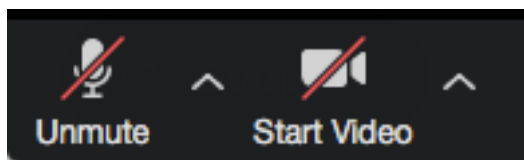


## Helpful Zoom Basics

You will find all these features in Zoom whether you're using a laptop or a phone, but a few of the locations of things might be different. Explore!

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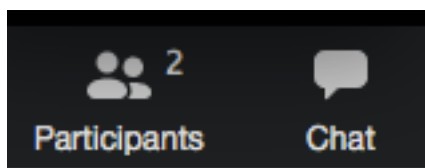
**Audio and Video:** For some Zoom meetings, the host (GBWF, in this case) might already have muted the microphones and the video of all participants. Depending on the type of meeting, you might want to unmet either the audio or the video. You'll probably see these little icons in the lower left part of your screen:



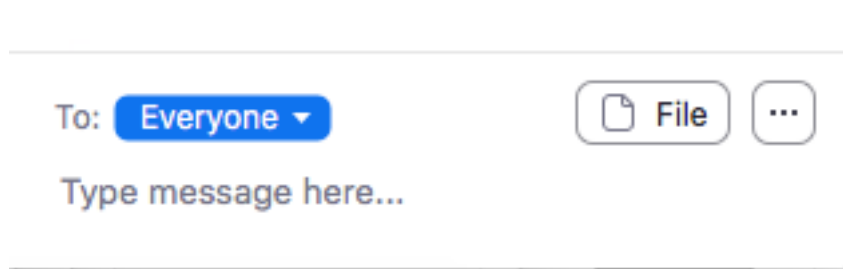
To **unmute** either of these, just click once and the red line disappears.

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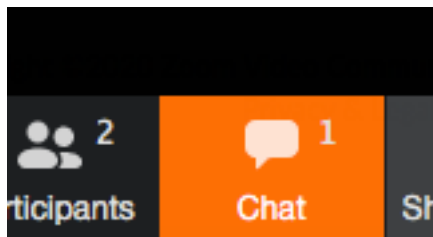
**Chat and Raise Hand features:** If a meeting is large, it's likely the host has muted microphones. There is a nice **chat** feature in Zoom that you can and should use to communicate to the group. At the bottom of your screen, find this little icon:



When you click on the **chat** icon, the right side of the screen opens up an area (usually on the right side) that will show this at the bottom:

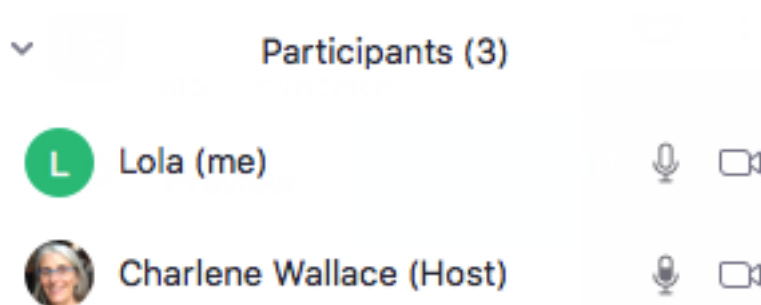


You can type a short message here and then when you press 'Return', it is sent out to the chat area. You can select who to send it to by clicking on the **Everyone** button. When your message is sent, the chat icon changes color to signal the arrival of the message:

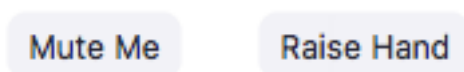


If you aren't currently looking at the opened chat area, simply click on the icon and you will see the message.

You can also get the attention of the host using the **Raise Hand** feature. If you click on the **Participants** icon, the area listing the participants will open up (usually on the right):



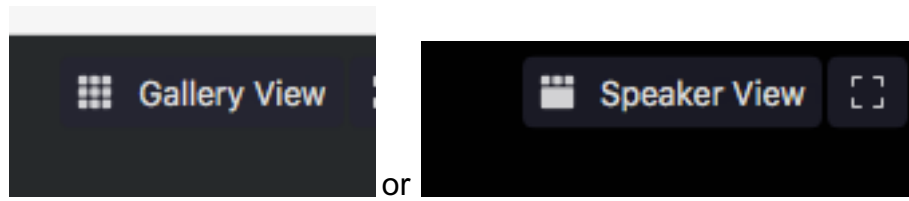
At the bottom of this participants pane, you'll see the **Raise Hand** icon:



If you click on the 'Raise Hand' icon, the host will notice this in their screen. You can also 'Lower hand' if you change your mind.

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**Seeing others:** When you first connect to Zoom, you might want to choose between seeing everyone at once or just seeing the current speaker. At the top right of your screen on a laptop or desktop, you will see one of these little icons:



**Gallery view** is the default view and lets you see everyone else. **Speaker view** lets you see just the current speaker. When you select on or the other, the screen view changes accordingly. Note that if someone has their video muted, all you will see is an outlined "box" with their name.