

ONLINE HOSPITALITY GUIDE

PT. 1 NUTS & BOLTS

ZOOM ACCOUNT

Non-profits may be eligible to get Zoom for a discounted through TechSoup. [Click here](#) to learn more. Institutions of higher learning may offer staff licenses, check with your IT department before purchasing. For all others, visit the [Zoom homepage](#) to learn more about creating an account. Learn more about plan pricing [here](#).

GETTING STARTED

Once you have an account and you are ready to get started, the following guides will teach you all about Zoom and its many tools.

- [Duke University Zoom guide](#)
Here, you will find step by step instructions to get your account set up along with links to more advanced training as you are ready.
- [Zoom Live Training](#)
You can sign up to attend a live training hosted by Zoom. There are a few different course options to choose from, depending on what you want to learn. At the bottom of the page, you can also find recorded videos of the trainings, if you prefer not to attend the live session.

TRAINING

GENERAL

- [How to schedule a meeting](#) - basic instructions for scheduling a meeting and inviting others to join you
- [Start or Join a meeting](#) - instructions on launching your own meeting or joining someone else's scheduled meeting
- [How to use your Personal Meeting ID \(PMI\)](#) - using your personal room as opposed to a scheduled meeting
- [Muting and Unmuting all](#) - how to mute or unmute all participants at once

BREAKOUT ROOMS

- [Set up your account for breakout rooms](#) - before you can create or join breakout rooms, you must enable this feature on your account
- [Managing breakout rooms](#) - instructions on how to set up a breakout room for a meeting you are hosting
- [How to join a breakout room](#) - instructions on how to join a breakout room as an attendee
- [Participating in a breakout room](#) - basic instructions on how to participate well in a breakout room as an attendee

POLLS

- [Polling for meetings](#) - instructions for enabling polling on your account, creating a poll, launching a poll and downloading a report of the results.

SCREEN SHARING

- [How to share your screen](#) - instructions for sharing your screen as a host
- [Sharing a virtual whiteboard](#) - how to set up a collaborative whiteboard space in your meeting

RECORDING

- [Recording automatically](#) - pros and cons of manual vs. automatic recording
- [Local recording](#) - recommended method for desktop computer or laptop users. Local recording saves the file to your computer
- [Cloud recording](#) - this feature is only available for paid accounts and is recommended for hosts joining via a smart phone. Cloud recording saves the file to cloud storage within your Zoom account

GENERAL TIPS FOR ZOOM HOSTS

- Answer questions throughout as you are able. Invite participants to submit questions via the chat thread and answer as you go.
- Ask questions that require answers in the chat (about every five minutes). These questions can require a simple Y or N, but this helps to keep people "leaning in" and active on their keyboards. Mention some of those comments along with the name of the person who submitted it.
- The presenter should have their video enabled, in a well-lit room with a non-distracting background. It helps participants retain information if they can see the presenter(s).
- If you are the host, try to be on a wired connection rather than WiFi.
- Before you schedule a webinar or online session, know your purpose. Many times, it is just as effective to prerecord a short message and send that out. If you're just sharing information, record it. If you want to create a common learning experience, you can prerecord and then have the online session focus on what everyone has already watched.
- If you are planning to lecture during a session, provide visuals to help with focus.
- Appoint someone to be in charge of tech issues and manage those through the chat so the presenter can remain focused on the presentation.
- Let everyone know ahead of time if you plan to record the session and how you will distribute the recording. Don't forget to hit record!
- Make eye contact with the camera, not the screen.

For additional support, visit the [Zoom Help Center](#) or contact [Zoom Customer Support](#).