

# Minimizing Disruptions to Your Zoom Meeting

## Make Registration Mandatory

Registration adds a layer of accountability by having participants identify themselves with a real email address. It also means you can keep an eye on numbers, in case you hit your Zoom limit of 100 attendees and need to close off registration. You can also hold off on sending the actual Zoom meeting link until closer to the date – the less time that link spends out there in the world, the better.

A popular way of capturing registration information is **Google Forms**.

## How to set up registration using Google Forms

Google Forms is free for personal use - you do not need to pay for a G Suite account to make use of Google Forms. What you DO need:

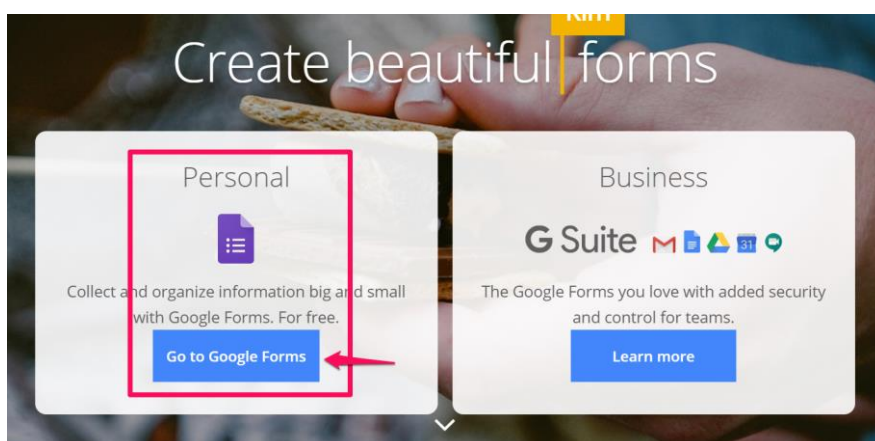
- Chrome browser – since Google tools are involved, using Chrome makes life easier
- A Google account – if you don't have one, the easiest way is to sign up for a Google email address.
- Google Drive – if you have a Google email address, you have access to Google Drive. This is just storage space in the cloud that belongs to your Google account.
- Familiarity with spreadsheets – just enough to format or export to use with your preferred mailing program

In this section, we're going to cover just the few things you need to know for creating and using a simple Registration form using Google Forms, including how to:

- Create a registration form
- Share the link to the registration form so people can sign up
- Use email addresses and names collected by the registration form to send out Zoom meeting links before the event

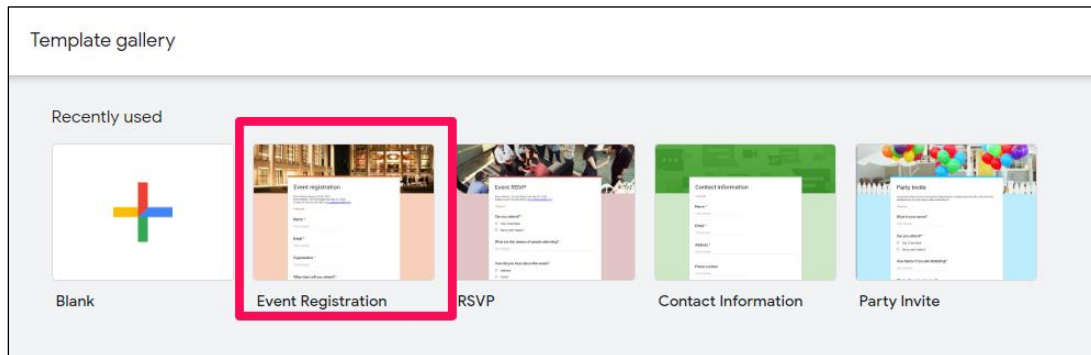
### A. Create a Google Form for Registration

Begin by going to <https://www.google.ca/forms/about/> and click on **Go to Google Forms**. If you're not logged in to Google, you'll be asked to log in to your account.



Once you have entered Google Forms, you'll see a row of templates. If you don't see the *Event Registration* template, look for the arrows at the upper right of the Template Gallery to see all the templates.

Select the *Event Registration* template.



This brings up a very simple form. Each question is in a block: Name, Email address, Organization, dietary restrictions, etc. The following steps will show you how to:

- Edit blocks to suit your event
- Delete blocks you don't need
- Edit a block so that you can collect data on how they found out about the event (optional)
- Customize the form with a different image (optional)
- Find the form again on Google Drive

**Edit content in blocks to suit your event.** Just click on a block and start typing new content. Remember that your event announcement contains all the details, so the info in this form can be quite short, just enough to let people know they're registering for the right event.

A screenshot of a Google Form titled 'Event Registration'. The top bar shows the form title, a folder icon, a star icon, the text 'All changes saved in Drive', and icons for comments, preview, settings, and a 'Send' button. Below the top bar are tabs for 'Questions' and 'Responses'. The main content area features a header image of a large, ornate building at night. Below the image is a title block with the text 'Event registration' and a horizontal line. Underneath the title block is a text block containing the following information: 'Event Timing: January 4th-6th, 2016', 'Event Address: 123 Your Street Your City, ST 12345', and 'Contact us at (123) 456-7890 or no\_reply@example.com'. Below this text block is the first question, 'Name', followed by a red asterisk indicating it is required. A red rectangular box highlights the title and text blocks. On the right side of the form, there is a vertical toolbar with icons for adding new questions, duplicating, deleting, changing the theme, inserting images, inserting videos, and a list icon.

Here's an example of the title and text block edited with new event information:

Let's edit the next block which is a question block asking for Name. Let's say you want to remind people to enter both their first and last names.

To change existing text, in this case the question text, just type on that line. Note the toggle where you make this a **Required** response.

[NOTE: To close the editing choices in a question block when you're done, click on another block or on a title and text block.]

**To move a block**, use the six dots at the top of the block to drag and drop.

**To delete a block** simply click on it and then the **trash can** icon.

What days will you attend?

☐ Day 1

☐ Day 2

☐ Day 3

☐ Add option or [add "Other"](#)

Required ☒

**Edit a block to collect data on how people learned about this event.** If you want to collect marketing data, you can modify the existing multiple choice question to suit your needs.

Click on the meal choices block, type over the existing question. Then type over the existing responses.

To remove a response, just click on the **X** to the right. To add more questions, click on '**Add option**'. If you don't want to force people to answer this question, remember to slide the **Required** toggle to the left.

How did you hear about this event?

☐ Bookstore staff

☐ Bookstore website

☐ Bookstore newsletter

☐ Social media

☐ Another book lover

☐ Vegan

☐ Other...

☐ Add option

Required ☒

**To add another block** click on any block and then the TT icon on the right to create and edit a new title and text block below the current block. Here is an example of a block containing an anti-harassment policy to include at the end of the form.

**Anti-Harassment Policy**

We strive to provide an environment where all present -- whether attendee, presenter, or staff -- can feel supported. Here are a few guidelines to help ensure a welcoming event.

a) That the presenter and the presenter's work be treated with respect by attendees and that all attendees treat each other with respect and a generosity of spirit.

b) That attendees will refrain from harassment of any sort including (but not limited to): visuals, language, comments, or questions of a racist, sexist/sexual, or threatening nature. This includes actions that disrupt or interfere in any way with other attendees' ability to participate.

We do not tolerate harassment of any kind and will immediately disconnect offenders from the event.

**You can personalize the form** with your own image, perhaps one that brands this form with your store's artwork and logo. To change the existing header image, click on the **paint palette** icon and then **Header** to upload a new image.

Event Registration

Questions Responses

Theme options

HEADER

Image uploaded

THEME COLOR

An Evening with Jane Austen

You'll see the option of selecting a new image from Google (Themes) or you can click on **Upload** to browse for the photo you'd like to use.

Event Registration

Questions Responses

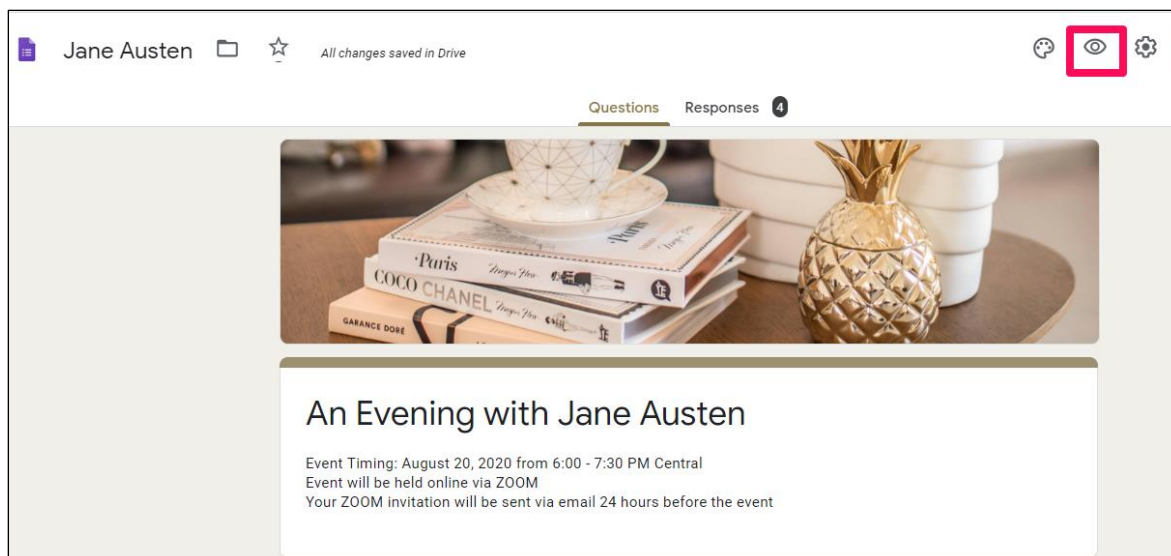
Select Header

THEMES **UPLOAD** PHOTOS

BROWSE

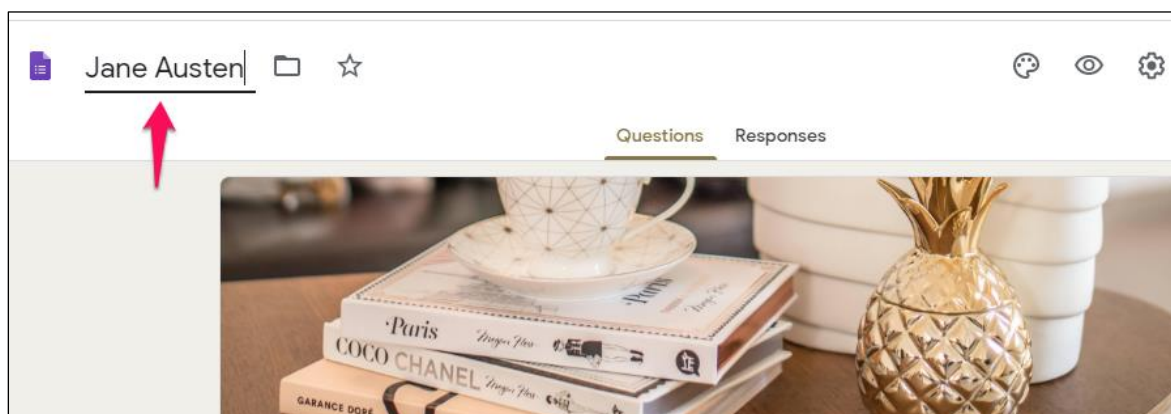
or drag a file here

Here is a new look for the Registration form:



**To preview your form.** Simply click on the **eye icon** at the upper right, beside the paint palette icon. This is the form users will see.

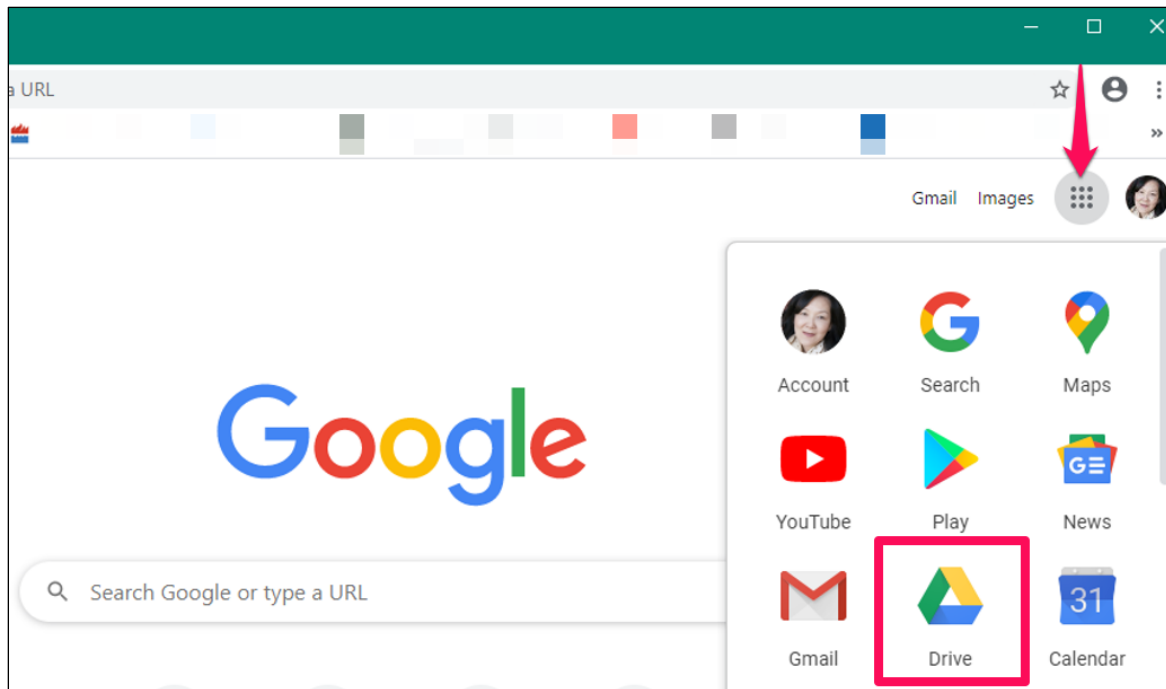
**Give your form a unique filename.** If you're planning more than one event, you should give your form a name that makes it easy to identify. To do this, simply type over the filename on the upper left.



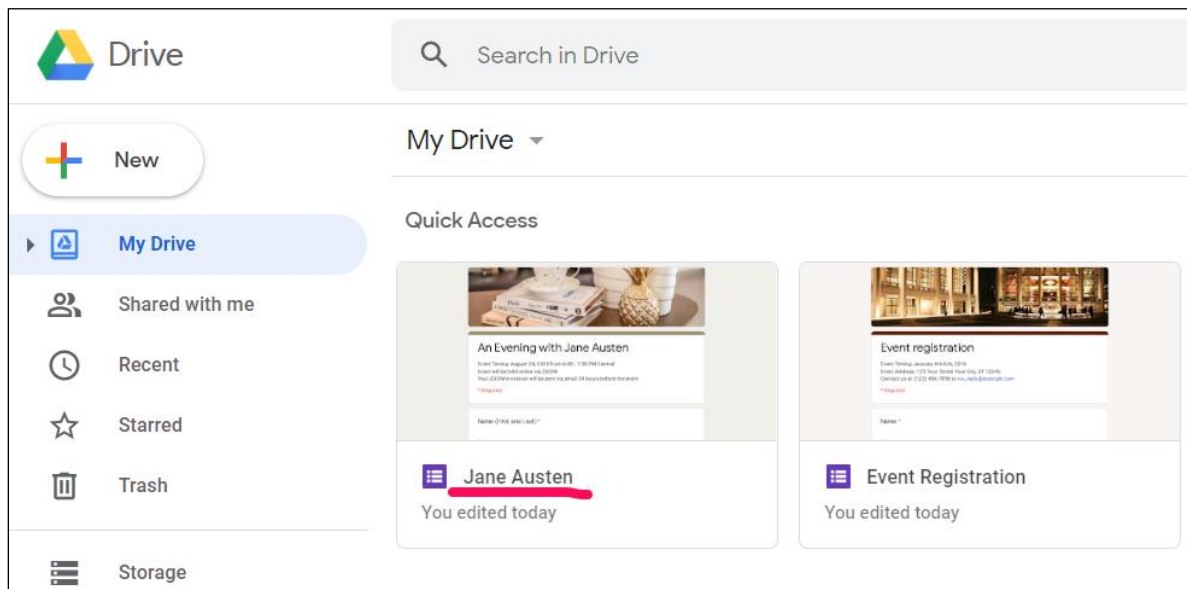
When you've finished with this form, or even if you haven't finished and need to get back to it later, just close your browser.

**How do you find the form again?** Google Forms saves everything as you work. But where does it save to? To your **Google Drive**, that's where.

To find the form again, open your Chrome browser and click on the grid icon, which opens up all your Google tools. Then click on **Drive**. If you aren't logged in to Google, you will need to log in.



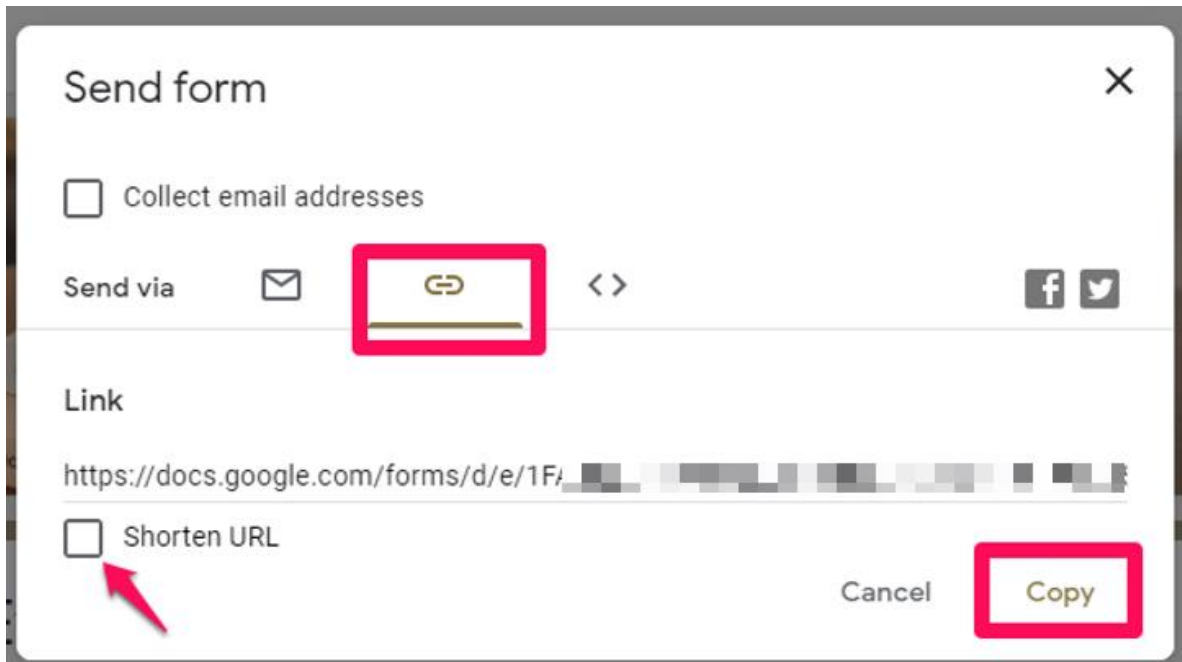
There it is on your Google Drive. And you'll be glad you took the time to rename your form. Just double-click to open the form.



## B. How to let people sign up using this form

Whatever you use to announce the event: on social media or via email (newsletter, MailChimp, just email), all you need to do is include the URL (link) to the form.

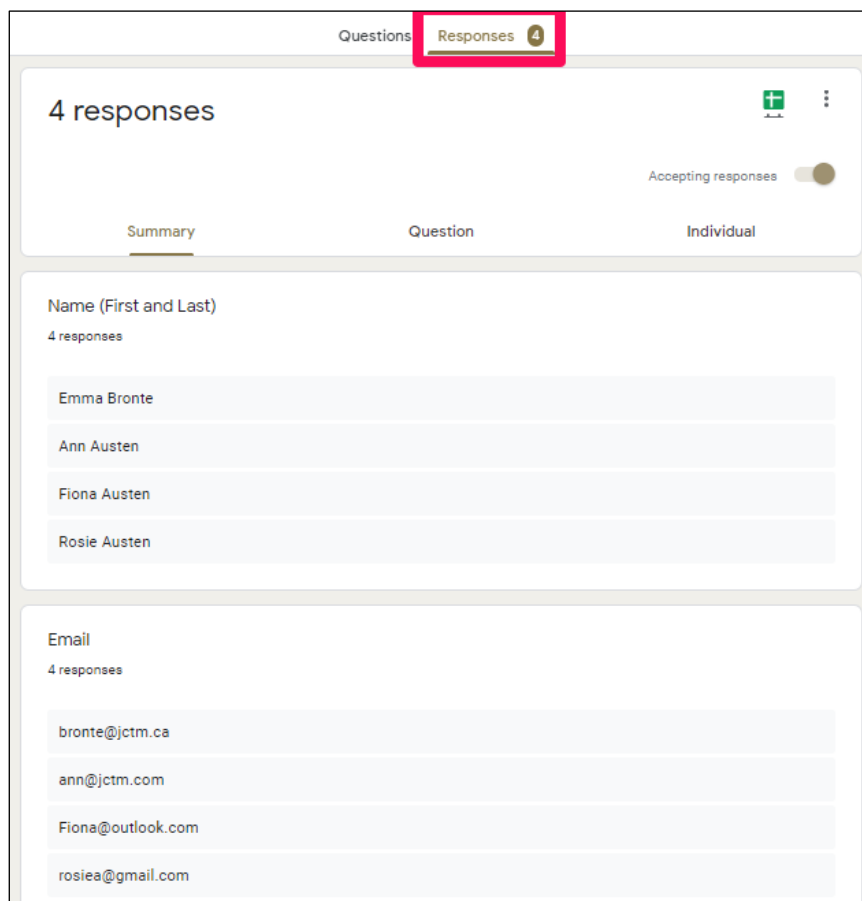
To get a link to the form, go to the upper-right of the screen and click on **SEND**. This brings up the **Send Form** window. Click on the **link icon** to generate a URL. It's a good idea to **shorten the URL**. Then click on **Copy** for the URL and paste into your announcement.



The 'Send form' dialog box is shown. It has a title bar with a close button (X). Below the title bar, there is a checkbox labeled 'Collect email addresses'. Underneath, the 'Send via' section shows three options: an email icon, a link icon (highlighted with a red box), and a code icon. To the right of these are Facebook and Twitter social media icons. Below the 'Send via' section, the 'Link' section displays a Google Forms URL. Under the URL is a checkbox labeled 'Shorten URL' with a red arrow pointing to it. At the bottom right, there are 'Cancel' and 'Copy' buttons, with the 'Copy' button highlighted by a red box.

### C. How to check on the responses you're getting

Just go to the form and click on the **Responses** tab.



The 'Form Responses' page is shown. At the top, there are two tabs: 'Questions' and 'Responses' (highlighted with a red box and showing a count of 4). Below the tabs, it says '4 responses'. To the right, there is a green plus icon and a toggle switch for 'Accepting responses'. Below this, there are three sub-tabs: 'Summary' (selected), 'Question', and 'Individual'. The 'Summary' tab shows two sections: 'Name (First and Last)' and 'Email', each with a list of 4 responses. The names listed are Emma Bronte, Ann Austen, Fiona Austen, and Rosie Austen. The email addresses listed are bronte@jctm.ca, ann@jctm.com, Fiona@outlook.com, and rosiea@gmail.com.

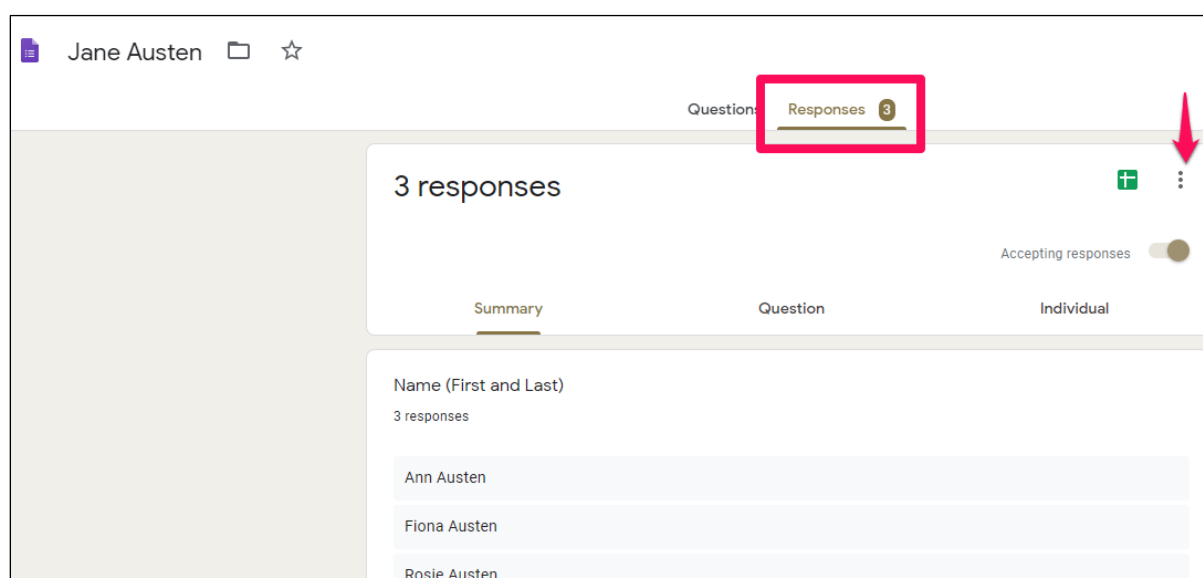
## D. How to use email addresses and names collected by the registration form

When you're ready to send registered participants the Zoom meeting invitation, click on the **Responses** tab.

**If there are just a few participants**, you may want keep it simple by copying and pasting email addresses into the invitation. [REMINDER: if you're using email to send Zoom invitations, use BCC to avoid sharing email addresses]

**If there are quite a number of participants**, you may want to use Mailchimp or some other mail software, in which case the best thing is to have a .CSV file for Mailchimp to import.

The easiest option is to download the information as a spreadsheet on your hard drive. To do this, click on the three dots, and then select '**Download responses (.csv)**'. This downloads a zipped .CSV file.

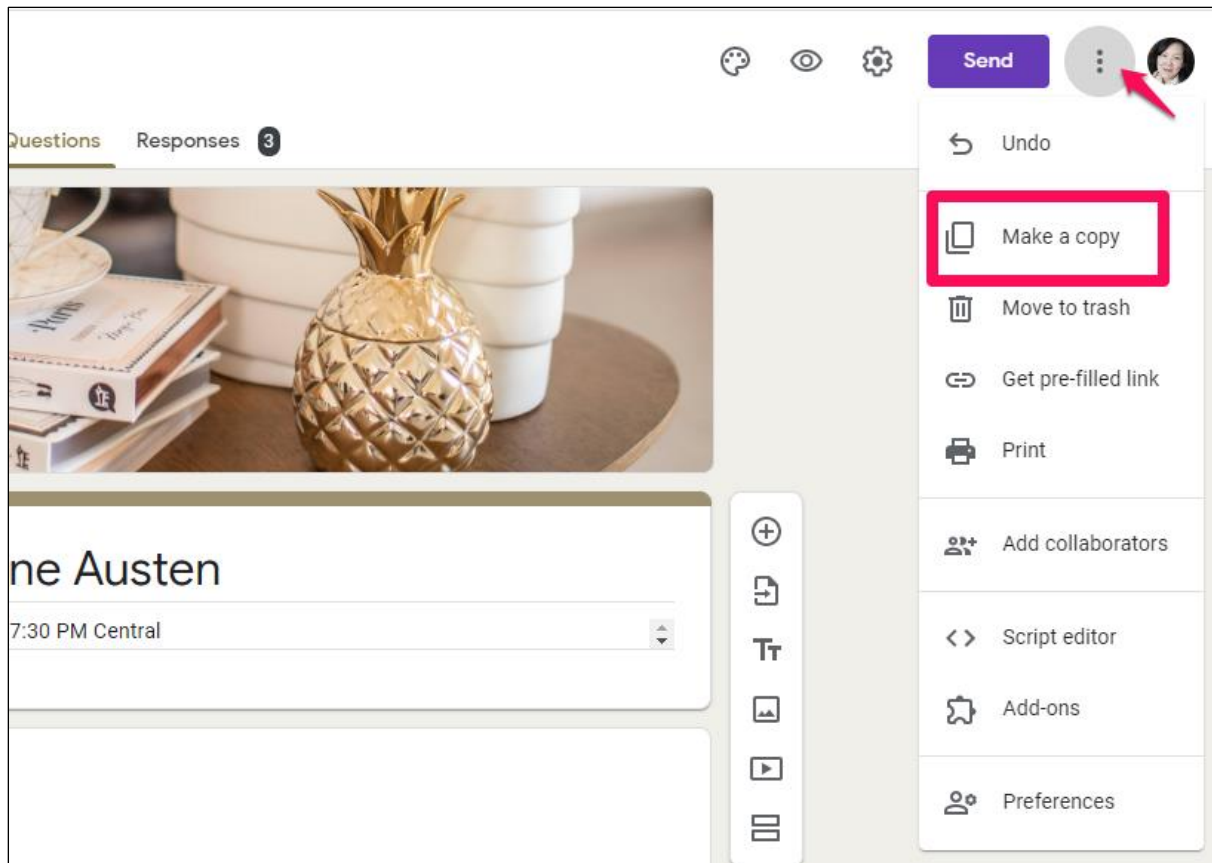


## E. Final recommendations

**Close off registrations.** When you are no longer accepting registrations, go to the **Responses** tab and toggle '**Accepting responses**' to the left to turn off registration.

**Copy and edit a new form for each event** so that you start a new list for each event. Using the same form, even if you edit the filename and contents, means you'll keep adding new registrations to the same list of email addresses.

To copy, just click on the three dots and select '**Make a copy**' and then give your copied form a new filename.



Give your new form a new name, then click OK. The new form will also live on your Google Drive and you can just edit the event title and information.

A screenshot of the 'Copy document' dialog box. The 'Name' field contains the text 'Emily Bronte' and is highlighted with a red arrow. The 'Folder' field shows 'My Drive'. There is a checkbox for 'Share it with the same people' which is unchecked. At the bottom are 'Cancel' and 'OK' buttons.

If you want a complete explanation of Google Forms, click on this link:  
<https://support.google.com/a/users/answer/9302965?hl=en>.

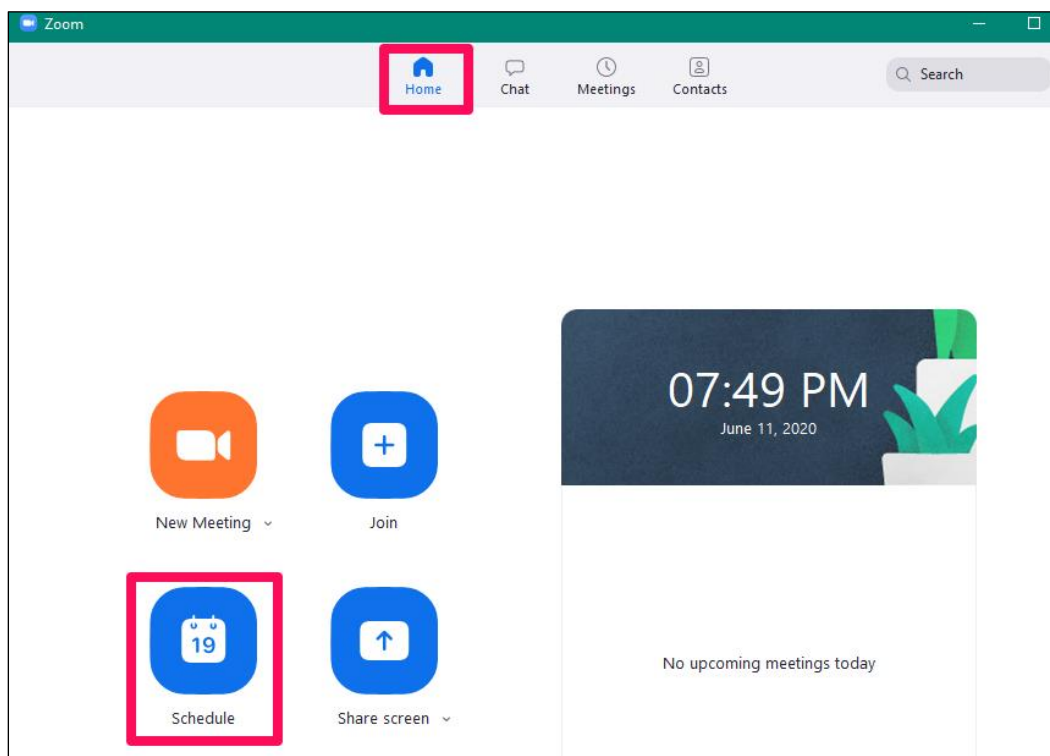
## Set Up Your Zoom Meeting with Safety Controls

This assumes that you have installed Zoom and that you have a paid Zoom account. This section covers how to:

- Schedule a Zoom Meeting
- Copy and paste Zoom meeting details into your invitation
- Allow participants from the Waiting Room into the meeting
- Make sure all participants stay muted

### How to Schedule a Zoom Meeting

Log in to Zoom. If you're not on the Home menu, click on **Home**. And then select **Schedule**.



There are only a few things you need to set for the meeting: the password, Waiting Room, and participant muting.

#### F. Require a meeting password

Make sure your Zoom meeting is password-protected. The link you send with the invitation is encrypted and embedded, but as long as participants use the link to log in, they won't need to type in the password.

You can have Zoom create a password for you by selecting **Require meeting password**. However, this Zoom password is usually just 6 characters long. A strong password is 8 – 10 characters long. It's best if you create your own 10-character password. Use a combination of upper- and lower-case text, numbers, and special characters.

Also, please use following best practices for password security:

- 1) **Create a unique password for each meeting.** Don't repeat the same password because doing so will give hackers multiple chances to crack your password.
- 2) **Ask your participants to NOT share the password or forward the invitation to other people.** Put this message in your invitation. Your Zoom meeting passwords shouldn't be shared with people who have not registered.
- 3) **Avoid using common words** such as your name or simple dictionary words such as "pizza" or "author". The most popular passwords are "12345" and "abcde" and they're easily guessed by hackers.

**Schedule Meeting**

**Topic**

An Evening with Jane Austen

**Start:** Thu August 20, 2020 06:00 PM

**Duration:** 1 hour 30 minutes

☐ Recurring meeting Time Zone: Pacific Time (US and Canada)

**Meeting ID**

☒ Generate Automatically ☐ Personal Meeting ID 5

**Password**

☒ Require meeting password !Book\_321!

**Video**

Host: ☒ On ☐ Off Participants: ☒ On ☐ Off

**Audio**

☐ Telephone ☒ Computer Audio ☐ Telephone and Computer Audio

**Calendar**

☒ Outlook ☐ Google Calendar ☐ Other Calendars

**Advanced Options**

☒ Enable Waiting Room

☐ Enable join before host

☒ Mute participants upon entry

☐ Only authenticated users can join: Sign in to Zoom

**Schedule** **Cancel**

## G. Enable Waiting Room

Once you've created a password, scroll down to the **Advanced Options** section, click on the **down arrow**, and select **Enable Waiting Room**. The Waiting Room effectively puts

participants on hold until the host admits them individually or as a group. This option lets you control when and which participants are allowed into the meeting proper.

## H. Mute participants upon entry

**Mute Upon Entry.** Selecting this option automatically mutes all participants so you won't have to mute them individually. Muting prevents unwanted verbal comments and also improves sound quality by eliminating background noises from participant's microphones.

Now click on **Schedule!**

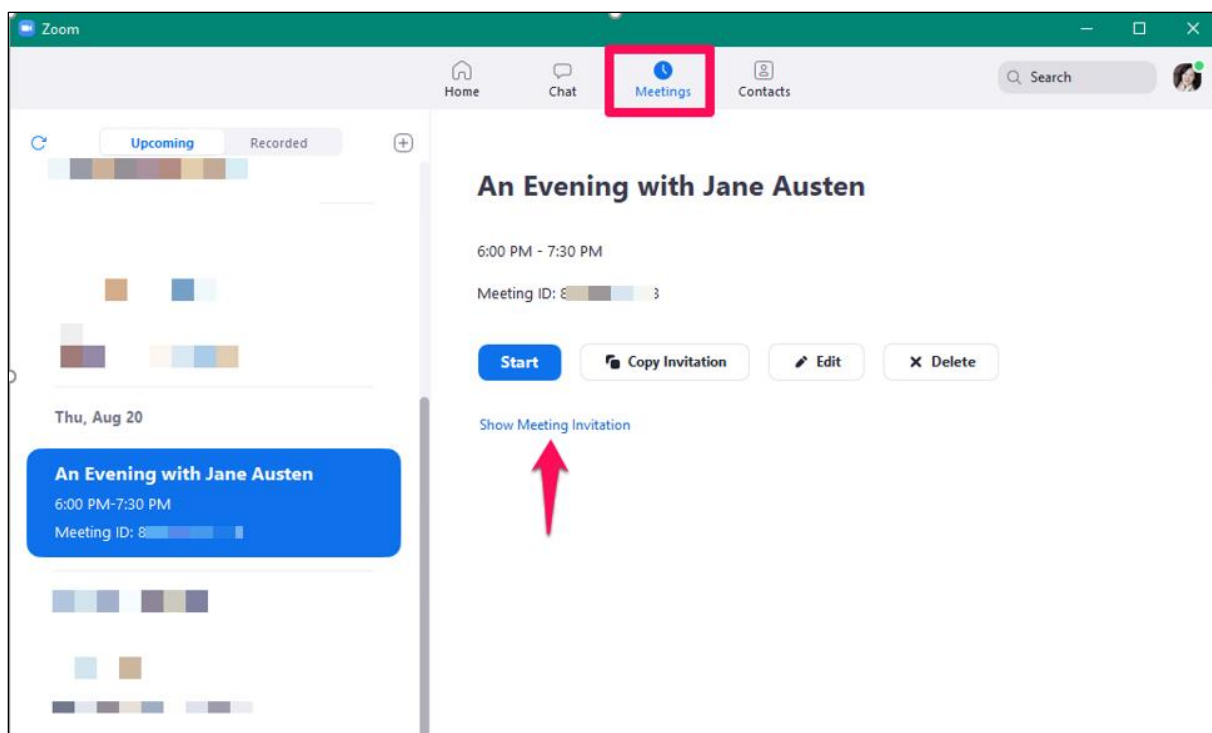
[NOTE: If Zoom opens up a Calendar notification, you can save it for your personal calendar or discard it.]

## Add Zoom meeting details to an invitation

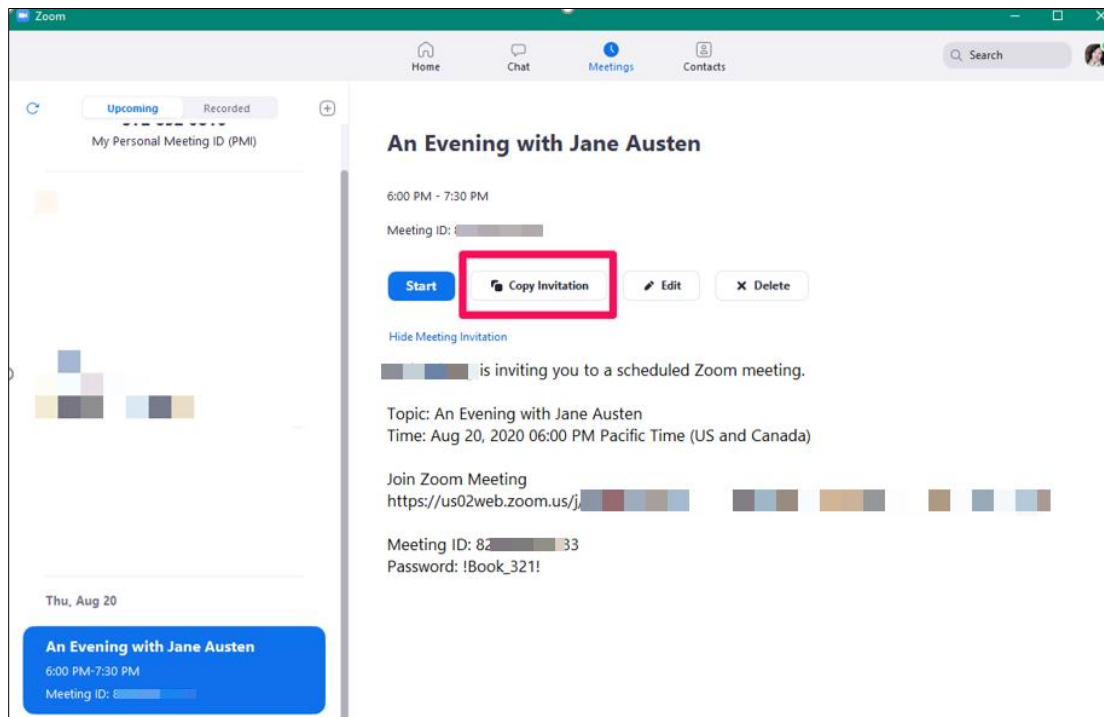
As you approach your meeting date, you will want to send registered participants an invitation with the Zoom meeting link and any last-minute information.

## I. How to get a Zoom meeting link and details

Log into Zoom and click on **Meetings**. The left sidebar shows a list of your scheduled meetings. Find the one you want and click on it. To see meeting details, click on **Show Meeting Invitation**.



**To Copy meeting details** including the meeting link, click on **Copy Invitation**. Then paste the information (CTRL-V) into the invitation (email, MailChimp, etc.) you've prepared for sending out to participants.



**Remember to include your anti-harassment policy** in the meeting invitation.

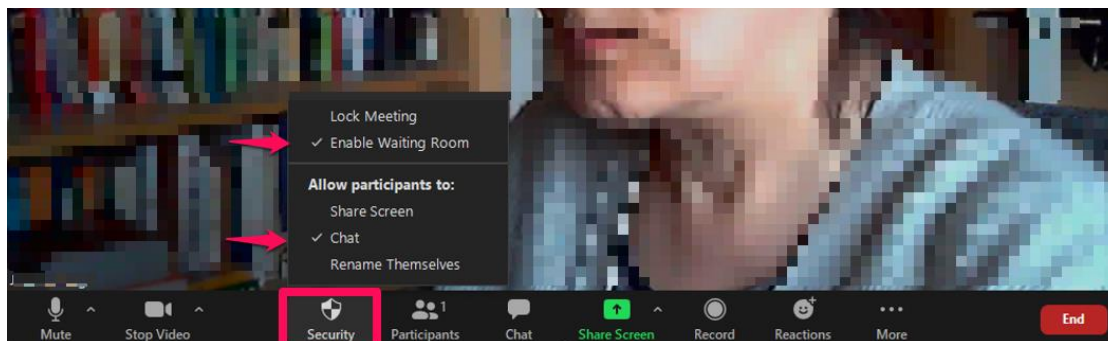
## Running a Zoom Meeting

Start your Zoom meeting 30 minutes ahead of the published start time so you can do some housekeeping. You should also ask your speaker(s) to log in early, perhaps 10 – 15 minutes ahead of the published start time. Since you've enabled **Waiting Room**, any participants who log in early will simply stay there until you Admit them to the meeting proper.

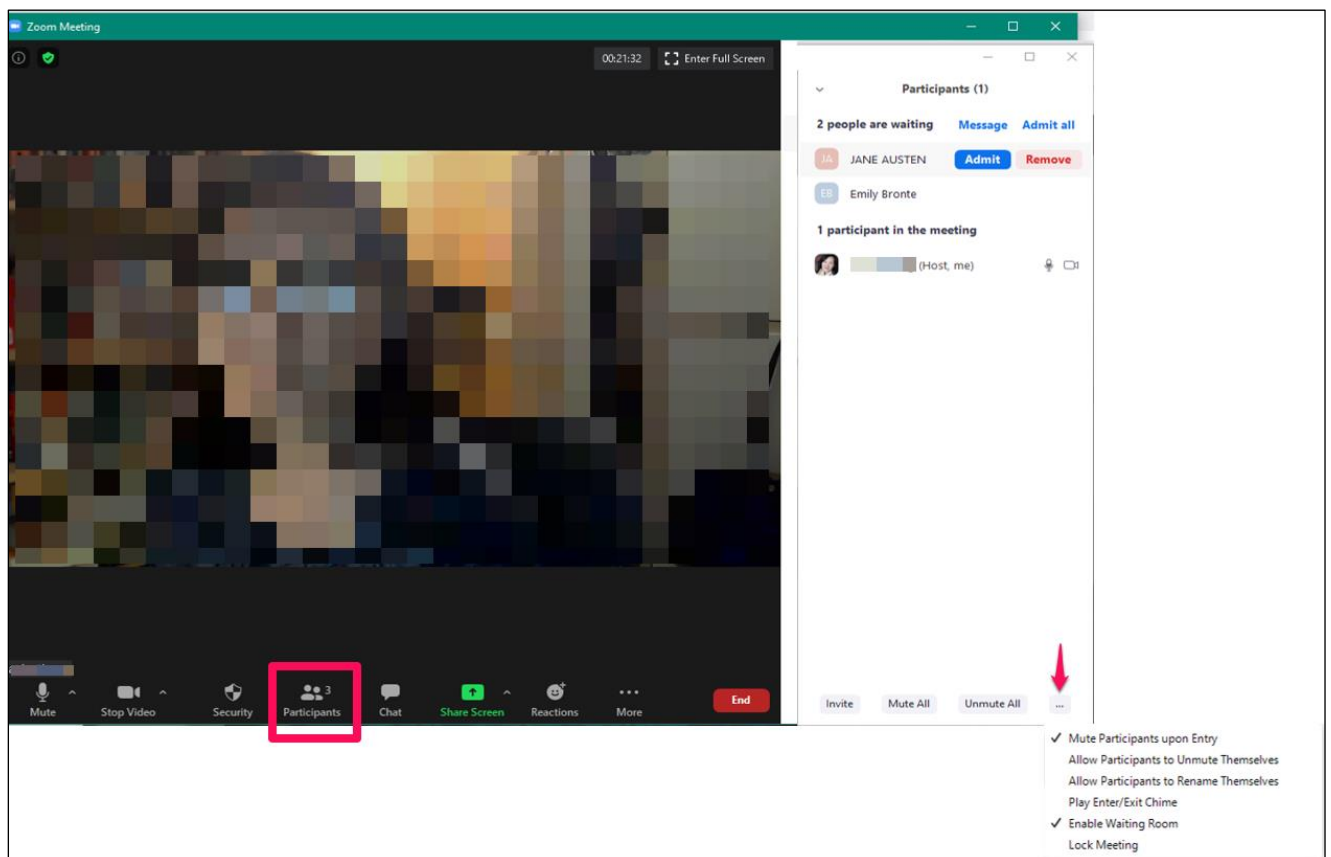
### J. Housekeeping

Log in to Zoom, find your meeting and **Start** it.

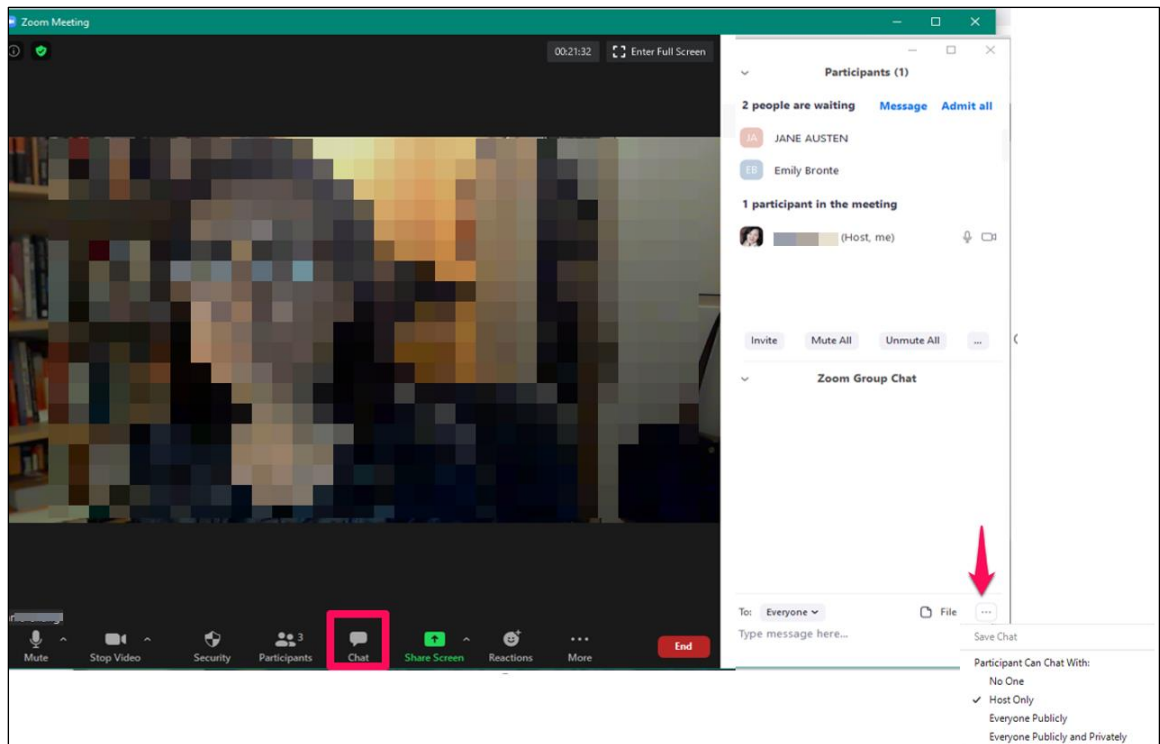
1. **Check your security settings** by clicking on the **Security** icon at the bottom of the screen. The only things that should be checked are **Enable Waiting Room** and **Chat**. You may or may not want to give participants the opportunity to rename themselves.



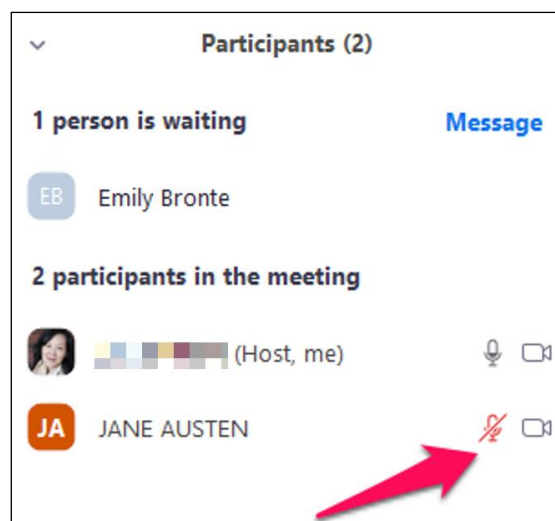
2. Click on the **Participants** icon at the bottom of the screen. This brings up the participant management window to the right.
3. Check your Participant settings by clicking on the **three dots** at the bottom right of the window. The only options checked should be **Mute Participants upon Entry** and **Enable Waiting Room**.



4. Click on the **Chat** icon at the bottom of the screen. This adds Chat management window to the right.
5. Check your Chat settings by clicking on the **three dots** at the bottom right of the window. The Participant can chat with **Host Only** option allows attendees to submit questions and comments via Chat to the host. This is the recommended option if you have any concerns.  
The other options are: **Everyone Publicly** and **Everyone Publicly and Privately**. **Everyone Publicly** is the next best option. Participants' comments are visible to everyone and participants can message the Host privately, but not each other.



6. To admit participants from the Waiting Room one by one, move your cursor beside their name and select **Admit**.
7. It's a good idea to admit your speaker(s) first, before the published start time. Then you can **Unmute** the speaker(s) and make sure you're both able to see and hear each other.

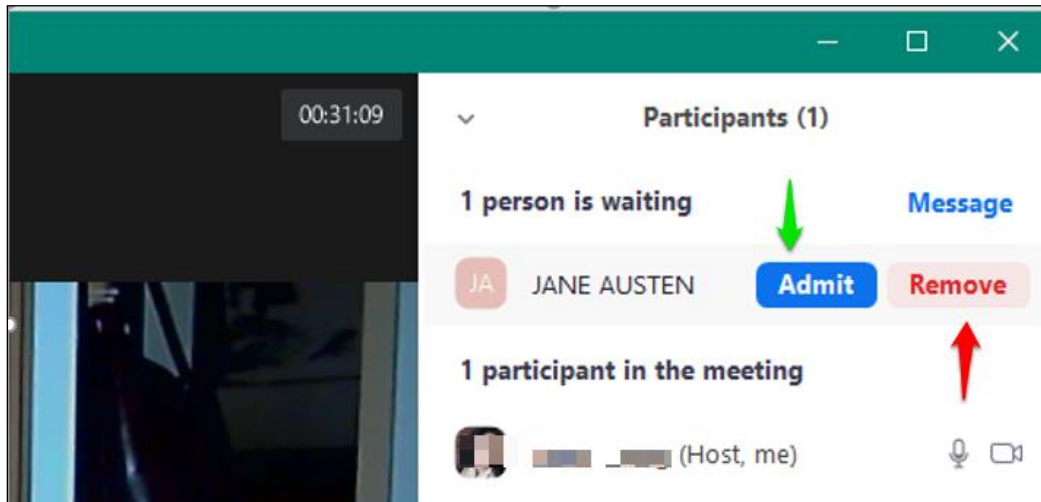


8. When you're ready to start the meeting, select **Admit All** if you're OK to let everyone in from the Waiting Room at the same time. If not, admit them one by one.

## K. The Waiting Room and Remove Options

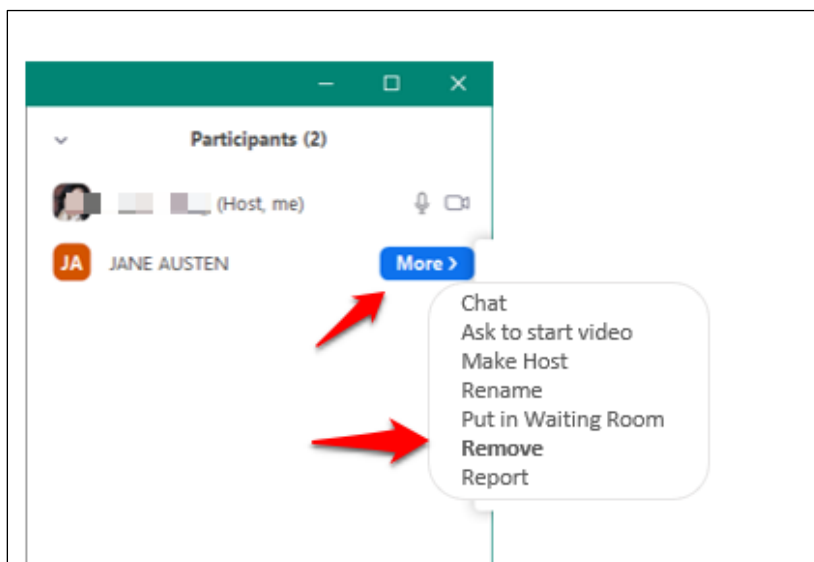
The Waiting Room gives you the chance to check your participants . If you're not sure about someone (for example, their name is not on the registration list), you can Admit everyone else.

If you're sure you don't want this person at the event, you can **Remove** them from the Waiting Room.



To move a participant from the meeting to the Waiting Room at any time, click on **More** beside their name, and then **Put in Waiting Room**.

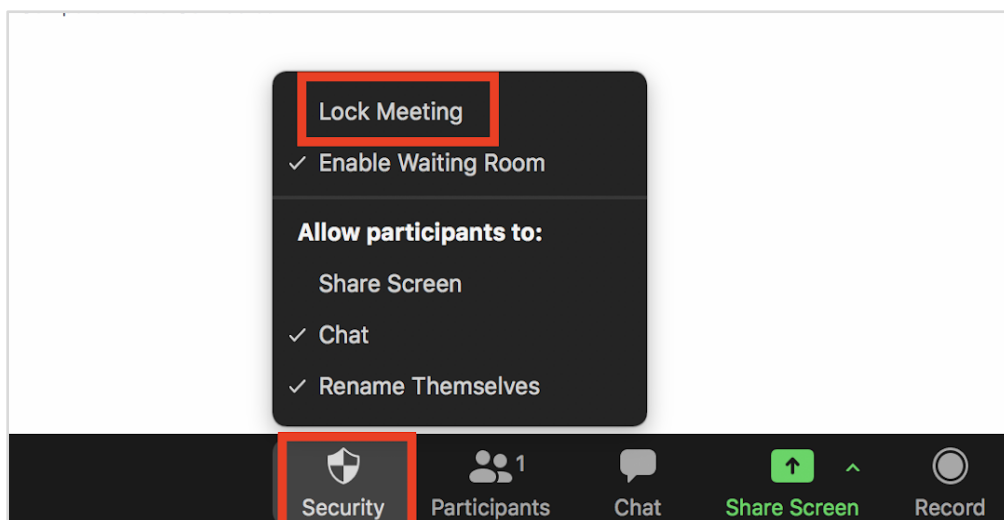
To eject a participant from the meeting at any time, click on **More** beside their name and then **Remove**.



## L. Lock the Meeting

**Optional: You can Lock the meeting** once your event is underway. This means registered participants who log in late can't join. They can't even get into the Waiting Room. This also keeps out unwanted attendees and any participants you've already removed who try to get back in.

Click on **Security** and then **Lock Meeting**.



## Moderating & Hosting

The decision for how tightly you want to set Chat controls is at your discretion. Most events feature a guest speaker and moderator/interviewer.

If the moderator is comfortable with handling the interview while also keeping an eye on Chat, Waiting Room, and other duties, then the moderator can also be the Host.

- If Chat is set so that participants can only send messages to the Host/Moderator, the H/M can verbally ask the speaker to answer questions.
- If Chat is set so that participants can send messages to **Everyone Publicly**, all chat comments will be visible to all attendees including the speaker and moderator – so both the speaker and H/M can decide which questions to answer.

In situations where the moderator needs to be quite involved in the interview, it's best to have a different person acting as Host; the Host passes questions to the moderator (who is just another participant). This frees the Moderator from all duties except for conversing with the speaker and watching out for questions in Chat from the Host.

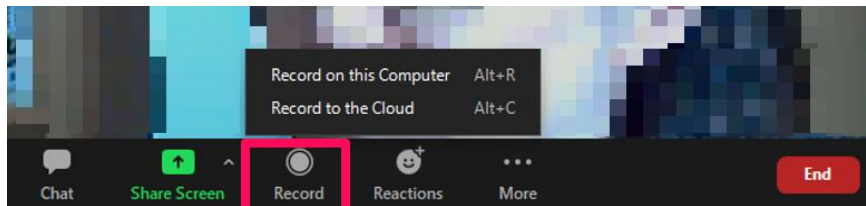
- If Chat is set so that participants can only send messages to the Host, the Host can copy the question from Chat, then paste it in a chat message addressed privately (or publicly) to the moderator.
- If Chat is set so that participants can send messages to **Everyone Publicly**, all chat comments will be visible to all attendees including the speaker and moderator – so both the speaker and moderator can decide which questions to answer.

### M. Recording a Meeting

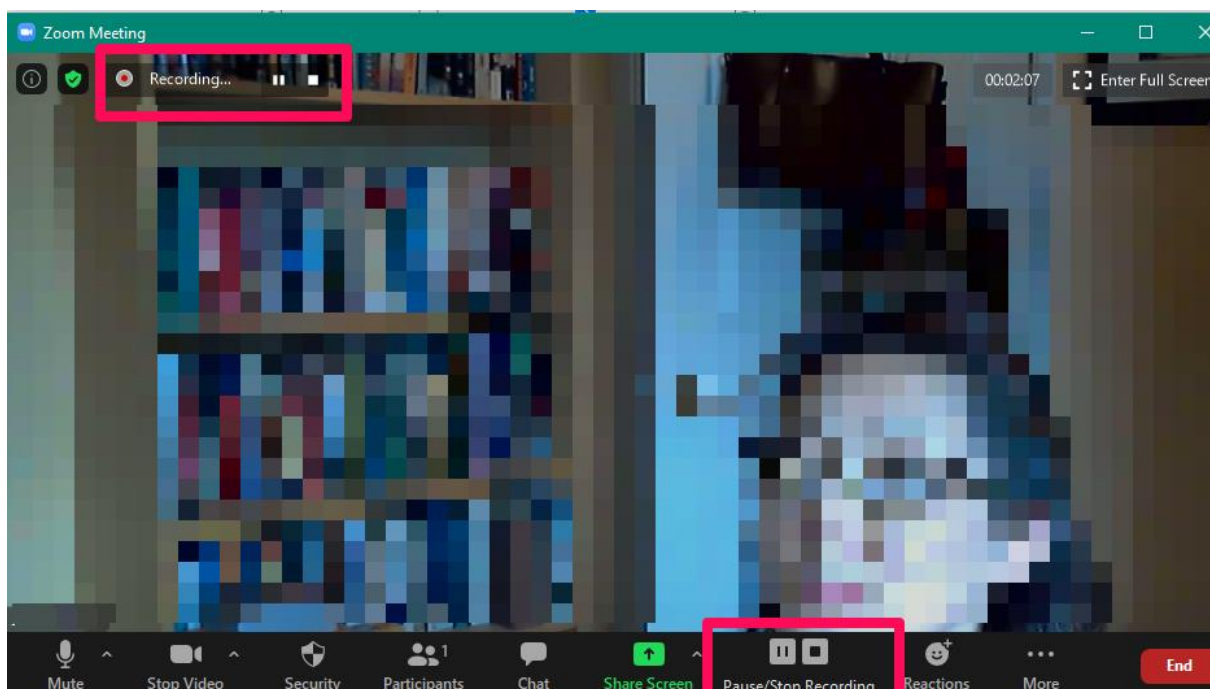
If you want to post a video of the event, Zoom allows the Host to record the event.

When you click on **Record**, you'll have the option to record to your local hard drive (**Record to this computer**) or to the cloud (**Record to the cloud**). I recommend the local option because afterwards you may want to use a video editing tool to edit out the inevitable

minutes at the start and end when nothing much is happening and it's easier working from a file on your local PC.

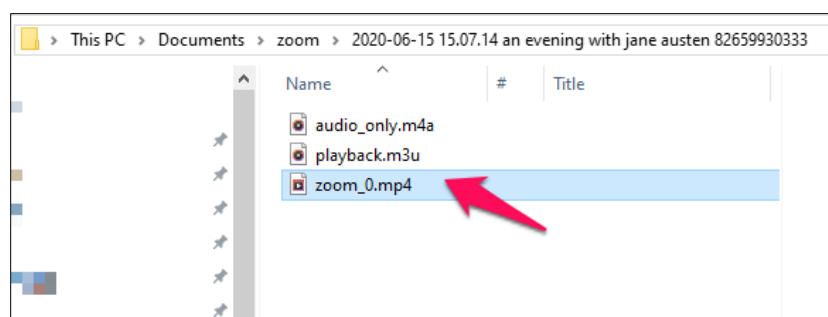


**Recording does not begin until you've selected either Computer or Cloud.** You'll know you are recording from the Pause/Stop buttons on the tool bar, and also the red dot that shows recording status.



You can stop recording at any time. When you END the meeting, Zoom will begin converting the video file to MP4 format. A pop up window will notify you of progress.

Wait for it to finish. Zoom will show you the files it has created in a folder under Documents/Zoom. The processed file is the one with the .MP4 extension.



## **N. Housekeeping for participants:**

At the start of the meeting, remember to:

- Advise participants about using Chat to ask questions. If they don't see the Chat window, they should click on the Chat icon.
- Ask participants to switch to Speaker View from Gallery View (upper right of the video window) if they haven't already. This puts the video of the active speaker in the large video window and is more enjoyable to watch.

This guide has explained how to use Zoom for tight control over your event environment without making things too onerous for you or participants.

### **When in doubt, try it out!**

If you and your team are not familiar with Zoom, do a trial run to decide which options work best for you, especially coordination between moderator, host, and speaker.

**Have fun!**