

Provider Conference: MAKING THE BEST OF A VIRTUAL CONFERENCE

We hope for active participation in the conference sessions, even with the limitations of the virtual environment. While we know everyone is very familiar with virtual meetings, we offer the following tips and suggestions for improving the conference experience for all.

Try to use your computer to join the conference

While you can join the Zoom conference sessions with a smartphone or a telephone, you will have a better experience using a computer.

Please contact Bill Boyd (bill.boyd@multco.us) if you need to connect to your meeting through your telephone without any video, so we can provide you with the correct dial-in number and meeting ID.

When entering the session

Please use the chat to say hello and introduce yourself!

We encourage participants to add their **pronouns** and **agency** to their participant name.

1. Join the Zoom meeting
2. On the Zoom in-meeting controls, click Participants .
3. Hover your mouse over your name, then click More.
4. Click Rename.
5. A pop-up box will appear.
6. In the pop-up box, enter your display name.
7. Click Change.

Please keep your camera on as you are able

Speaking in a Zoom meeting

Try to minimize background noise as you are able
Only unmute when you wish to speak

Use the Raise Hand feature to let the moderator know you wish to speak (found under the Reactions tab) at the bottom of the screen

- Remember to lower your hand after you have finished speaking

Please say your name before speaking; it helps other participants know who is talking

Problems Connecting

Internet Connection

Use the best Internet connection you can.

- Wired connections are faster and more stable than wireless (WiFi or cellular) connections.
- WiFi connections are faster and more stable than cellular (3G/4G/LTE) connections.

If you are using WiFi, check your router to make sure it is working as it should.

Quick tips for improving WiFi signal include:

- Try bringing your computer or mobile device closer to the WiFi router or access point in your home or office.
- Upgrade your WiFi router firmware. Check your WiFi router support site for firmware, upgrade availability.
- If necessary, consider using a WiFi extender to increase the distance and strength of your WiFi signal.

Avoid other activities that will steal bandwidth.

Don't start other bandwidth-intensive activities just before, or during, a Zoom meeting. On your Zoom device—and as much as possible, on different computers and devices that share your Internet connection—avoid:

- large downloads

- large uploads
 - streaming video (e.g., Netflix, Hulu, YouTube)
 - cloud backups (e.g., Carbonite, CrashPlan)
 - cloud file synchronizations (e.g., OneDrive, Dropbox)
 - other high-bandwidth activities
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Audio

Mute your microphone when you're not speaking.

- When your microphone is on, Zoom will devote part of your Internet connection to an audio stream for you, even if you are not speaking.
- Mute your microphone when you do not need it, and you will allow Zoom to use your Internet connection more effectively.

You can also use your phone for audio connection for a Zoom meeting.

- Start or join a meeting from your computer.
If you haven't yet joined the meeting audio,
- Select "Phone Call" or "Call Me" options instead of Clicking "Join with Computer Audio"

If you've already joined the meeting using computer audio, click Switch to Phone Audio in the lower left corner of the screen.

Click Phone Call tab:

- Dial one of the numbers presented on the screen (there are many)
- Be prepared to use your phone dial pad to enter the Meeting ID, Participant ID and Passcode... most times you must follow the number with the "#" key

Click the Call Me tab:

- Click the drop-down menu to select the country code of your phone number (+1 for US).
- Enter your phone number, then click Call Me.

- Note: If you are dialing a phone number that includes an extension, type a hyphen "-" after the phone number and enter the extension. For example, 6032331333-156 dials the extension 156.

Video

Stop your webcam video when you don't need it.

- While we encourage participants to use video during the conference, please stop video if it improves your connection.

Disable HD webcam video.

- Sending high definition (HD) webcam video requires more bandwidth than sending non-HD. Disabling HD video will free up more of your Internet connection for other parts of your Zoom meeting.

How do I disable HD video in the Zoom Client? From within the Zoom Client:

- Click the "Home" tab.
- Click " Settings."
- In the Settings window that opens:
- Click the "Video" tab.
- Uncheck "Enable HD."
- Close the Settings window.

Close other, unneeded applications on your computer.

- Zoom meetings can demand significant memory and processing power from your computer. Closing other applications -- ones you do not need during the session -- will help Zoom run better.