



# SHAMSAHA

## Zoom Training Etiquette

1. **Join early** – up to 5 minutes before the meeting start time.
2. If you haven't used Zoom before click the link to **download Zoom prior** to the day of the meeting and **familiarize yourself** with any features you may need to use on the day – mute/unmute microphone, stop/start video, screen-share etc.
- 3- Make sure to **give Zoom permission** to use Audio & Video.
- 4- Have your **video on** unless you are experiencing connection issues
- 5- **Find a quiet space** without interruptions / background noise.

6- Have a **plain background** – avoid back-light from bright windows.

7- Have **good lighting** on your face so you can be seen clearly.

8- **Adjust your camera** to be at around eye level if possible.

9- Make sure there are **no disruptions** as much as possible (from family, children, phones, etc) while the training is going on.

10- **Mute** your microphone when **not talking**.

11- Try to **avoid talking over** / at the same time as **other participants**.

12- Utilize the Non-verbal Feedback options to avoid interrupting the presenter and the presentation. You can use this feature to:

- **Raise Your Hand** if you have a question
- Respond **Yes** or **No**
- Respond with a **Thumbs Up** or **Thumbs Down**
- Ask presenter to **Go Faster** or **Go Slower**
- Ask or state you are going to **take a break** (Coffee Button)

13- **Be aware** you are on camera and try to avoid doing other tasks, checking emails, looking at your phone etc.