

A photograph of a person's hand pointing towards a laptop screen. The screen shows a video call with a smiling man wearing glasses. The background is slightly blurred, showing a desk with a keyboard and an open book.

‘How to’ set up, host and
manage a group
meeting online

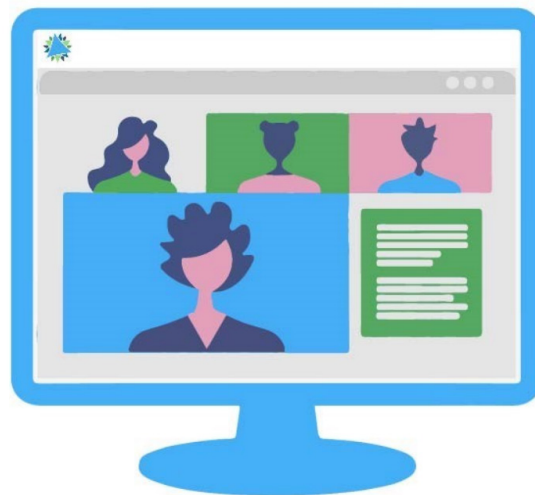
NEWARK AND SHERWOOD CVS

This “how to” is a part of our digital training webinar series, where we aim to help empower groups to explore the digital landscape, and discover the best way to meet their needs.

Webinar 45 minutes

Q&A portion

Today’s session will be a 45minute webinar, followed by a 15-minute Q&A session – where you will be able to ask questions related to the session.



The benefits of group video meeting: Video calling is just like a regular phone call, except you can see the person you’re calling on your screen and they can see you. This is an extremely useful tool. Being able to see someone's facial expressions and emotions, takes digital conversations to a deeper level of connection. It is easy when we are typing to forget to humanise the people we're talking to.



Before you begin a video meeting it's important to manage expectations of the session. Making the format and 'rules' of the meeting as clear as possible.

At the start of and before a group video meeting

- Introduce yourself to your group
- Set out the purpose and aims of the session
- What you hope participants will gain/learn from your session.
- Let everyone know the format of the meeting (e.g. 45 minute presentation followed by a 15 minute Q&A)
- Ask participants if they have any questions before you start.

Housekeeping

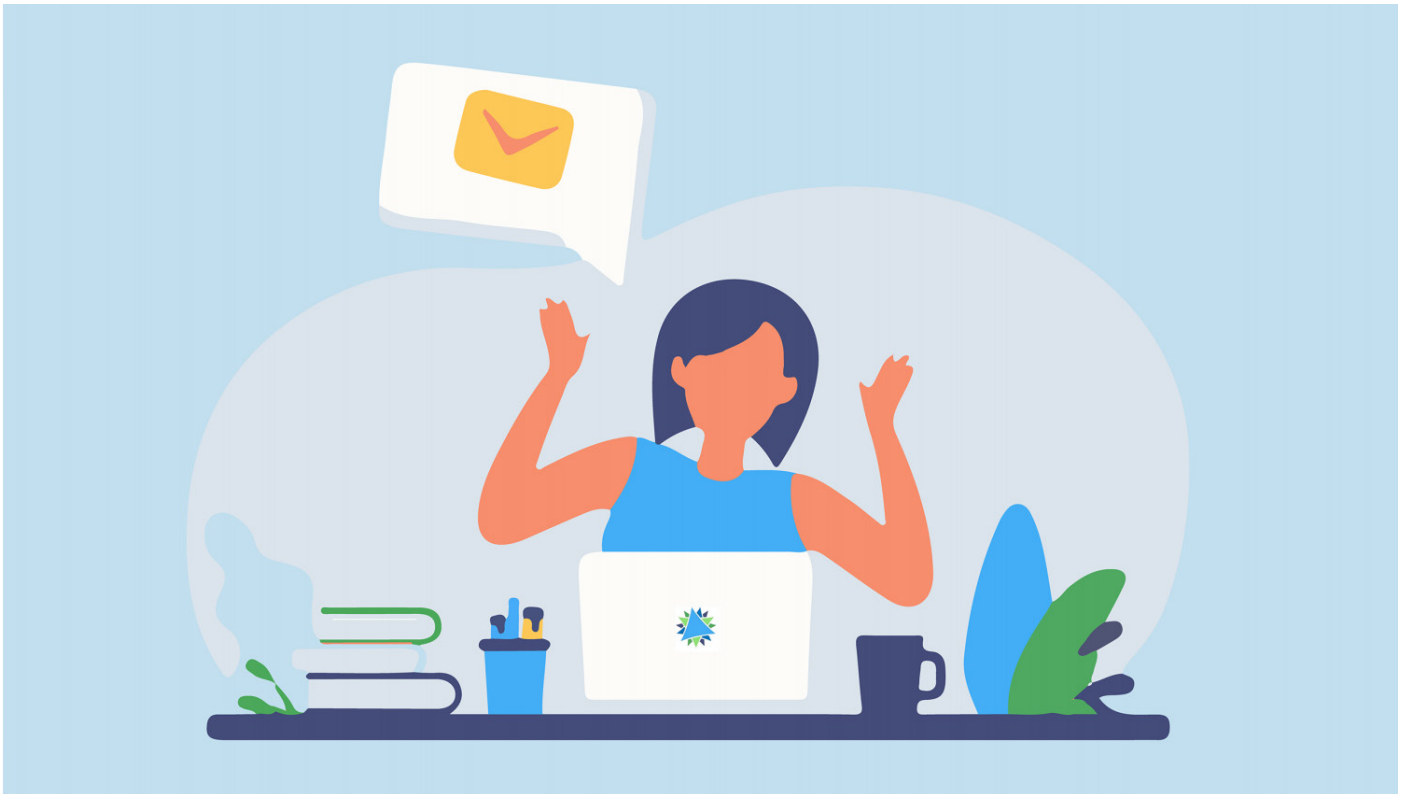
- Explain when participants should be using chat and when they should be using the Q&A features
- Explain when and how the host will respond to questions
- Confirm the start of any recording (let participants know they are about to be recorded)
- Explain that participants should stay muted so that people can take it in turns to speak
- The host will manage un-muting by asking/requesting people to unmute
- You can use the 'raise hand' feature.



During a group video meeting: It's important to consider how you will use the various video calling functions to influence your meeting.

- Responding to chat / questions?

- Will you type or verbally answer?
- Allow when and how participants to speak?
- Consider un-muting if group is small (promoting to 'panellists' in webinar format)
- Participants cannot unmute themselves – you have to prompt/allow them to do it.



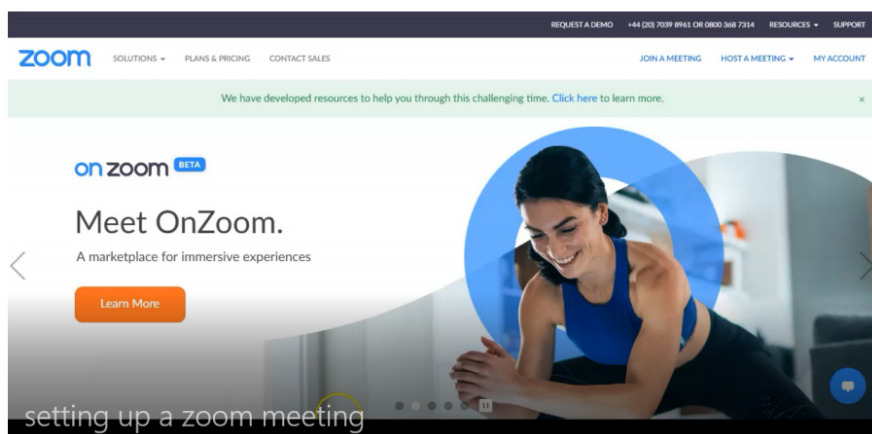
After a group video meeting

- How will you close your meeting?
- Will you use a thank you for attending email or message?
- Do you need feedback from your meeting?
How will you obtain this?
- Share relevant resources.

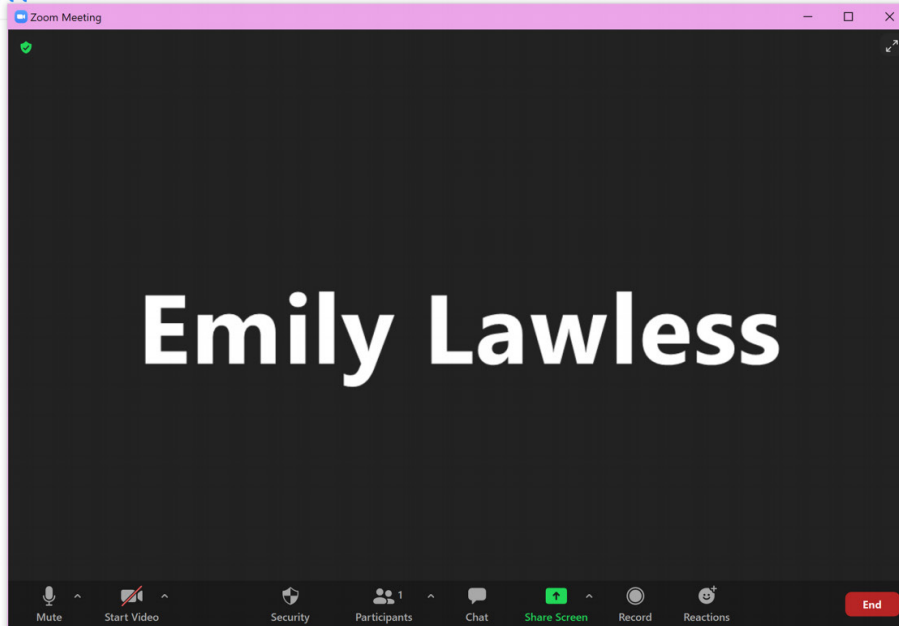


Using Zoom For group video meetings: To set up a meeting for other people to join you will need to create a unique meeting link and ID. The following video demonstrates how to schedule a meeting.

On the free zoom package you can call from 1-100 participants in a meeting. The meeting will also cap at 40 minutes, of course if you would like to talk for longer you can end the call and start a new call resetting the 40 minute clock.



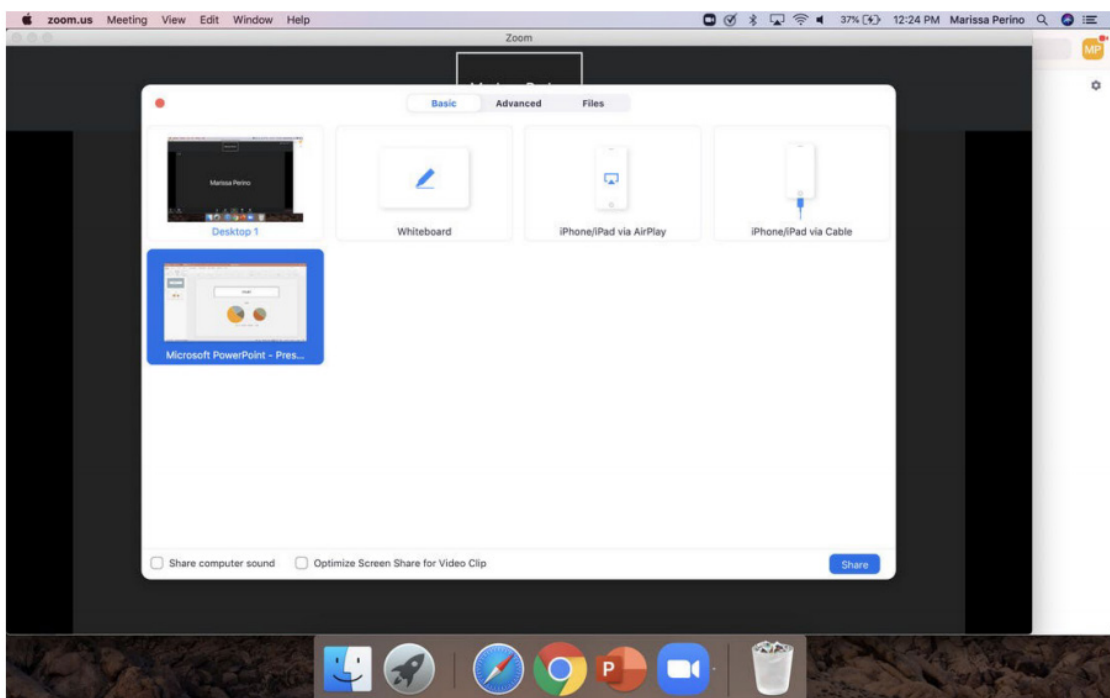
We will now go to a short video on how to set up a zoom meeting.



Features of Zoom: Once you are in the Zoom meeting, the screen shown should look like the one above with a video window for each person in the call. As you can see in the first image, zoom has its navigation bar along the bottom of the screen.

Left to right there are: Microphone/Video, Participant count, Share screen, Record, Reactions

Screen sharing:



Once the meeting is finished, you can scroll to the navigation bar and click 'end'. As the host this will give you two options: End meeting for all participants or leave the meeting. Choose which applies to you.



Using Teams For group video meetings:

Go to Calendar Meetings button on the left side of the app and select New meeting in the top right corner.

The scheduling form is where you'll give your meeting a title, invite people, and add meeting details. Use the Scheduling Assistant to find a time that works for everyone.

The screenshot shows the 'New meeting' scheduling interface in Microsoft Teams. At the top, there is a navigation bar with a calendar icon, the text 'New meeting', and two tabs: 'Details' and 'Scheduling Assistant', with the latter being the active tab. Below this, the time zone is set to '(UTC-08:00) Pacific Time (US & Canada)'. The main scheduling area contains two rows of meeting options. The first row shows a date of 'Mar 10, 2020' and a time of '4:00 PM'. The second row shows the same date, a time of '4:30 PM', and a duration of '30m'. Each time field has a dropdown arrow.

Once you have filled out the details, select Save. This will close the scheduling form and send an invite to everyone's Outlook inbox.



Invites: Sending out invites is easy and can be done in a multitude of ways. I personally tend to send out access details in an email format. The key information that you must include in the invite is the meeting link, the meeting ID, and the meeting passcode, if you chose to make your meeting passcode protected. You should also include time, date, and topic.



Can you use Zoom on a computer, phone, or tablet? The answer is yes, you can use the video calling on all three devices providing you have the Zoom app downloaded. However if you are hosting a group meeting on zoom it's easier to manage this from a computer.

Can you use Microsoft Teams on a Computer, Phone, and Tablet? The answer is yes, but you can only use the video calling feature on a computer or laptop. You can use Teams on any smart phone or tablet as the app is available on both Android and iOS. The catch is that there call is audio only (so no video connection).

Common problems that can occur with Zoom

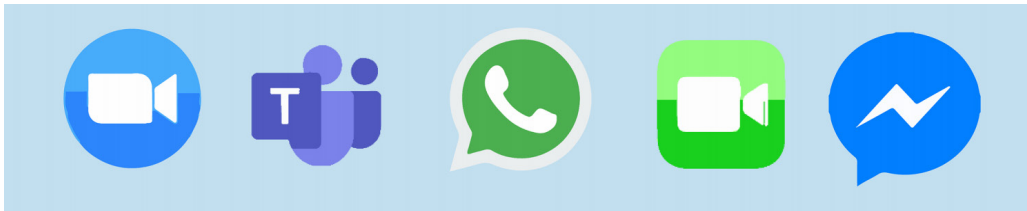
Camera or audio doesn't work - If you can't hear anyone when you join a meeting first check your computer volume. If not, you might have closed the window that popped up before you joined that meeting. Instead of accidentally closing it next time, make sure to press the blue "Join with Computer audio" button instead. Although if you're already in the meeting you can select the "Join audio" option in the bottom-left corner of the screen during a meeting.

The sound quality is poor - This can often happen in group calls if everyone has their mic turned on. To solve this ask all participants to mute their mics when they're not speaking.

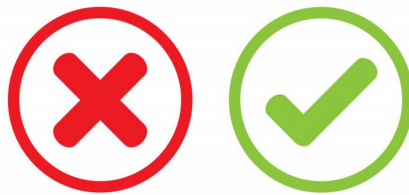
Zoom bombing - Did an unexpected visitor join one of your meetings and started sharing disruptive images and videos? My advice would be to abstain from sharing your Zoom meeting's ID publicly on any social media or with people who haven't registered their interest in your session. Also keep in mind that the host can always remove unexpected visitors from a meeting. To get the job done, click the "Participants" option in the taskbar, hover your mouse over a participant's name, and click "More" followed by "Remove." If all else fails, close down the meeting.

Other potential issues:

- Mainly interference (benefit of keeping everyone muted)
- Participants not being able to hear you
- Audio settings may not load properly
- If participants computer/device has blocked access to their speaker/camera/microphone
- Encourage a re-start of their PC/laptop if audio settings don't kick in, they may need to check their browser settings, or their settings in the Zoom app on their smart device
- Apologise and suggest a back up solution if not resolved e.g. a recording link, an alternative session with IT support prior to this.



Platforms that can be used for video calling as alternatives. WhatsApp, Facetime and Facebook Messenger.



Dos and don'ts

- Don't delay start times, or waste time during the meeting by being unprepared
- Do have a trial run
- Don't allow your camera positioning to become a distraction to other participants in your video meeting
- Don't forget that appearances matter in video meetings
- Do make sure you are well lit and visible when your camera is on
- Don't multitask during video meetings.



Thank you very much for attending. We now have time for some questions and answers. If anyone has something they would like to ask, just type your question into the Zoom Q&A panel.