

Webinar transcript: Getting to Grips with Zoom

Welcome and introduction to the basics: joining a Zoom meeting

Nirmala Aasai: Hello again, and welcome to this webinar about Zoom . This webinar was put together to look at Zoom as a video conference and communications tool – in the current situation where virtual meetings are the only option for most of us to connect with peers, both professionally and personally.

With that in mind, we've kept this webinar as a basic session to go through Zoom as a communications tool. If you have any specific questions about a specific platform, or using it along with a specific application, we'll probably get to that at the end. And if you have questions, we'll try and get the answers for them in the handouts.

I'm not sure how many of you have already used Zoom , or if this is your first time. If it's your first time, you've probably got a meeting link from Rosa, which you've registered yourself into. You'll have clicked on that link and that would have given you the option to download the Zoom app. And that's basically how you're in this meeting room now.

So, for most of you, if your requirement going forward is just to join a meeting, you don't need to do anything else. This is all you need to go ahead with Zoom . Everytime you get an email from someone saying you have to join a meeting, or you have a request to join a meeting, from this point onwards, all you have to do is click that meeting invite.

This is a webinar, so you're already registered, which is why there's no password here. But if it's a Zoom call or a meeting, you'll require a meeting link – and a password will be given to you. All you'd have to do to get into that meeting is click on the link and type in the password when prompted. Then you'll be in the meeting.

Creating a Zoom account

By now, you'll have seen your basic accessibility is already there. So, for joining meetings, you won't need anything. But if your intention is to host meetings yourself – to talk to probably a bigger group, professionally or personally – then you need to host a meeting. You'll have to get a Zoom account, for which we can provide a link to register yourself in Zoom .

You'll need an email ID to register. A basic account is free, which gives you 40 minutes of free meeting sessions, just by signing in and without having to pay anything.

There are advanced options – like pro, education, and business accounts – that come with increased capabilities like hosting webinars, video conferencing, and the ability to integrate with other apps. But they come with a charge.

Jade Hammond: We've got one question. How much does it cost to have an education account?

Nirmala : Yes, so that's on the next slide. Jade, if you just want to scroll through to the next screen, please.

Basic features of Zoom

We'll get to that question, I've got the cost details on the next screen, but just before we go to the next screen, here are some of the basic features of Zoom . I don't know if you all have used some other platform before this for virtual calls? It'd work like anything else, where you can join in to a video conference using the ID, or if your host has a dedicated dial in number. Some of you might also have joined into this webinar with a phone line.

Then, Zoom offers basic features like you can capture a screen – right now, if anyone's interested in capturing this presentation, you could. And you could send files or photos over. Also, obviously, as you've seen, we're recording this meeting, which means you can save any webinars or meetings that you want to view at a later point in time. The chats are also auto-saved if you want to visit them at a later point.

Different Zoom plans available

For people who asked about cost: there are various plan types. The basic feature that we've said is free – it comes with 40 minutes of free calling, but that doesn't give you the webinar feature.

Then there's the pro, which is £12 per month, per host. Then there's the business account which is £15.99, and the enterprise account. So for your education question, that will probably come into this, the business account. If you specify your domain as .edu, you get education account. So for schools and other education accounts, it's based on your domain name being a .edu.

[Technical difficulties – skipped to 10:39]

Nirmala : I'm sorry, the connection is a little bit unstable over here. Sorry about that. I'm not sure when I went off, Jade. I've been speaking all this time so I'm not sure when I went off.

Jade: Yeah if you could just drop in the chat where we were at.

Nirmala : I think I was explaining about the different Zoom accounts and how you can get them. Apart from the free account, everything comes with charge and with all of the enhanced features. On the screen before we saw a comparison between the different accounts. So, if there are any further questions... I can see a question asking about WhatsApp. There are

certain applications that you can create group meetings, WhatsApp is unfortunately not one of them, so you can create a meeting and share it in WhatsApp – that, of course, you can do, because those applications are integrated. So you can create your own Zoom meeting and then you can send the invitations through WhatsApp. Did I answer your question about WhatsApp?

Jade: So we have a couple more questions coming through on the Q&A. I don't know if you wanted to carry on through and ask after, but we've got a couple.

Nirmala : I think we'll just quickly scroll through the content and then we can open it to questions. That might be easier.

Online safety and security

Since it's all virtual and online now, one of the main concerns that has come in the picture is the security. As very basic users, I think we're all concerned about online security, so any online application comes with its own risks and there are ways to mitigate them. Similarly, in Zoom there are features – essential safety features – that you can follow to make sure your online meetings, or your content, or your privacy, is not violated.

This is just a comparison –

What you're looking at right now is a comparison of different safety features that you can enable as the host. You can always require a password, so you know there are no unwanted participants, or you know someone who shouldn't be there isn't there, and ensure that you only have participants who have been invited. Then there's validating external parts. If it's not a personal Zoom account, and if it belongs to the organisation, then there's always options to validate guest accounts through your authentication process through the waiting room process, where you can ensure each of the guests are on your meeting list.

There's also a feature called 'meeting room'. It's always best practise to keep this enabled, so you know who's going to be joining the meeting. Also to lock the meeting, that is another great feature. So, once you know you've got all your participants it's sort of best practise to lock the meeting so that you know there are no intruders or security concerns.

Enabling security features on Zoom

Okay, and then we'll just look at some of, how do you enable some of these security features?

So as I said these are some of the options. Within Zoom there's an option to use your personal meeting space to create a Zoom meeting. The personal meeting space is like the default that's always available for you, let's say it's like your own lobby. Then you can just send that if you want to have one-to-ones with your peers or with your team.

Then if it's with a wider group or audience, best practice would be to create a meeting, schedule a meeting and send out specific meeting invitations, with a meeting name and also a password requirement, to ensure you have the correct audience.

As I said, meeting rooms and then guest lists if it's within your organisation or external organisation. Then, if you need somebody – if it's going to be a long meeting and if you need some more panellists or some more co-hosts – then even within a meeting, or within a free account, it's possible to assign someone else as co-host. That's if you want someone else to share something, or to step in for you at some point.

And you can control various options, like you can either allow people to share files or block files or screen sharing. So that no malicious content gets shared, you have the option to control what's getting shared as a facilitator. There's also the option in this web browser to chat with everybody, but you can also control it. So if you want everyone to chat only to the host, or only to a particular facilitator, there are various features that you can set depending on the intent and content of the meeting. And if you want more details, we can add it in the handout which we're preparing for later this week.

I see there was a question about email accounts for dialling in. No, as I said, you don't need an email account to dial in the meeting, you can even share it in a WhatsApp group or as a WhatsApp message to someone specifically. All they will need is a meeting link, the Zoom app installed in their laptop, PC, or mobile, and the meeting password. And can we scroll down please.

So these are again some of the security features. This is a response from Zoom related to the recent security concerns that have been raised for Zoom. Because of this current situation the usage of Zoom as an online meeting platform has skyrocketed and that's obviously raised a number of security concerns as well. As a response, Zoom has updated security features.

Facilitators now have a better chance of controlling their meetings to make sure there's online security. These are some of feat you can use. Best practise if sharing meeting passwords is to always send them securely, not to big groups. Or if you want to create a group specifically just for that meeting, make sure you review the participant list and send passwords.

Also, the meeting link itself. If it's possible, send it closer to the meeting time as it gives less chance for any security violations. And, as I said, if it's really sensitive if you don't want 'chat' or you don't want anybody to transfer files, that can be controlled by the facilitator. If you want detailed how-to's, we can share them in the handout that we'll be giving out.

If you have a free account, the number of participants is up to 200 and the meeting time is 40 minutes. Although, if you run out of the 40 minutes you can always just dial back into the same meeting, which is possible, but you will have to step out and step in again. So even if you're a

small group who doesn't want to be investing, you can still do this, just get a free account and you need to set up meetings that are less than 40 minutes or dial back in once again.

So, for renaming participants, I think as a security feature, we should disable that. So that the facilitator always knows who they're talking to. These are some of the grey areas in Zoom that can be controlled, as a default it says they can rename themselves but as a facilitator once you've locked the meeting, the contents will lock and they won't be able to rename themselves.

Hope that answers your question.

A comparison: Zoom versus Skype

Meetings for 25 participants... I don't know if you already had a Skype account or Microsoft Teams or whatever account you had. For Skype, if you already had Skype, it now offers capability to host meetings of up to 50 participants. So that's still possible, you can always continue using Skype. Zoom is targeted mainly for a wider audience group, where participant list is probably more than 100. So Zoom is dedicated to bigger meetings and webinars. If it's only a meeting and you have Skype, that should be enough. But again, if you want features like webinars, Zoom is a better option.

And if the participant list is just going to be 5-10, if it's just five or six, even a WhatsApp group is enough. A video chat within WhatsApp should be enough. Yes, Skype does give you that option. I saw a question that says does Skype give you the chance to call the women so it doesn't cost them to log in? They will have to have a Skype account, which means it has to be through the internet. But if they have landline and phone number and the facilitator is able to incur cost, then yes they can call attendee directly on their mobile phones.

I've just added a high level comparison of Zoom vs Skype. Just for a very high level, if you want more details please do ask and we'll try to answer them in handout. From a price perspective, Skype is better priced. It's easier, both of them do have free accounts but the free accounts have very limited usage. If you're just looking to connect weekly with a smaller group of 10-20 people for, say, 30 minutes per week with minimal internet connection, either one is better. If you already have Skype, you can just make use of that.

So this is if it's a smaller group then it's basically – you can stick to whatever you already have.

If you have a Skype then yes, you can always continue going through Skype. As an organisation we've been using Skype, we're only looking to move to Zoom because of the volume of users. As a global company we have a lot of users in various parts of the world, which is why we've decided to look at Zoom. But if you're only going to be talking to less than 50 per week you can just continue with the option you currently have – if you do have Skype or teams or anything you do have at this point. Even a simple WhatsApp would be enough, if it's less than 10 participants.

For a presentation, I think this is basically all we had, because we wanted to keep it to a basic minimum. Jade, I think that brings us to the end of the presentation. We can stop this and then we can now open the house for questions.

Jade: Yep that sounds good. So I'll be kind of moderating the chat if you want to send across your questions and I can relay them to Nirmala to make that easier. So we've got a question from... we've got is Skype more secure?

Nirmala: Skype is more secure. From a specific standpoint I can confirm that Skype doesn't by default allow your chat transcript or recordings to be recorded, so that's an inherent security feature, but Zoom allows it by default.

You do have the option to control it, but the default is, yes, Zoom will let you save all meetings and any participant to save all the transcripts. So in that way Skype is probably a little bit more secure than Zoom, but it can be controlled as a facilitator. If you use best practises and normal housekeeping activities you can secure it.

Question and answer session

Jade: I'm going to stop screen-sharing so everyone can see you in full. We have a few more questions coming in. So we have, how do you dial back for an additional 40 mins?

Nirmala: So that's once your 40 mins is up you'll get notification saying your meeting has ended, your 40 min slot is done. All you have to do is all participants will have to use the same link and dial back in. So that will give you another 40 minutes.

Jade: And we have a question from Julia – is the webinar option an add on cost?

Nirmala : Yes it is. Apart from the basic account, it comes as an add on cost. It's part of your business account but it comes with add-on cost.

Jade: And we have, are there alternate platforms that're good for webinars?

Nirmala: Yes. Alternate platforms are, you might've already seen if you're using Skype that'll be a good option, or there's Microsoft Teams that you can use. But Microsoft Teams is more expensive than these two. So if you're looking for affordable options, which is probably why the use of Zoom has increased now because it's more affordable when we compare the other options. But the compromise you're making is you need to be more vigilant in terms of how you use the tool.

I have a question that says how's the chat retrieved after the Zoom meeting ends. Well, as the facilitator there's a place within your meeting where you can go – and by default it's all stored in

your local machine. Or if you have a pro account it's saved in Cloud and can be shared. The details, we can provide screen shots in the handout.

You can go into your meeting settings where you can see your chats, you will see there's an option to retrieve your chats. If it's a free account, your chat transcripts are only stored for a day, for 24 hours. Just to watch out on that.

And it says will we get this meeting information? Yes, we'll be sending out the handouts with the how-to's of all the questions that've been asked over here. As well as the meeting recording, will be shared by Rosa.

Jade: Also, please feel free to keep sending in the questions in the Q&A and the chats.

Nirmala: There was also a question earlier on event management, probably if you want to raise a charity event or you're going to organise an event, so yes. You can do that using a Zoom meeting itself if you want to, or if you already have other event management apps, I think the question was around Eventbrite.

If you already have an event management app that can be integrated with Zoom through an integrator, or if you want to directly do it through Zoom, you can still do it. Because there's an option for polling, Q&As, and then feedback, whiteboards, all of that is possible.

But they're all part of purchase plans and add-ons.

Okay I'm just looking at the chat, and one of the questions is is there a charge to have a Zoom account even if I share the meeting with a group through WhatsApp? No, there's no charge. You'll have to have an account but that can be a free account if you're just going to use it for less than 40 minutes, so you don't need to pay anything for a free account if it's only going to be a meeting restricted to less than 100 people for less than 40 minutes.

I think there was a question on how many people you can see on the screen with Zoom? It depends, so at the minute there's a capability to see about 40 parts in a video conference, or if it's a webinar then it depends on the add-ons.

And there was a question that says, are you saying Zoom as a company has a transcript of your discussion in contrast to Skype?

Well, yes, so a Zoom meeting can be recorded and Zoom chats are saved automatically to the facilitator or host's computer – or if it's a company account or a group account, it's saved to the group's Cloud depending on the configuration. Unless it is controlled by the facilitator, yes by default they are saved.

I think we have answered all the questions that have come through, Jade are you seeing anything else that I haven't answered?

Jade: We have one question in the Q&A from Julia which is, I think you can add a feature for hard of hearing, can you do that with Skype – or language interpretation?

Nirmala : With Skype. I can check that off the top of my head, there are language options available on Skype as well but I can check that and we can answer that in the handouts.

Nirmala: So I see the question from Rosa, worried if Zoom as a company can have this access. So, as a default, your chat in your personal account can only be saved for a day. It's only the company that can save them in the Cloud, which is why for the recordings or for chat transcripts it's always better to ask the facilitator if they're going to be saved. And if it's going to be saved, it's basically awareness, knowing if and where it's going to be saved.

Obviously it's a security concern, so that's why we have all these features and awareness is key. So when you get into a meeting, as housekeeping, if meeting is going to be recorded, like Jade did at the beginning, she informed everybody that it's going to be recorded... and we can have chats that will be saved and shared, so you will have to ask and get that awareness of what's being saved in the background or what the facilitator is doing.

There's a question about breakout rooms and how do you record the individual breakout rooms. So the purpose of breakout rooms is not to record, you can probably have different people record... but the breakout room is going on while you're recording the plenary session. As a host, by default, you'll be able to save your breakout room. But if there's more than one, we will have to, I can check that and get back on that. I think that was one of the questions.

Jade: So we have another one from Lucy which is, how can you save the minutes from a meeting?

Nirmala: The meeting itself can be recorded and then there'll be an option if you're taking notes and if you want to be part of the meeting itself. Or if you haven't integrated any of your apps, your whiteboards or anything you share in that, but through your default settings you can save them. If you want specifics of how it can be saved and retrieved, we can share that detail in the handout.

Jade: And on that note we have a question about will the attendees receive a handout, so yes we'll be emailing you next week with a handout that Nirmala's going to put together along with a recording of this webinar, so you'll have all this information to hand next week.

Nirmala: We're working on getting this done, based on the questions we're trying to get them answered in a handout. So if not late this week then early next week you should receive a handout with a recording.

Jade: Yeah, so we have a question from Flora in Q&A which is, how do you schedule a meeting?

Nirmala: So scheduling a meeting. You'll need a basic Zoom account, then once you have your Zoom account you can either log in using your credentials, then there are different tabs in your account. Jade do you think we can probably give a simple demo of how to join a meeting if you want to share a screen and open your account?

Jade: Sorry everyone, just trying to log in. So can everyone see that okay?

Nirmala: I can see, Jade.

Jade: Yeah, if everyone just wants to let me know they can see the screen. So all I've done is I'm logged in here and I've just clicked join a meeting.

Nirmala: So this is if you've received a meeting link from somebody, for the first time and you click on that link it will just say download Zoom. Once you download, this is the page it'll take you to. It'll ask for the meeting ID or link that has been provided by the host. You'll type that here and then click on join. If it's a personal meeting then it'll ask for a password again... and then you'll just have to type in your password and you'll be in the meeting. It'll say waiting for the host to join if they've enabled that, and from then on... you should be in the meeting.

Jade has joined on the web app, you can do it even on the desktop app. If you just go on 'schedule a meeting', there's an option at the top, it gives you an option here. It gives you various security options as well.

You can schedule it, and then once you've scheduled it there's an option at the bottom that says email notifications. As you can see there, you can alternate hosts so you can actually get somebody to be your co-host as well who doesn't have host account... but they can still join as the host in this meeting. So this is actually Jade's meeting on Rosa's account and I've just joined as a panellist so it is possible that you can do that.

I think they have a question that says what is a breakout room? A breakout room is exactly what it says. In a webinar, if you want people to nip out and in, you can enable a breakout area where they can step out and then discuss something if they want, outside the scope of the meeting, or related to the meeting, and they can then just jump back into the meeting. If there's a specific part of the meeting – to subset off the participants to discuss – you enable this space for them so they can join there, so they can discuss the meeting, while you continue with your original agenda, and they can join back at any time.

So that the host and facilitator is still aware of what's happening, they're cognisant of what's happening. So that's basically a breakout area.

And is Zoom similar to Outlook when you're scheduling the meeting?

Yes it is. It is similar to Outlook. If you integrate in your desktop app. Once you schedule a meeting then you have the option to send an invitation and integrate your calendar so your meeting goes automatically into your calendar. You can set up email reminders and notifications to yourself and participants as well.

So the host will be able to view all the breakout sessions, yes, and there are options that the host can control. It's a pre-meeting setting that you can set up to whom you want to be in each breakout area if you have more than one breakout area. You can restrict access as well to the breakout rooms. And yes breakout rooms will have to be enabled beforehand.

Jade: Do we have any more questions from anyone? Feel free to drop in the chat or Q&A and I can relay them back. Ah so we have a question – would you be notified if all of the members have joined or not?

Nirmala: Yes. This is a setting you can pre-set as well. If you haven't set it initially you can look into the participant list to see if everyone's joined. But if you've already... there's an option to notify you or message you when the members have joined or not. So this is a setting as well that you can configure.

I think there was a question that says what's the difference between hosting and scheduling a meeting. So scheduling a meeting is just setting up a calendar event, whereas hosting a meeting is actually the person who is facilitating the meeting. So you can schedule a meeting and you can call all invitees and then within the meeting. Who's running the meeting is most like the host, but scheduling you can schedule a meeting on someone else's behalf as well... if you have the account and they do not you can schedule a meeting, but hosting a meeting would be the person covering the agenda for the meeting.

And it says can Zoom be used for training purposes beyond webinar? Yes, you can use it like any other online platform. You can use it for training purposes because it does come with a whiteboard, so yes it can be used for training purposes.

And I think there's a question about renaming themselves. So yes in Zoom initially you login with your name or a default account there's a default name you can login with. Then there's an option to rename themselves. If in the middle of a meeting you want to swap with someone else within the room and you want to rename, that's, I think, straightforward. But it also gives you an opportunity to use it maliciously, so the best practise again would be to prevent users from renaming themselves. If there's a need for a particular part to leave then come back or swap it'd be ideal if they can send details to the host, facilitator or panellist. Then they can be advised that somebody's stepped out or swapped with somebody else. Does that answer the question about renaming?

Jade: I was going to say Nirmala also if anyone has questions feel free to drop in chat as usual but was just thinking it might be helpful to talk through what's the difference between web and desktop app with Zoom?

Nirmala: So the desktop app is more like your personal space, your online web account gives you all your billing, your account plan, your settings, your basic settings and all that. And your desktop app is like a condensed version of your account, so it's like a shortcut to easily create your meetings and attend meetings and send reminders. For all your setting changes or like configuration changes you'll need to go on your account settings. So if you install Zoom just as a participant, you get this desktop app. So you will not need the web account or the web page Jade shared earlier. That's only if you're a host and you have settings related to your spec that you want to change, if you're only attending the meeting as a participant.

That's only if you're a host and you have settings related to your specific account that you want to change. If you're only attending a meeting as a participant you just need a desktop app. So don't be confused if you don't have the web page that will only come with a dedicated account or you've purchased a Zoom account.

Nirmala: There is a question about additional training... to social media. The intent for this meeting was specifically Zoom. For any other platforms I think Rosa will... I'll let jade answer that.

Jade: As Nirmala said this webinar is all about Zoom. We have on our site a page we're updating every week that's full of resources for nonprofits and women's orgs that includes a lot of resources around training and social and comms tools, so I can link that to you after this webinar. But this is specifically to focus on Zoom .

If anyone has any more questions, send them through. I know this webinar was supposed to finish at 130 but we can finish a little earlier if there are no more questions. But yes feel free to send through we have a little more time.

Nirmala: There's a training video within Zoom, online trainings for using Zoom for different purposes. If that's something you want to go through in the handout we can provide the links for that. There are also weekly sessions that Zoom organises that're free to everyone to attend.

If there aren't any questions coming through, as a takeaway from this meeting I want to say that Zoom has gained popularity owing to the current situation, and going forward it looks like it will probably be the future. If not Zoom then any other online platform, so don't restrict yourself just to Zoom. Depending on purpose of online sessions or meetings, different platforms can be chosen based on your requirements. If you have any specific requirements that haven't been answered, please email Rosa and we'll try to get answers to you.

Jade: So we have a question here about how to be secure when you don't know who's in the room.

Nirmala: Is that as a host or as a participant that you're saying? If it's a host, I think as we said there are ways to know who's joining. That's why we'd want to authorise all users who're joining and lock the meeting once you know everyone's joined so you don't have trespassers or security violations.

If you're a participant there are ways in which you can make sure you're secure depending on how you share your content. If you're a participant then yes there are ways if you want to share, or if you don't want to share, there are always options you can control as a participant. Sharing files or chat there are options who you want to share it with. Even in chat you can see who you want to share your message or any info with, so just be mindful and take a moment to understand how to do that. We'll also share more details around security both as a host and as a participant.

It says the host can record the meeting. Yes, for security purposes it's only the host and co-host who can record meetings and they can later on share it with participants.

Jade: Brilliant, thank you Nirmala for that. So if we don't have any more questions I will show my face again, if I can, in fact no – maybe not. I just want to say massive thank you to Nirmala for taking us through the basics of Zoom, I hope you've all learned loads from this and as I mentioned we'll be following up next week with a link to the recording and a resource that will take you through everything we've covered today...