



# **Guide to Zoom & Best Practice for Online Spaces**

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**Craft Scotland Open Forum**

*Prepared by Craft Scotland  
May 2020*

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## Introduction

We have compiled this **Guide to Zoom & Best Practice for Online Spaces** to assist participants in preparation of and during our online events. This guide covers general queries on Zoom, how to join a meeting using Zoom, and guidelines on specific Craft Scotland online events.

We aim to make our use of Zoom as accessible as possible, and we welcome feedback on this guide. If you have any comments, feedback, or suggestions for this guide, please email us at [hello@craftscotland.org](mailto:hello@craftscotland.org).

## Joining a Meeting

### 1. Receiving the Zoom call details:

Ahead of the meeting, the organiser will send an email with details on joining the meeting, alongside information specific to the event you have booked. These details can also be found on Eventbrite (details below).

The details will include:

- A link
- A meeting ID and password
- A telephone number

You will need one of those three to join the meeting, depending on your device.

Please only forward or share the meeting ID and password to people you know, to ensure the meeting remains private for attendees.

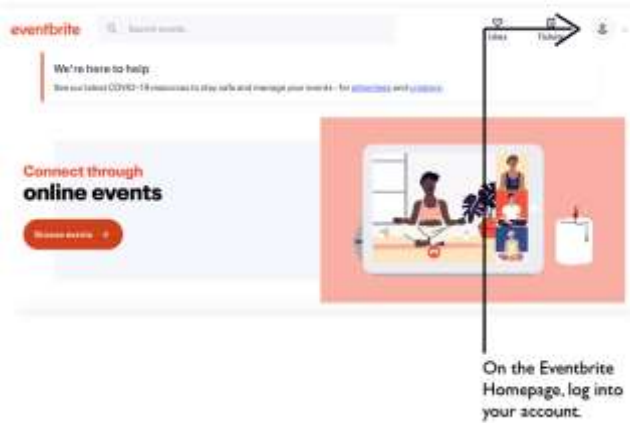
### 2. Accessing Zoom call details on Eventbrite:

#### Written description:

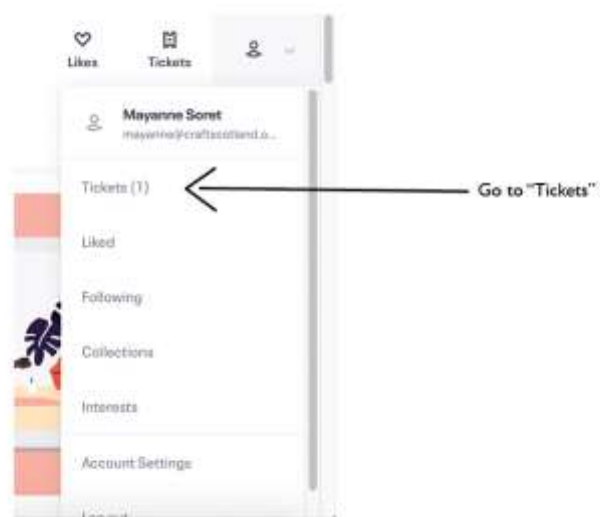
1. On the Eventbrite homepage, log into your account
2. Go to "Tickets"
3. Once on the Tickets page, click on the relevant ticket
4. Click on the "View Links" button to the left-hand side
5. You will be taken to a page with all meeting details

## Visual description:

### Step 1



### Step 2



### Step 3

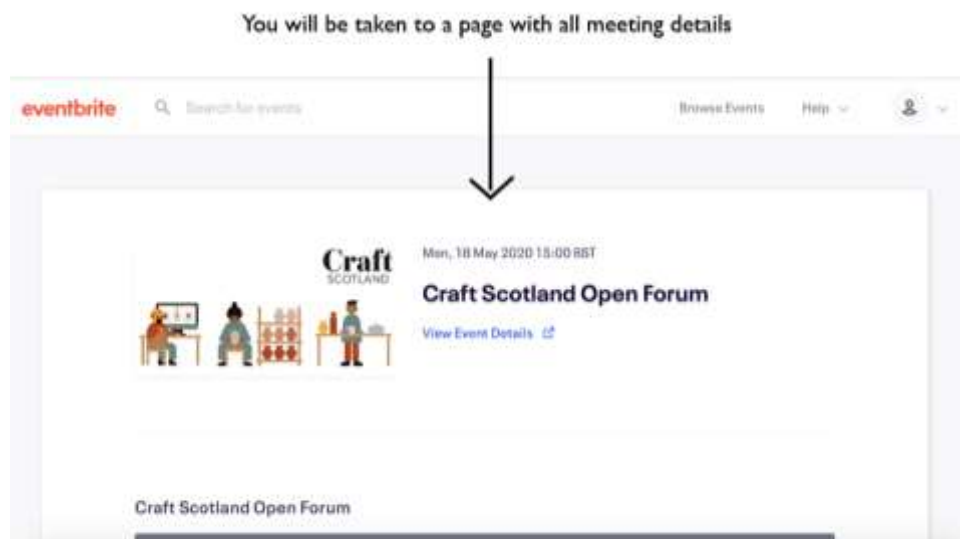


## Step 4



The screenshot shows an Eventbrite order page for 'Craft Scotland Open Forum'. At the top left, there is a link to 'Back to Current Orders'. Below this, the order title is 'Order for Craft Scotland Open Forum'. The order details include 'Free order no. [redacted] on 12 May 2020' and 'Monday, 18 May 2020 from 15:00 to 16:00 (BST)'. On the left side, there are three buttons: 'View Links' (highlighted in red), 'Cancel Order', and 'Contact The Organiser'. An arrow points from the 'View Links' button to the right. On the right side, the ticket type is 'General Admission'. Below this, there is a 'Contact Information' section with fields for 'First Name \*' (Mayanne), 'Surname \*' (Sorat), and 'Email \*'. To the right of the 'View Links' button, there is a text box that says: 'Once in the ticket window, click on the "View Links" button at the top left-hand side of the screen.'

## Step 5



The screenshot shows the Eventbrite event page for 'Craft Scotland Open Forum'. At the top, there is a heading: 'You will be taken to a page with all meeting details'. Below this, there is a large arrow pointing down to the event details. The event details include the Eventbrite logo, a search bar, and navigation links for 'Browse Events', 'Help', and a user profile icon. The event title is 'Craft Scotland Open Forum' with the date and time 'Mon, 18 May 2020 15:00 BST'. There is a 'View Event Details' link with an external link icon. Below the event details, there is a section for 'Craft Scotland Open Forum' with a placeholder image.

If you have not received this information, or cannot access it on Eventbrite, please contact us as soon as possible at [hello@craftscotland.org](mailto:hello@craftscotland.org)

### 3. Joining the meeting on desktop, tablet or mobile phone (app):

#### Written description:

1. Download the desktop version or mobile application depending on your device
  - a. Download [the desktop version](#) (for Mac and PC) on the Zoom website
  - b. Download [the application for iOS device](#) on the Apple app store
  - c. Download [the application for Android device](#) on Google Play
2. Open the desktop or mobile application and click "Join a Meeting"
3. Enter the link or meeting ID, and type in your name – your name will be visible to participants and hosts

4. Please make sure you use a legible display name so that we can match you to your Eventbrite booking
5. Enter the password
6. You will be directed to a Waiting Room before joining the meeting

**Visual description [desktop app]:**

**Step 1**

**Joining the meeting on desktop\*:**

\*screenshots recorded on Mac

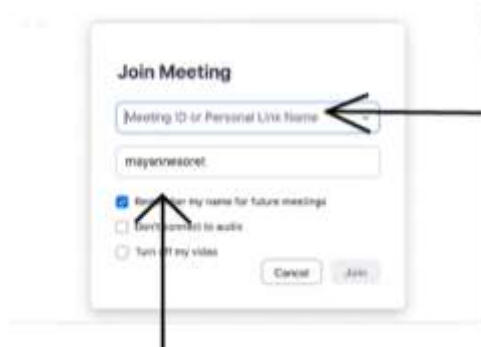
Once you have downloaded the Desktop app from Zoom.us, open the application.

This is what the icon looks like:



and click "Join a Meeting"

**Step 2**



Enter the link or meeting ID

Type in your name. Your name will be visible to participants and hosts only. Please make sure you use a legible display name so that we can match you to your booking.

### Step 3



Type in your name. Your name will be visible to participants and hosts only. Please make sure you use a legible display name so that we can match you to your booking.

### Step 4



You will be directed to a Waiting Room before joining the meeting

Please wait, the meeting host will let you in soon.

Mayanne Soret's Personal Meeting Room

Test Speaker and Microphone

### Step 5



You will be directed to a Waiting Room before joining the meeting

Please wait, the meeting host will let you in soon.

Mayanne Soret's Personal Meeting Room

Test Speaker and Microphone

## Visual description [mobile phone app]:

### Step 1

#### Joining the meeting on the mobile phone application\*:

\*screenshots recorded on iPhone

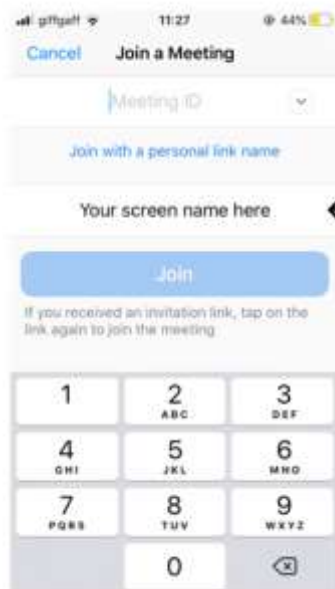
Once you have downloaded the mobile phone app from the Apple Store or Google Play, depending on your device, open the application.



Click "Join a Meeting"



### Step 2



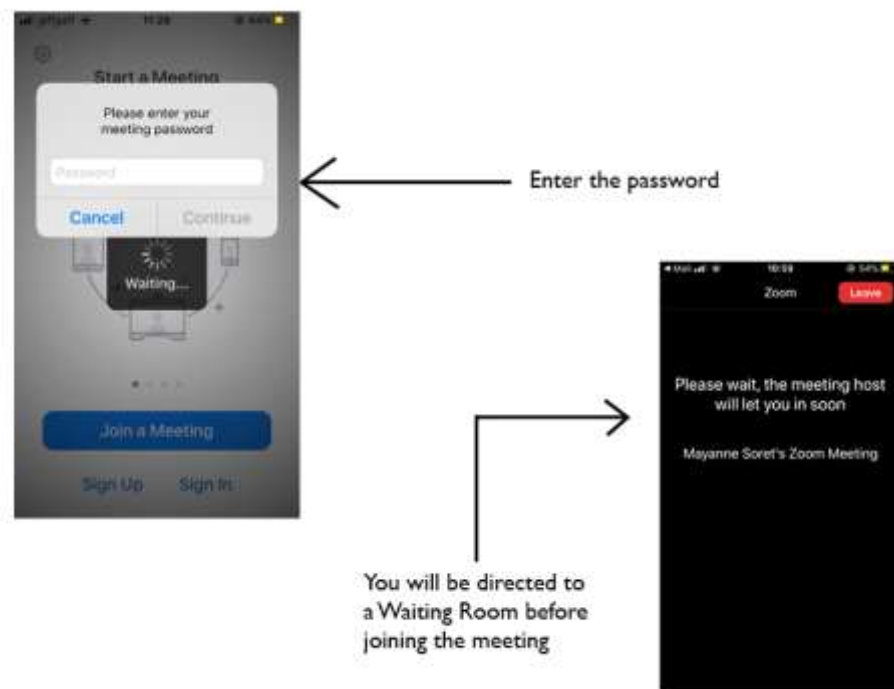
Enter the meeting ID



Type in your name. Your name will be visible to participants and hosts only. Please make sure you use a legible display name so that we can match you to your booking.



### Step 3



#### 4. Joining the meeting by mobile phone (call) or landline:

1. Type in the number that was provided in your meeting information and call. For a full list of international dial-in numbers at <https://zoom.us/zoomconference>
2. Dial an in-country number. If you dial a toll number, your carrier rates will apply
3. You will be prompted to enter the meeting ID provided in the meeting information email, followed by #
4. If the meeting has not already started, press # to wait
5. You will be prompted to enter your unique participant ID. This only applies if you have joined on the computer or mobile device or are a panellist in a webinar. Press #to skip
6. Use \*6 to mute/unmute yourself and \*9 to raise hand or undo raise hand
7. You will be dialled in to the same call as everyone, but you won't be able to see you and they won't be able to see you

**If you are experiencing problems with joining the meeting, please email us at [hello@craftscotland.org](mailto:hello@craftscotland.org) and we will do our best to help you.**

**Please note that we can only offer advice and guidance to the best of our ability and cannot guarantee we will always be able to correct your issue. For any ongoing issues with Zoom, please contact their support team [by clicking this link](#).**

## 5. What the Zoom dashboard looks like (visual description):

What the Zoom dashboard looks like on the desktop application:

### This is what Desktop Zoom looks like\*:

\*screenshots recorded on Mac



This is Speaker View: the person speaking appears on screen



This is Gallery View: everyone on the call is visible



What the Zoom dashboard looks like on the mobile phone application:

### This is what Mobile application for Zoom looks like\*:

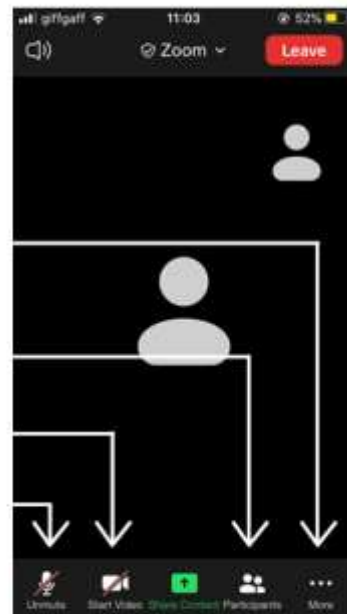
\*screenshots recorded on iPhone

Open Chat, "Raise Hand", and access settings

See Participants

Start / Stop video

Mute / Unmute



## Craft Scotland Open Forum May 2020

### I. What to expect when you arrive:

#### a. Audio and video:

You will be asked if you want to use your device's video. You do not have to join video for the Craft Scotland Open Forum if you do not want to, and this will not affect your participation in the call.

You can read more on video in the Best Practice section below.

All participants will be placed on mute when they arrive, this is to reduce background noise and guarantee the best audio quality from the speakers.

You will be invited to unmute if you would like to ask a question during the Q&A.

#### b. Best Practice:

- This is an open forum for free discussion. Please be considerate and respectful in your interactions with all other participants.
- Please keep your mic on mute whenever you are not speaking, this reduces the amount of background noise.

- It is recommended to use headphones, as it helps focus the sound and reduce echo and feedback from the speaker.
- You do not have to join video if you would prefer not to.
- You can also use a Virtual Background to hide the room you are in, read guidelines on how to use a Virtual Background [by clicking this link](#).
- Use the chat mindfully: anything posted on the chat, either to everyone or to a specific participant, can be downloaded in the meeting minutes and accessible to the meeting host after the event. Your comments in the chat facility are not private.
- Close all tabs and applications on your device to optimise the call performance.
- Mute notifications from email and other applications as these can be distracting to other meeting participants.

### c. Waiting Room:

You will be placed in a waiting room, and a member of the Craft Scotland team will approve you on the call.

**Please make sure you use a legible display name so that we can match you to your Eventbrite booking.**

## 2. How the Q&A will operate:

The Open Forum is designed to enable you to participate in the conversation. We will aim to enable as many attendees as possible to participate but we may not have time for every question in this session. You can ask a question or make a comment in one of two ways. Either by raising a hand, in which case you will ask your question verbally when called upon by the moderator, or by typing a question into the chat function in which case your question will be read on your behalf. Please see below for detailed instructions.

### a. Use the chat function to ask a question:

You can use the chat function to ask questions at any time during the introduction and provocations, a member of the Craft Scotland team will moderate the chat and ask selected questions on your behalf.

Please direct your question to the host or speaker by sending it to everyone, and not the host or speaker individually, or your question might not be picked up.

Depending on the volume of questions we receive, we might not be able to answer everyone, please be understanding of the limitations of the forum.

If your question has not been picked up during the event, or you would like further information about the topics discussed, email us at [hello@craftscotland.org](mailto:hello@craftscotland.org) after the event and we will attempt to address your question as best we can.

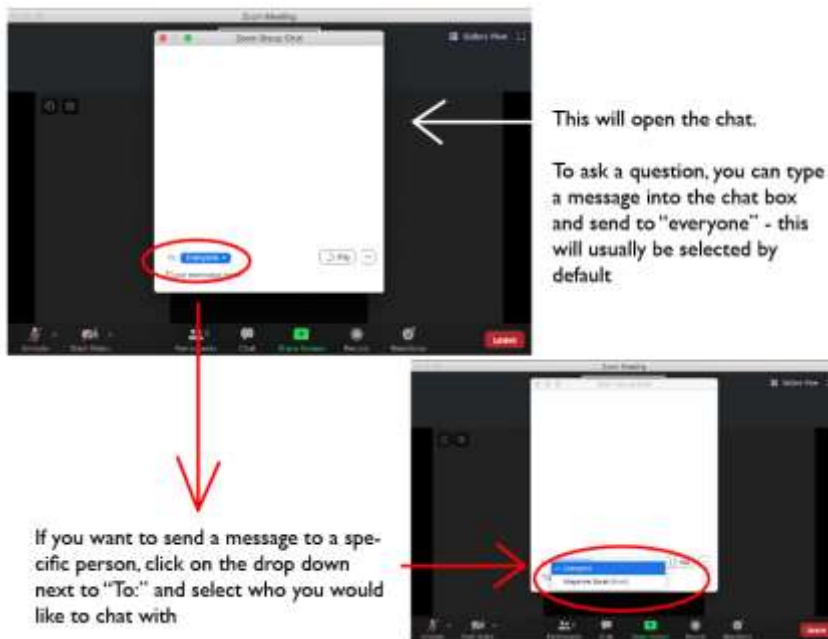
b. Access the chat function on desktop:

**Written description:**

1. Click the “chat” icon in the Zoom toolbar at the bottom of the screen
2. This will open the chat. To ask a question, you can type a message into the chat box and send to “everyone” - this will usually be selected by default
3. Click on the drop down next to “To:” if you want to send a message to a specific person

**Visual description:**

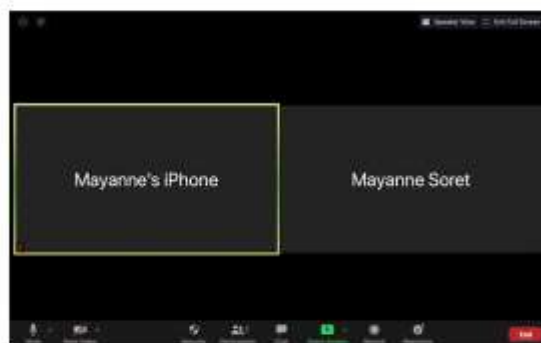
**Step 1**



**Step 2**

**How to open the chat on Desktop Zoom\*:**

*\*Screenshots recorded on Mac*



Click the “chat” icon in the Zoom toolbar at the bottom of the screen

c. To access the chat function on mobile phone application:

**Written description:**

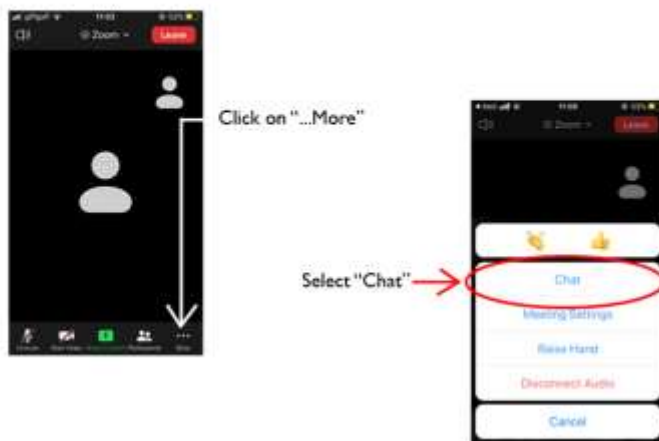
1. Tap the screen to make the controls appear
2. Click on "...More"
3. Select "Chat"
4. You can type your chat message and click "Send",
5. If you want to change who it is being sent to, click the arrow next to "Send to:" and choose a different person or group of people
6. Incoming chats will be displayed in the "Chat" and you will see a notification when new messages are posted or sent to you

**Visual description:**

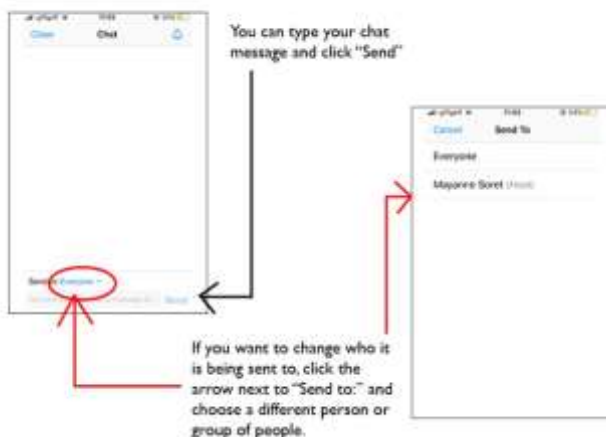
**Step 1**

**How to open the chat on Zoom mobile phone application\*:**

*\*Screenshots recorded on iPhone*



**Step 2**



d. Using the “raise hand” function to ask a question:

Alternatively, you can use the “raise hand” function. During the Q&A, the host may call your name and you will be unmuted to ask your questions/offer your perspective.

Depending on the volume of questions we receive, we might not be able to answer everyone, please be understanding of the limitations of the forum.

If your question has not been picked up during the event, or you would like further information about the topics discussed, email us at [hello@craftscotland.org](mailto:hello@craftscotland.org) after the event and we will attempt to address your question at best we can.

e. To access the “raise hand” function on desktop:

**Written description:**

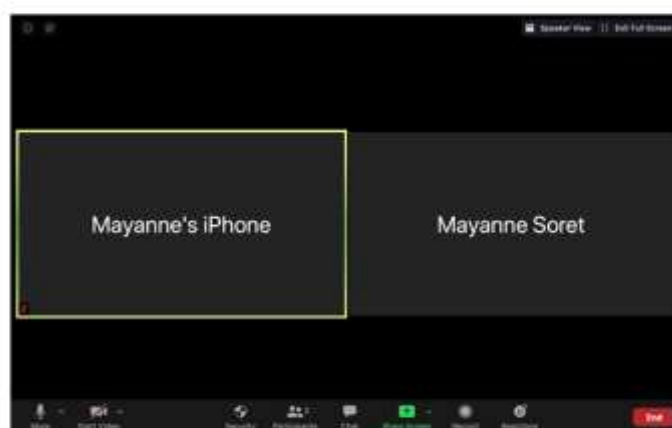
1. Click the “participants” icon in the Zoom toolbar at the bottom of the screen
2. You will see a list of all participants and some buttons at the bottom of the window
3. Click “raise hand”
4. Wait for the speaker to announce your name and unmute yourself to speak


**Visual description:**

**Step 1**

**How to “Raise Hand” on Desktop Zoom\*:**

*\*Screenshots recorded on Mac*



Click the “Participants” icon in the Zoom toolbar at the bottom of the screen 

## Step 2



## Step 3



f. To access the "raise hand" function on mobile phone application:

### Written description:

5. Tap the screen to make the controls appear
6. Click on "...More"
7. Select "Raise Hand"
8. You can "Unraise Hand" at any time in the same menu
9. To come back to the main menu, click "Cancel"
10. When the speaker announces your name, you can unmute yourself in the main menu

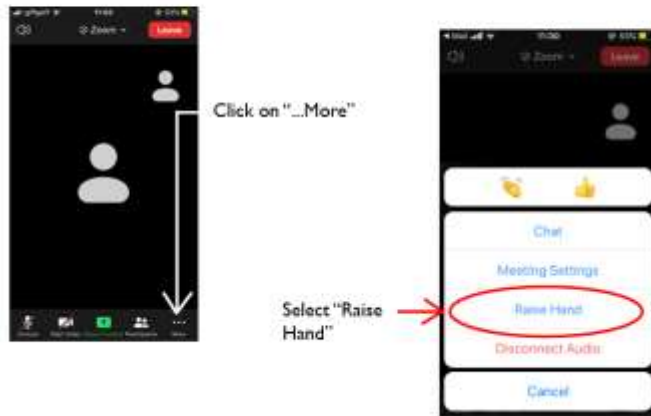


## Visual description:

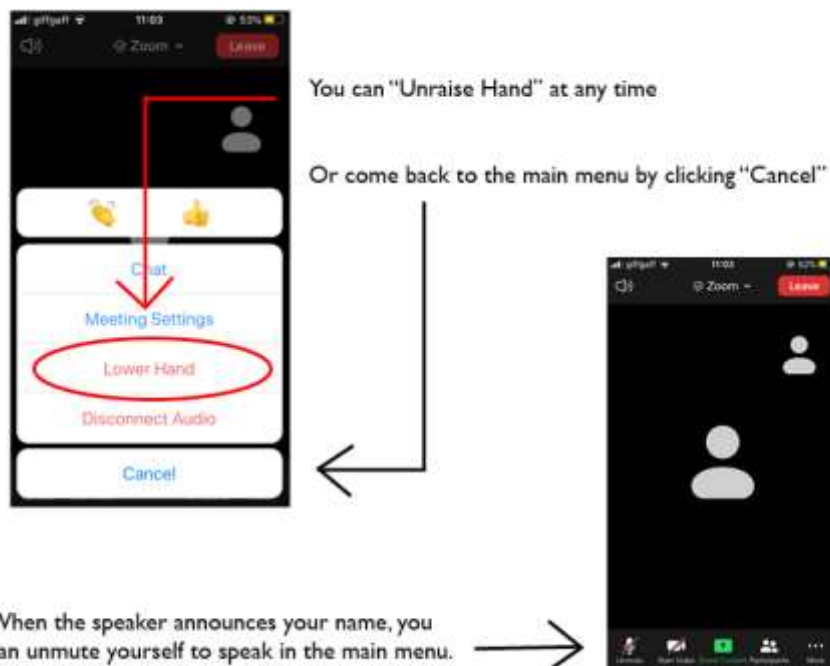
### Step 1

#### How to "Raise Hand" on Zoom mobile application\*:

\*Screenshots recorded on iPhone



### Step 2



## Getting started: Zoom FAQ

### I. What is Zoom?

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video.

## 2. What device do I need to use Zoom?

You can use Zoom on your desktop computer, laptop, tablet or mobile phone. You can also dial-in from a mobile phone or landline, however, for participatory calls such as Webinars and Forum, we cannot guarantee that you will have access to the same functionality as with other devices. Learn more about joining a call by phone or landline [by clicking this link](#).

- Download [the desktop version](#) on the Zoom website
- Download [the application for iOS device](#) on the Apple app store
- Download [the application for Android device](#) on Google Play

## 3. Do I need to download Zoom?

You need to download Zoom to use on your computer or laptop (desktop version) and if you are using Zoom on your phone (app version).

## 4. Do you need an account to use Zoom?

A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account.

**You can see more specific questions answered on the [Zoom FAQ](#)**

**Here are two helpful visual guides on what Zoom looks like and how to use:**

- Super Easy Guide to Zoom – PowerPoint by Amy Lenzo on LinkedIn: <https://pt.slideshare.net/nmaljkovic/super-easy-guide-to-zoom>
- Knowledge Base Wales' Calls with Zoom: <https://info.copronet.wales/video-calls-with-zoom/>

# Troubleshooting common issues during a Zoom call

## 1. Video

If your video is not working and you would like to use it, you can read more on troubleshooting video for Zoom by [clicking on this link](#).

## 2. Audio

**Echo:** echo in a meeting might be due to participants being connected to the meeting audio on multiple devices, or if two participants joined in from the same place (ie if you are calling from the same house or room):

- Make sure your microphone is on mute when you are not talking
- If two or more are joining from the same house, ensure you are not calling from the same room

You can learn more about common causes of audio echo [by clicking this link](#).

**Mobile device:** read tips on troubleshooting audio that isn't working on your iOS or Android device [by clicking this link](#).

# Craft

## SCOTLAND

## About

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### Supporting Makers, Promoting Craft

Craft Scotland is the national development agency for craft.

We put makers at the heart of all we do, championing diverse and high-quality contemporary craft.

We help people learn about, appreciate and buy craft, promoting the contribution of craft to Scotland's cultural, economic and social well-being.

Through our exhibitions and events programmes, digital platforms and strategic partnerships, we provide leadership for the sector.

We create opportunities for makers to develop their creative and business practice, and to exhibit and sell work in Scotland and beyond.

We are a registered charity supported by Creative Scotland.

## Contact

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