**Closed Captions**

1. To turn on Closed Captions, if you are:
   a. **Screen Sharing** click ‘More’ from the floating toolbar at the top of your screen
      i. And then on ‘Live Transcript’ from the drop down menu

   ![Live Transcript](image1)

   b. **Not Screen Sharing** click ‘Live Transcript’ from the toolbar at the bottom of your screen.

2. Select ‘Enable Auto-Transcription’ from the pop-up menu

![Enable Auto-Transcription](image2)

**Chat**

1. To view chat, if you are:
   a. **Screen Sharing** click ‘More’ from the floating toolbar at the top of your screen
      i. Select ‘Chat’ from the drop down menu

   ![Chat](image3)

   b. **Not Screen Sharing** click ‘Chat’ from the toolbar at the bottom of your screen.

2. Read out comments / questions from the ‘Zoom Group Chat’ window that opens up.

![Zoom Group Chat](image4)
Virtual Raise Hand (VRH)

1. Display a question / comment on the screen for participants to respond to.

2. Click the ‘Participants’ from the tool bar to open up the Participant window.
   a. Participants with raised hands will show at the top of the Participants window.

3. Call upon one person to speak at a time,
   a. Hover over that person's name, and click ‘Lower Hand’ to clear their raised hand.

Polls

Creating a Poll

1) Schedule your meeting in Zoom,
   a. Start the scheduled meeting, this can be done days/weeks in advance of the actual meeting date.

2) Click ‘Polls’ from the toolbar

3) Click ‘Edit’ in the right hand corner of the Poll window that opened up.
   a. This will open up a Zoom webpage where you create your poll(s).

Zoom Help Center: Nonverbal Feedback during Meetings
4) Enter a ‘Title’ for the poll, this helps you remember what content it covers so you select the correct one(s) during the meeting.
   a. (Optional) Check the ‘Anonymous’ if you want to keep participant’s polling responses anonymous in the report that can be generated after the meeting.

```
<table>
<thead>
<tr>
<th>Add a Poll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a title for this poll.</td>
</tr>
<tr>
<td>Anonymous?</td>
</tr>
</tbody>
</table>
```

5) Enter your ‘Question’.
   a. Select whether you want the question to be:
      i) ‘Single Choice’ (participants can only choose one answer) or
      ii) ‘Multiple Choice’ (participants can choose multiple answers).

```
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type your question here.</td>
</tr>
<tr>
<td>Single Choice</td>
</tr>
</tbody>
</table>
```

6) Type in the answer choices.

```
<table>
<thead>
<tr>
<th>Answer 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer 2</td>
</tr>
<tr>
<td>Answer 3 (Optional)</td>
</tr>
</tbody>
</table>
```

7) Click ‘Save’ at the bottom.

```
| Save | Cancel |
```

8) If you would like to add a new question, click ‘Add a Question’ to create a new question for that particular poll.

```
| + Add a Question |
```

**Launching a Poll**

1. Start the scheduled meeting.
2. Click ‘Polls’ from the toolbar.

3. Click the Poll drop down menu, and
   a. Select the poll you would like to launch.

```
| Polling 1: Zoom Engagement Tools |
| Polling 1: Zoom Engagement Tools |
| Polling 2: Facilitating Engagement Tools |
| Rolling |
```

Developed for internal employee use in Leading Interactive Meetings Using Zoom, Western Human Resources.
4. Click ‘Launch Polling’ from the bottom of the Poll window.
   a. This will open up the poll on participant’s screens so that they can respond.

![Launch Polling](image)

5. You will be able to see the results live.
   a. Click ‘End Polling’ when you are ready to close the poll.

![End Polling](image)

6. Click ‘Share Results’ to display the results on participants screens.

![Share Results](image)

7. Click ‘Stop Share Results’ to end the sharing.

![Stop Share Results](image)

---

### Creating a Poll Report

1. Go to the Western Zoom page: [https://wts.uwo.ca/zoom/index.html](https://wts.uwo.ca/zoom/index.html)

2. Click ‘Login to Zoom’ from the menu on the left

![Login to Zoom](image)

3. Click ‘Sign In’ on the Western Zoom sign in page.

![Sign in](image)

---

Developed for internal employee use in *Leading Interactive Meetings Using Zoom*, Western Human Resources.
4. Enter your ‘Western ID’ and ‘Password’  
   a. Click ‘Log In’

5. Click on ‘Reports’ from the menu on the left

6. Select ‘Meeting’ under Usage Reports from the centre

7. Select ‘Poll Report’

8. Enter dates in the ‘From’ and ‘To’ to look-up the meeting based on the day it was held.  
   a. Click ‘Search’
9. Click ‘Generate’ next to the meeting you want to generate the Poll Report for.

10. Select ‘Download’ next to the Poll Report you want to view

---

### Screen Sharing

1. To display content from your computer,
   a. Click ‘Share Screen’ from the toolbar,

2. Select the content to share by choosing either:
   a. A **Screen**: if you want to switch between different applications, or show everything on the desktop.
   b. An **Application**: to show a single application, i.e. PowerPoint, MS Word document, or website.

3. Select ‘Share computer sound’ if you are showing a video, this will send all of the computer audio to the Zoom meeting room. Ensure other applications with sound, such as email notifications, are closed.

4. Click ‘Share’ to send the content to the Zoom meeting room

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Developed for internal employee use in *Leading Interactive Meetings Using Zoom*, Western Human Resources.
5. Click ‘Stop Share’ from the floating toolbar along the top of your screen to end the screen share.

---

### Breakout Rooms

1. To create breakout rooms, if you are:
   a. **Screen Sharing:** click ‘More’ from the floating toolbar at the top of your screen.
      i. Select ‘Breakout Rooms’ from the drop down menu

   b. **Not Screen Sharing:** click ‘Breakout Rooms’ from the bottom of your screen

2. Click the ‘Up/down Arrows’ to set how many rooms the participants are to be divided into.
   a. As you increase the number of rooms, the number of participants assigned to each is reduced.
   b. Leave ‘Assign automatically’ selected, this automatically distributes participants for you.
   c. Click ‘Create’ to assign participants to the selected number of rooms.
      i. This will open up the Listing of Breakout Rooms to be created

3. Click ‘Open All Rooms’ when you are ready to start the rooms
   a. Tell participants to click ‘Join’ when the button appears on their screen.
4. Click ‘Close All Rooms’ when you are ready to end the breakout session,
   a. This send a 60 second countdown to each room and then automatically returns all participants
to the main meeting room.

   ![Close All Rooms Button]

   ![Broadcast a message to all]   ![Close All Rooms]

   ![Zoom Help Center: Managing Breakout Rooms]

---

**Security Options**

**Remove a Participant:**

1. Click the ‘Security Shield’ from the toolbar.

   ![Security Shield]

2. Select ‘Remove Participant’.

   ![Remove Participant]

3. Click ‘Remove’ next to the participant you want to move out of the room.

   ![Remove Participant Option]

4. Click ‘Remove’ in the confirmation dialogue box.

   ![Confirmation Dialogue Box]

   ![Do you want to remove Debbie Beverley? Once removed, Debbie Beverley will not be able to rejoin the meeting.]

**Other Security Options:**

You can turn on / off other functions by clicking on the ‘Security Shield’ including:

- **Lock the meeting:** this will prevent anyone else from joining the meeting.
- **Enable Waiting Room:** use this to turn on / off a waiting room during a meeting.
- **‘Allow participants to:’ area:** allows you to turn on / off some participant abilities that include screen sharing, chat, mute and video.
- **Suspend Participant Activities:** immediately locks the meeting and turns off everyone’s video (including the host), mutes everyone’s audio (including the host), stops screen sharing, ends breakout rooms and pauses recording. The host is able turn their video back on and unmute their audio, as well as use chat; participants cannot do anything until the host selects each option in the ‘Allow participants to:’ area.
Updating Zoom Desktop Application

1. Open up the Zoom desktop application.

2. Select your 'profile' (Image or Initials) from the top right corner.

3. Select 'Check for Updates' from the drop down menu.
   a. Zoom will check to see if there are updates available

4. Either:
   a. Select 'Update' to install if there are available updates,
   or
   b. Select 'Close' if you have the most current version already installed.

Zoom Help Center: Upgrade/ Update to the latest version

Adjusting Your Zoom Settings

1. Select ‘Login to Zoom’ from the Western Technology Services Zoom page.

2. Select ‘Sign in’ and enter your Western ID and Password

Developed for internal employee use in Leading Interactive Meetings Using Zoom, Western Human Resources.
3. Select ‘Settings’ from the menu on the left

a. Adjust your settings on the right. For support on each setting:
   i. Visit the Zoom Help Center and use the search feature, or
   ii. Contact our faculty/units Information Technology support group, or
   iii. Contact the Western Technology Services Helpdesk.