

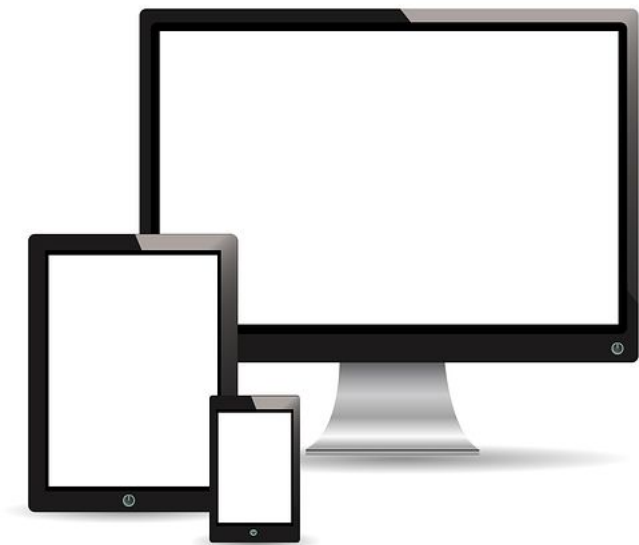
Navigating Challenges Ahead For Support Officers



Zoom Instructions

Before The Training Session

You will need:



- A computer, tablet, or smartphone with a built-in camera and microphone or you may also use headphones, if preferred.
- To download the zoom application (if you have not done so).

Zoom Instructions

Download Zoom

You will need to:

- If you are using your mobile phone or tablet, please download the Zoom app from Apple Store or Google Play.
- If you are using the computer, go to <https://zoom.us/download> on your browser and click on the download button for Zoom Client for Meetings.

Zoom Instructions

To Join The Training Session

You will need to:

- Click on the provided link to join the zoom session.
- Alternatively, go to join.zoom.us on any browser and enter the Meeting ID and Password provided.
- Test your audio by clicking on “Test Computer Audio.” Once you are satisfied that your audio works, click on “Join audio by computer.”

Zoom Instructions

Controls On Zoom Screen



Mute /
Unmute
your
microphone

Start /
Stop Video

View Participant
list – opens a
pop-out screen
that includes a
“Raise Hand” tab
that you may use
to raise a virtual
hand.

Share
your
screen
(when
instructed
by the
trainer)

Zoom Instructions

Controls In Zoom Screen



To Change your screen name (if it is not in your registered name):

Click on the participants icon. Place the cursor over your name and click on **RENAME** tab to type in your registered name for this class.

Breakout Room

Zoom Instructions

Breakout Room



- During the training, you may be assigned to work in teams in breakout rooms. The assignment is done by the trainer. Each team should select a spokesperson to represent the team.
- Once the teams have completed their work in the breakout rooms, the trainer will then bring them back to the main session.
- The spokespersons for the teams may be invited to share their teams' findings with the main session.



Thank You!

