



AAAP Virtual Course Best Practices & Presenter Guide

1. Click on the meeting link to open Zoom and enter the meeting.
2. Enter your name and email address so others in the room will know who you are.
3. Click 'full screen' to make the meeting screen cover the entirety of your display.
4. To submit a question
 - a. Point mouse to the bottom of the screen and a Q&A button will pop up.
 - b. Once the Q&A button has been clicked, a dialogue box pops up.
 - c. Enter your question and select if you would like it to be sent to all panelists or a specific panelist.
 - d. Questions will be answered at the end of each session, as time allows.

GETTING STARTED WITH ZOOM

1. **Where do I download the latest version of Zoom?**
You can download the latest version of Zoom from the Download Center. [Learn more about downloading Zoom.](#)
2. **How do I use Zoom on my PC or Mac?**
[After downloading Zoom, learn how to use the Zoom Workplace desktop app.](#)
3. **How do I sign up for Zoom?**
You can sign up for a free Zoom account at zoom.us/signup.

JOINING A MEETING

1. **How do I join a Zoom meeting?**
You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID [Learn more about joining a meeting.](#)
2. **How do I use my computer/device's audio instead of using a phone?**
On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. [Learn more about connecting your audio.](#)
3. **Can I Use Bluetooth Headset?**
Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.
4. **Do I have to have a webcam to join on Zoom?**
No. The Zoom capabilities of transmitting video of yourself will be off for this course. You will be able to listen, view the presentations, and see the presenter's video during the meeting.

TIPS

1. You can enter and exit the meeting as often as you need. To exit the meeting, click the red "leave meeting" on the bottom right-hand of your screen.

2. Live closed captions are available throughout the course. Click the **Show Captions** (CC) button in the Zoom toolbar at the bottom of your screen to turn them on or off.

TROUBLESHOOTING LINKS:

- **There is echo in my meeting.**

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same room. If a speaker has an open mic and is using speakers while talking the feedback loop between their speakers and microphone will cause echo and a high-pitched noise.

[Learn about common causes of audio echo.](#)

- **My audio isn't working on my mobile device.**

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)