EasyAsk

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User Manual

1. Introduction

EasyAsk is a built-in function in Zoom, it is a great tool for the participants to have a more directed way to interact with each other and the host in a video conference. Since the tool is made for interaction between participants of a video conference, the screens on different ends (host end and participant end) are different. In this prototype you are going to test, we will present both the host end and the participant end screens of the application.

If you are a host, set up first, then go to Step 4, Getting Started Host End.

If you are a participant, set up first, then go to Step 3, Getting Started Participant End.

2. Setup Tutorial

The purpose of this application is to improve the user experience for video conferencing, thus, it is implemented as a built-in function in the Zoom application. Make sure to have Zoom downloaded in your system, and then follow the instructions below.

1. Go to EasyAsk Computer Prototype

    To access the prototype, open your browser and go to the link above, it is a live share of our prototype.

3. Getting Started (Participant End)

Now we have both Zoom and EasyAsk downloaded, Let's try it out!

A. Open Zoom

Note: the Zoom app in this prototype has a similar UI as the real Zoom app, but not all the functions are available.
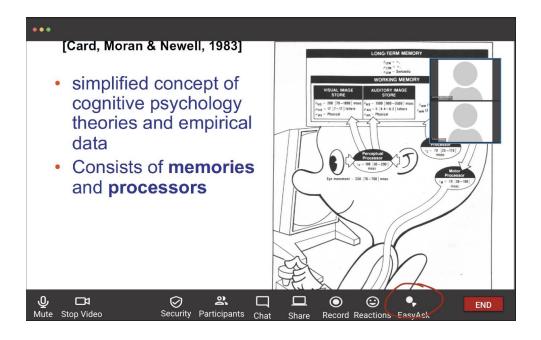
Open the Zoom application and join a meeting. In real-life situations, you will need a meeting ID and password to join a meeting. But in the prototype, you are directed to the example meeting without the need to log in first.
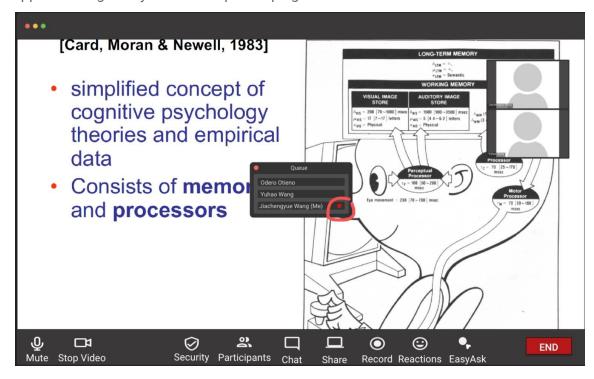
B. Start the EasyAsk Application

Once you are in a meeting, the EasyAsk icon is at the bottom right of the menu bar, click on it to start the application. Once in the application, the EasyAsk is now for navigation, click it to check where you are in the queue.
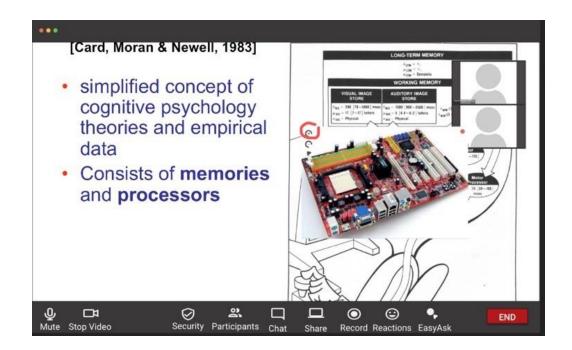
C. Dequeue

To dequeue from the request list, click the red cross icon on the right of your name box. Once you dequeue from the list, you cannot undo it, you have to start the whole application again if you want to queue up again.
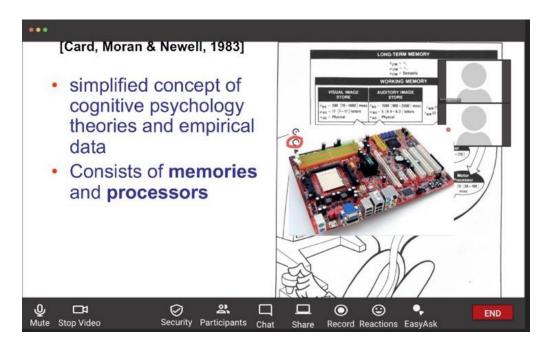

C. Zoom in, Zoom out and Cursor

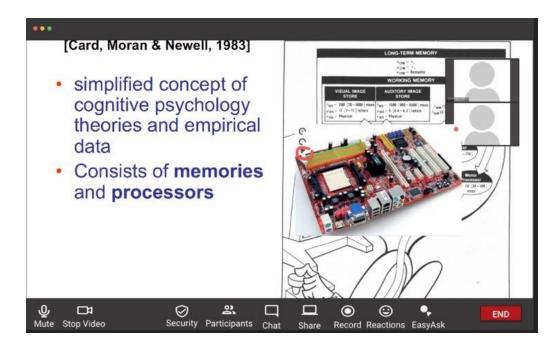Once the host accepts your request (you are no.1 in the queue), you have the access to the picture.

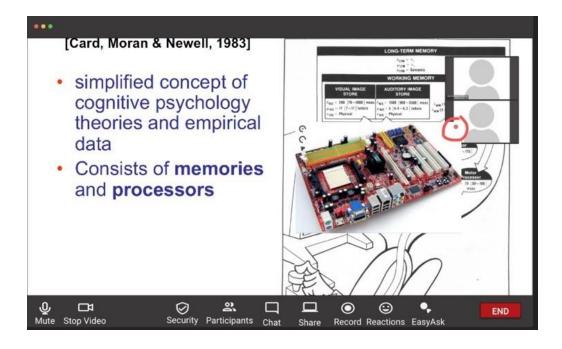To zoom in, click on the first icon in the top left menu bar of the pop-up window.

To zoom out, click on the second icon in the top left menu bar of the pop-up window.

To use the cursor, click on the third icon in the top left menu bar of the pop-up window.

To close the application(close the pop-up window), click on the icon on the top right of the pop-up window.

4. Getting Started (Host End)

A. Open Zoom

Note: the Zoom app in this prototype has a similar UI as the real Zoom app, but not all the functions are available.
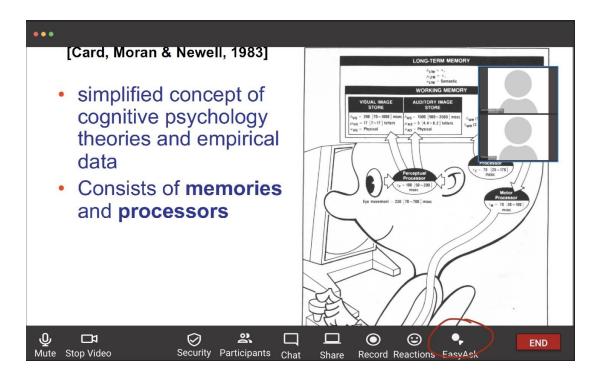
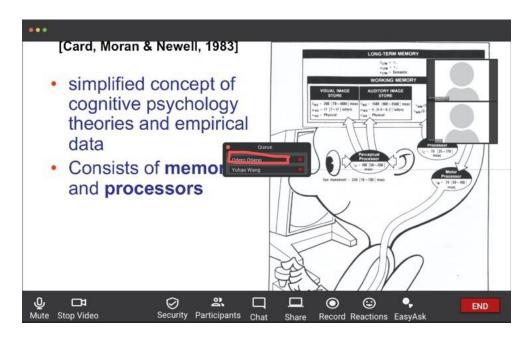Open the Zoom application and start a new meeting.

B. Start the EasyAsk Application

To check if there are any requests, click on the EasyAsk icon on the bottom left of the menu bar.

C. Approve and cancel requests.

To approve a participant's request, click on his/her name box.

To cancel a participant's request, click the red cross on the left of the participant's name box

5. End

Thank you so much for using EasyAsk and we hope it can give you a better interaction experience in video conferencing. Please send us feedback after trying out the computer prototype of EasyAsk.