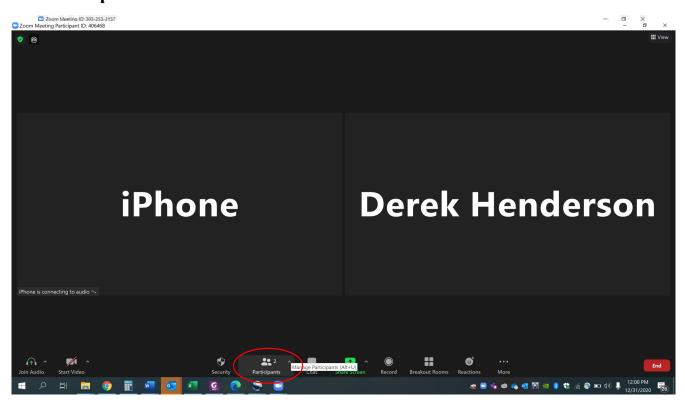
Scroll down until you get to the "Waiting Room" option. Turn on waiting room (toggle will turn blue). Choose "All participants." These settings will save automatically.

		Your settings have been updated.	REQUEST A DEMO	1.888.799.0125 RESOURCES - SUPP
SOLUTIONS -	PLANS & PRICING CONTACT SALES	SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING + SIGN C
	Schedule Meeting In Meeting (Basic)	Allow users to select original sound in their client settings Allow users to select original sound during a meeting		
	In Meeting (Advanced)	Attention tracking		
	Email Notification	Lets the host see an indicator in the participant panel if a meeting/webinar attendee does not have Zoom in focus during screen sharing.		
	Other			
	ę,	Waiting room         Attendent control join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled.          Choose which participants to place in the waiting room:         All participants         Cuest participants         Cuest participants only         Customize the title, logo, and description		Modified Reset
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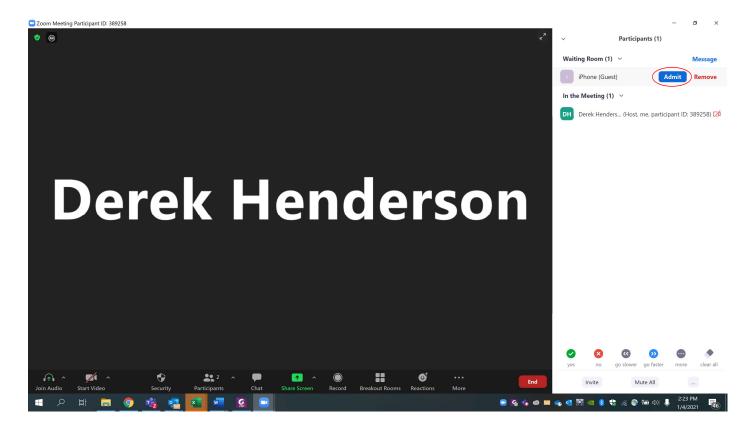
When you are actually running a meeting, a box will appear when a participant enters the waiting room. The participant will not see or hear you or other participants until you let them in. Click "Admit" to let users into the meeting.



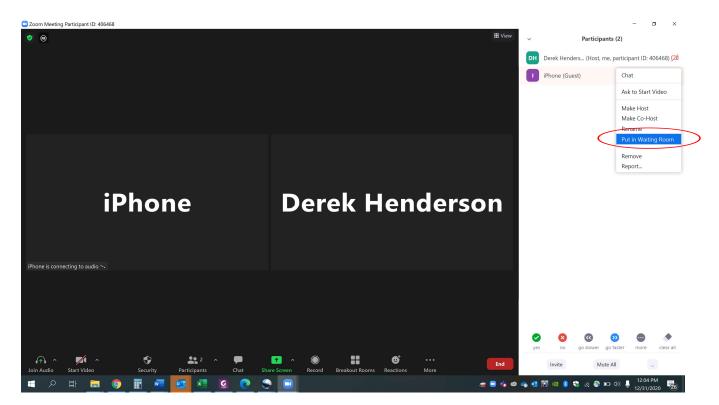
If you need to put anyone back in the waiting room during the meeting, click "Participants."



When you click "Participants," it will bring up a bar on the right side with all participants. Scroll over the user's name and click the "More" button.



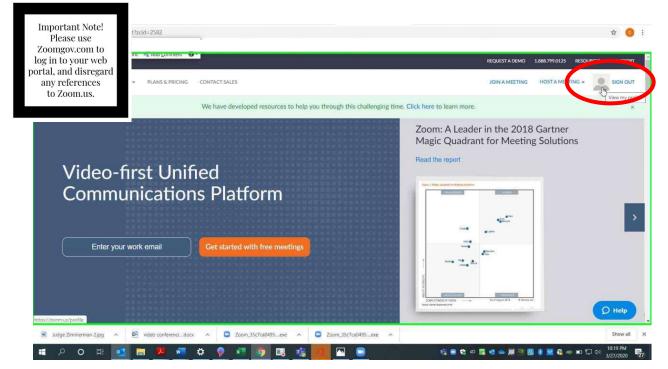
Choose "Put in Waiting Room." This participant will no longer see or hearany participants. Scroll over the user's name and select "Admit" when you want to bring them back in. Do not choose "Remove" unless you are sure you will not readmit the participant.



# **Creating and Sharing Meeting Invitations**

#### **Creating and Sending Invitations**

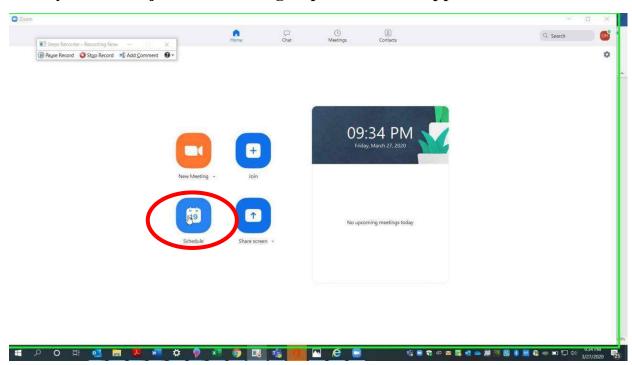
You will need to adjust some settings before sending invitations for meetings. Open your web browser and go to z<sub>oomgov.com</sub>. Sign in, or click the logo to access your profile.



In settings, scroll down. Make sure the two PMI settings circled below are turned off (gray). Make sure the password setting circled below is turned on (blue).

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	In Meeting (Advanced) Email Notification Other	Join before host Allow participants to bits the				
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		Use Personal Meeting ID (PMI) when starting an instant meeting			Modified Re	set
		Only authenticated users can join meetings The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods where school-uling a meeting.				
	(	Require a password when scheduling new meetings A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are no included.		)	P	Help
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# **Creating and Sending Invitations**



After you have adjusted the settings, open the Zoom app. Choose "Schedule."

If you use Outlook, then set the time and choose Outlook.

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# **Creating and Sending Invitations**

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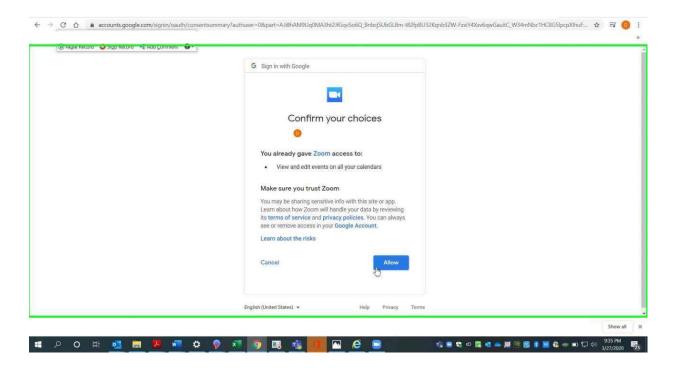
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You will be prompted to log in or choose the appropriate Google account.

G Sign in with Google	
Choose an account to continue to Zoom	
0 Derek Henderson	
Use another account Before using this app, you can review Zoom's privacy policy and terms of service.	
English (United States)	

You will be prompted to give Zoom permission to access your account.



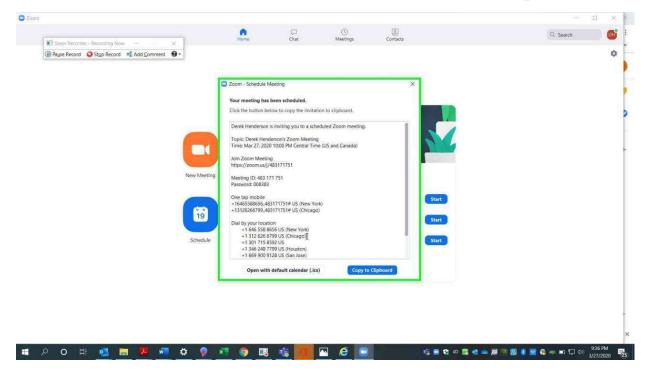
A Google invite will pop up. Set the appropriate time and add email addresses for participants.

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https://zoom.us/j/797326278	Add guests	
Add conferencing *	Guest permissions	
Notification * 30 minutes * X	Modify event	
Add notification	Invite others	
Derek Henderson *	See guest list	
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Derek Henderson is inviting you to a scheduled Zoom meeting.		
Join Zoom Meeting https://zoom.us/j/797326278		
or ogs.google.com		

If you do not use Outlook or Google, choose "Other Calendars."

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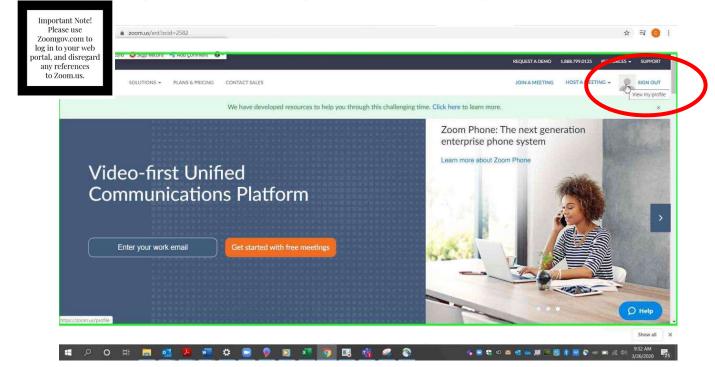
When you schedule, it will generate an invitation that you can copy and email.



## Allowing a Co-host in Meetings

There are at least three ways to designate an alternate host. The alternate host must be a part of the same organization, so only AOC designated accounts can be co-hosts from your account.

The first method uses the web browser. Go to Zoomgov.com. At the top right, choose "Sign in" or click the logo if you are already signed in.



Choose "Meetings" on the left and then "Schedule a New Meeting."

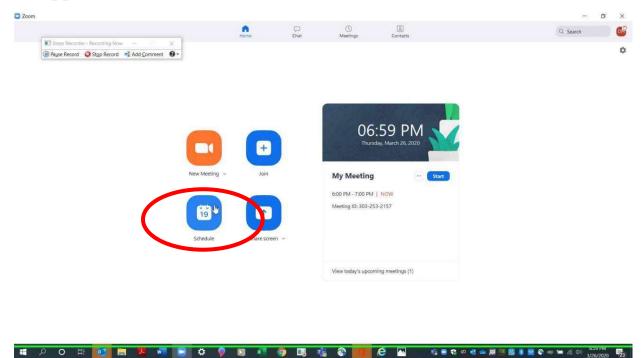
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oom.us/meeting/schedule							

#### **Designating a Co-Host**

Scroll down. You will see "Alternative Hosts." The email you enter must be a user on the same account as you; it will kick it back if the user is not on the same account. This only applies to the meeting you are currently scheduling unless you mark it as a recurring meeting.

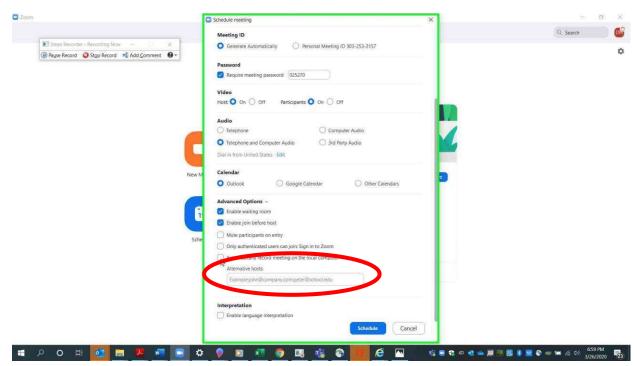
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	Mute participants upon entry 10				
	Enable waiting room				
	Only authenticated users can join				
	Record the meeting automatically on the local computer				
Alternative Hosts	henderson.derekc@gmail.com				
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The second method uses the invitation feature through the Zoom app. Go to the app and choose "Schedule" from the home screen.



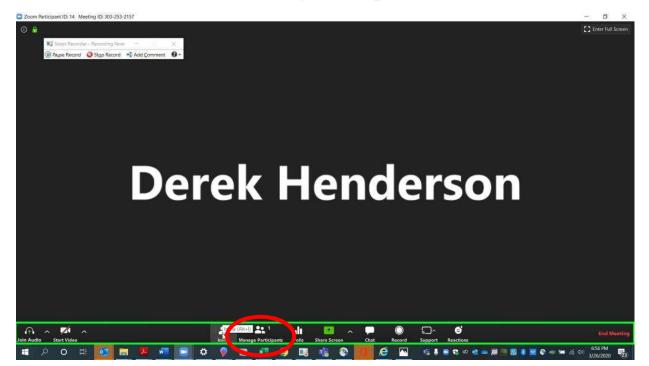
Set the meeting time as needed. Choose "Advanced Options."

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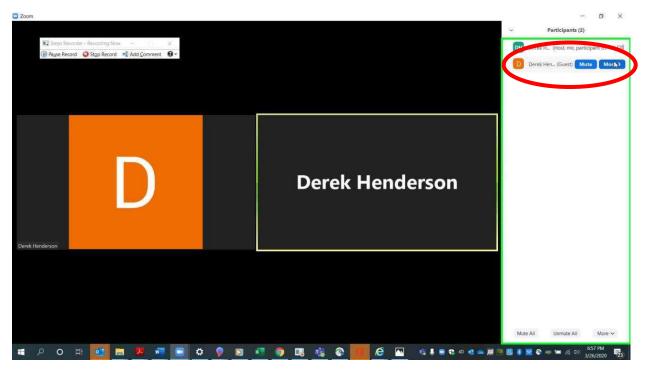


Enter an "Alternative host," then choose "Schedule."

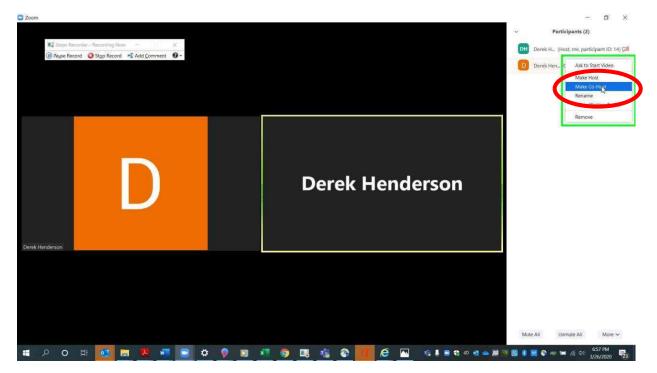
The third method is a way to add an alternative host during a call. At the bottom of the screen, choose "Manage Participants."



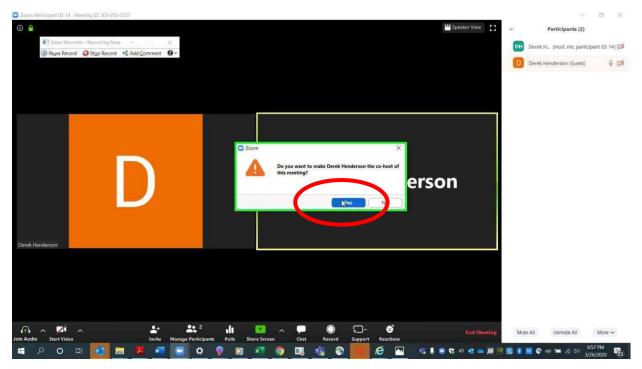
Choose a user in the bar on the right side. Click "More" next to the user's name.



Choose "Make Co-Host."

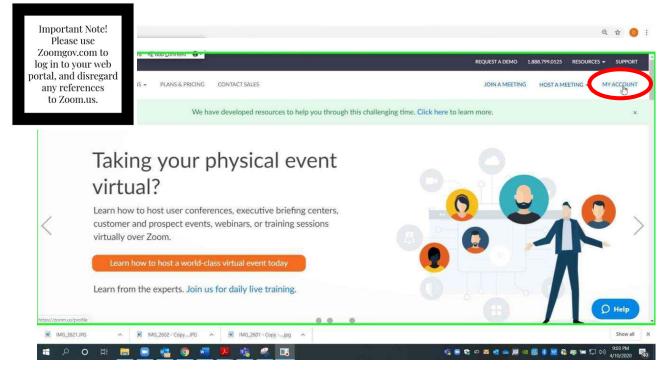


#### Confirm your choice.



# Assigning Scheduling Privileges (for a TCA or other AOC-affiliated account holder)

You can assign scheduling privileges to a court staff member who has a Pro level account under the AOC organization. To begin, go to zoomgov.com and sign in. Choose "My Account" or click the person icon in the top right.



#### Assigning Scheduling Privileges in Zoom

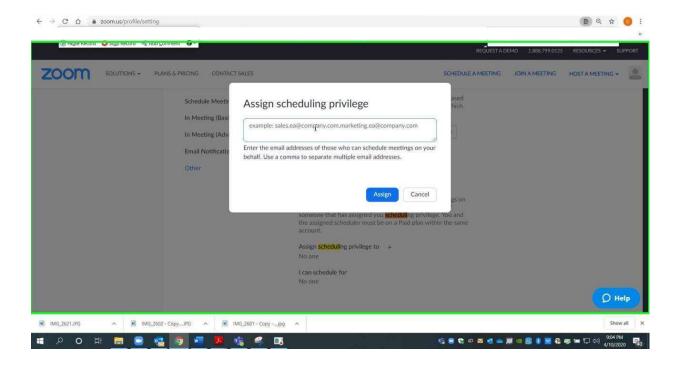
Choose "Settings," then choose "Other."

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Account Profile	Other	Participants video	0			
Reports		Start meetings with participant video on. Participants can change this during the meeting.				
		Audio Type				
Attend Live Training		Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to				
Video Tutorials		use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If				
Knowledge Race		you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using				
or d24cgw3uvb9a9h.cloudfront.net		non-Zoom audio.				

Scroll down to "Schedule Privilege," and click the plus sign.

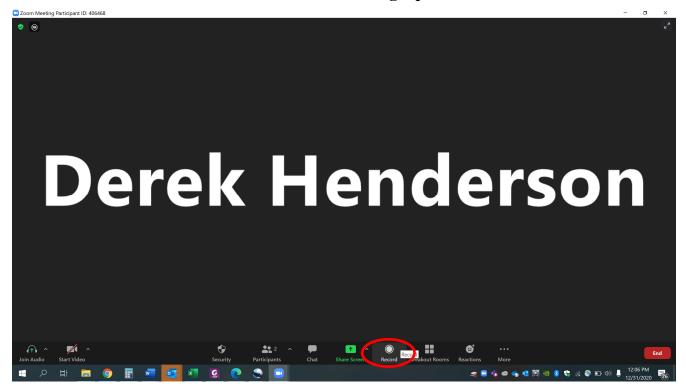
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	DNS 👻 PLA	NS & PRICING CONTACT SALES	SCHEDULE À MEETING JOIN A MEETING HOST A MEETING +
		Schedule Meeting In Meeting (Basic) In Meeting (Advanced) Email Notification Other	Your meeting attendees will receive emails in language based upon their browser/profile settings. Choose languages which your expected attendees will receive content in to edit. Choose email in language to edit English Send me a preview email
			Schedule Privilege         You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.         Assign scheduling privilege to No one
AG_2621JPG	MG_2602	- Copy_JPG A 💌 IMG_2601 - Copy -	I can schedule for No one

Enter the email address of the staff member who has an AOC assigned Zoom account, and click "Assign."

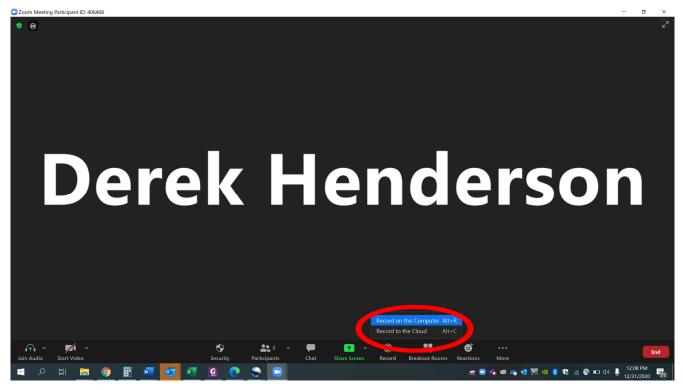


## **Recording a Meeting**

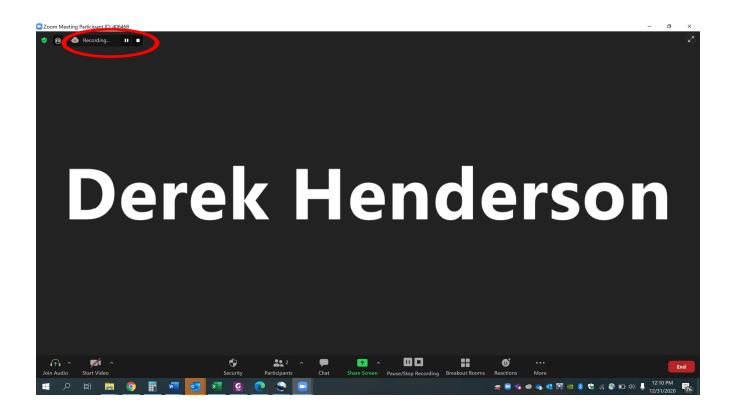
Start your scheduled Zoom call. When you want to start recording, click the "Record" button that is circled in red on the graphic below.



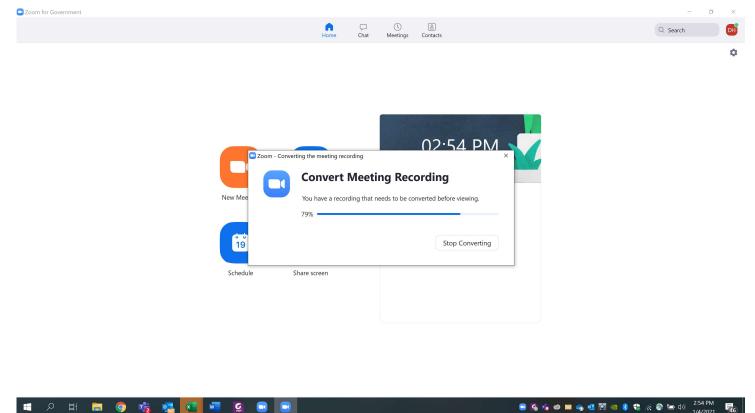
Choose local or cloud recording. Cloud recording is now a secure option in the Zoomgov domain, and it will generate a transcript that may be useful for reference. The electronic transcript may not be completely accurate.



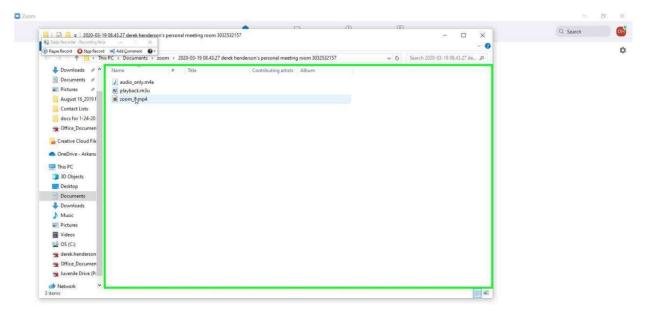
At the top left of your Zoom screen, you will see recording controls. You can pause or stop the recording. If you pause and resume, it will all save as one file. If you stop and then wish to restart, this will save as two files.



If you do not stop recording before the end of the meeting, it will stop when you end the meeting. If you are recording on your device instead of the cloud, the recording will need to convert. Do not close Zoom during conversion.



Note on Cloud Recording: When you finish a cloud recording, you will receive an email telling you when it is ready to access online. Access cloud recordings by signing in to your web portal at Zoomgov.com. Choose "Recordings" on the left side of the profile screen. A dialog box will pop up that shows where the video file has automatically been saved. You can right click to rename it. Note what folder it is saved in. You can also move it to a different folder by copying or dragging.

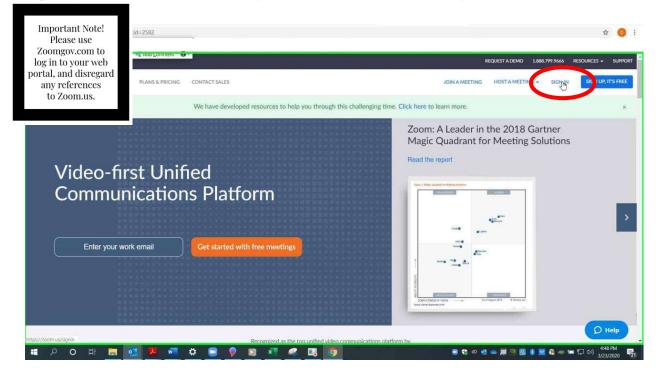




## **Prohibiting Recording for Non-host Users**

#### **Settings to Limit Recording**

Open your web browser and go to zoomgov.com. Choose "Sign in."



Enter your credentials and sign in.

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### **Settings to Limit Recording**

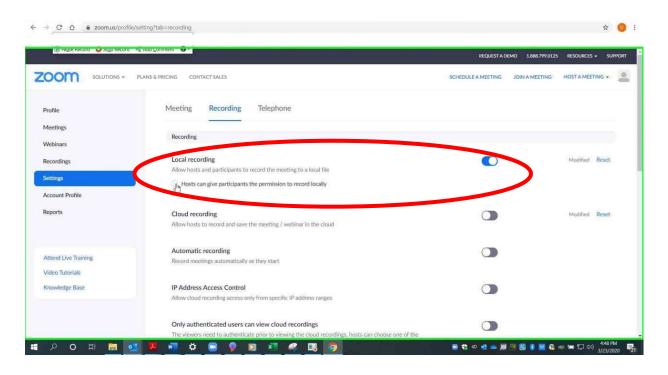
#### Choose "Settings."

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Attend Live Training	Personal Link	Not set yer.			Customize	
Video Tutorials Knowledge Base	Sign-In Email	derek.henderson@arcourts.gov Linked accounts: ⊡			Edit	
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### Choose "Recording."

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/ideo Tutorials		or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the				
		instructions you provide for using non-Zoom audio.				
Knowledge Base		Telephone and Computer Audio				
		Telephone				
		Computer Audio				
		3rd Party Audio				

Under "Local recording," uncheck the box that says "Hosts can give participants the permission to record locally." You may be prompted to choose "Save."

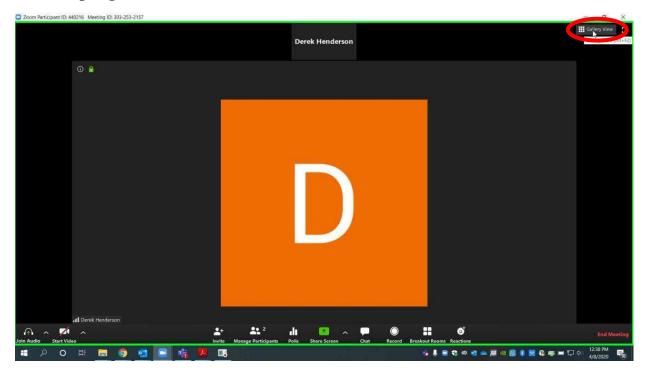


There are several important things to remember:

- No participant can record locally (i.e. save to hard drive) unless the host grants permission. The setting recommendation above prevents the host from accidentally granting recording privileges.
- Since the host controls whether others can record, it is important for judges to be sure that their accounts are used as the host accounts for video hearings. Be careful to not accidentally assign another party as a co-host.
- These settings only affect participants' ability to record through the Zoom program, so be sure to warn participants that they should not record through any alternate means.

# **Using Gallery View to See All Meeting Participants**

The default view is "Speaker View." This displays the person speaking (microphones detect this automatically). "Gallery View" will display all participants on the call on the same screen. Choose the "Gallery View" option in the top right corner.



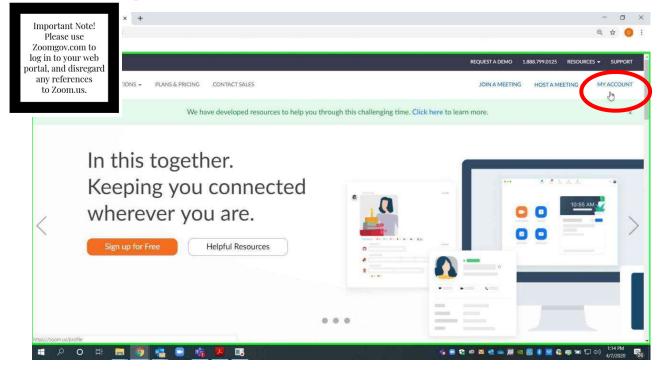
Gallery View will appear as below. You can change back to Speaker View using the same steps.



Please note that this view may work differently with a tablet or mobile device.

# Screen Sharing (for all participants to view a document or program simultaneously)

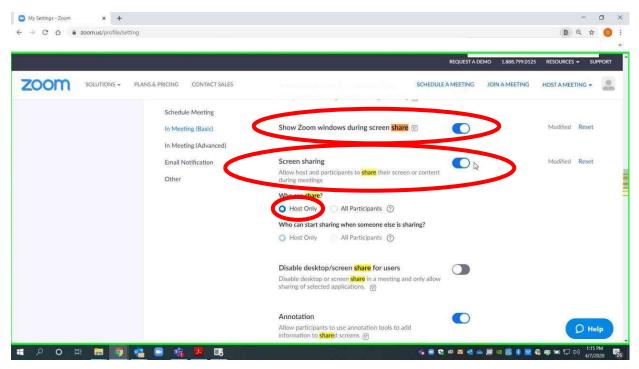
Go to zoomgov.com. Sign in to your account. Choose "My Account" or the person icon in the top left.

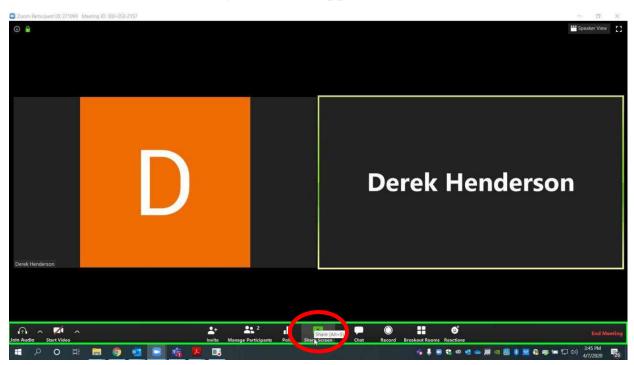


Choose "Settings," then choose "In Meeting (Basic)."

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Meetings	Schedule Meeting					
Webinars		Schedule Meeting				
Recording	In Meeting (Basic)	Host video				
Cattings	In Meeting (Advanced)	Start meetings with host video on				
Settings	Email Notification					
Account	Other	Participants video				
Reports		Start meetings with participant video on. Participants can change this during the meeting.				
		Audio Type				
Attend Live Training		Determine how participants can join the audio portion of meeting. When joining audio, you can let them choose to				
Video Tutorials		use their computer microphone/speaker or use a telepho You can also limit them to just one of those audio types.	ne.			
Knowledge Base		you have 3rd party audio enabled, you can require that al participants follow the instructions you provide for using non-Zoom audio.				
		<ul> <li>Telephone and Computer Audio</li> </ul>				

Scroll down. Turn on "Show Zoom windows during screen share." Turn on "Screen sharing." The "Host Only" option is recommended so the judge will control all screen sharing, but this is within the judge's discretion.



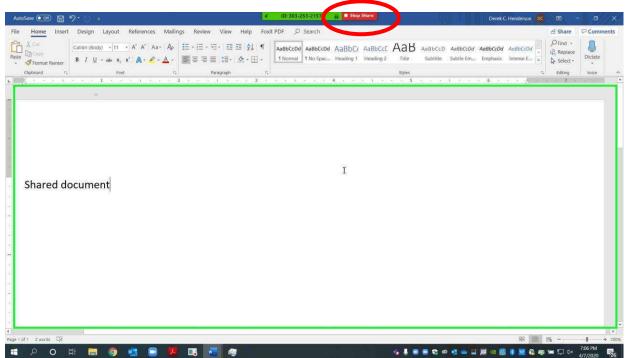


When you are in a call using the Zoom app, choose "Share Screen."

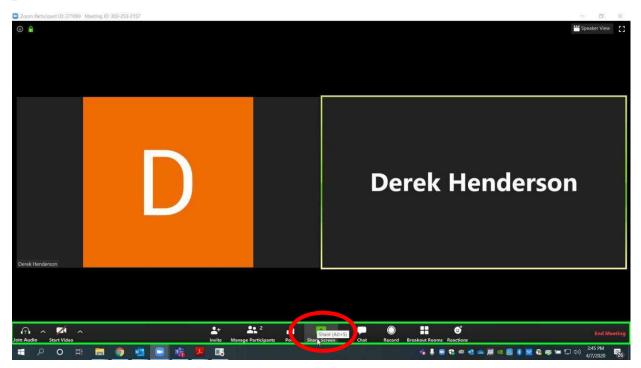
Choose the document you wish to share. *Use caution to avoid sharing documents that you do not intend to share.* Choose "Share."

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	Select a window or an application that y	ou want to share		×	
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When you are viewing the shared document, you will see a green outline around it. Other users are able to see what is inside of the green. You can choose "Stop Share" at the top at any time.



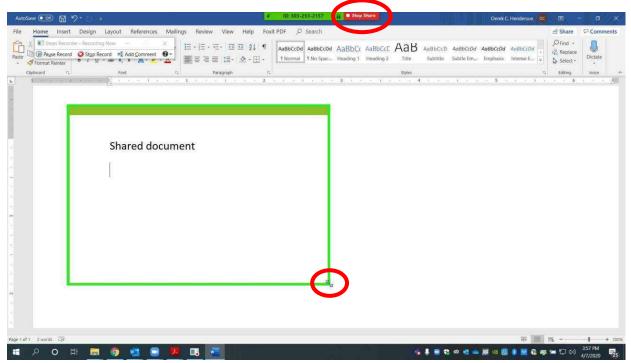
There is another way of sharing that will allow you to focus on a specific portion of a document. Choose "Share Screen" at the bottom.



Choose "Advanced," "Portion of Screen," and "Share."

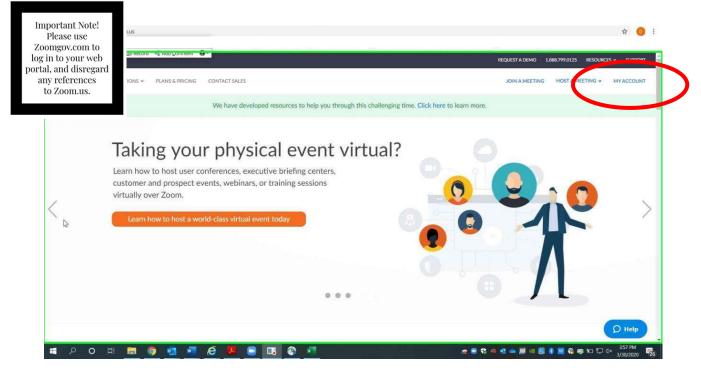
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A green frame will pop up. You can move it around by grabbing it with your mouse. You can resize it by grabbing the corner with your mouse. Choose "Stop Share" when you wish to stop.



## Using the File Transfer Feature

Go to zoomgov.com on your web browser. Log in using your credentials. If you are already logged in, choose "My Account" or the person icon at the top right.



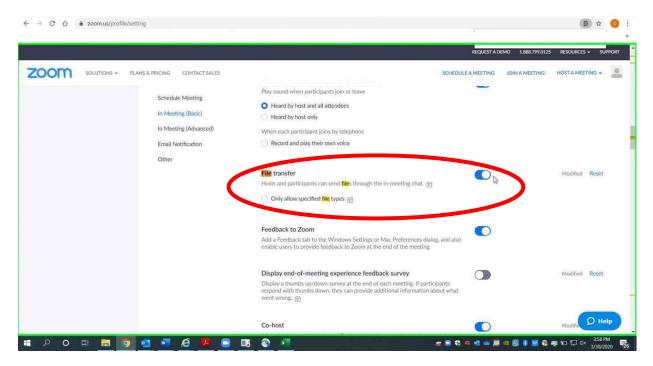
**Choose "Settings."** 

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OOM SOLUTIONS - PLANS	& PRICING CONTACT SALES		SCHEDULE A MEETING 3	OIN A MEETING	HOST A MEETING +	
Profile Meetings Recordings	Change	Department         Commission on Children, Youth and Families           Job Title         Commission Administrator           Company         The Supreme Court of Arkansas           Location         Little Rock           Account No.         \$1464422			Edit	
Account Profile Reports	Personal Meeting ID	303-253-2157 https://zomu.st//3032532157 × Use this ID for instant meetings			Edit	
Attend Live Training	Personal Link	Not set yer.			Customize	
Video Tutorials Knowledge Base	Sign-In Email	derek.henderson@arcourts.gov Linked accounts:			Edit	
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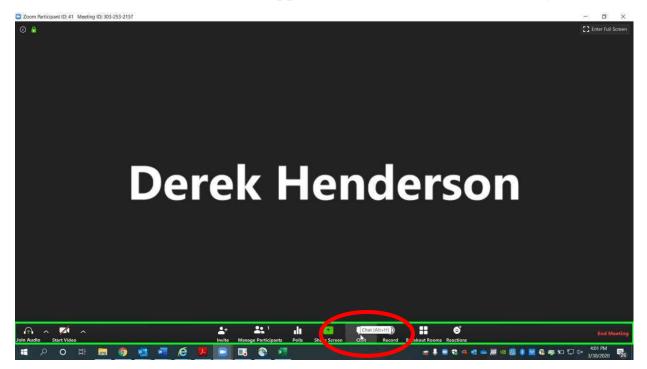
Choose "In Meeting (Basic)" on your left. Make sure that "Chat" is turned on (it will show in blue). It is recommended that "Private chat" be turned off (it will show in gray). This will prevent non-host participants from communicating with one another without the host's knowledge.

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			REQUEST A DEMO 1.888.799.0125	RESOURCES + SUPPORT
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s	chedule Meeting	In Meeting (Basic)		
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		Prevent participants from saving chat		
		Private chat Allow meeting participants to send a private 1:1 message to another participant.		Modified Reset
		Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.		
		Play sound when participants join or leave Play sound when participants join or leave		-
		<ul> <li>Heard by host and all attendees</li> <li>Heard by host only</li> </ul>		Ø Help
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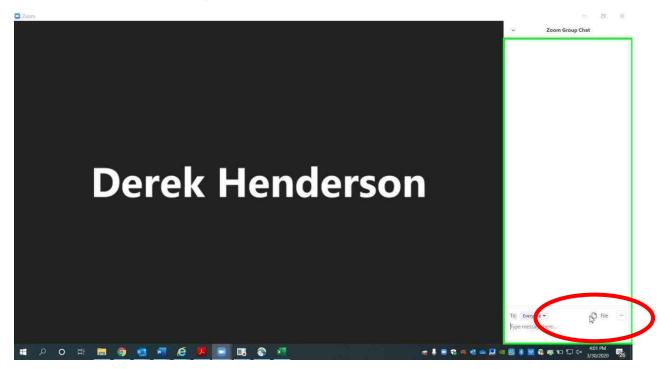
Scroll down and turn on "File transfer" (it will show in blue).



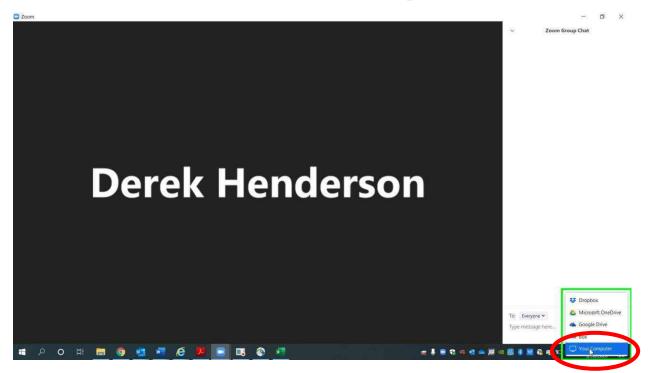
When are in a Zoom call on the app, start a file transfer by choosing "Chat."



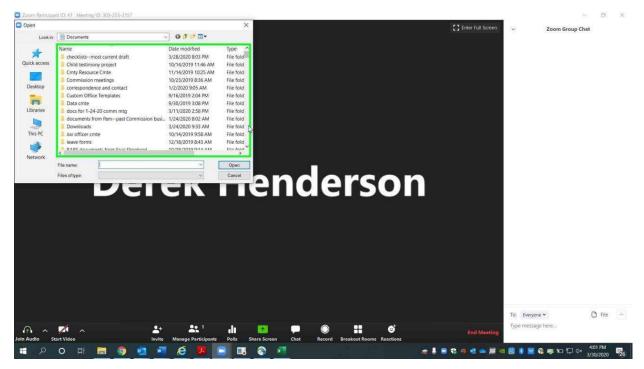
In the chat bar on the right side, choose "File" at the bottom.



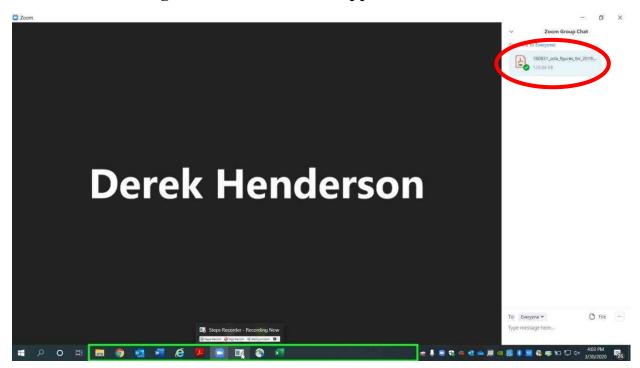
Choose the location of your file, usually "My Computer."



Choose the file you wish to transfer.



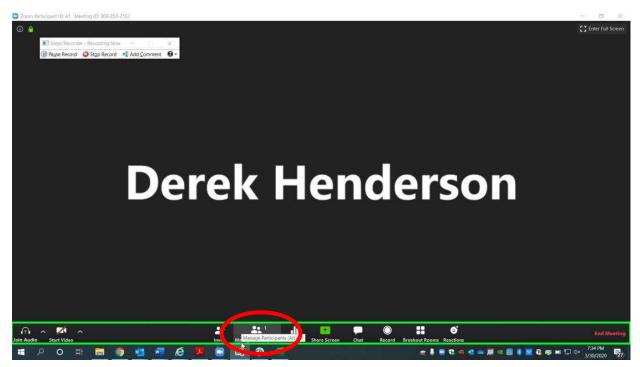
A file name with a green check mark will appear to confirm the transfer.



## Locking a Meeting for Security

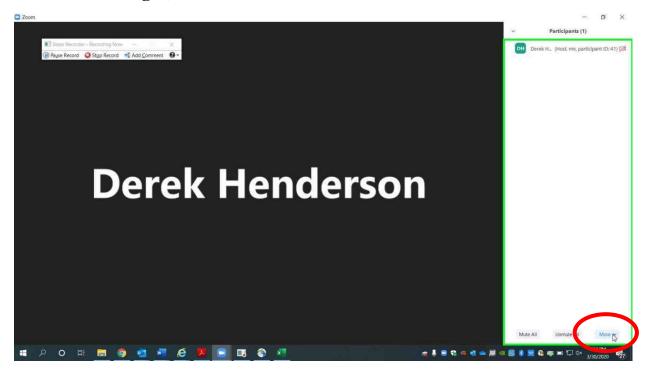
## Locking a Meeting

Locking a meeting makes it more secure. No new participants can join once it is locked unless you unlock it. When you are having a call in the Zoom app, choose "Manage Participants" at the bottom.

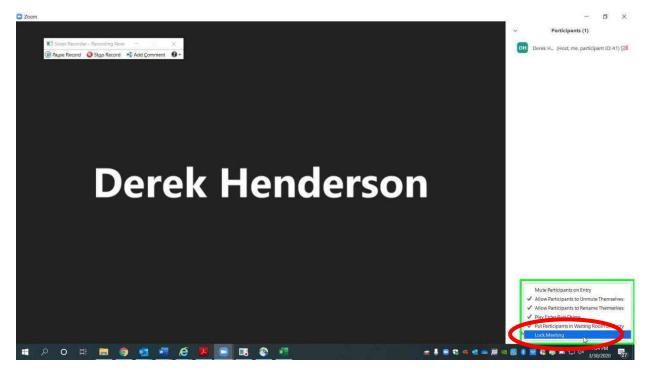


### Locking a Meeting

At the bottom right, choose "More."

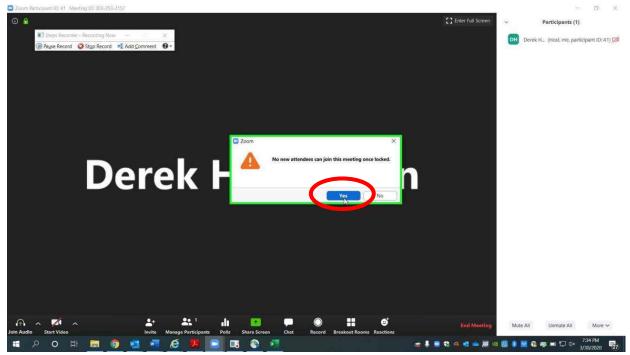


Choose "Lock Meeting."

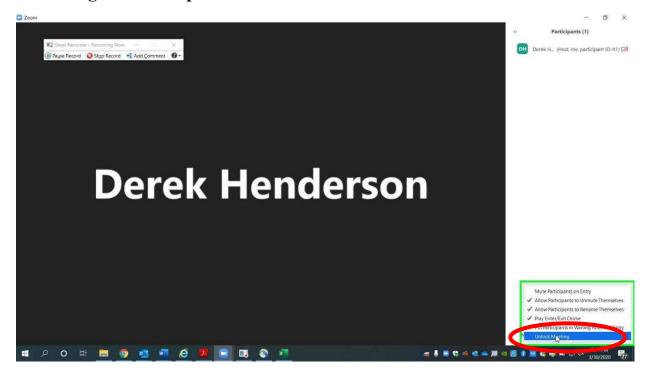


### Locking a Meeting

#### Confirm that you want to lock.



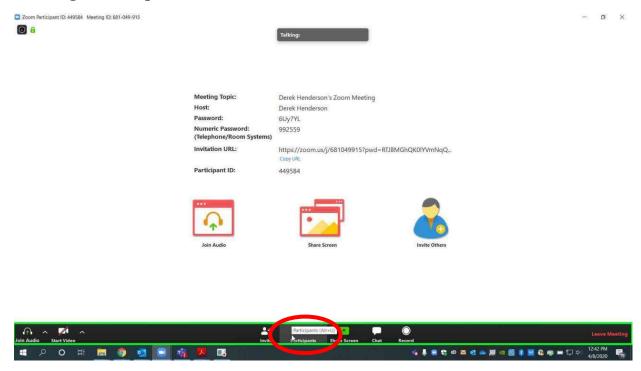
Go through the same process to unlock if needed.



# Using the "Raise Hand" Feature to be Recognized in a Meeting

#### Using the "Raise Hand" Feature

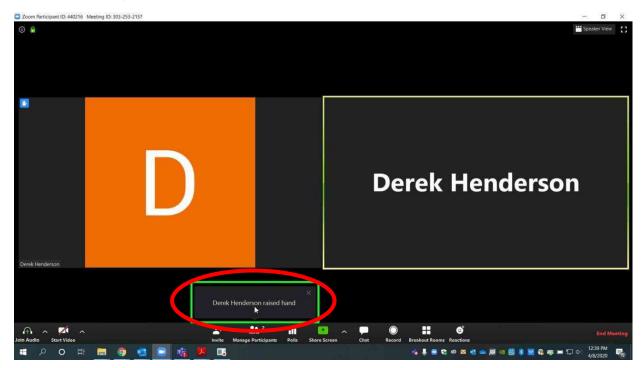
The "Raise Hand" feature is a good way for users to inform the host that they need to make a comment. This is important, because when one person is speaking and then a second person speaks up (i.e. making an objection), the microphone may not pick up the first words the second speaker says. Choose "Manage Participants."



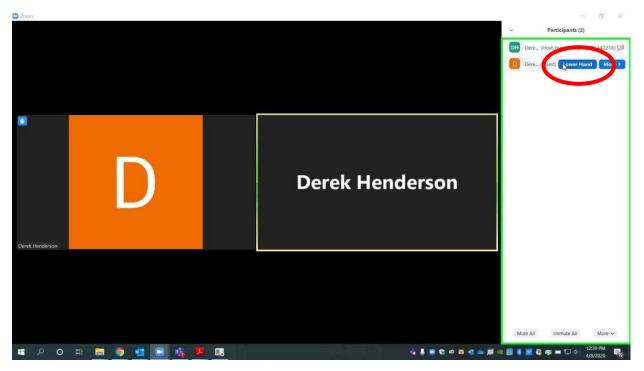
#### Choose "Raise Hand."

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	teleking.	Derek Hen (Me, participant ID: 449584)
		D Derek Henderson (Host) 🚿
		Derek herioerson (host)
Meeting Topic:	Derek Henderson's Zoom Meeting	
Host:	Derek Henderson	
Password:	6Uy7YL	
Numeric Password: (Telephone/Room S		
Invitation URL:	https://zoom.us/j/681049915?pwd=RTJBMGhQK0lYVmNqQ Copy URL	
Participant ID:	449584	
Join Audio	share Screen	
		Raise Hand
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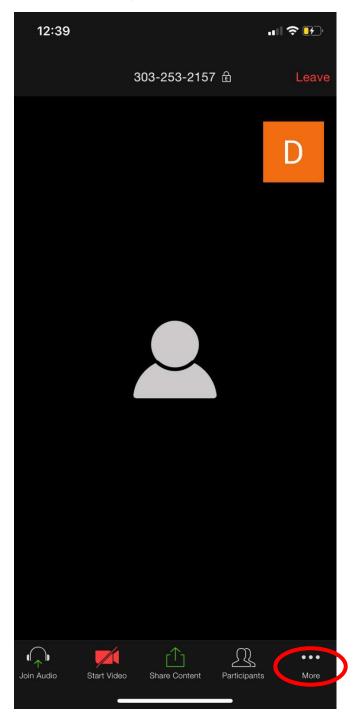
The host will get a notification as shown below.



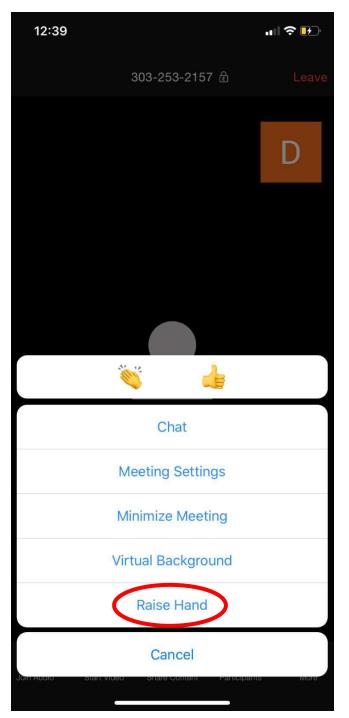
The host has the option to "Lower Hand" for the user who raised it. This option will be available for the person who raised the hand as well. See below for tips on how to use this with a mobile device.



If you are using a mobile device and wish to raise your hand, choose "More."



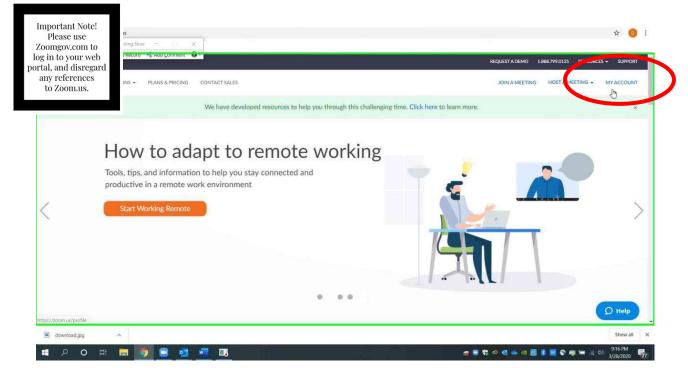
#### Choose "Raise Hand."



# Using Breakout Rooms to Allow Private Sidebar Meetings

Breakout rooms allow the host to place two or more participants in a separate room temporarily. This can be used to let a client speak with his attorney privately or other purposes as the court sees fit.

Go to *zoomgov.com* in your web browser. Log in under your account (you may have to click the person icon in the top right or "My Account" if you are already logged in).



## Go to "Settings" on the left.

	PLANS & PRICING CONTACT SALES		REQUEST A DEMO	RESOURCES +	
Profile Meetings Webinars Personsfings Settiggs Account Profile Reports	Change	Department     Commission on Children, Youth and Families       Job Title     Commission Administrator       Company     The Supreme Court of Arkansas       Location     Little Rock       Account No.     51464422		Edi	t
	Personal Meeting ID	303-253-2157 https://zoom.us/j/3032532157 % Use this ID for instant meetings		Edi	t
Attend Live Training	Personal Link	Not set yet.		Customize	e
Video Tutorials Knowledge Base	Sign-In Email	derek.henderson@arcourts.gov Linked accounts: 🔄		Edi	t
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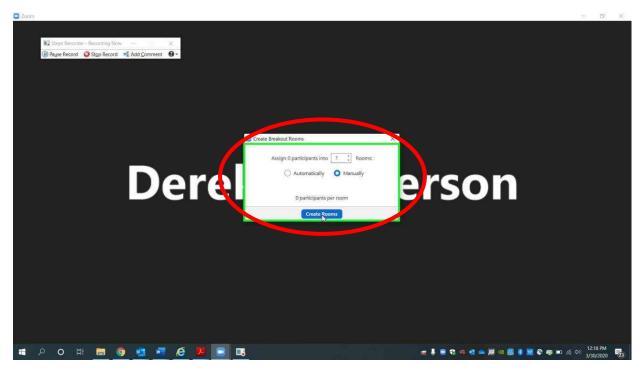
Go to "In Meeting (Basic)," and scroll down to "Breakout Room." Make sure that "Remote Support" directly below it is turned off (it will show in gray). Turn on "Breakout room" (it will show in blue). You can also check the box below it to allow assignment during scheduling.

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SOLUTIONS - PLANS & PRICING CONTACT SALES	SCHEDULE A	MEETING JOIN A MEETING	
Schedule Meeting	Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel. $$		
In Meeting (Basic)	Allow removed participants to rejoin Allows previously removed meeting participants and webinar panelists to rejoin $\bigcirc$		
Email Notification Other	In Meeting (Advance P		
$\langle$	Breakout room Allow host to split meeting participants into separate, smaller rooms Allow host to assign participants to breakout rooms when scheduling (2)	•	Modified Reset
	This option has been changed because      K     Remote support is updated.		
(	Remote support Allow meeting host to provide 1:1 remote support to another participant		Modified Reset
	Closed captioning Allow host to type closed captions or assign a participant/third party device to add closed captions		Ø Help
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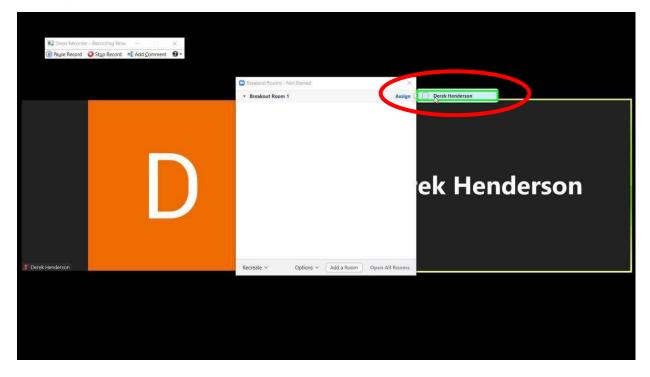
When you are in the Zoom app running a meeting as host, you will see an option for "Breakout Rooms" at the bottom.



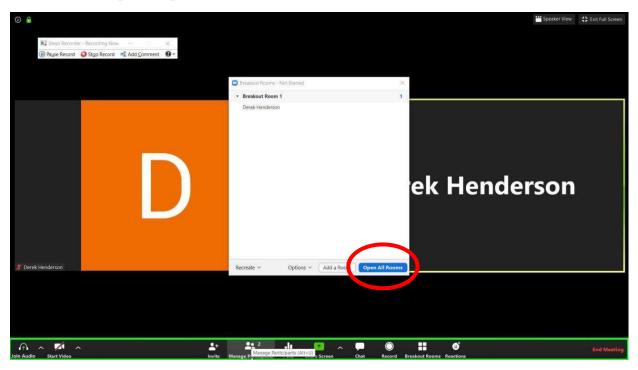
You can create any number of rooms, but you will probably only need one. Choose "Manually" and "Create Rooms."



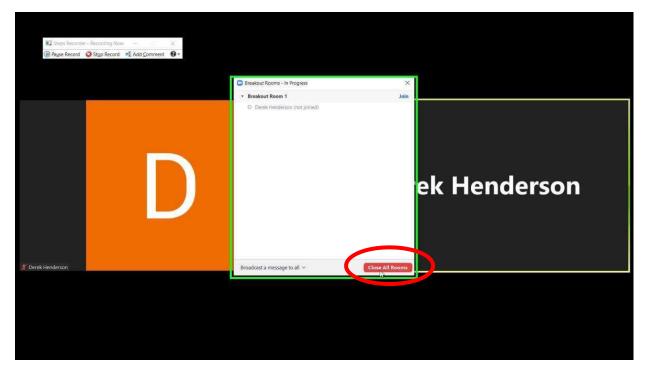
When the room is created, click "Assign" and check the names you would like to assign.



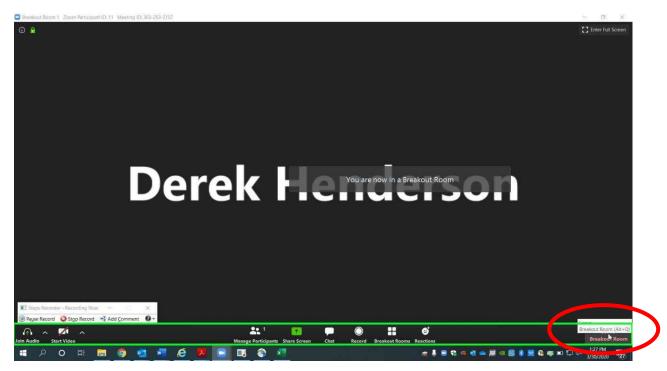
When you are ready to put the participants in the room, choose "Open All Rooms." The participants will have to choose to enter from their screens.



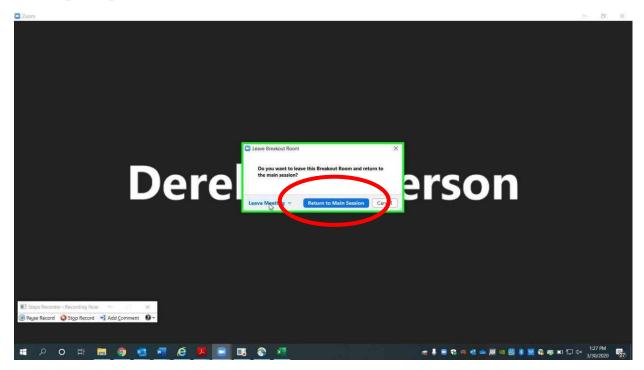
When you are ready to end the breakout room, you can choose "Close All Rooms." By default, this will give the participants in the room a 60 second countdown, but you can adjust that setting.



The breakout room users can choose to leave the breakout room before you close the room. Their screens will appear as below. They can choose "Leave Breakout Room."

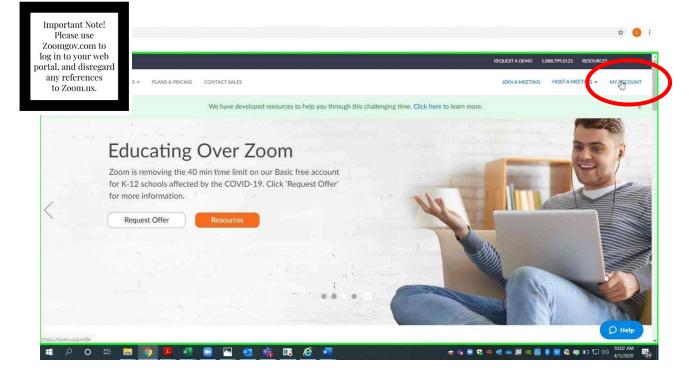


When prompted, the users will choose "Return to Main Session."



## Troubleshooting Audio Issues

Some users have had difficulty with audio in Zoom. This guide presents best practices to ensure audio access. Start by going to zoomgov.com. Log in with your credentials. If you are already logged in, choose "My Account" or click the person icon at the top right.



Choose "Settings." Make sure that "Telephone and Computer Audio" is selected.

			REQUEST A DE	MO 1.888.799.0125	RESOURCES -	su
ZOOM SOLUTIONS -	PLANS & PRICING CONTACT SALES		SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING	•
Profile	Meeting Recording	Telephone				
Meetings	Schedule Meeting					
Webinars		Schedule Meeting				
Recordings	In Meeting (Basic) In Meeting (Advanced)	Host video Start meetings with host video on				
Settings	Email Notification					
Account Professor	Other	Participants video Start meetings with participant video on. Participants can change this du meeting.	uring the			
		Audio Type				
Attend Live Training Video Tutorials		Determine how participants can join the audio portion of the meeting. W joining audio, you can let them choose to use their computer microphom or use a telephone. You can also limit them to just one of those audio ty built or perty audio tensors for year require that all participants follow	e/speaker pes. If you			
Knowledge Base		instructions you provide for using no cloom audio.				
		Telephone and Computer Audio				
		Computer Audio				
		3rd Party Audio				

Scroll down, and make sure that all password settings are on except for "Embed password in meeting link for one-click join." Settings should appear as below.

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Solutions - Plans & PRICING CONTACT SALES	SCHEDULE	A MEETING JOI	IN A MEETING	HOST A MEETING	- 2
Schedule Meeting In Meeting (Basic) In Meeting (Advanced)	Only authenticated users can join meetings The participants need to authenticate prior to joining the meetings, hosts can choose one of the authenticated and prior to joining the meetings.				c.
Email Notification Other	Require a password when scheduling new meetings A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.	0			
	Require a password for instant meetings A random password will be generated when starting an instant meeting				
	Require a password for Personal Meeting ID (PMI) Only meetings with Join Before Host enabled All meetings using PMI			Modified Re	eset
	Embed password in meeting link for one-click join Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.	•			Help
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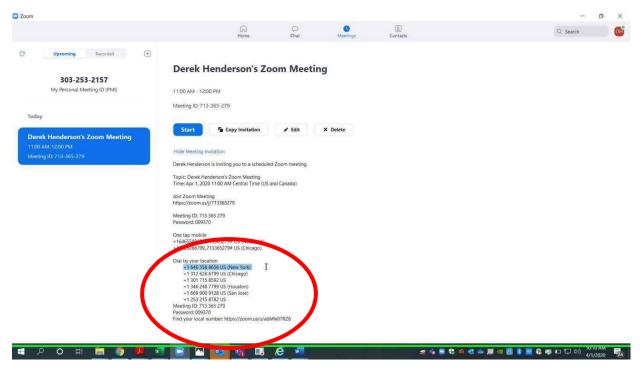
In the Zoom app, create an invitation by choosing "Schedule." Choose "Generate Automatically," "Require meeting password," and "Telephone and Computer Audio."

📮 Zoom,	Schedule meeting	- 0 ×
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	Schedule Meeting	
	Topic	0
	Derek Henderson's Zoom Meeting	
	Start: Wed. April 1, 2020 🗸 11:00 AM	
	Duration: 1 hour · 0 minute ·	
	Recurring meeting     Time Zone: Central Time (US and Canad ~	
	Meeting ID  Generate Automatically  Personal Meeting ID 303-253-2157	
	Password	
New		
	Video Host: O On Off Participants: O On Off	
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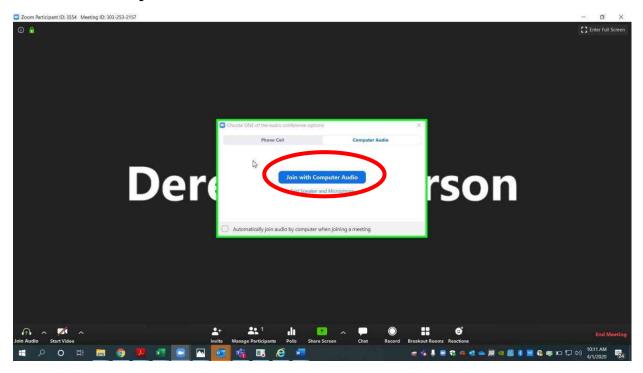
Access the invitation, including the phone numbers, using "Meetings" and then "Show Meeting Invitation."

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C	Upcoming Recorded (±) 303-253-2157 My Personal Meeting ID (PMI)	Derek Henderson's Zo	oom Meeting	3			
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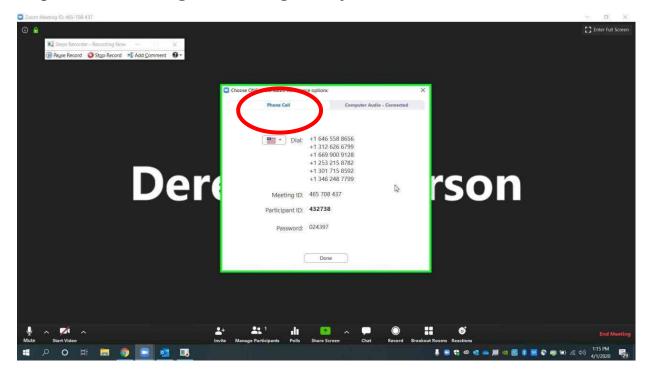
You can use any of the phone numbers listed. The meeting ID and password are near the bottom. The one tap numbers will work if you access the information on a smart phone, but you will still need the password. If you choose Outlook or another calendar when you schedule, this information will also show in that invitation.



When you are in a call on the Zoom app, you will usually start by choosing "Join with Computer Audio."



As an alternative to computer audio, click the tab for "Phone Call" and dial in using the information displayed. Meeting ID and password are included on this. Phone audio should be used when computer audio is not working properly. You can still use the computer for video. The host will have to admit all phone calls through the waiting room just as with video calls.



During the call, you can change the audio input by clicking the up arrow next to the audio button at the bottom left (the button says "Mute" while computer audio is in use, and it says "Join Audio" when computer audio is not in use). To switch to phone, choose "Switch to Phone Audio" to display the phone number with meeting ID and password, then choose "Leave Computer Audio." If there are multiple devices in the same room, some may need to disconnect audio to prevent feedback.

