Zoom Guide - Volunteers

Basics	
Admitting clients into the class	When you first join the meeting, open the participants by clicking on 'participants'. From there you can see if anyone is in the 'waiting room' and select 'admit' or 'remove'.
How to mute all clients	The host can 'mute all' participants by opening the participants panel, selecting 'mute all' from the bottom of the panel.
How to request clients to unmute	Similar advice as above, the host can hover over the client and the 'ask to unmute' button will appear.
How to request clients to start their video	The host can help by using the participant button at the bottom of the screen. This brings up the participant panel, hover over the client, click 'more' and then click 'invite to start video'. The client will then be able to share video.
Troubleshooting problems in class	
Clients have a lot of background noise or are in a public place	The host can ask them to rejoin the class when they have reached home. Alternatively the host can 'mute' / 'stop video' of any client by hovering over their name. The client can then unmute/start their video when they have arrived home or be prompted to by the host.
Clients are late but try to join the class	If a client attempts to join a class after the start time they will be in the 'waiting room'. If the host doesn't admit the client then they will stay in the waiting room. The host can also select 'remove' which will let the client know that they haven't been admitted to the class.
Clients are talking in the chat box but aren't engaging with the class	If this happens the host can control the chat functions. Click the 'chat' button and in the bottom right corner the '...' button. This will

	give the host a list of options to control the chat function e.g. Change settings to 'participant can chat with host only'.
Clients are accidentally removed from the Zoom class	Clients can rejoin by using the same link and will be admitted to the waiting room.
Using Zoom features	
Screen sharing	Select 'share screen' which will bring up a window, select the screen you want to share. If you want to show the clients a website or something online, open the webpage in Google and then select that window from the 'share screen' list. To stop sharing your screen, select 'stop sharing' in the red box at the top of your screen.
Whiteboard	Select 'share screen' then select 'whiteboard'. You can then draw or type on the whiteboard using the toolbar at the top of the screen. You can also save the whiteboard by selecting the 'save' button from the toolbar at the top of the screen.