Remote Usability Sessions
Video Conferencing Sessions
Zoom Setup

📺 `https://youtu.be/r0jRYt6s12Q`

Sharing Screens

You usually have a limited amount of time with respondents and you want to minimize the probability of technical glitches. I've recently realized that sharing my screen usually has fewer hiccups when starting the session. This is because there is no requirement to try to guide your user to the buttons to share their screen, and then you might have to share links, prototypes, or other designs with them. All of these steps introduce possible confusion where you can't step in to help.

Zoom offers great support to share your screen and even computer control with a respondent. You can [read detailed instructions on the zoom support docs](#).

QUIZ QUESTION

Which features make Zoom particularly appealing when running remote, moderated usability sessions?

(Select all that apply.)

- ⊘ Ability to record the session directly in zoom
- ☐ Ability to flag specific moments in the conversation
- ⊘ Ability to share **your** screen with the respondent so you can load content on your computer
- ☐ Ability to allow the respondent to share **their** screen

Example Usability Session

Download the usability guide and follow along with the following video: [Google doc](#), [docx](#), [pdf](#)

As you watch the example Usability Session, try to follow along as though you were assisting the researcher.

- ✓ Download the Usability Guide for this session
- ✓ Take a minute to familiarize yourself with the content of the Usability Guide
- ✓ Follow along with the recording by taking notes
- ✓ Pay close attention to areas where the user experiences delight or frustration

📺 https://youtu.be/xvSuMLgUQgk