Using Zoom Webinar for Keiro’s Caregiver Conference

Below are some key functions we will be using during Keiro’s Caregiver Conference. While we recommend accessing the conference webinar through a desktop computer or laptop, please note that will be providing tips for using a tablet or smartphone as well.

**Zoom Webinar Controls:** These are the interfaces for controls for desktop, tablet, and smartphone layouts. Where you find the different controls may be different, but the functions are all the same.

*To access any of the controls below you may need to mouse over the screen on your computer/laptop or tap on the screen of your tablet/phone to pull up the menu*

**Chat** – Click or tap to open a chat window and type messages to fellow attendees and panelists.

**Raise Hand** – Click or tap to virtually raise your hand as if you are in a classroom. Please note that if you raise your hand our panelists will be notified. We will reach out via direct chat to help resolve your question or concern. Think of this feature like a flight attendant call button on a plane. We will assist with whatever question you have as long as your hand is raised.

**Q&A** – Click or tap to open a window where you can ask questions during the webinar for hosts or panelists to answer. You may type as many questions as you’d like, but please note that not all questions may be answered.

**Leave Meeting** – Click or tap to exit the webinar
Zoom Webinar Control View
When using a desktop/laptop controls will be towards the bottom of the screen

When using a tablet, the controls will be towards the top of the screen

When using a smartphone, the controls will be towards the bottom of the screen
Chat: This function will allow you to share your thoughts throughout the conference to all attendees. Feel free to use this if there are any comments you’d like to make.
Q&A: This function will allow you to ask questions during the panel/workshop. These questions can be typed up at any point during the conference. At the end of each presentation, we have set aside time for Q&A, where questions will be addressed.
Polling: This function will allow you to interact with the presentation by submitting an answer anonymously, to the question on screen. Once the answers have been collected, the host will display the results. Click your answer, and press the “submit” button.

Desktop

Tablet
Polling (continued): This function will allow you to interact with the presentation by submitting an answer, anonymously, to the question on screen. Once the answers have been collected, the host will display the results. Click your answer, and press the “submit” button.

**Smartphone**

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<thead>
<tr>
<th>Skip Poll</th>
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<tbody>
<tr>
<td>1. Is it your first time using Zoom Webinar?</td>
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<tr>
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<td>No</td>
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<td>Submit</td>
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Zoom Webinar Etiquette:

Tips for Keiro’s Caregiver Conference on Zoom Webinar:

- Be on time
  - Log on five to ten minutes early to troubleshoot any technical issues.
  - Our staff will be on standby to assist with any technical issues and can be reached at programs@keiro.org or by using the chat feature on the webinar.

- Understand the different features of the webinar (Chat, Raise Hand, Q&A, etc.)
  - Review the PDF document that outlines how to use each of the features to maximize your experience.
  - Use the chat feature appropriately to interact with the speakers or resolve any technical issues.
  - Use the raise hand feature for a staff member to reach out directly to you.
  - Use the Q&A for questions to ask the panelists or speakers.
  - Excessive or harmful spam of the chat may result in removal from the webinar.

- Participate in the polls
  - Several times throughout the presentation, we will have poll questions you can answer anonymously.

- Troubleshoot internet connection
  - If you have poor internet connection, you can always call into the meeting on your phone. While you may not be able to see the speakers or slides, you can still listen to the presentations.
  - In the event that your internet drops the video/audio call, try again. Rejoin the meeting using the provided link or Meeting ID number.

- Complete the post-conference evaluation
  - Completing the survey will help us improve the experience for future events and conferences.