

# Delegate Guide for Using Zoom at the 2020 Online ABC

Updated April 4, 2020

## Introduction

The 2020 Annual Business Conference is being held entirely online due to COVID-19. Since we have already used Zoom Webinars for the 2019 ABC with Remote Delegates, we have decided to use that platform again. An entirely online ABC will be a new experience for all us and there will be many things to learn. With Patience, Love and Compassion for our fellow travelers the 2020 ABC will be a successful experience that allows more ACA groups to participate in our service structure.

The Latest information for delegates can be found at <https://acawso.org/category/delegate-training/>

## Registering as an Online Delegate

All delegates (even previously registered remote delegates) must register at <https://www.acaworldconvention.org>. We have set a deadline of Monday April 20<sup>th</sup> at 12 PM Eastern for Delegates to register to ensure Online Delegates have plenty of time to be comfortable with the Online voting process and WSO has time to prepare as well.

Once you register as an online delegate, you'll be placed in the 2020\_abc\_online\_delegates channel. If you're not already on Slack, you will be sent an invitation to the WSO Slack workspace (if you're not already on Slack). Once you accept the invitation, you'll automatically be joined into the channel.

## Zoom Registration for the Actual ABC

You will be sent an email invitation to register for the ABC. This will keep our meeting secure and enable you to fully participate as a voting delegate. If you need assistance with registering, you can reach out in the Slack channel or send an email to [abcsupport@acawso.org](mailto:abcsupport@acawso.org).

## Training for Online Delegates

**Please choose one of the following training dates (you are welcome to attend more than one session):**

- Sunday March 29, 2020 at 12pm EDT
- Saturday, April 4, 2020 at 10am EDT
- Sunday, April 12 at 10am EDT

The training will run approximately an hour and 20 minutes, with the last 25 minutes dedicated to training with the technology.

**Please Note:** You will need to download and install the Zoom application to your computer or mobile device in order to participate in the training and the ABC.

Meeting ID: 861 444 541 **(ID for Delegate Training only – will be different for actual ABC)**

Please click the link to join the meeting: <https://zoom.us/j/861444541>

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## Zoom Technology for Delegates

### You will need:

- Zoom application installed on your computer or mobile device
- An internet connection – broadband wired or wireless
- Headset/earbuds with microphone
- Webcam – built-in or USB plug-in

**\*TIP:** If you use a headset or earbuds with a mic, be sure to plug those into your computer before joining the Zoom meeting.

### Enter the Zoom Meeting

Your meeting host will provide the URL to the Zoom room. Simply click the URL or paste into your browser of choice to open the meeting.

### Audio and Video Setup

After launching the Zoom meeting from the meeting URL, you will be prompted to join the room's audio. Click "join audio by computer." Zoom allows audio participation through your computer's internal speakers, a headset, or a phone line.



Should you experience problems connecting your audio, click the arrow next to the microphone icon in the bottom-left hand corner, choose "Audio Options", then "Test Computer Audio". Built-in and peripheral webcams will turn on automatically when the meeting launches.

If you need to change your audio/video input device, click the arrow next to the microphone/camera icon and select the appropriate device.

If you would rather "join by phone" you can use your phone for the audio portion of the meeting. This link has information on how to connect phone audio to the Zoom application on a computer and where to find your participant ID. Device specific info at the bottom of the page. **Please note** that "joining a meeting by phone only" (without Zoom app) will not allow you to participate in the online ABC.

<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>

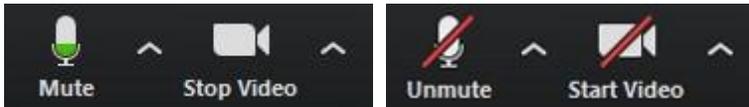
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## Mute Yourself/Stop Webcam

To mute, click the microphone icon in the bottom-left corner. To unmute, click the microphone icon again. Follow the same process to turn the webcam on and off. During the meeting, please remain muted unless you are recognized by the chair to speak. Once recognized, a host will unmute you. You will receive a notice that you're being unmuted and cannot be heard unless you accept.

**Please note: if your camera is on, others will be able to see what you're doing.**



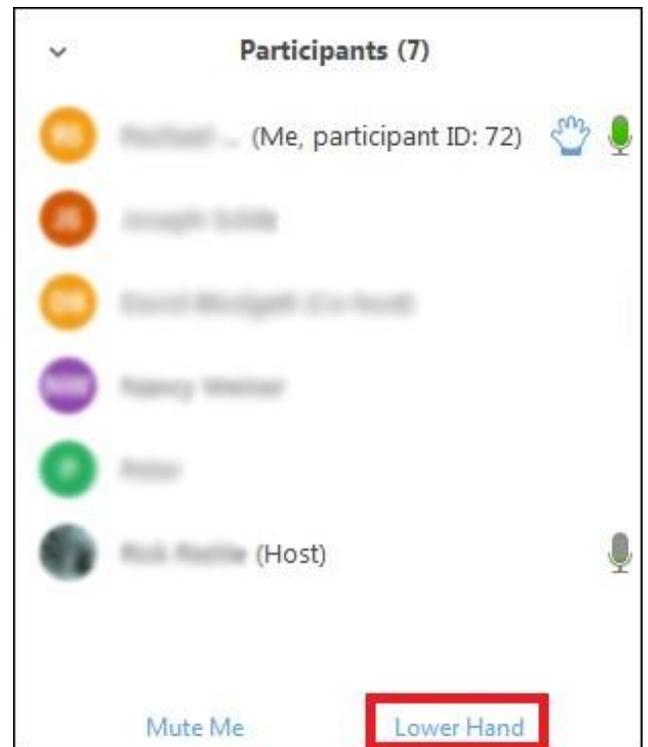
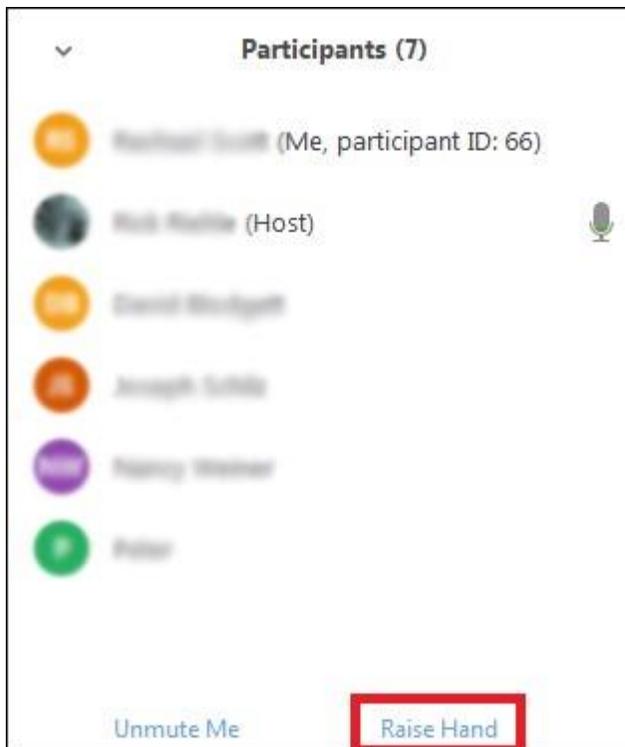
## Participants List

The participants list shows all the active members in the meeting. To open the participants list, click "Participants" in the bottom menu. This will open a list on the right-hand side of the meeting screen. You can mute yourself or change your display name by hovering over your name in the participants list.



## Raise and Lower Hand

Let the chair know you have a question/comment by raising your hand. This will place a hand icon next to your name in the participant list until you choose to lower it.

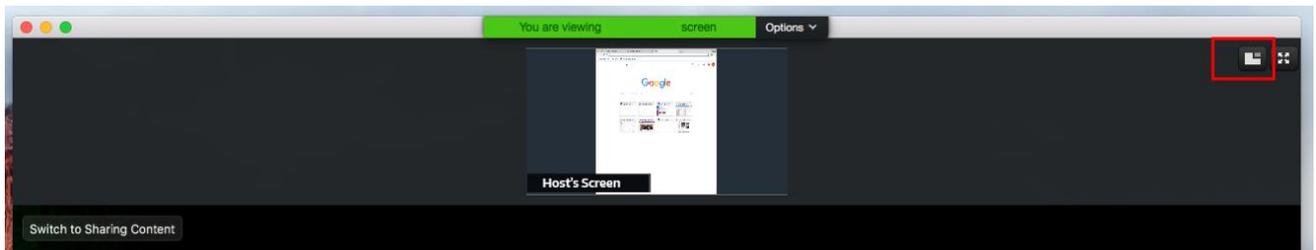


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## Swap Screen

If you want to see the podium video (video of the meeting room) in a larger screen, you can click on the icon to the left of the full screen icon, which should be located to the right of the list of videos at the top.



## Share Screen

During the training and the ABC, the screen share feature will be used. If the screen covers your whole desktop, you can hit the "ESC" key to take it out of "full screen" mode.

## Chat

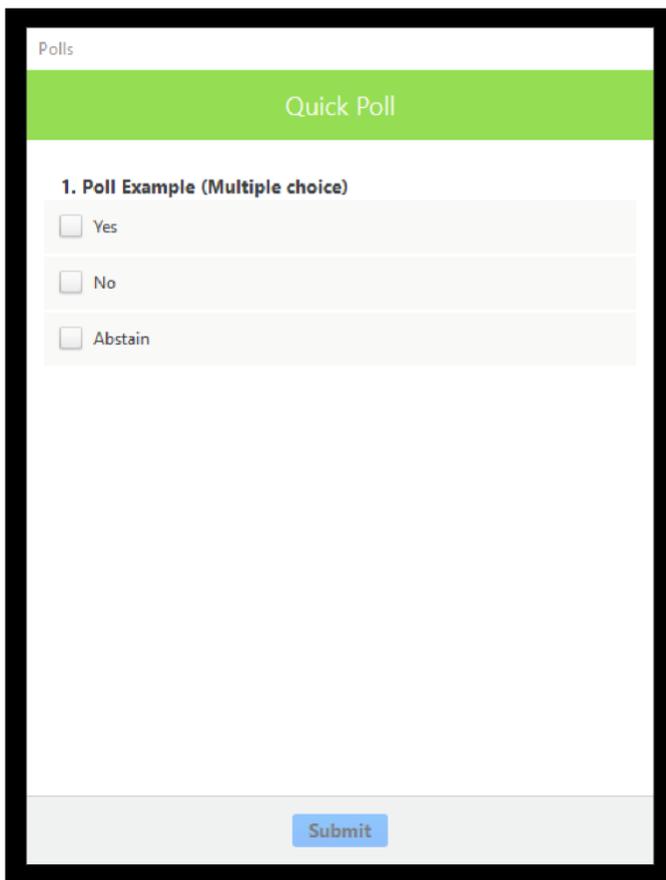
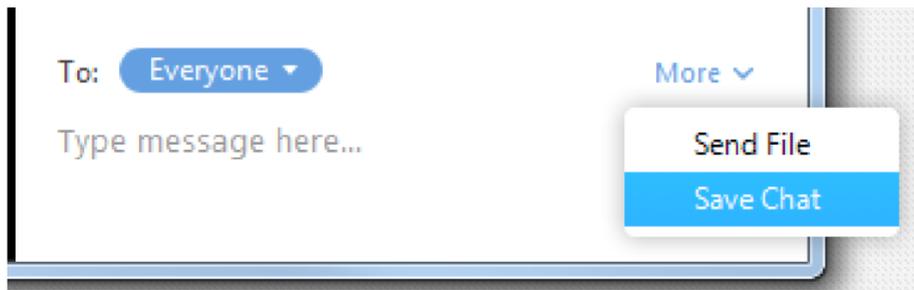
Chats may be sent either to all members of the meeting or privately to specific hosts. Choose the appropriate person for private chat using the dropdown menu next to the "To:" field.

NOTE: If you enter a Zoom room after the meeting has begun, the chats received prior to that time will NOT be available in the chat window.

To save the chat transcript (if the feature is enabled), select the "More" menu and choose "Save Chat". You may also send the transcript to your email by choosing "Send File".

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## Participate in a Poll

If a vote is needed on a topic during the meeting, the meeting host will launch a Poll. The poll will launch in the main meeting screen. Meeting participants can choose their answer then click 'Submit' at the bottom of the Quick Poll box.

**NOTE: you must have the latest Zoom client installed on your computer to participate in a poll.** If a poll is launched and you do not see the poll in your meeting window, you must leave the meeting and download the latest Zoom client, then rejoin the meeting by clicking on the Zoom URL provided by the host.

**Downloads can be found here:**

[https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)

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## Frequently asked Questions

### Do I need any special software to be an Online Delegate?

Yes – you will need the Zoom App for your smart phone or Computer. Be sure to join one of the Training sessions to ensure you are able to access the Webinar.

### How Does Zoom Work?

Zoom is an APP that you use on your computer or Smartphone to SEE and Hear what is happening at the ABC. You will be in PARTICIPANT Mode in a Zoom Meeting. You will be MUTED by default. Please use chat to communicate or the hand raise function in order to interact (make motions, ask questions, etc). Other than that, everyone will be MUTED during the ABC.

Zoom has a control Bar at the bottom to see the Q&A button. You can also Raise your hand to get the tech team and/or presenter's attention.

With Zoom you will have multiple Screens that may be different on your Smart Phone, Computer based upon the version (Apple, Android etc.). But you can swipe or click to different displays. This is important to see the Screen Sharing. Join the Delegate Training sessions to see Zoom in action and make sure you can use it with your computer or smartphone.

### What do you mean that I need to Register for the Zoom?

Well – we are still working on the details for this... So please be patient with us. We want to make sure that we know who the delegates are that are voting during the Online voting. We are working with the ways that ZOOM supports this. We will send you an invite email to register you for the ABC.

Also please connect to Zoom with your Name and Group Number when possible

For Example, **Jim B FL0253**

### What Time Zone is the ABC being held in?

Please note the time zone of the ABC in the webinar registration email, on the Slack channel, or website in order to adjust for your local time zone.

### Will recordings of the ABC be made available?

Yes – Recordings will be made available very quickly at <https://acawso.org> from the Webinar recording. A recording is also being done locally and it may be published later if needed.

### What if I cannot access zoom and have trouble getting my vote entered?

We are doing everything we can to test out voting and connectivity with zoom. The goal is to have everyone's vote counted. If there is a problem we apologize in advance and request that you be loving to the ABC hosts and yourself.

### How will I ask questions or make a comment at the ABC?

We will be using Zoom chat and the raise hand feature.

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## Additional Support

1. We will have 1 or 2 Meeting Hosts helping support the participants. You can contact them via Live Chat through Zoom or through the email [ABCsupport@acawso.org](mailto:ABCsupport@acawso.org)
2. You will be able to hear everything that is said.
3. You will be able to see the same screen (Presentations, etc.) that is being shown to everyone.
4. You will not be able to share your video, or microphone, unless you are responding to a motion and/or discussion and have been unmuted by the hosts.
5. You will be able to send questions and comments through Zoom to the ABC Chair or another presenter via the chat function.
6. Technical questions can also be sent through the email [ABCsupport@acawso.org](mailto:ABCsupport@acawso.org)

## ABC Script

1. Please remember that you get to choose whether or not your video camera is on. Please remember that when your camera is on, everything is visible.
2. Login into Meeting and test your speaker's audio to make sure you can see and hear.
3. Listen to the report and watch your screen to see what is being presented and discussed.
4. Send questions through zoom using the chat function.
5. Raise your hand in order to make a motion or add to discussion. When it's your turn to speak, you will be unmuted by the hosts. You will have to accept the unmute request in order to be heard.
6. When proposals are being voted on – Make your vote count with the built in Polling tool
7. WSO reserves the right to cancel video and mute (for example - background noise)

## Additional Resources

The ABC Delegate Training Subcommittee will hold training for the ABC delegates and the Information Technology Committee will be assisting with training and using the technology. This will be a combined session with the technology training portion done at the end of the training.

### Getting Started on PC and Mac Guide

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>

Getting Started Videos [https://www.youtube.com/playlist?list=PLKpRxBfeD1kEM\\_I1lId3N\\_XI77fKDzSXE](https://www.youtube.com/playlist?list=PLKpRxBfeD1kEM_I1lId3N_XI77fKDzSXE)

### Other Zoom Features

We will be using the Zoom Meeting feature; you can find more information about attendee options at <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>

**Providing Nonverbal Feedback** (more information on how this will be used during the ABC will be forthcoming)

[https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-During-Meetings#h\\_50523139-7bac-403b-9c59-1755ada65ad9](https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-During-Meetings#h_50523139-7bac-403b-9c59-1755ada65ad9)

and may find helpful videos on Zoom or by searching in your browser.