



**CCIM Institute**  
Commercial Real Estate's  
Global Standard for Professional Achievement

## Zoom Instructional Guide

April 2020

### TIPS & TRICKS TO KNOW BEFORE YOU JOIN

- Download the Zoom app on your computer or tablet prior to your planned meeting.
- Set up your equipment in advance to test your audio and video.
- Get a headset and microphone to reduce background noise or sit in a quiet place. If you are not speaking, mute yourself to prevent audio interference during the meeting.
- Close unnecessary tabs in your browser and make sure you have a strong Wi-Fi connection. This will ensure the audio/video feeds will not lag.
- Lighting should come from in front of you. If a window or light is behind you, it will be difficult to see you on video.
- Keep your background clear of distractions.
- Look at your webcam, not at the screen.
- Use gestures and mannerisms that you would typically use in person.

### JOINING A MEETING

#### Panelists: From a calendar invitation

- You will receive an email from the meeting host. (For the Midyear Governance Meetings, that host will be CCIM Institute at no-reply@zoom.us.)
- In that email, click “add to your calendar.” This will download a calendar invite to your web browser. The download will appear on the bottom left-hand corner of the browser. If you click on that download, a calendar invite will appear.
- You can then save this meeting invite to your calendar.
- From your calendar, click on the link in the invitation to join the meeting.

#### Attendees: From CCIM.com

- Visit the Midyear Governance Meetings page: [www.ccim.com/midyear-governance-2020](http://www.ccim.com/midyear-governance-2020)
- A yellow button to ‘Get Meeting Link’ will be next to each session.
- Once the button is clicked, you will be prompted to sign into the website.
- Once you sign in, the page will have red buttons that say ‘Join Meeting’ next to each session. Click on the button on the day/time of that specific session to launch the Zoom call.

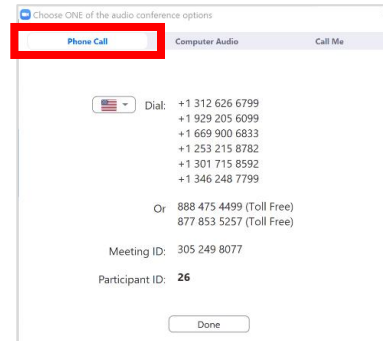
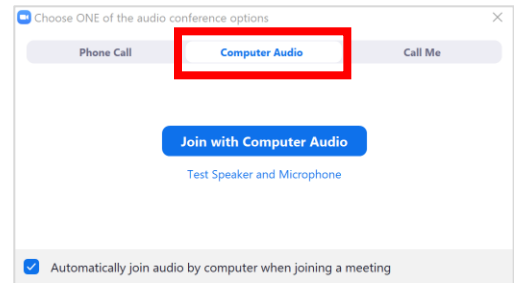
## Joining with Phone or Computer Audio

- When entering a Zoom meeting, you will be prompted to select the audio you'd like to use.
- **Computer audio:** The initial screen will be for computer audio, which means you will hear and speak using the audio on your computer.

You can test your speaker and microphone here to ensure that your video and sound are working properly.

- **Phone audio:** To join audio using your phone, meaning you will hear and speak using your landline or cellphone, click "Phone Call." Dial in using one of the numbers listed and use the meeting ID and participant ID to connect.

Muting yourself on your computer will mute your voice, even while using a phone.



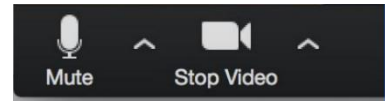
## DURING THE MEETING

### Types of Participation

- **Panelists** are full participants in the meeting. You must be assigned panelist permissions by the host. Panelists can:
  - Use video chat.
  - Screen share.
  - Annotate.
  - Send messages to individuals.
  - View Q&A and respond.
- **Attendees** have view-only privileges and can be unmuted only by the host. Attendees can:
  - Interact with the host and panelist through Q&A and the chat.
  - Raise hand.
  - Ask questions in Q&A.

## Controlling the Video and Audio Settings

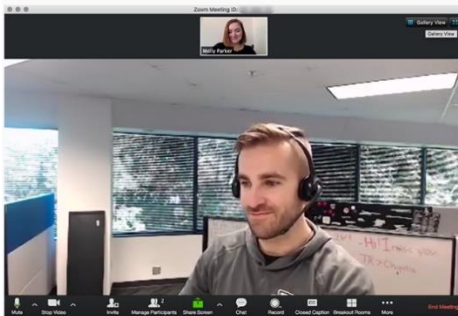
- The “Mute” and “Stop Video” controls are located along the bottom left of the meeting window. In the example to the right, both voice and video are on.
- Clicking on the feature once will disable it; clicking it again will turn it back on. A red strike through either of the buttons means the feature is currently off.
- The hosts of Zoom meetings will be able to mute users and stop video for all users, if needed.
- If your internet connection is weak, you can disable your video to help maintain a better overall connection and use audio only.



## Speaker or Gallery View

- Speaker view is the default video layout in Zoom. It will switch the video window to who is currently speaking.
- You can switch to gallery view to see up to 49 participants at a time. To do this, click “Gallery View” in the upper right-hand corner of your Zoom window.

### Speaker View



### Gallery View



## Share Screen

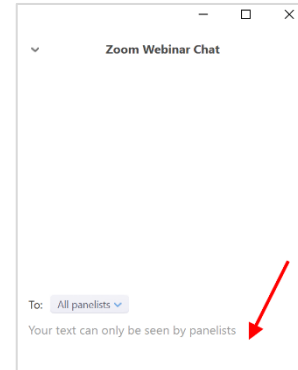
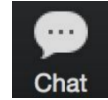
- Panelists will be able to share their screens by clicking the “Share Screen” icon located at the bottom of the Zoom screen.




- Once the button is clicked, select the screen that you want to share.
  - There are additional optional features, such as sharing your computer sound or optimizing for full video clip. These are checkmark boxes located on the same window as the screen selection.

## Chatting

- The chat button is on the bottom right of the meeting window.
  - If you're in full screen mode, the chat will appear in a pop-up. If you aren't using a full computer screen, the chat will appear on the right side of the screen.
- When someone sends a message to the chat, you'll receive a notification at the bottom of the screen.
- Click on the drop down in the chat window to change who receives your message.
  - Panelists can send messages to all panelists, all attendees and panelists, or specific individuals.
  - Attendees can send messages to panelists or panelists and attendees.

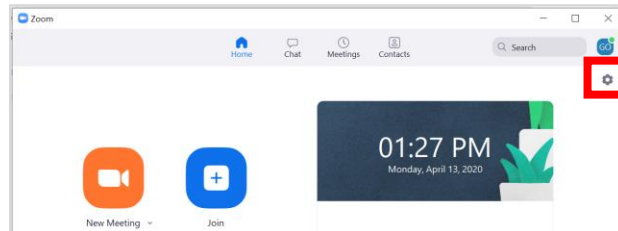


## Raising Hand/Managing Raised Hands

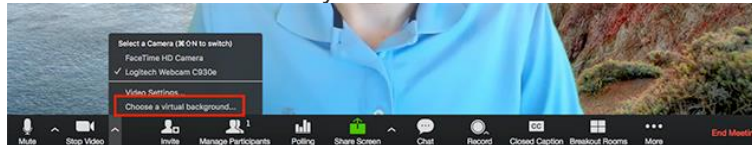
- Attendees (not Panelists)
    - Click "Raise Hand" in the Webinar Controls.
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- The image shows a portion of the Zoom Webinar Controls bar. It is a dark grey horizontal bar with several icons. From left to right: "Audio Settings" with an upward arrow, a "Chat" icon (speech bubble), a "Raise Hand" icon (hand with fingers spread) which is highlighted with a red box, a "Q&A" icon (question mark in a square), and a "Leave Meeting" button in red text on the far right.
- Once you've selected it, the host will be notified that you've raised your hand.
  - If you no longer want your hand raised, click "Lower Hand."
- Managing Raised Hands as a Host or Panelist
  - Hosts and panelists will be notified when an attendee raises their hand. The notification will appear above the "Participants" button at the bottom of the screen.
  - In addition, by viewing the participants list, you can see who has their hand raised.
    - All participants with their hand raised will be listed in the order they raised them. Hover over a participant with their hand raised for these options:
      - Allow to talk: The participant can talk and unmute their mic. They will receive a prompt to confirm if they want to talk or remain muted.
      - Disable talking: If you've enabled talking for an attendee, use this to mute them once they are finished.

## Virtual Backgrounds

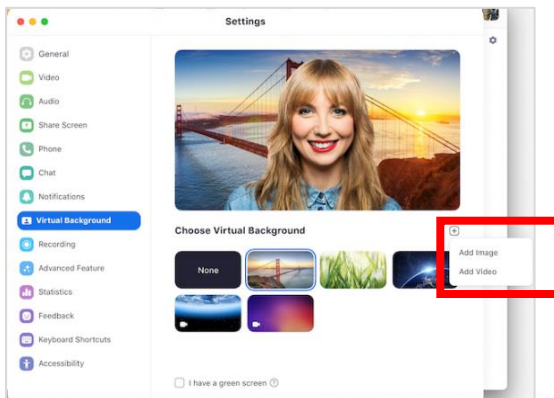
- A zip file of CCIM-branded backgrounds can be downloaded from [www.ccim.com/midyear-governance-2020](http://www.ccim.com/midyear-governance-2020).
- To add a virtual background to your video screen, do one of two things:
  1. **Before the meeting**, go into the desktop Zoom application and click the settings icon on the top right-hand side. From there, click the “Virtual Backgrounds” option on the left side.



2. **While in a meeting**, click the arrow next to the “Start/Stop Video” icon on the bottom left-hand side of your screen. Click on “Choose virtual background.”



- Once on the virtual backgrounds setting screen, you will see a plus sign on the right, above the existing virtual backgrounds. Clicking that will allow you to add new virtual backgrounds.



## LEAVING A MEETING

- To leave the meeting, either close out the meeting window or select “End Meeting” on the bottom right of the meeting window.
- If you are accidentally kicked out of the meeting (due to internet connection/battery depletion), you will be able to rejoin, as long as the meeting is still in progress. Please use the same link you used to enter the meeting.