



World Health Organization

zoom

Best practice to connect and participate to a WHO Zoom Meeting / Webinar

All participants are requested to use the Zoom client application and to avoid logging in via a browser with the link provided. This way you ensure a full and proper configuration of your Zoom Meeting / Webinar with all the functions.

To download and install the Zoom Application:

Go to <https://zoom.us/download>. From the **Download Center**, click on the Download button under “**Zoom Client for Meetings**” and Install it. When you will click on a Zoom meeting link, a popup window in your browser will propose you to use rather the Zoom client application, click “Open Zoom.us application”

For the mobile devices

You may download the Zoom client application from the App Store or the Play Store

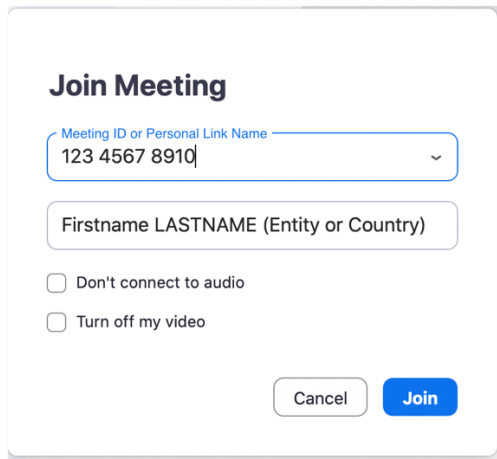


Login to a Zoom Meeting / Webinar

We suggest you to first logon to Zoom Client application with your own Zoom account:

A screenshot of the Zoom web application's sign-in page. The page has a white background with a light gray border. At the top left, there are three colored dots (red, yellow, green). The main heading is 'Sign In' in bold black text, with a link 'Sign Up Free' in blue text to its right. Below the heading, there are two input fields: 'Email' and 'Password'. The 'Password' field has a 'Forgot?' link to its right. To the right of the 'Password' field is the word 'or'. To the right of 'or' are three buttons: 'Sign In with SSO' (with a magnifying glass icon), 'Sign In with Google' (with the Google logo), and 'Sign In with Facebook' (with the Facebook logo). Below the 'Email' and 'Password' fields, there is a checkbox labeled 'Keep me signed in' which is checked, and a 'Sign In' button. At the bottom left, there is a '< Back' link.

Before joining a meeting, **take care to identify yourself clearly** as per below for instance:

A screenshot of the Zoom 'Join Meeting' dialog box. It features a title 'Join Meeting' at the top. Below it is a text input field labeled 'Meeting ID or Personal Link Name' containing the text '123 4567 8910'. Underneath is another text input field labeled 'Firstname LASTNAME (Entity or Country)'. There are two checkboxes: 'Don't connect to audio' and 'Turn off my video', both of which are currently unchecked. At the bottom right, there are two buttons: 'Cancel' and 'Join'.

Audio quality:

For a Zoom Meeting / Webinar, **the key point is the audio quality**, almost if you will be an active participant. The basis is to wear a Headset (or Earset) equipped with a microphone. It will mitigate any polluting noises in a room that could bring a lot of echoes. If your audio is not clear, you may risk losing the audience's attention quickly.

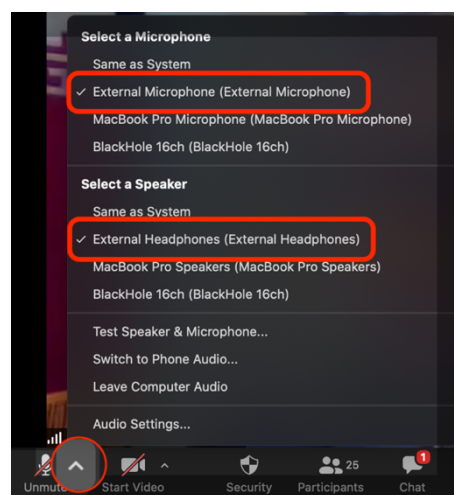


Headset with mic



Earset with mic

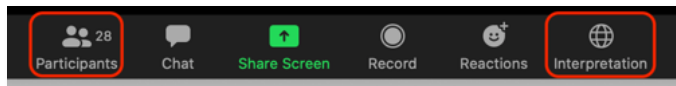
While you are in the Zoom Meeting, you may check if the application selected the right device by default this way:



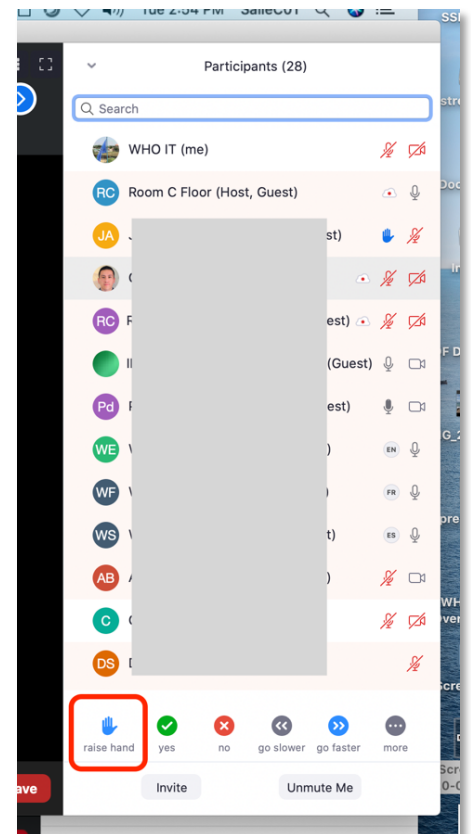
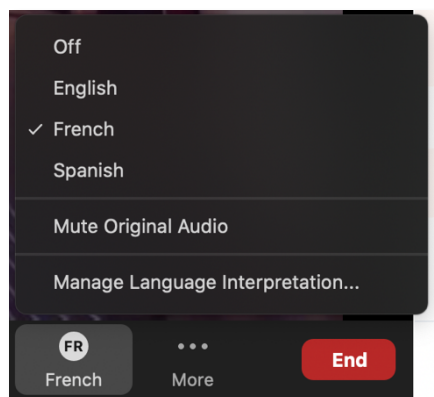
1. Click on the “small arrow up” next Audio button
2. Verify your device is selected. If not, select it yourself.

Good practices while the Zoom Meeting / Webinar:

1. **All participants** could be muted and unmuted manually by the meeting Host or co-Host.
2. **To request the floor**, you need to click on Participants button. You will get on the right side of the application window a column displaying all the participants



3. **In the right column**, click on the “raise hand” icon to ask for the floor
4. **Calling by phone**, put it on silent mode and Mute yourself when you do not speak in order to limit noise interferences.
5. **Use the Chat ONLY** if you have a problem or if you wish to correspond with another participant (if permitted) or with the Host and co-Host(s).
6. **To get Interpretation** (if available and only from Zoom Client application), select your language as per below. You may mute the original audio/language.



Note: Select the language you will listen to and speak to the audience of the Meeting / Webinar. If you would select English to listen to but you would speak in Spanish, the interpretation would be totally inaudible.

Connecting by a phone call

When you connect to a Zoom Meeting / Webinar by calling a phone number, there are chances you would be “*Muted on Entry*”. Consider the 2 keys sequence below on the phone keypad:

- Mute/Unmute: ***6**
- Raise Hand: ***9**
