USING ZOOM FOR THE 2020 VIRTUAL ANNUAL MEETING

For USMS Delegates and attendees

Contents

*Zoom's Help Center has a library of tutorials with in depth information, for more details visit the [Zoom Getting Started page](#).

- [Zoom Meetings Training Reference Guide.pdf](#)

Best Practices for Effective Video Conferencing for the Annual Meeting

Prior to a meeting:

- ==**Ensure your Zoom username is your <u>first and last name followed by your LMSC</u>. (i.e. Jennifer Freestyle - Ozark, or John Butterfly - Maryland)== This will allow for those running the meeting to identify easily and accurately who you are during the call.
- When using equipment or locations not regularly used, test your internet and meeting connections in advance.
- Test your video and audio before your meeting at zoom.us/test.
- When possible, join a couple minutes early to check your equipment and network connection.

During a meeting:

- Ensure location lighting does not limit a participant's visibility (e.g., avoid backlighting from windows or lamps).
- Position yourself so the camera is seeing you from the chest or waist up, instead of just seeing your face. Your camera should be at eye level. Don't forget to smile 😊
- Mute your microphone if your location has excessive background noise or you are not speaking.
- Treat meeting on video as you would an in-person meeting.
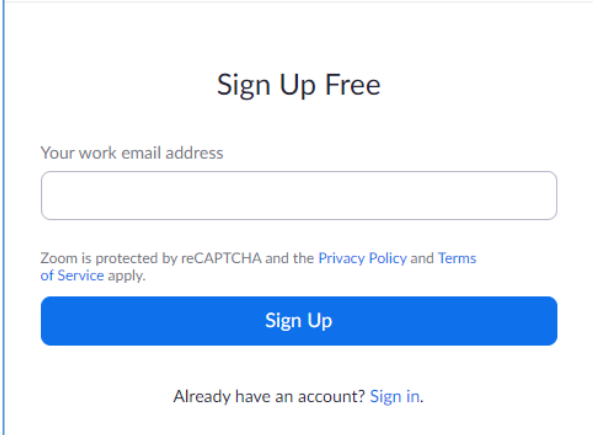- Keep your background professional

Presenters/Meeting Facilitators

- If you are planning to present/share your screen, ensure you have your presentation materials ready and pulled up on your computer screen -- You don't want to be searching through files when you're presenting.

- Provide an agenda to participants — ahead of the meeting is nice, but minimally at the start of the meeting — that includes an overview of topics to be covered and planned outcome.
- In the event the original host or presenter is unable to attend the meeting, ensure there is an established backup host/presenter who can run the meeting.
- Establish who will be taking meeting minutes
- Establish a co-host, someone to help facilitate chat features, Q&A, monitoring the waiting room, monitoring those who raise their hands, etc.
- Engage participants to ensure discussion understanding.
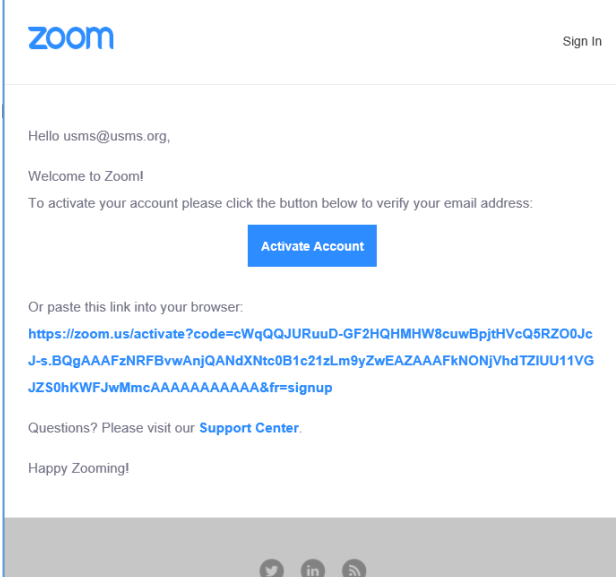
Zoom Personal Account Setup

If you have not yet setup your Zoom user account, follow these steps:

- Go to "Zoom.us"
- Select the "Sign up, it's free" option in the upper-right corner
- Enter your date of birth
- Enter your preferred email address

Sign Up Free
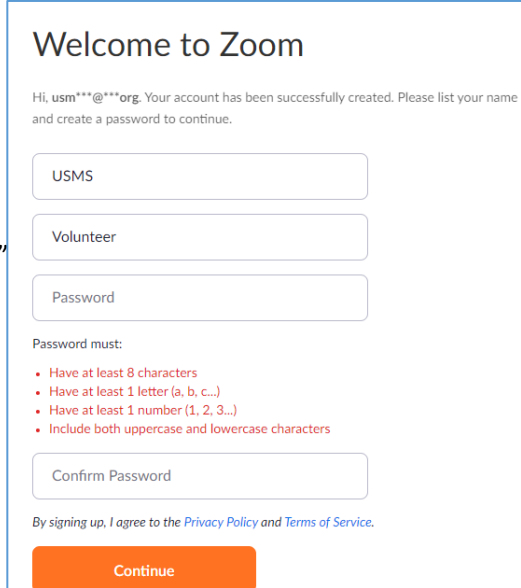
Your work email address

Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.

Sign Up

Already have an account? Sign in.

- A confirmation email will be sent to the email you ente[red to] activate your account.

zoom   Sign In

Hello usms@usms.org,

Welcome to Zoom!

To activate your account please click the button below to verify your email address:

Activate Account

Or paste this link into your browser:

https://zoom.us/activate?code=cWqQQJURuuD-GF2HQHMHW8cuwBpjtHVcQ5RZO0Jc
J-s.BQgAAAFzNRFBvwAnjQANdXNtc0B1c21zLm9yZwEAZAAAFkNONjVhdTZIUU11VG
JZS0hKWFJwMmcAAAAAAAAAAA&fr=signup

Questions? Please visit our **Support Center**.

Happy Zooming!

- Enter your name and create a password for your account
  - Must be at least 8 characters in length
  - Have at least one letter (a, b, c)
  - Have at least one number (1, 2, 3)
  - Include both upper case and lower-case characters
- Skip through "Invite Colleagues" & "Start your test meeting"
- Your account will now be setup and ready to Zoom!

Welcome to Zoom

Hi, **usm***@***org**. Your account has been successfully created. Please list your name and create a password to continue.

USMS

Volunteer

Password

Password must:
- Have at least 8 characters
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Include both uppercase and lowercase characters

Confirm Password

By signing up, I agree to the *Privacy Policy* and *Terms of Service*.

Continue

Customizing your profile

Your Zoom profile allows you to update your user information, including your name, profile picture, email address, and more. To access your Zoom profile, sign in to the Zoom web portal and click **Profile**. You can view and edit the following settings:

Profile Picture: To add or change your profile picture, click Change, then adjust the crop area on your current picture or upload a new one. You can also delete your profile picture by clicking Delete.
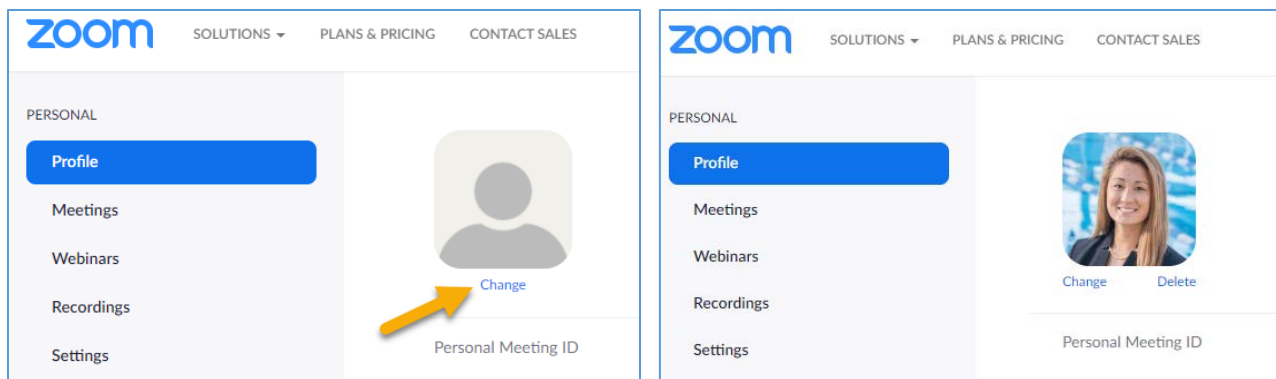
If you have uploaded a profile picture and it may not be appearing in a meeting or webinar

This could be because you aren't logged in to Zoom when you join a meeting. Sometimes, you are logged into your account from the browser and not from the app or vice versa. That's why your profile picture isn't showing up. The Zoom system takes you as a guest user if you aren't signed in. Since a guest account doesn't have a profile picture and your actual profile is connected to your Zoom account, you don't see a photo for yourself in the meetings.

To fix it, you need to sign into your Zoom account before joining a meeting. The trick is to keep your account logged in and enable Stay signed in for both the Zoom website and apps before you join a meeting. That way, Zoom knows who you are and will show up the correct picture.

<u>Name</u>**:** To change your name, click Edit on the right side. You can also add other profile information including Department, Job Title, Company, and Location.

- ****Ensure your Zoom username is your first and last name followed by your LMSC. (i.e. Jennifer Freestyle - Ozark, or John Butterfly - Maryland) This will allow for those running the meeting to identify easily and accurately who you are during the call.**

Download Zoom Client/App and Installation

Options may vary slightly depending on your computer and/or phone's Operating System.

Windows–Microsoft Windows computers and MacOS –Apple Mac computers

- The Windows client allows for joining meetings, scheduling, screen sharing, recording, virtual backgrounds, sharing files, and more.
- Go to "Zoom.us"
- Above the "Sign up, it's free" option, select resources
- Select "Download Zoom Client"
- Under "Zoom Client for Meetings", select "Download"
- Save the file, it will be named:
    - Windows - "ZoomInstaller"
    - MacOS "Zoom.pkg"
- Run the install with the default options
- Once the install completes, you may sign into the client
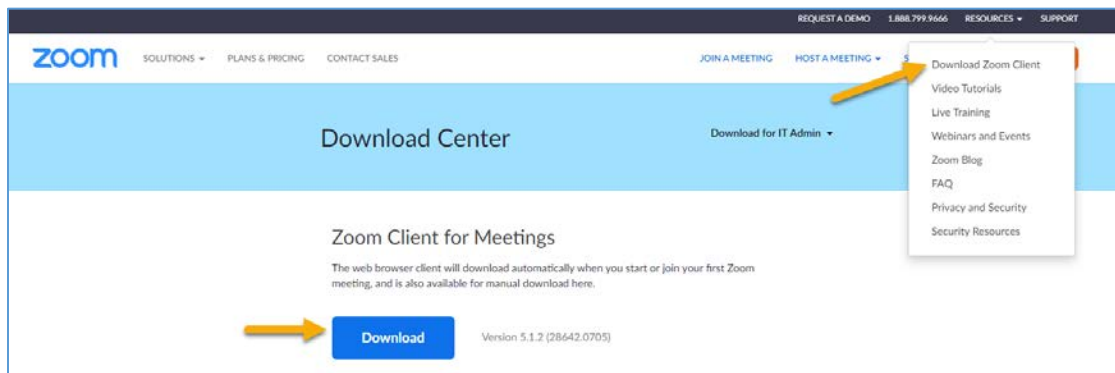
iPhone/iPad (iOS)

- The mobile app can be used to join Zoom meetings when you're on the go.
- The iOS client contains most of the tools included in the Windows/MacOS clients. It is missing tools for file sharing, recording meetings, support sessions, and some security features (such as locking a room to prevent additional users from joining a meeting).
- Go to the App Store
    - If on an Android-based phone (such as a Samsung Galaxy S10, Google Pixel, OnePlus 6, etc.), please us Google Play Store to download the Zoom app
- Search "Zoom"
- Download the app "ZOOM Cloud Meetings"
- Once installed, open the app

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- Select "Sign In" and enter the credentials you used to set up your account.

Checking for Zoom Updates
Ensure you are operating on the most current version of the Zoom Client/App
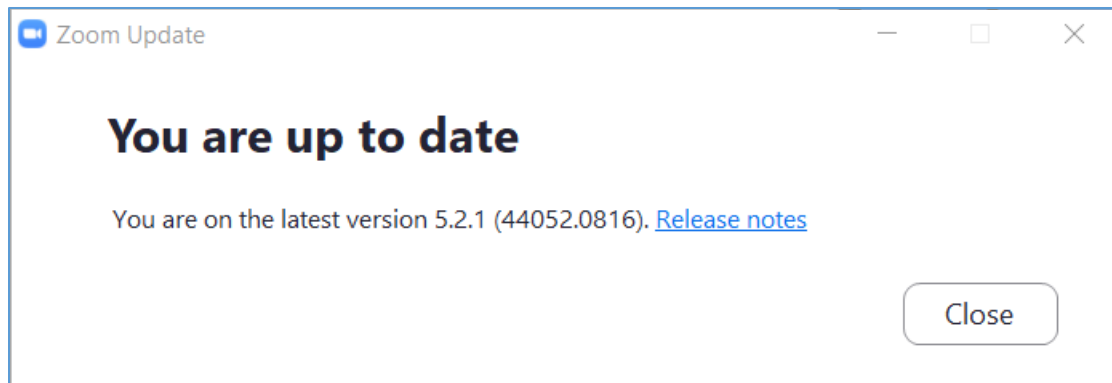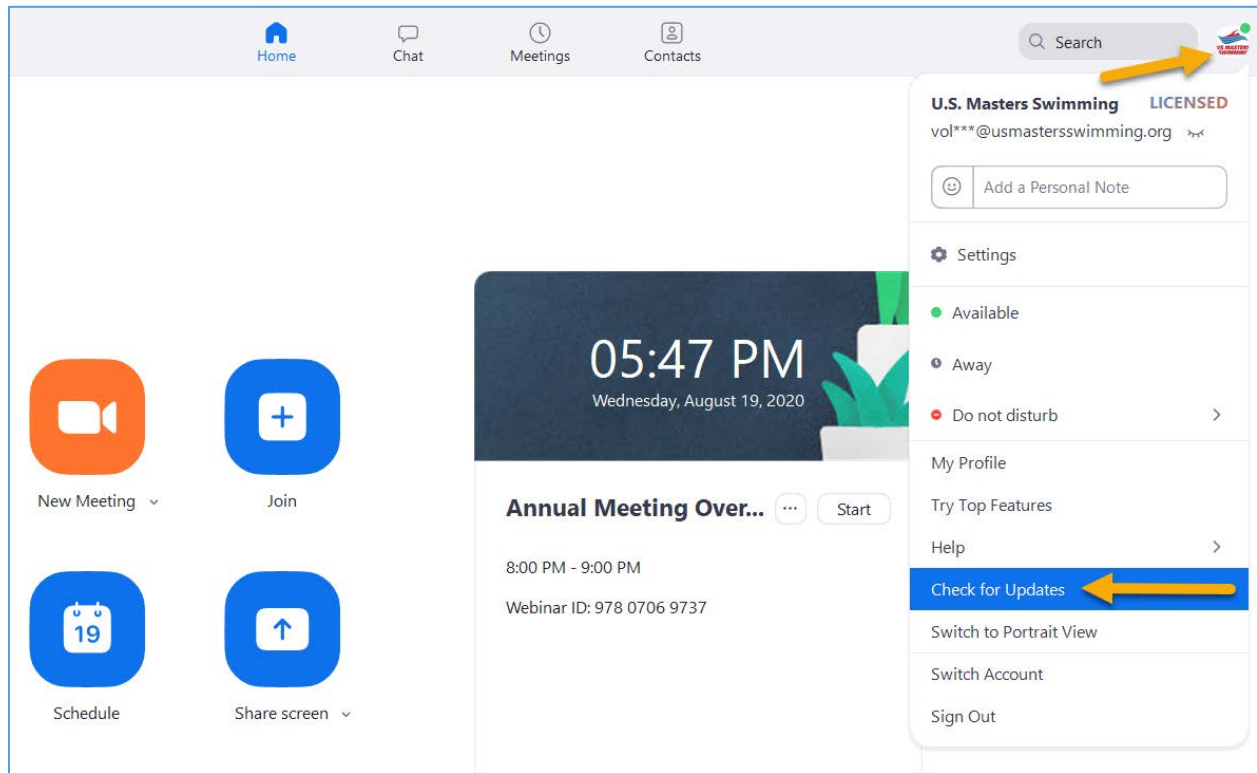
If you receive an "Update Required" message:

1. Please select "**Update**" and let it run its course
2. *DO NOT select "Join from Browser"*

We have found that if a member joins a Zoom meeting via a web browser portal there are functionalities, that do not work as intended, such as polling for voting.

Committee Meeting held in conjunction with the Annual Meeting

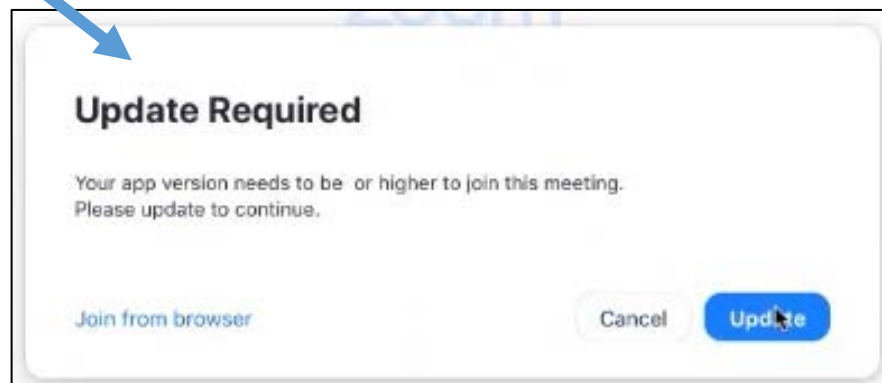Committee meetings in conjunction with the Annual Meeting will all be hosted via Zoom. It is highly recommended that delegates **Sign Up** for an account and use it to **login** to Zoom.

- On the 2020 USMS Virtual Annual Meeting Schedule page, select the meeting you are interested in attending.
    - There you will be able to see more information on the meeting, speakers, in addition to the Zoom meeting information. This guide will help you navigate through using the Sched functionality.
- Customized links for each of the House of Delegates sessions (Friday, Saturday, and Sunday) will be sent directly to voting delegates at a future date. Non-voting delegates will be able to watch HOD sessions via a live streaming platform.

Joining a Committee Meeting via Zoom

2020 USMS Virtual Annual Meeting

Schedule ▾   Speakers   Attendees

Tuesday, September 1 • 8:00pm - 9:00pm

Officials
Click here to add to My Sched.

🔗 https://sched.co/dFeU   🐦 Tweet

▶ Open Zoom

zoom   SOLUTIONS ▾   PLANS & PRICING   CONTACT SALES   JOIN A MEETING

Step 1: Select the meeting you're interested in.

Step 2: Click on the "Open Zoom" yellow button and you will be brought directly into the meeting on the scheduled date and time.

Ensure you are already logged into your Zoom account for a more streamlined experience.

— ×

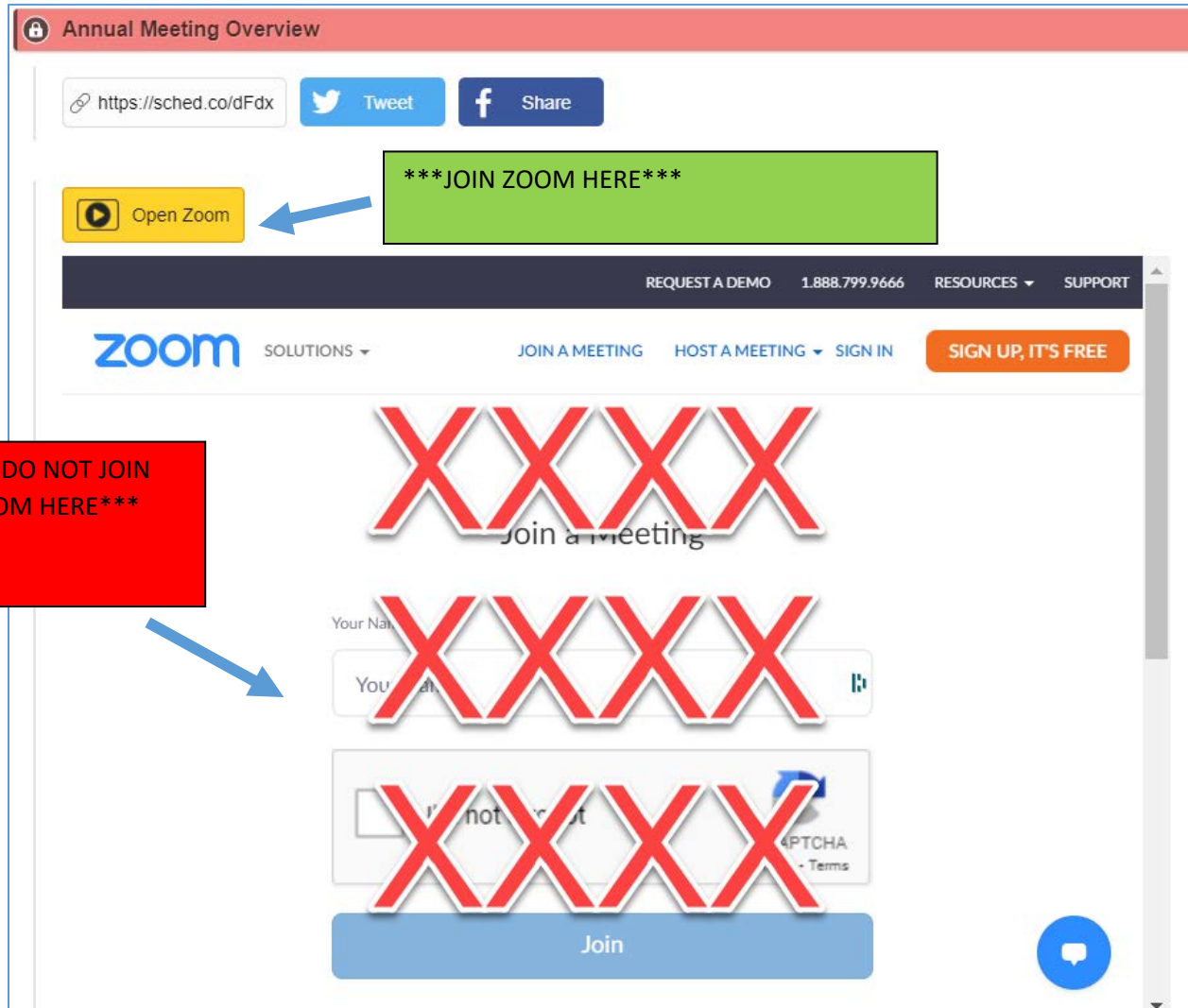**The meeting is scheduled for 9/1/2020.**

Start: 8:00 PM

Annual Meeting: Officials

If you click on the "Open Zoom" button before the meeting, you will receive a message about the meeting's scheduled date and time.

After extensive testing and investigating, we have found that if a member joins a Zoom meeting via a web browser portal there are functionalities, that do not work as intended, such as polling for voting.

We apologize for this and have reported this issue to both Zoom and SCHED for their engineer teams to further address.

🔒 **Annie Meeting Overview**

🔗 https://sched.co/dFdx   🐦 Tweet   f Share

JOIN ZOOM HERE

▶ Open Zoom

REQUEST A DEMO   1.888.799.9666   RESOURCES ▾   SUPPORT

zoom   SOLUTIONS ▾   JOIN A MEETING   HOST A MEETING ▾   SIGN IN   **SIGN UP, IT'S FREE**

DO NOT JOIN ZOOM HERE

XXXX
Join a Meeting

Your Name

XXXX

Your

XXXX
APTCHA
Terms

Join

If you receive an "Update Required" message:

3. Please select "**Update**" and let it run its course
4. *DO NOT select "Join from Browser"*

We have found that if a member joins a Zoom meeting via a web browser portal there are functionalities, that do not work as intended, such as polling for voting.
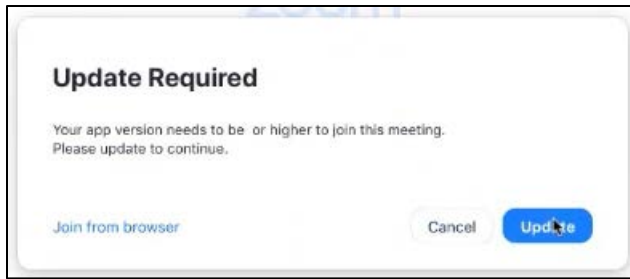
Update Required

Your app version needs to be or higher to join this meeting.
Please update to continue.

Join from browser   Cancel   Update

Bookmarking your favorite meetings

Sign up for a SCHED account and use it to login to Sched to bookmark your favorites, indicate your plans to attend, and/or sync meeting details to your phone or calendar.

If you're a first timer using Sched, this guide will help you navigate through using the Sched functionality.

2020 USMS Virtual Annual Meeting
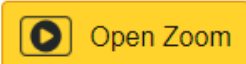
Schedule ▾   Speakers   Attendees

Tuesday, September 1 • 8:00pm

● Officials

Click here to add to My Sched.

🔗 https://sched.co/dFeU

▶ Open Zoom

Step 1: create a SCHED account to build your personal schedule.

Step 2: Select the meeting you are interested in attending.

Step 3: click the meeting title and it will be added to your personal schedule.

In your SCHED settings, if you selected the option to make your profile public, you will be added to the list of attendees:

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Tuesday September 1, 2020 8:00pm - 9:00pm
Zoom
● Committee Meeting, Programs Committee

Attendees (12)

2020 USMS Virtual Annual Meeting

Hi Jessica,

Here is your custom schedule for today!

Take it with you → **Online** • **Mobile App** • **Print Ready** • **iCal Feed**

Timezone: America/New York

Wednesday, August 19

8:00pm-9:00pm @ Zoom

Annual Meeting Overview

VIEW YOUR SCHEDULE

Nonverbal feedback during committee meetings

Meeting participants can place an icon beside their name to communicate with the host and other participants without disrupting the flow of the meeting. For example, clicking Raise Hand places the raise hand icon beside your name to simulate a hand raise.

All participants can see the icons that everyone else has chosen. In addition, the host sees a summary of how many participants are displaying each icon and has the option to remove all feedback.

Providing nonverbal feedback during meetings (participants)

1. Join a Zoom meeting as a participant.
2. Click the **Participants** button in your menu bar.
3. At the bottom of the participant list, you will see the icons to provide feedback to the host. Click an icon once to indicate your feedback and click the icon again to remove it. **Note**: You can only have one icon active at a time.
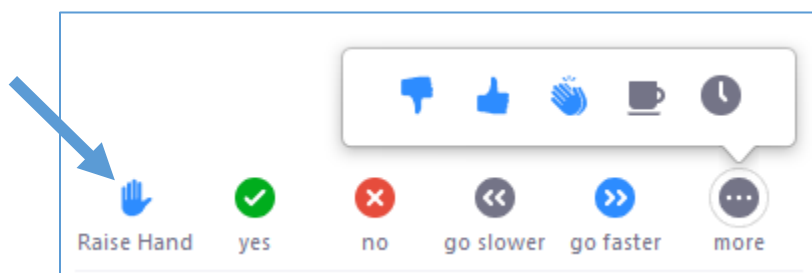
4. The icon will appear next to your name in the participants list. **Note:** all participants are able to see your nonverbale feedback.
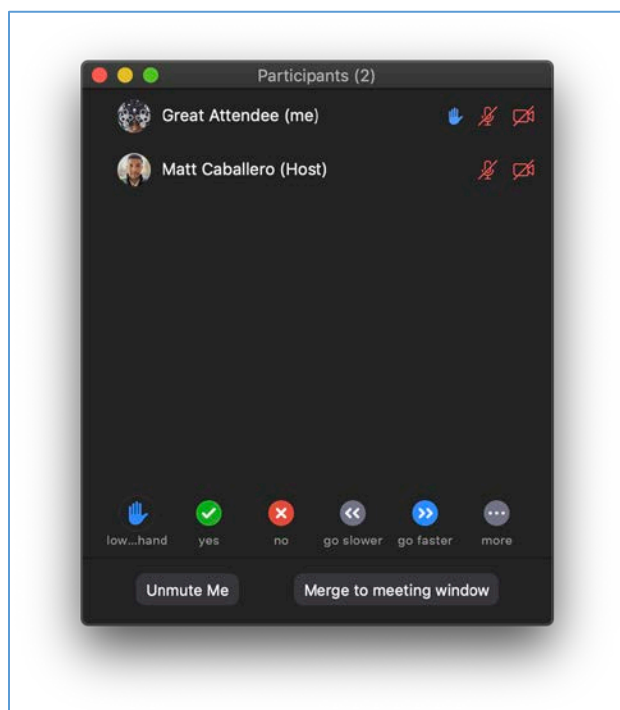
Managing nonverbal feedback (hosts)

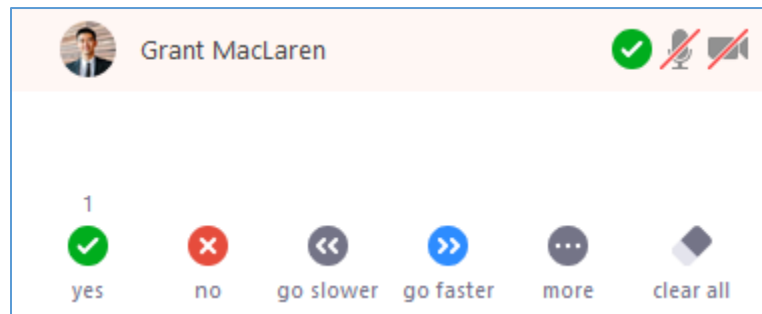Click the **Participants** button in your menu bar to see a list of participants and their nonverbal feedback.

In the participants list, you can view and manage feedback using these features:

- **Note**: a host does not have the "raise hand" icon.
- If a participant clicked on a feedback icon, you'll see that icon beside their name.
- The number above each feedback icon shows how many participants have clicked on that icon.
- If a participant clicked raise hand, you can lower their hand by hovering over their name and clicking **Lower Hand**.

- Click **clear all** to remove all nonverbal feedback icons.
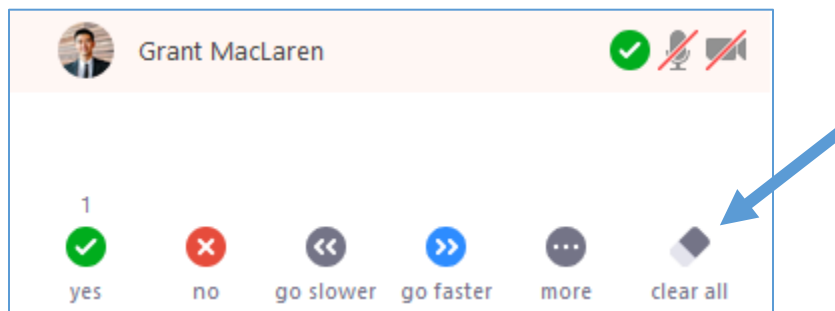
House of Delegates and meetings for committees critical to business of the Annual Meeting

We will be using the Zoom Webinar platform for the HOD sessions and meetings for committees critical to business of the annual meeting (Legislation 2, Rules 2, Long Distance 2, Finance 2, BOD).
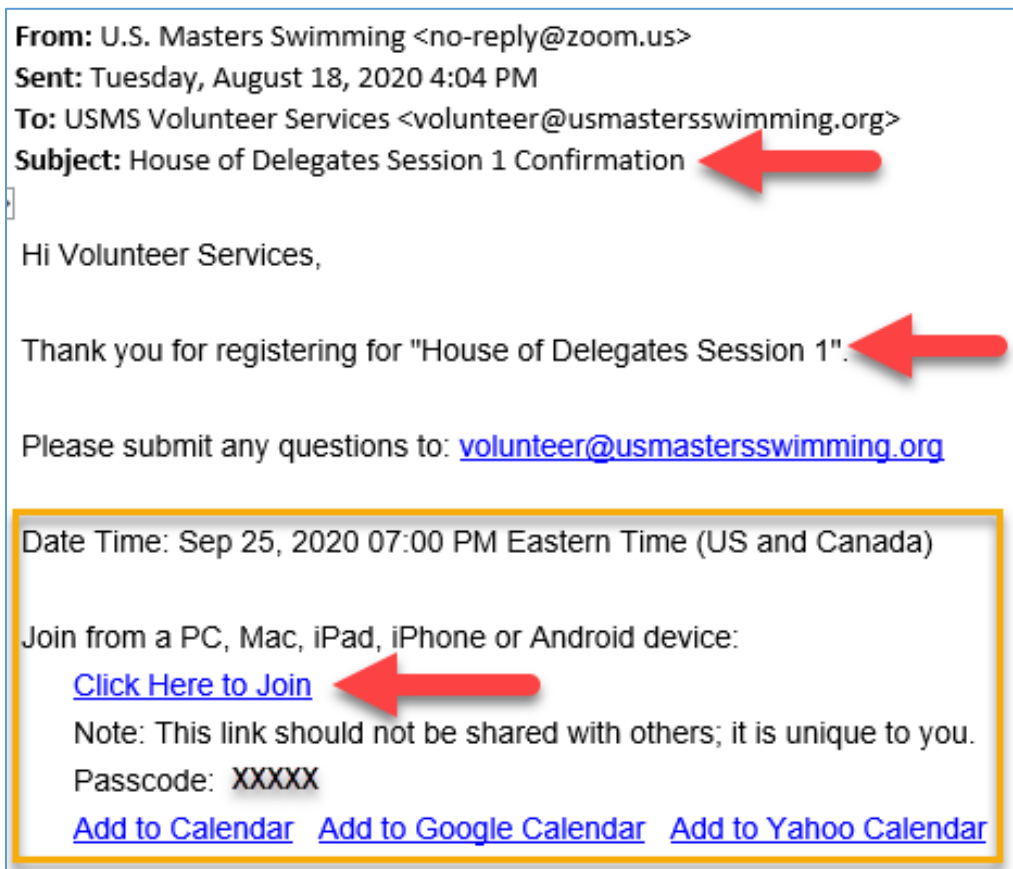
- Delegates will enter the sessions as view-only participants who can be unmuted if the host chooses. Their view of the webinar is controlled by the host.

HOD Registration Links for Voting Delegates

Each voting delegate will receive a confirmation email for each HOD session (3) directly from Zoom with their unique and customized links to join each specific session. ***This information should not be shared with others; it is unique to each specific delegate.***

> From: U.S. Masters Swimming <no-reply@zoom.us>
> Sent: Tuesday, August 18, 2020 4:04 PM
> To: USMS Volunteer Services <volunteer@usmastersswimming.org>
> Subject: House of Delegates Session 1 Confirmation
>
> Hi Volunteer Services,
>
> Thank you for registering for "House of Delegates Session 1".
>
> Please submit any questions to: volunteer@usmastersswimming.org
>
> Date Time: Sep 25, 2020 07:00 PM Eastern Time (US and Canada)
>
> Join from a PC, Mac, iPad, iPhone or Android device:
>   Click Here to Join
>   Note: This link should not be shared with others; it is unique to you.
>   Passcode: XXXXX
> Add to Calendar   Add to Google Calendar   Add to Yahoo Calendar

We will notify Delegates when we send out the HOD session confirmations. If you did not receive your confirmation please contact Volunteer Services and we can further assist.

Speaking at the microphone

We will be utilizing the "raise hand" feature in our webinar sessions to allow delegates to raise their hand to indicate that they would like to approach the microphone to address/speak on the topic at hand.

How to use the "raise your hand" feature

1. Click **Raise Hand** in the Webinar Controls. you will be placed in order of the hands raised.
2. The host will be notified that you've raised your hand. If the host allows you to speak, you will be prompted to unmute yourself:
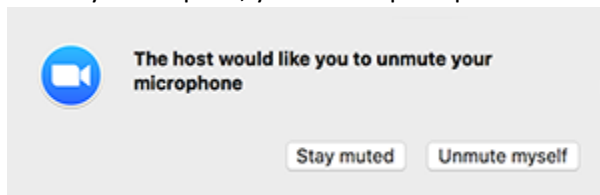

3. Once you select "Unmute myself" you'll be able to speak during the session and all participants will be able to hear you.
4. While unmuted, your name is displayed to all delegates.
5. Once done, the host will "lower your hand" and put you back on mute.
6. No member shall speak in debate more than once on the same question, on the same day, or for longer than three minutes.
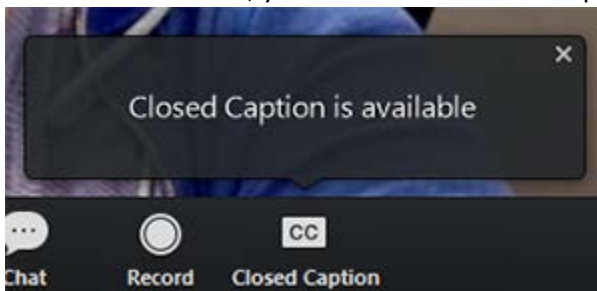
Closed Captioning for HOD Sessions

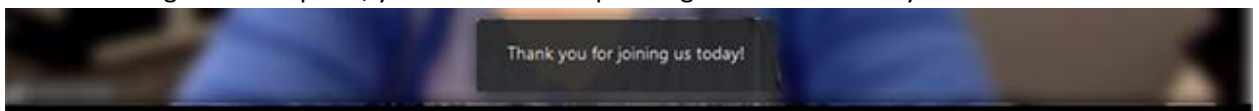We will have closed captioning available for our HOD sessions, Friday, Saturday and Sunday.
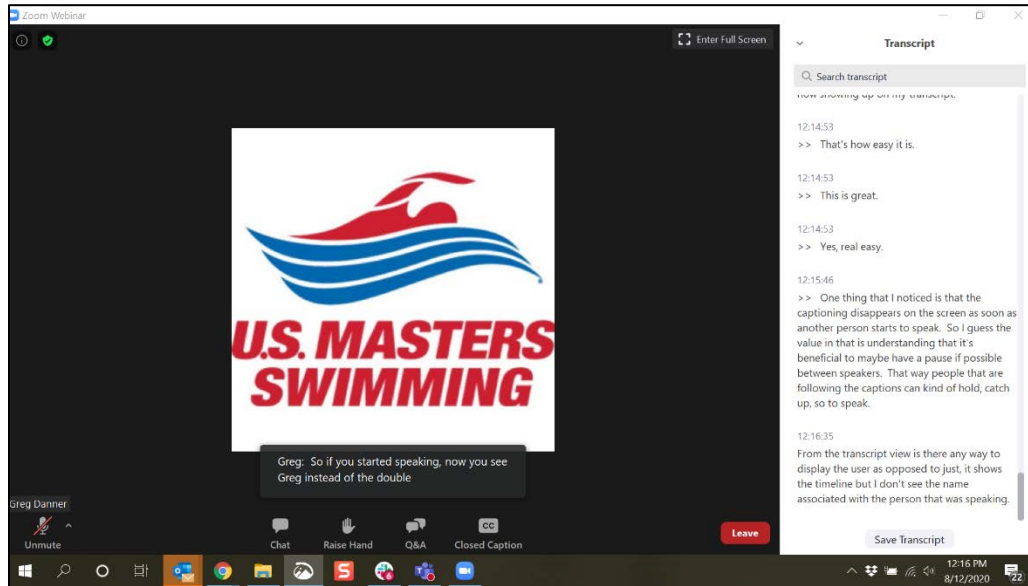
How to View Closed Captions

- When closed captions are in use, you will see a notification.
    - In a webinar, you will see the "Closed Caption" icon in the controls on your screen.

- After selecting Closed Caption, you will see the captioning at the bottom of your screen.
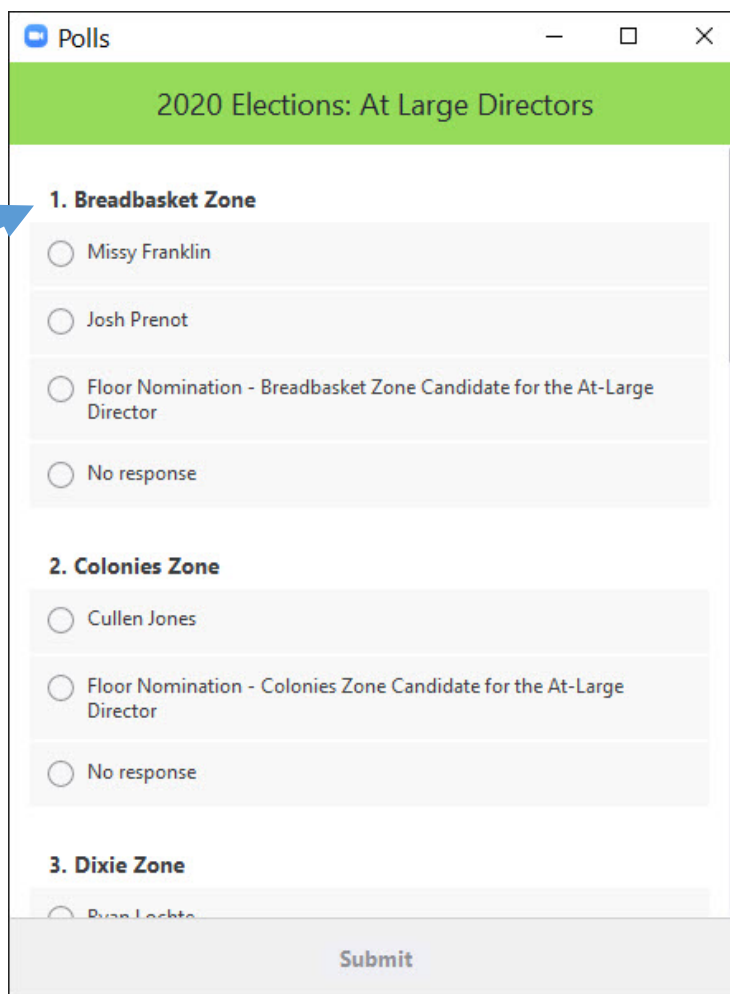
2020 Elections: Electronic Voting via Zoom Polling

Due to the virtual nature of the 2020 Annual Meeting, the Elections Committee and the Board of Directors have created and approved the following 2020 Emergency Elections Procedures for a Virtual USMS Annual Meeting.

During the HOD session on Saturday, Sept 26, 2020, 1:30pm EDT, each voting delegate that:

1. signed up for and logged into their own Zoom account; and is
2. present on the designated Zoom HOD session during elections,

will receive the election ballot via Zoom polling. Delegates will need to be using their own device (computer or smart phone) to be able to participate in the 2020 elections and submit their ballot.

> When the election is opened (election will be open for 30 minutes), voting delegates will see the following election ballot via Zoom polling, automatically pop open on their screen during the Zoom HOD session.

Each Zone will have their candidate(s) listed, in addition to a "no response" option.

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Make sure each zone has an option selected.

The "Submit" button will remain greyed out until all zones have an option selected.

Polls — ☐ ✕

2020 Elections: At Large Directors

○ Floor Nomination - Oceana Zone Candidate for the At-Large Director

◉ No response

7. South Central Zone

○ Simone Manuel

◉ Floor Nomination - South Central Zone Candidate for the At-Large Director

○ No response

8. Southwest Zone

◉ Michael Phelps

○ Anthony Ervin

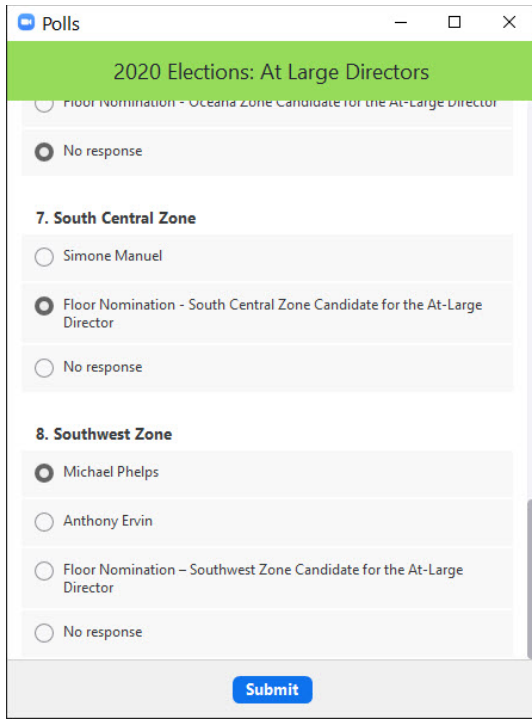○ Floor Nomination – Southwest Zone Candidate for the At-Large Director

○ No response

Submit

Once all zones have your desired candidate selected, the "Submit" button will automatically turn blue.

Once you have completed your ballot, select "Submit".

Once submitted the poll will disappear.

Polls

2020 Elections: At Large Directors

○ Floor Nomination – Oceania Zone Candidate for the At-Large Director

◉ No response

7. South Central Zone

○ Simone Manuel

◉ Floor Nomination – South Central Zone Candidate for the At-Large Director

○ No response

8. Southwest Zone

◉ Michael Phelps

○ Anthony Ervin

○ Floor Nomination – Southwest Zone Candidate for the At-Large Director

○ No response

Submit

In the event you close out of the election ballot before submitting your votes…

Locate your menu bar (image shown on a desktop) and select the "Polls" option.

Chat   Raise Hand   Polls

2020 Elections: At Large Directors

Floor Nomination - Oceania Zone Candidate for the At-Large Director

The ballot will re-appear with your previous selections still intact.

○ Simone Manuel

⦿ Floor Nomination - South Central Zone Candidate for the At-Large Director

○ No response

8. Southwest Zone

⦿ Michael Phelps

○ Anthony Ervin

○ Floor Nomination – Southwest Zone Candidate for the At-Large Director

○ No response

Submit

Once all zones have your desired candidate selected, the "Submit" button will automatically turn blue.

Once you have completed your ballot, select "Submit".

💬 Chat   ✋ Raise Hand

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Once your ballot has been submitted, the poll will disappear, and you will no longer have a "Polls" option in your menu bar.