

**Introduction to Zoom Meetings and Webinars**

**Course Number:** TELE-100  
**Duration:** 0.5 days

**Overview**

In this half-day Introduction to Zoom training, participants learn how to use its wide array of features to conduct successful meetings and webinars. This course is instructor-led and hands-on. Be ready to interact and learn how to conduct successful Zoom events for small groups and large ones!

**Prerequisites**

No prior experience is presumed.

**Materials**

All Zoom training participants receive a quick reference covering the techniques shown in the class.

**Software Needed on Each Student PC**

All attendees require a computer with Zoom installed and tested, as well as a headset with microphone connected to the computer.

**Objectives**

* Navigate the Zoom interface
* Create and successfully host meetings, including meetings with breakout rooms
* Create, configure, and lead successful webinars
* Engage audiences with video, screen sharing, polls, and other collaboration tools and strategies

**Outline**

* Overview of Zoom
* Understanding the Components of the Zoom Interface:
  + The Zoom Application Itself
    - Main Zoom Window
    - Active Meeting Window
    - Settings (for the current meeting)
  + The Zoom Web Interface (for managing meeting/webinar settings)
  + Zoom Plugins (Outlook discussed by default, but other plug-ins for browsers, Skype for Business, etc. can be discussed)
* Navigating the Main Zoom Window
  + Home (for creating and joining meetings, as well as launching instant meetings)
  + Chat
  + Meetings (for Scheduling)
  + Contacts
* Chat (depth adjusted to how heavily you are using chat outside of meetings)
  + Creating or joining a chat channel
  + Limiting who receives your messages
  + Including screenshots, files, code, or animated GIFs
  + Adding contacts to your starred list
  + Starting a meeting with a contact or channel
* Phone (if your organization uses it)
  + Make phone calls
  + View call history
  + Play voicemails
  + Conference in and manage multiple call participants
* Contacts
  + Creating, editing, and deleting contacts, contact groups, and channels
  + Searching, grouping, and organizing your directory
* Managing Meetings
  + Adding a meeting
  + Configuring meeting settings
  + Alternate hosts
  + Starting a meeting
  + Sending invitations and updated invitations
  + Copy invitation to clipboard
  + Editing a meeting
  + Deleting a meeting
  + Requiring (or not requiring) registration
* Hosting a Meeting
  + Managing participants
  + Understand roles: host, co-host, alternate host, or participant
  + Controlling your microphone and the microphones of others (e.g., muting them)
  + Starting/stopping video
  + Chat
  + Reactions
  + Sharing your screen (in-depth with coverage of all options for what can be shared)
  + Requesting and using keyboard/mouse control for a participant
  + Sharing your keyboard/mouse with a participant
  + Conducting Polls
  + Recording the meeting
  + Closed captioning or translating the meeting
  + Adding and using breakout rooms (including creating them in real-time or pre-populating them in advance of the meeting)
  + Broadcasting Your Meeting (via Workplace by Facebook or a custom streaming platform)
  + Ending the Meeting
* Post-Meeting Reporting
  + Reviewing and sharing recordings and chat logs
  + Reviewing poll responses
  + Reviewing usage and attendance
  + Other reporting
* Hosting a Webinar
  + Webinars versus meetings
  + Scheduling and configuring a webinar
  + Controlling access to the webinar
  + Understanding webinar roles: host, co-host, alternate host, panelist, participant
  + Soliciting audience feedback with Q&A
  + Enabling practice sessions
  + Inviting attendees and panelists
  + Configuring invitations
  + Source tracking your registrations (so you can tell who registered as the result of marketing through various social media sites, email newsletter, print marketing, etc.)
  + Branding
  + Polls and surveys
  + Live streaming
  + Reporting on the outcome of the webinar
* Conclusion