**BEST PRACTICES & TROUBLESHOOTING**

- **Mute** microphone when not speaking to reduce background noise (if microphone capability is in use)
- **Sit facing a light source** to appear brighter than the background (if attendee video capability will be in use)
- When **screen-sharing**, share the specific application (PPT, Word, etc.) rather than the full desktop
- **Unstable connection / lagging video:**
  - Reduce the number of devices on WiFi network
  - Close other applications that are using the internet
  - Move closer to WiFi router or connect directly to modem via ethernet cable

**HOW TO’S**

- **Raise your Hand:** on bottom control panel, click on participants. A window will open on the right, showing all participants of the event. In the bottom of the window, click “raise hand”. This will alert hosts that you have a question.
- **Ask a Question:** type your question at any point during the webinar in the Q&A box in the controls along the bottom of the screen. The speaker and all hosts have access to view all questions.
- **See more active video screens at once:** You can remove boxes of others that are not using their video. To do this, Click the 3 dots in the upper-right corner of a video box with a disabled video and choose “Hide non-video participants” OR in Video Settings in the Settings menu, check the “Hide non-video participants” box on the list of options.

**CONTROLS**

**Gallery View & Speaker View:** **Gallery View** shows all present participants in equally size windows, **Speaker View** shows the participant who is speaking. The Button located in the upper right-hand corner toggles between these views. (if video layout is not pre-set by host)

**Control Bar:** Controls are accessible along a bar at the bottom of the Zoom window. This bar may disappear, but will reappear if the cursor is moved in the Zoom app. From left to right, the following controls appear:

- **Mute/Unmute Mic** – enable or disable microphone
- **Stop/Start Video** – enable or disable web camera
- **Participants** – show the list of event participants and where you can raise your hand to ask a live question
- **Q&A** – type in questions to hosts/speaker (if enabled)
- **Polls** – show poll questions prompted by the Host (if enabled)
- **Chat** – chat directly with hosts and other attendees (if enabled)
- **Share Screen** – select an application window (or Desktop) to display in Zoom

This overview contains features that may or may not be available during your webinar. The Attendee/Audience experience is limited in most webinars, typically only including controls for raising hand and using Q&A, unless the Host grants an attendee more capability.