

Zoom

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About Zoom

How can I use Zoom at Shopmonkey?

Shopmonkey uses Zoom for a variety of virtual meetings. Some examples include weekly check-ins with managers, calls with customers, and monthly company updates at All Hands meetings. This course will help prepare you for all of your meetings through exploring some necessary steps, recommendations, and helpful tips.

Don't worry if you're new to Zoom!

For any questions about how to use Zoom, click the purple button on the right to open Zoom Support. You will have access to help articles and chat support.

ZOOM SUPPORT

CONTINUE

Recommended Steps

What should I do right now?

Before joining more meetings this week, here are a few steps to take today to set yourself up for success.

Review how to log into Zoom

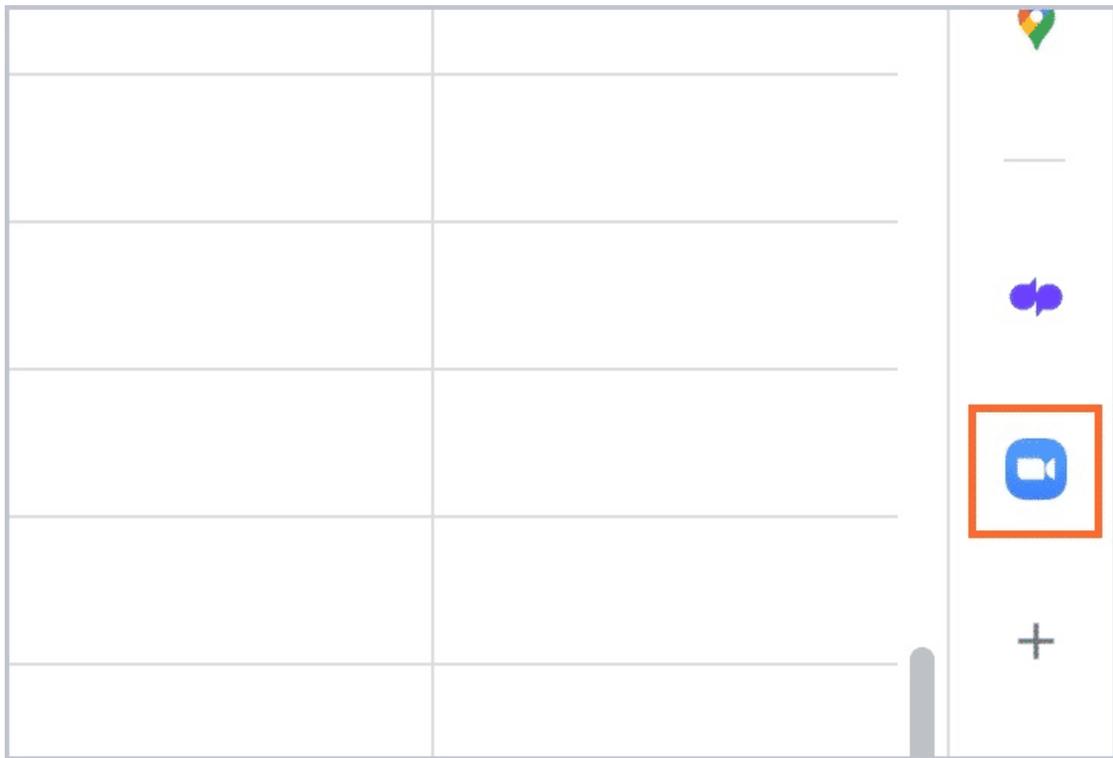
There are two ways you can log into Zoom. The first way is to log into your Okta account and then select Zoom from your Okta dashboard.

The second way involves using the SSO sign-in option. Open [this Guru card](#) to see the three simple steps for signing into Zoom with SSO.

Integrate Zoom and Google Calendar

On the right side of your [Google Calendar](#) page, click the Zoom icon, as seen in the image below. Then, simply give Zoom permission to access your Google Calendar account.

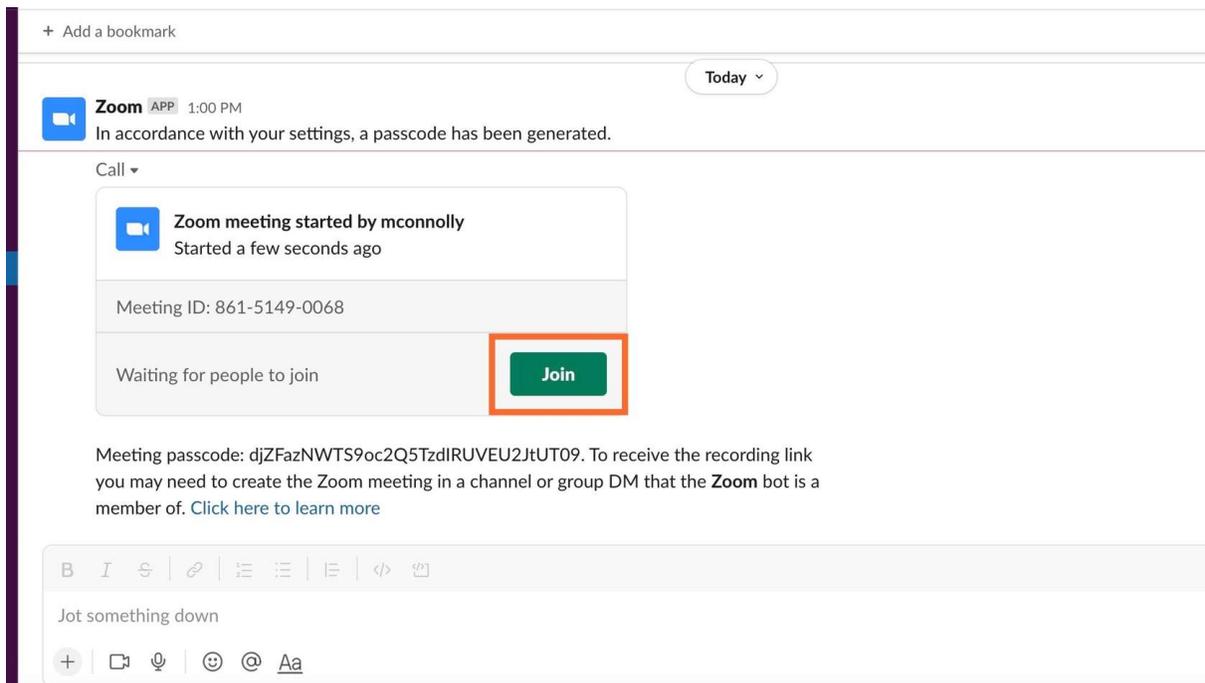
Integrating Zoom and Google Calendar will allow you to schedule virtual meetings directly from your calendar. To review how to schedule Zoom meetings through Google Calendar, please refer to the Google Calendar lesson.



Add Zoom to Slack —

Adding the Zoom app will allow you to start meetings directly from Slack. Once you add the Zoom app, you will have access to a list of commands. The `/zoom` command will instantly create a meeting, as seen in the image below. Clicking **Join** will allow you and others to join the meeting. Click the image below for a closer look at this Zoom command.

To review how to add apps and use commands in Slack, please refer to the Slack lesson.

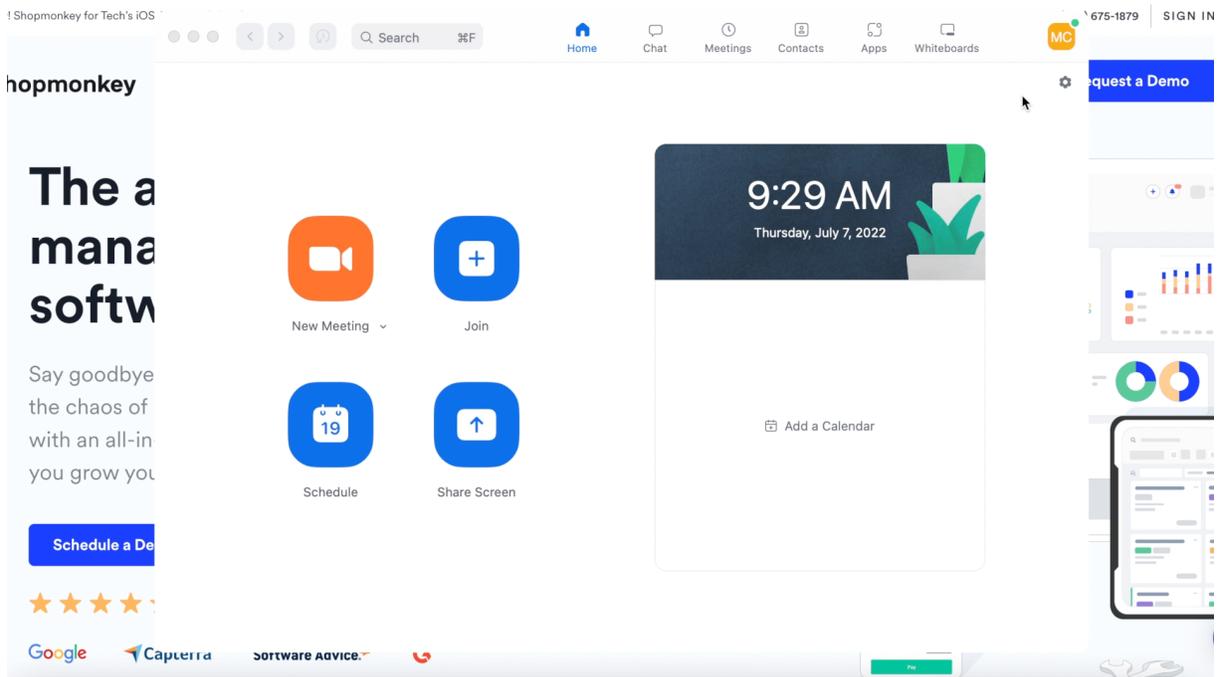


Add a virtual background —

A virtual background can help increase your privacy and minimize distractions for colleagues during meetings. They're also great for adding some personality to special occasions, including birthdays and going away parties.

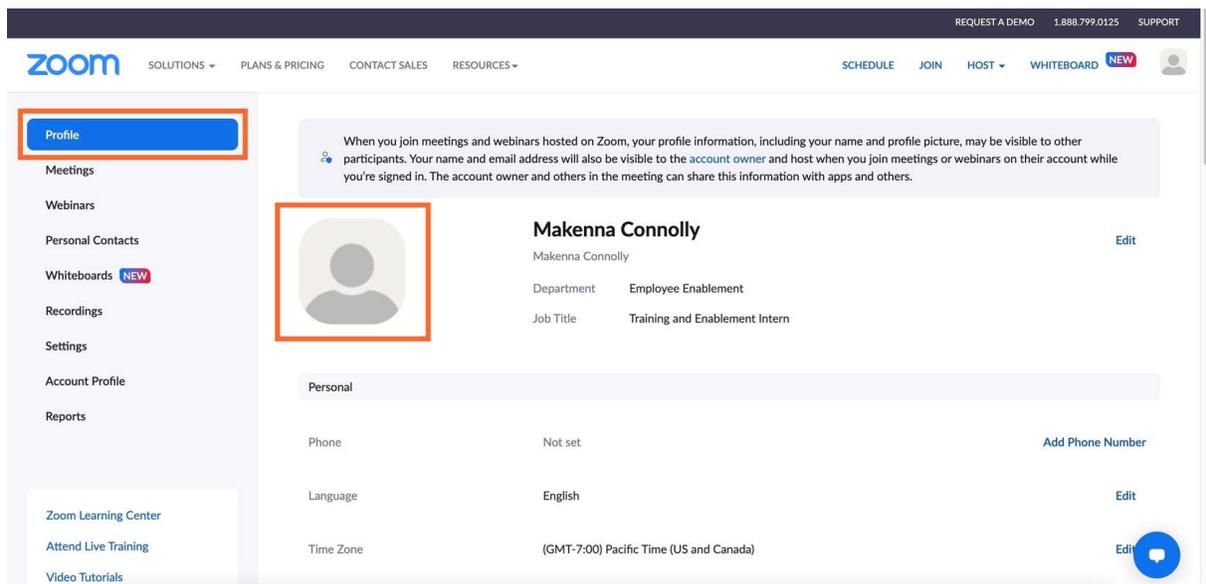
To add a virtual background, open the Zoom app on your computer through the Dock or Launchpad. Click your profile icon at the top right corner, as seen in the GIF below. Click **Settings > Background & Effects**. Here, you can blur your background or choose a default background. You also have the ability to upload your own background by pressing the **+** button. Click [here](#) to find and upload some Shopmonkey backgrounds!

Whenever you want to change or remove your background, simply access **Backgrounds & Effects** again. Click GIF below for a closer look at how to add a virtual background.



Add your profile picture

When you add a profile picture to your Zoom account, your picture will be visible when you turn off your camera and in the chat. To add your picture, first open your Zoom account in a web browser. Go to your **Profile** and click on your profile icon, as seen in the image below. You will then be able to upload your profile picture! Click on the image for a closer look at adding a profile picture.



To-Do List

- Understand how to log into Zoom
- Integrate Zoom and Google Calendar
- Add the Zoom app to Slack
- Understand how to add a virtual background
- Understand how to add your profile picture

CONTINUE

Zoom Meetings

What should I do during a meeting?

Now that you're all set up, here are some best practices to help you be mindful of colleagues and fully participate in meetings.

Mute yourself and start your video —

We understand that you have pets, kids, and a life! Instead of worrying about the noise, just make sure that you are muted while others are speaking.

It is also recommended that you keep your video on. In addition to connecting with colleagues, leaving your video on makes it easier for speakers to present. This includes our founder Ashot during All Hands meetings!

Use the chat and reactions —

When in a meeting, you can access the **Chat** and **Reactions** features on the bottom bar of your screen. Both of these features are great for when someone else is speaking and you don't want to interrupt them. In the **Chat**, you can ask and answer questions, post comments, offer congratulations, and more without disrupting the flow of the speaker.

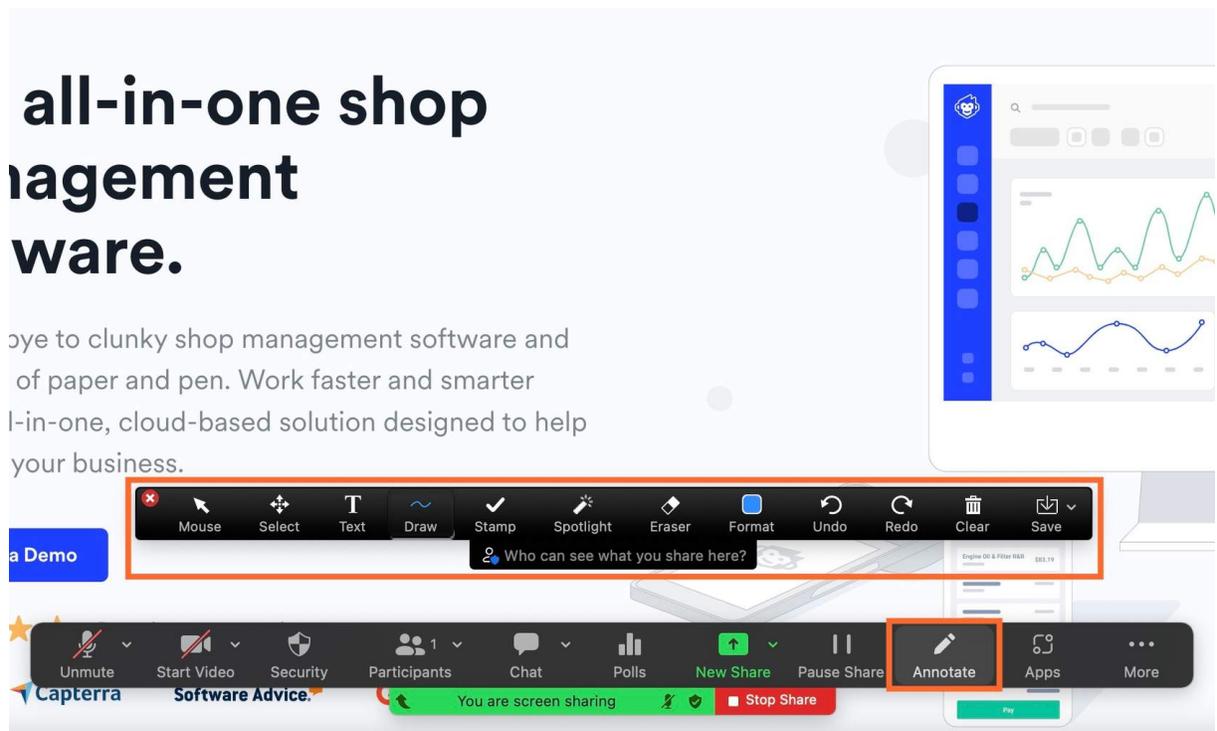
With **Reactions**, you can show what you're thinking or feeling and respond to questions through emojis and symbols. Your chosen reaction will appear on the upper left corner of your screen and will disappear on its own. You can also click **Raise Hand**, which is typically

used when you have a question or something to add to the conversation. To remove the hand symbol from your screen, click **Lower Hand**.

Use annotations

When you or someone else is sharing the screen, you can use annotations to mark up a page. Two commonly used annotations are **Stamp** and **Text**. The **Stamp** annotation allows you to place symbols on a screen, including arrows, check marks, and x marks. The **Text** annotation allows you to open a text box and type notes. Click the image for a closer look at how to access annotations.

Note: The Zoom app must be downloaded on a user's device to access annotations. This is especially important for meetings with customers.



Assign a new host

If you are the host of a meeting and need to leave before it ends, make sure you assign a new host. To assign a new host, click **Participants** on the bottom bar of your screen. Hover

over the name of the new host. Click **More** > **Make Host** > **Change Host**. Then, when you click **End** to leave, select **Leave Meeting** to avoid ending the meeting for everyone.

CONTINUE

Tips & Tricks

Tips and tricks

You have explored how to thoughtfully use Zoom, so here are some final tips and tricks.

6 Tips & Tricks

Click through to view six tips to improve your efficiency, privacy, and more.

Tip 1

Personal Link

Meeting		
Personal Meeting ID	*** ** *926	Edit
	https://shopmonkey.zoom.us/j/*****926?pwd=YUFsZWxBdC92SlcrRVpCRUwvaDI3dz09	
	× Use this ID for instant meetings	
Personal Link ⓘ	https://shopmonkey.zoom.us/my/*****	Customize
Host Key	*****	Edit

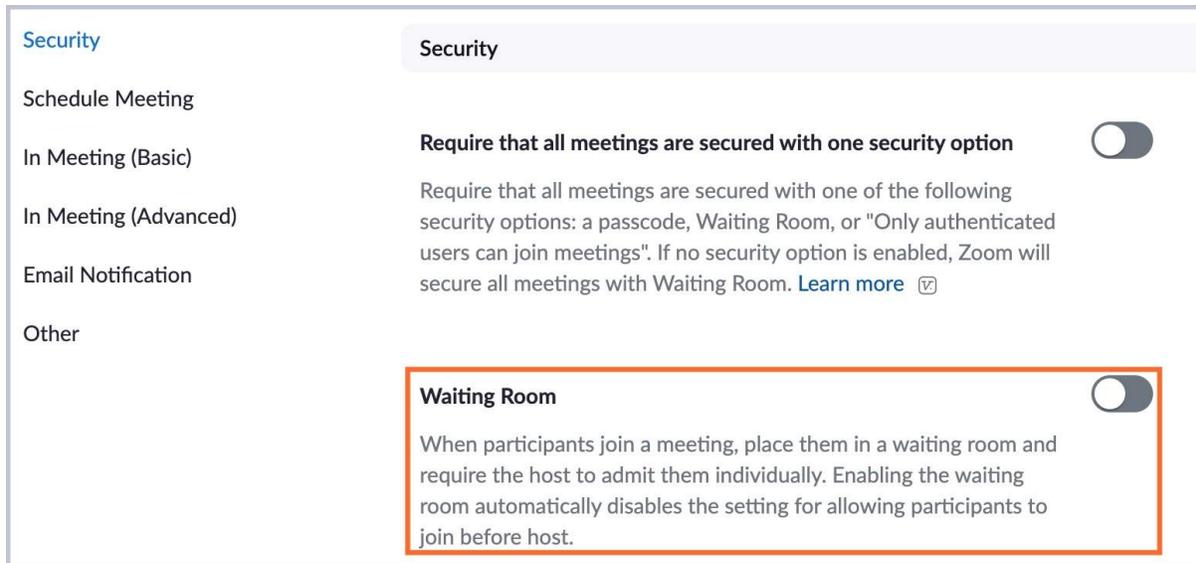
To start instant meetings, send your colleagues your personal Zoom link. This link always connects to your personal meeting room, as opposed to the randomly generated rooms created through the `/zoom` command.

To find your personal link, first access Zoom in a web browser. Click **My Account** > [Profile](#). Scroll down to the **Meeting** section, as seen in the image above.

You can use either link from the **Personal Meeting ID** or **Personal Link** subsections. Both of these links connect to your personal meeting room. The difference is that you can customize your **Personal Link** so that it is not a long list of random numbers and letters. Click the image above for a closer look at your personal Zoom link options.

Tip 2

Waiting Rooms



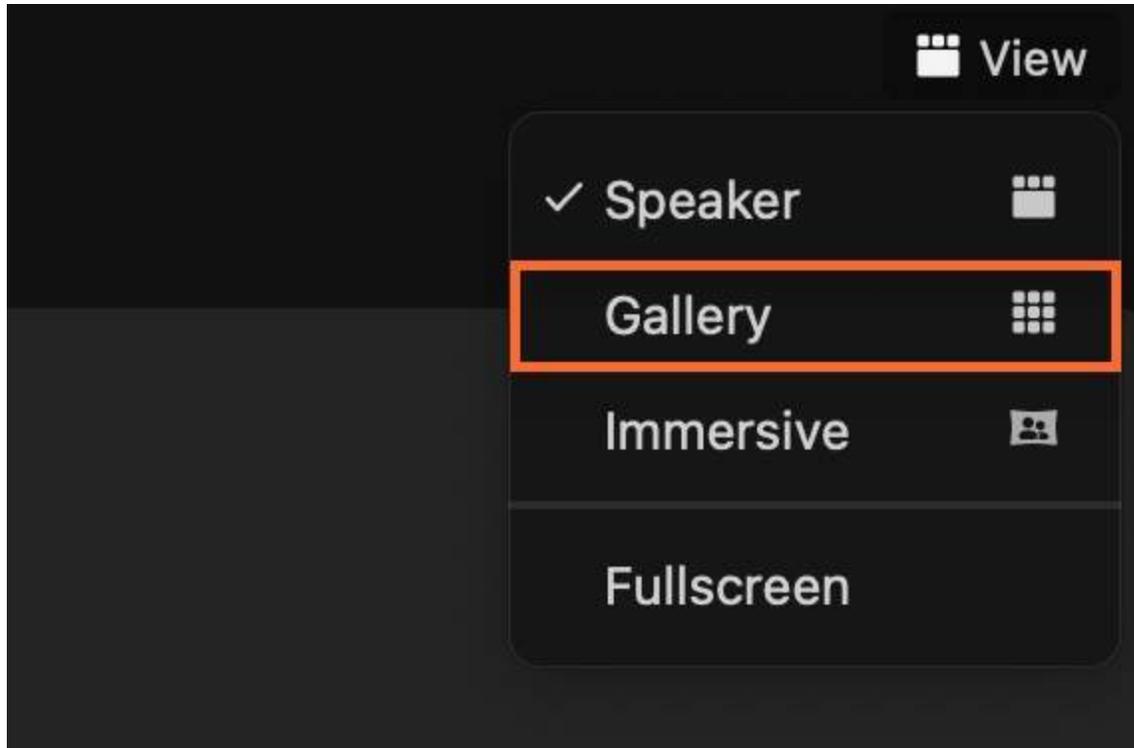
The image shows a screenshot of the Zoom Security settings page. On the left is a navigation menu with categories: Security, Schedule Meeting, In Meeting (Basic), In Meeting (Advanced), Email Notification, and Other. The main content area is titled 'Security' and contains two settings. The first is 'Require that all meetings are secured with one security option', which is currently disabled. The second is 'Waiting Room', which is highlighted with an orange border and is currently enabled. The 'Waiting Room' description states: 'When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.'

Waiting rooms provide an additional layer of privacy. When you enable your waiting room, guests can't enter the meeting until you choose to let them in. This is a great option for when colleagues are early and you need additional time to prepare.

To enable your waiting room, go to **My Account** > **Settings** > **Security**. You will see the **Waiting Room** subsection, as seen in the image above. Select the toggle to enable a waiting room for all of your meetings.

Tip 3

Gallery View

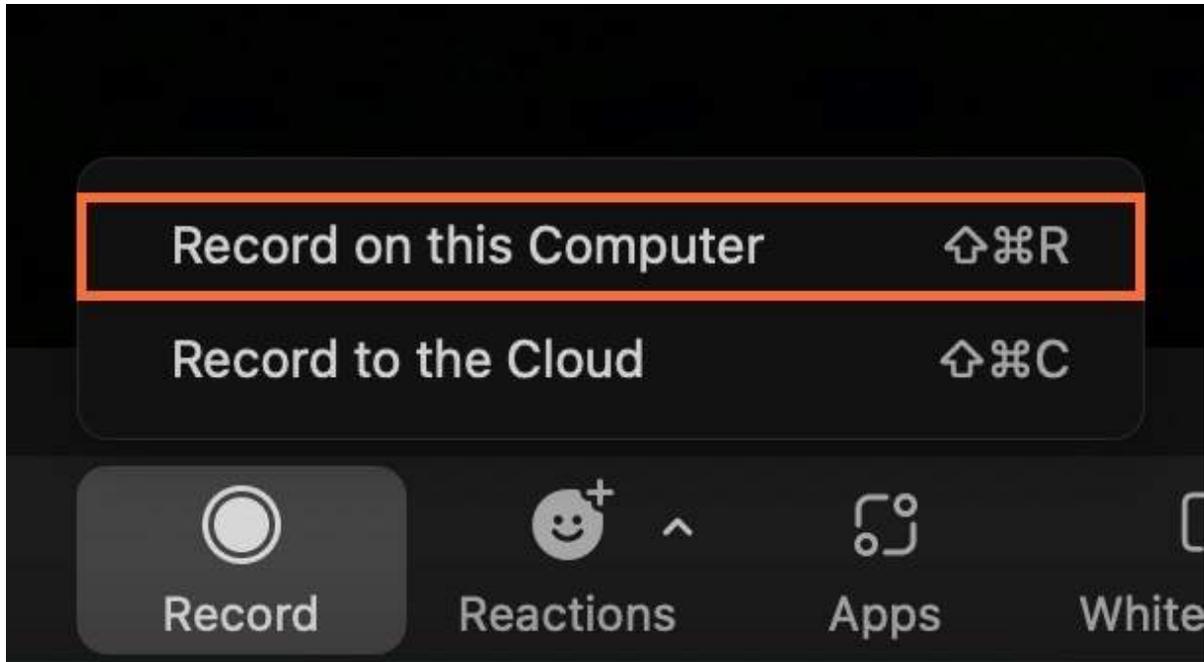


To see all of your colleagues at once during a meeting, enable the gallery view.

When in a meeting, select **View** at the upper right corner of your Zoom screen. Click **Gallery**, as seen in the image above.

Tip 4

Record Meetings



When you need to record meetings, make sure that you select **Record on this Computer**, as seen in the image above. This option ensures that the recording will be downloaded to your computer as an MP4 file.

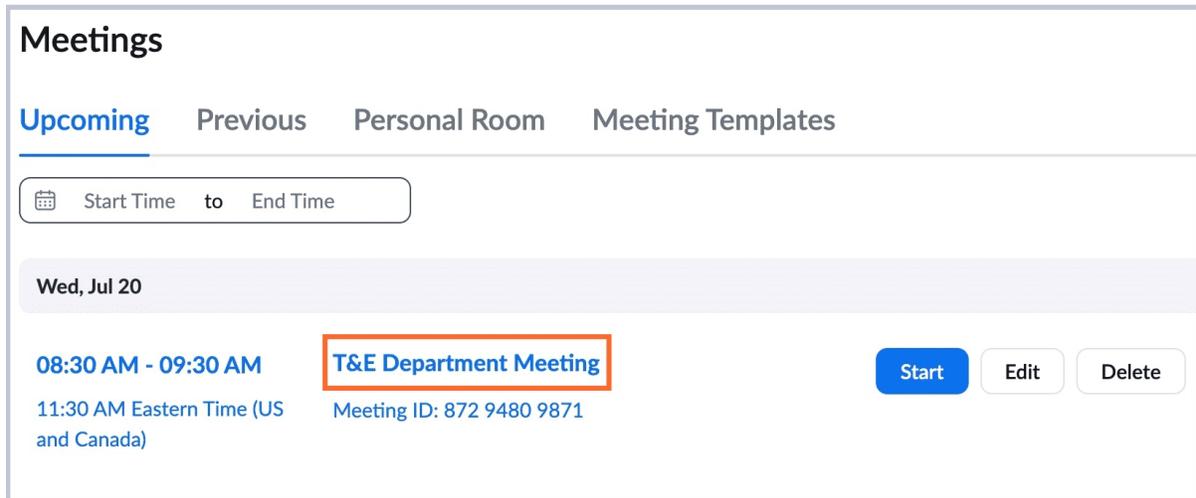
Tip 5

Reports and Analytics

Zoom allows you to access and download a variety of reports about your Zoom meetings, from attendance levels to how many meetings were held during a given time period. To access these reports, visit Zoom through your web browser and select **Dashboard**.

Tip 6

Live Polls



The screenshot shows a 'Meetings' interface. At the top, there are tabs for 'Upcoming', 'Previous', 'Personal Room', and 'Meeting Templates'. Below the tabs is a search bar with a calendar icon and the text 'Start Time to End Time'. A date filter 'Wed, Jul 20' is applied. A meeting entry is shown with the time '08:30 AM - 09:30 AM', the title 'T&E Department Meeting' (highlighted with a red box), and the meeting ID '872 9480 9871'. Below the title, it says '11:30 AM Eastern Time (US and Canada)'. To the right of the meeting entry are three buttons: 'Start', 'Edit', and 'Delete'.

Using polls during a meeting is great for asking questions and gathering feedback. To create a poll for a scheduled meeting, go to **My Account** > [Meetings](#). Click on the name of the meeting, as seen in the image above.

Scroll down to the bottom of the meeting page to find the **Polls** section. Click **+Create** to create a new poll. You have the option to add single answer and multiple answer questions to your poll. When it's time for the scheduled Zoom meeting, select **Polls** on the bottom bar of your screen. Click **Launch** to start the poll.

Note: You can also create a poll while in a meeting. Simply click **Polls** on the bottom bar of your screen. Click **Create** to open the web browser for building polls.

i **Bonus Tip:** Visit the [Brand Guidelines](#) if you haven't checked out our Shopmonkey Zoom backgrounds yet! There is something for everyone, from Jurassic Park to Star Wars fans. You can also find desktop and iPhone backgrounds, LinkedIn cover banners, and essential design resources.

CONTINUE

The End!

That's Zoom at Shopmonkey!

Thank you for completing this course! You completed your to-do list, reviewed some best practices, and learned some helpful tips and tricks. You are now ready to use Zoom at Shopmonkey!