This guide is intended to provide an introduction to allow participants to familiarise themselves with the Zoom platform and its functionalities so that participants can fully take advantage of the meeting.

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1. Overview of Zoom

Zoom is an e-conferencing platform. Its features include interpretation and breakout rooms, to facilitate the involvement of all participants in both English and Russian languages, and in large and small groups.

2. Before joining

a. Register and sign up for a Zoom account

To connect to the meeting, you must have a Zoom account. Please follow below steps to register and sign up for a Zoom account.

i. Go to https://zoom.us/signup on your computer or smartphone
ii. You will be prompted to type in your date of birth
iii. Provide your email which you would like to use to sign up to Zoom
iv. Check your email for a letter from Zoom containing your account details and further instructions

b. IT readiness/system requirements



Computer

- OS: Windows 7+, MacOS 10.9+
- Browser:
  - Google Chrome 30+
  - Mozilla Firefox 27+
  - Microsoft Edge 12+
- Memory: 4GB+
- Processor: Intel i5+ recommended
- Speakers and microphone
- Webcam
- Headset with microphone
- Permissions: allow Zoom to access camera and microphone



Mobile

- Android 5.0 or later
- iOS 8.0 or later
- iPadOS 13 or later
- Zoom app installed (via Google Play Store or App Store)

c. Preparing for the meeting

Make sure you have all of these set up and organised ahead of the training.



A good headset with microphone



Webcam



Internet connection

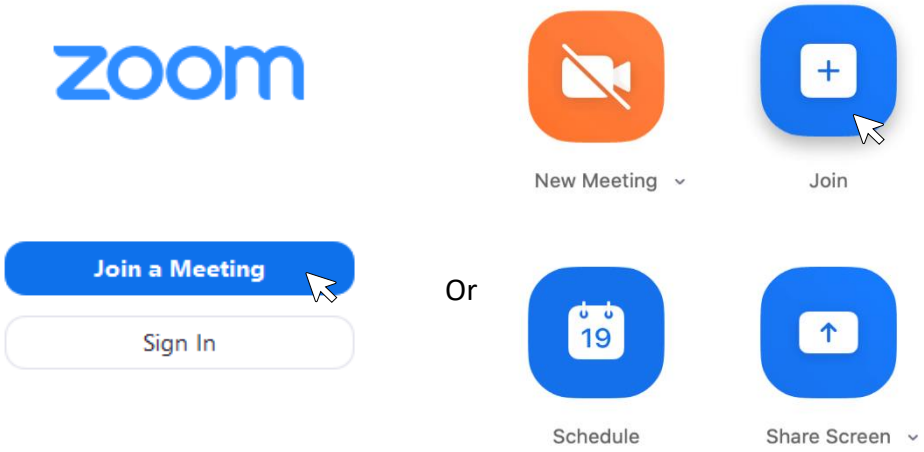


Professional environment

3. Joining a meeting

Before joining the meeting, you will be prompted to download the Zoom application. If you do not already have it, we recommend you install it in advance – you can do this here. Alternatively, you can install the Android or iOS Zoom application.

To join the meeting, you will need to have the **meeting ID and the password** that will be sent to you via email.



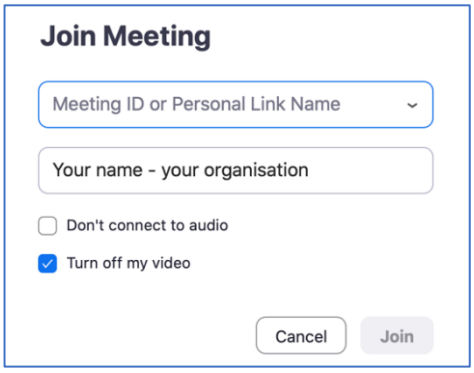
a. Join from your computer

There are several ways you can join a Zoom meeting from your computer.

i. Via the Zoom app

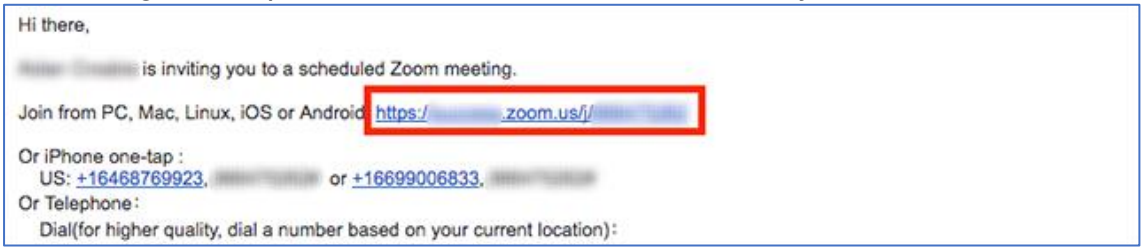
- Open the desktop Zoom app.
- You can join the meeting after signing in. Sign in by entering your email and password and then click “Join”.
- When prompted, enter the meeting ID and the password.

ii. Via email



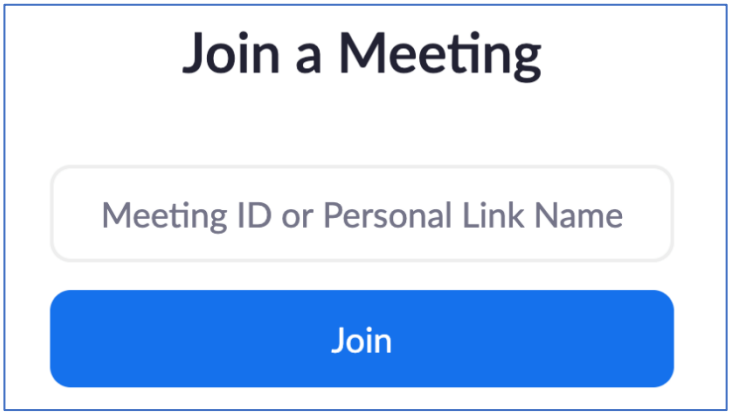
Click on the join link from the email invitation you were sent. This will open your internet browser and you may be prompted to allow the Zoom application to open.

The meeting ID and password will be entered automatically.



iii. Via your browser

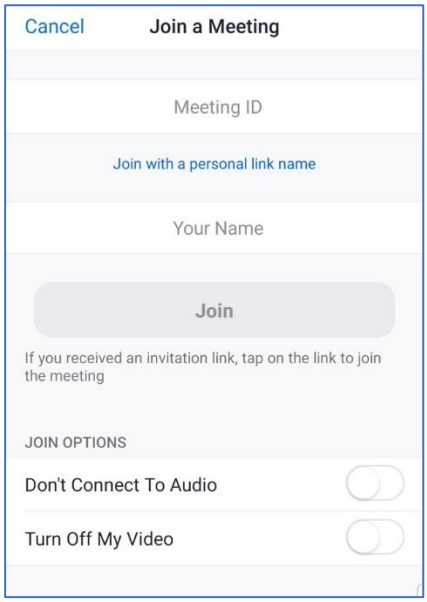
- Open your browser (see page 2 for browser requirements and recommendations) and go to zoom.us/join.
- Enter the meeting ID.
- You may be asked to allow the Zoom application to open. Click yes/open/allow.



b. Join from your mobile

i. Android and iOS

- Open the Zoom mobile app.
- Sign in and then tap '**Join a meeting'**.
- Enter the meeting ID and your display name.
- Select if you would like to connect to audio and/or video and click join.



c. Naming conventions

Once in the meeting, please click on the three dots next to your name to rename yourself in the following way:

First name Last name, Organisation, Country

Example: **Nurlan Sarmatov, WHO, Kazakhstan**

4. Request to speak and chat with other participants

a. On a computer

There are two ways you can attract the attention of the meeting organisers if you wish to speak.

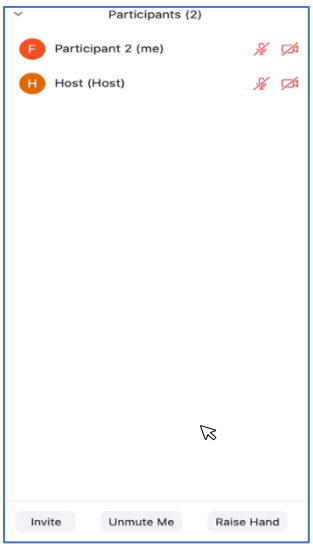
- Raise your hand
- Use the chat function

When you wish to speak, make sure to **unmute** yourself. When you have finished your intervention, please remember to **mute yourself** again to prevent any additional background noise for other participants.

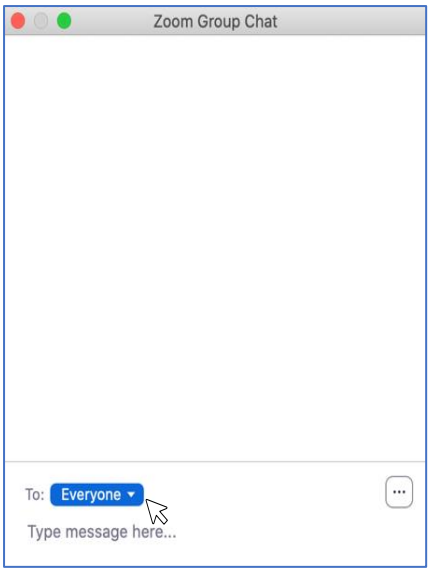
You can control all these through the bar at the bottom of the screen. You can turn your microphone and camera on and off here.



To raise your hand, click ‘participants’ and then ‘raise your hand’ at the bottom of the screen. You can lower your hand from the same menu when you have been called on by the facilitator.



Click the chat icon to send a message to the whole group or select one participant to send a message to them privately.



b. On mobile

Raise your hand
Tap on ‘more’ and then ‘raise hand’. When you have attracted the attention of the host or facilitator, you can lower your hand from the same menu.

Use the chat function
Tap on ‘more’ and then ‘chat’. You can choose to send a message to all the participants or select a participant to send a message to privately.

Mute and unmute
When you wish to speak, make sure to unmute yourself. When you have finished your intervention, please remember to mute yourself again to prevent any additional background noise for other participants. Click on the microphone icon at the bottom of the screen to toggle between mute and unmute. We also recommend turning on your camera when you speak.

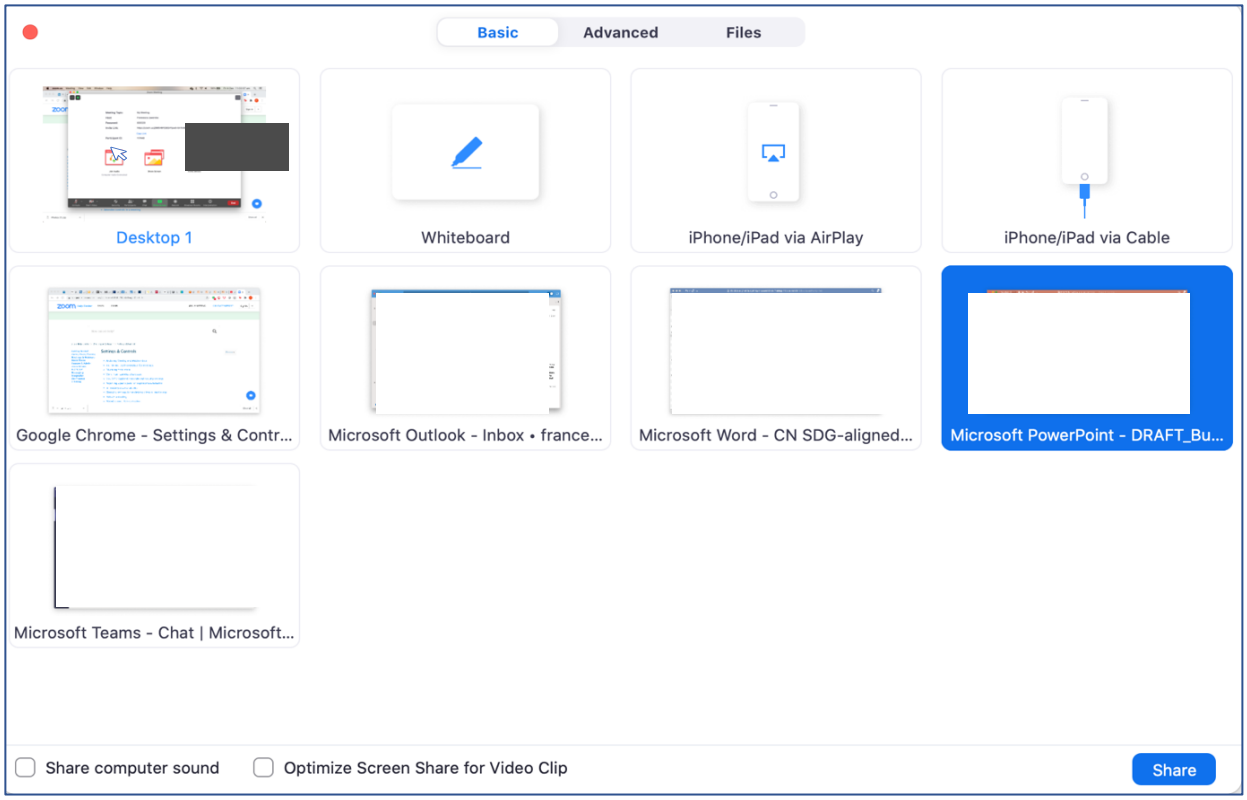


5. Sharing your screen

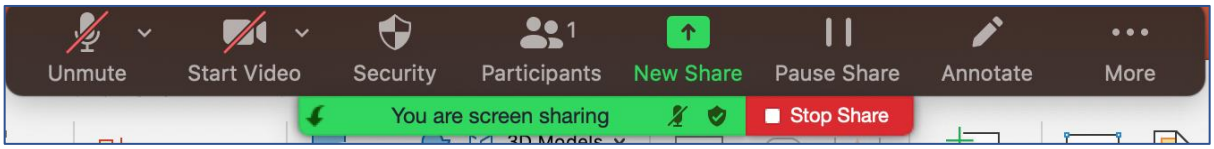
If you are asked by the facilitator to share your screen for a presentation or to contribute to the discussion, you can do that via the bar at the bottom of the screen.

- Click on the green ‘Share screen’ button.
- Select the window that you want to share and click share. Note – only this window will be visible to participants, even if you navigate to another window while screen

sharing. For example, if you are sharing a PowerPoint and open your email during the presentation, participants will not see your email.

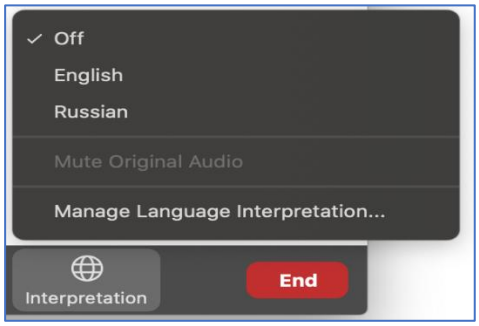


- The buttons to control the meeting move to the top of the screen. Here you can pause or stop sharing.



6. Interpretation

This meeting will feature simultaneous interpretation in English and Russian. If you will need interpretation from either of these languages, click on the Interpretation icon (globe) in the bottom bar, and select your preferred language.
By default, the original audio will continue below the interpretation. You can mute this in the same menu.



7. Raising a technical issue

Use the chat function to send a message to the host or co-host. This will be indicated in brackets after their display name.
If you cannot hear or see the screen, it can be useful to send a message to all participants, to confirm if the problem is affecting everyone.