

## TIP SHEET: Zoom

### Zoom Instructions for Your Q-PASS Virtual Review

Setting up your Transforming Virtual Review.



#### **Before your first Virtual Review...**

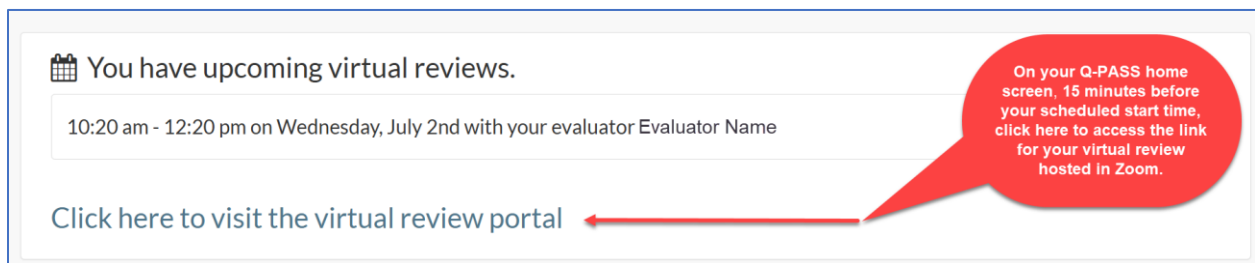
Sign up for a Zoom account. A Zoom account is required—and it's free. Creating an account before the Virtual Review will help streamline the process and save time.

Visit [zoom.us/signup](https://zoom.us/signup) and follow the instructions. You'll receive an email from Zoom with a verification code; enter it on the sign-up page and create your account.

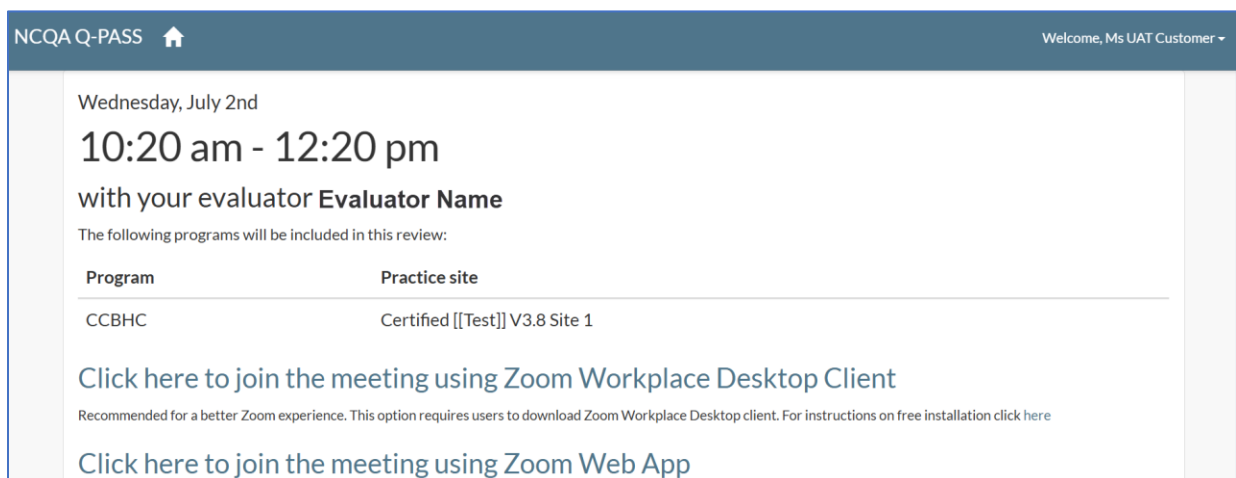
#### **Join the Virtual Review From Q-PASS**

Sign into Q-PASS using your email and password.

1. On the *Home* screen, locate the virtual review port link.



2. The link to the meeting will be accessible on the *Virtual Review Portal* screen 15 minutes before the review's scheduled start time.



3. When prompted, sign into your Zoom account.
  - a. If you don't have a Zoom account yet, click **Sign Up Free** above the sign-in field.
  - b. If you have a Zoom account, enter your email or phone number and click **Next**.

- c. Enter your password in the field on the pop-up window and click **Sign in**. If you haven't used Zoom for a while, you may need to enter a verification code.

## The Zoom Web App

The Zoom Web App lets you to join a Zoom meeting or webinar without downloading a plugin or software, but its features are limited, and it works best on Google Chrome, Mozilla Firefox and Chromium Edge.

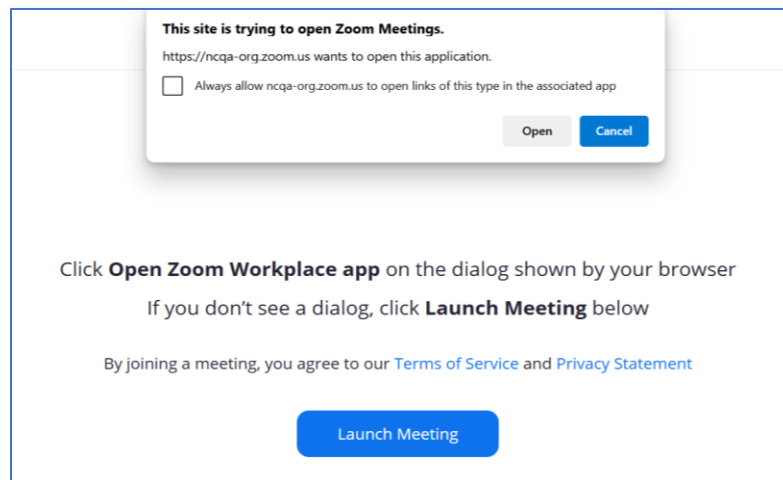
NCQA recommends using **Google Chrome** for allowing both Zoom and Q-PASS to function at maximum capacity.

If you experience audio or screen-sharing issues when using Mozilla Firefox or Chromium Edge, or if you use a browser other than those recommended above, Zoom recommends installing and launching the [Zoom Workplace Desktop Client](#). You can continue to use the **Web App** if you can switch your browser and utilize it.

If you are using the **Zoom Web App**, continue with step #4. If you are using the [Zoom Workplace Desktop Client](#), skip to step #14 on page 8.

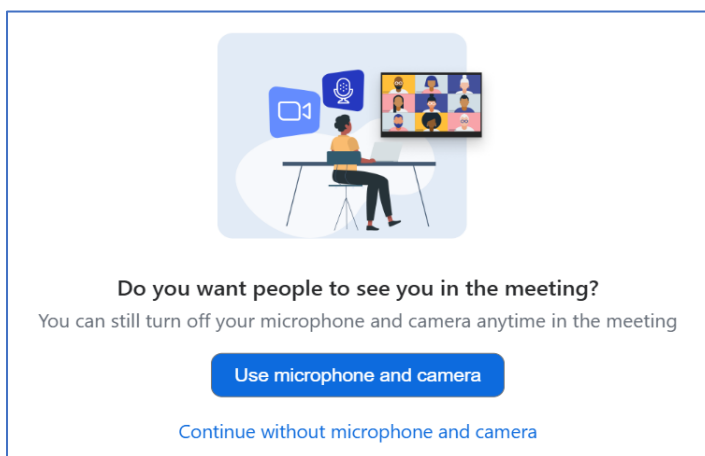
## Using the App

1. Once you are signed in, you can access the Zoom meeting for your Virtual Review.
  - a. Click to check the box in the pop-up window, then click **Open**. You can also click **Cancel** in the pop-up window and click **Launch Meeting**.

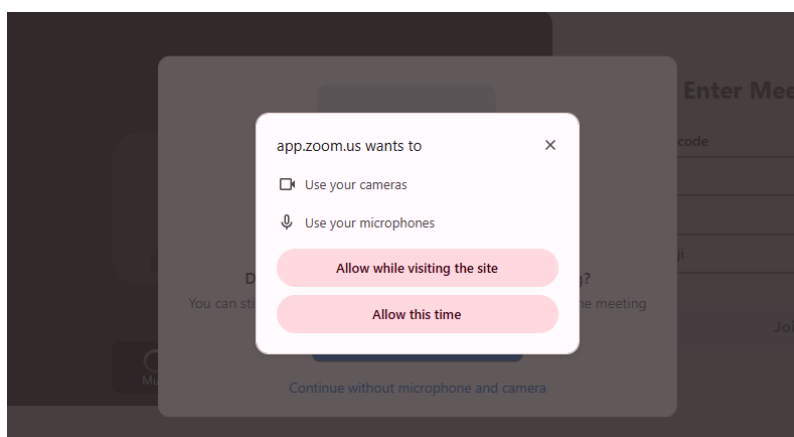


## Audio Options (Options are the same when using the Desktop Client.)

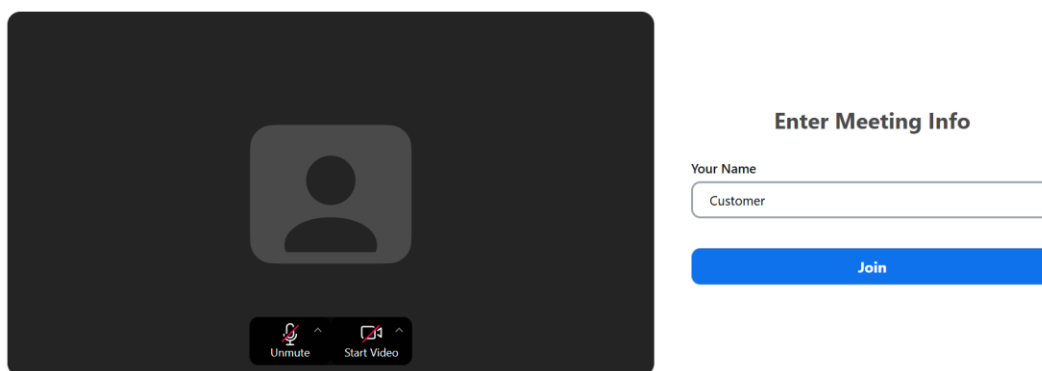
1. Click **Use microphone and camera** to allow Zoom to use your camera and microphone.



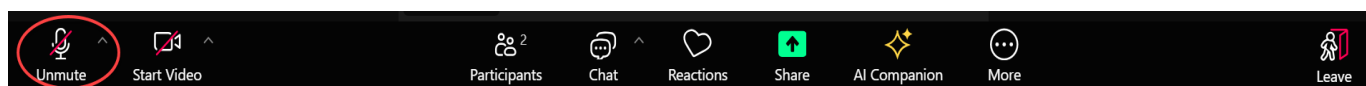
2. Choose either option in the pop-up window.



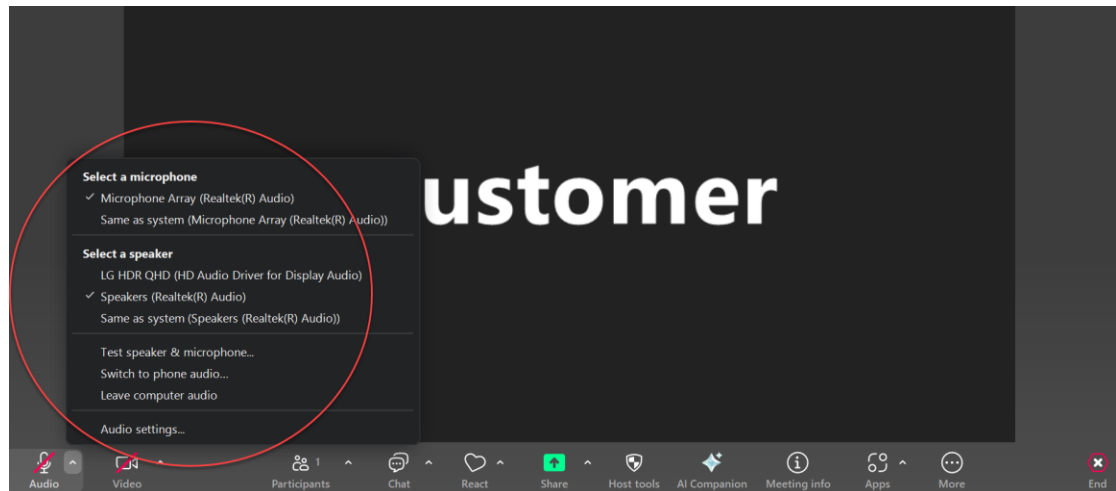
3. Enter your name and click **Join**.



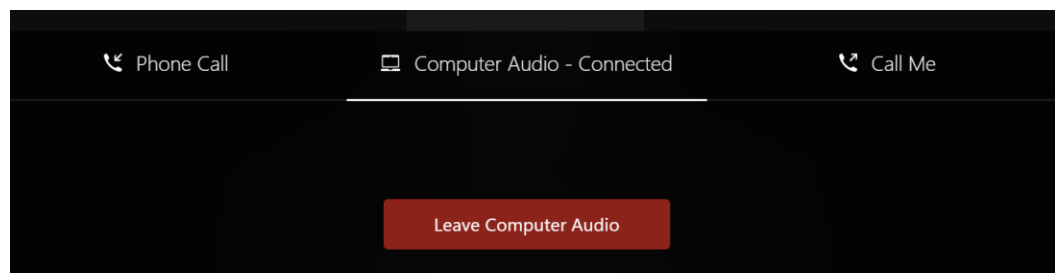
- a. Click to **Unmute** your microphone at the bottom left-hand side of the screen.



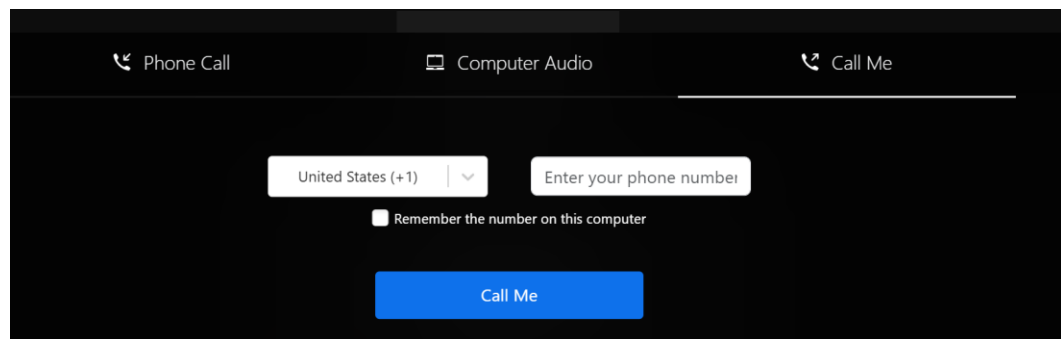
- b. Select your preferred audio option at the prompt.



- c. Select your preferred audio option.
- To dial in to the meeting by phone, click **Switch to phone audio...** and follow the instructions.
  - To use computer audio, click **Computer Audio**. You can Mute/Unmute at the lower left corner or click ^ to select a different microphone and/or speaker.



- To receive a phone call, click **Call Me**. Click to choose the country you're calling from and your phone number, and click **Call Me** in the blue box.

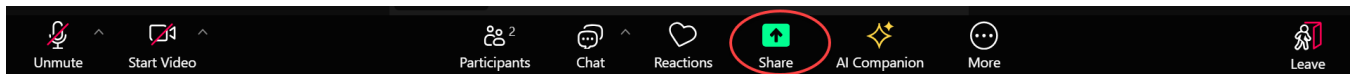


## Inviting Others

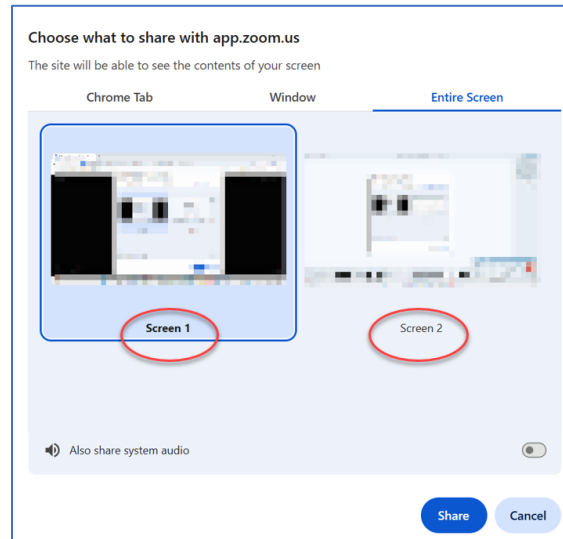
- Although the Zoom Workplace Desktop Client has an option to invite others to the meeting, the Web App does not. **All attendees must access the link through Q-PASS.** Contact your assigned Evaluator to add staff to Q-PASS.

## Sharing Your Screen

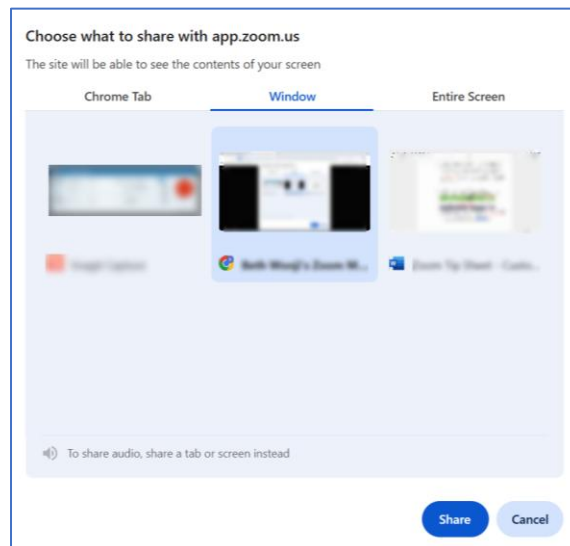
1. Click **Share Screen** on the meeting tool bar.



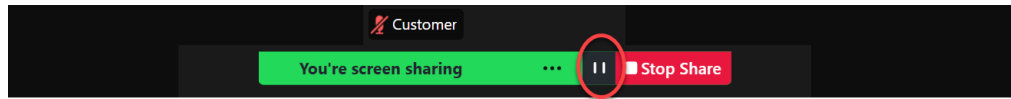
2. Click to select the screen you want to share, then click **Share**. If you are using multiple monitors, you'll see each screen.



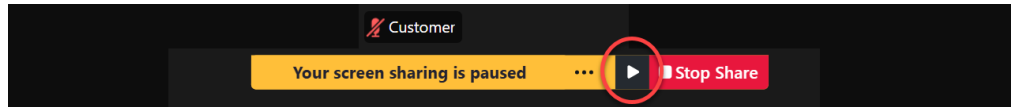
- a. To share a specific application window, click the Window tab, select an application and click **Share**.
  - i. When sharing a window, live changes made to a document may not appear for others. If you experience this issue, stop and restart sharing. Sharing your entire screen helps avoid this issue.
  - ii. *For Windows 10 users*, if several applications are open, a limited number will be listed as an option to share. If the application you want to share is not listed, close unnecessary applications and try again.



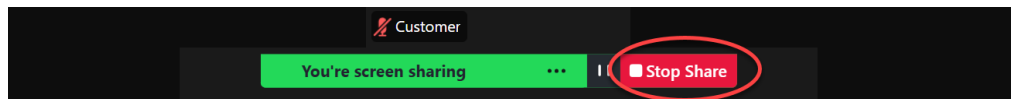
3. While screen sharing, you will have access to the following controls:
- A notification at the top of your Zoom meeting window shows a preview of your shared screen. Click the **pause** button to pause screen sharing.



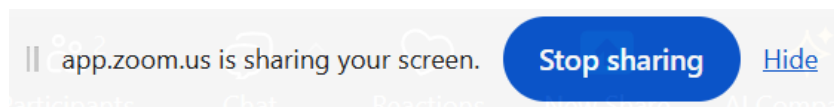
- Click the **play** button to resume screen sharing.



- Click **Stop Share** to stop screen sharing.

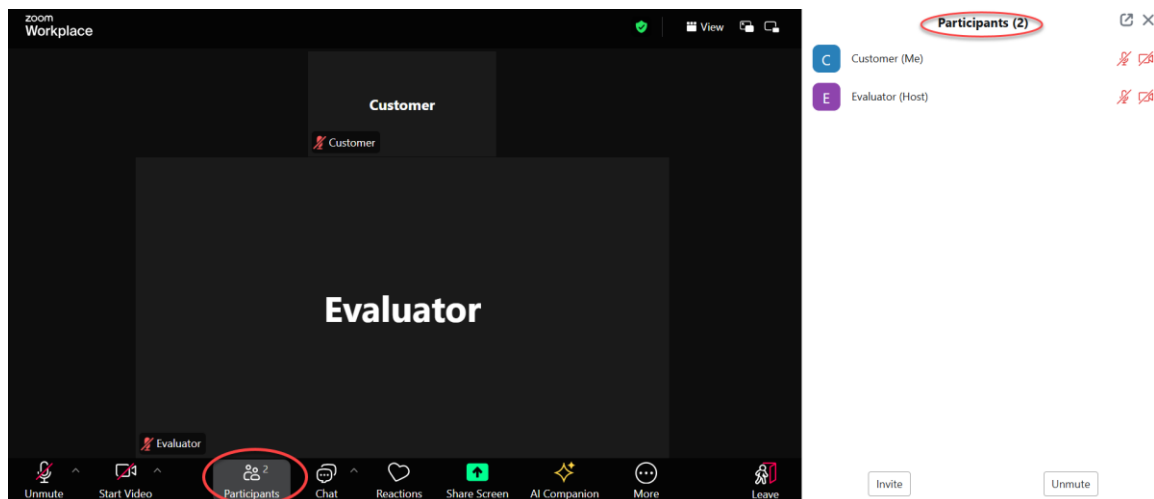


- A floating notification bar appears on the bottom of your browser. Click **Stop sharing** to stop sharing your screen. Click **Hide** to hide the floating notification bar.

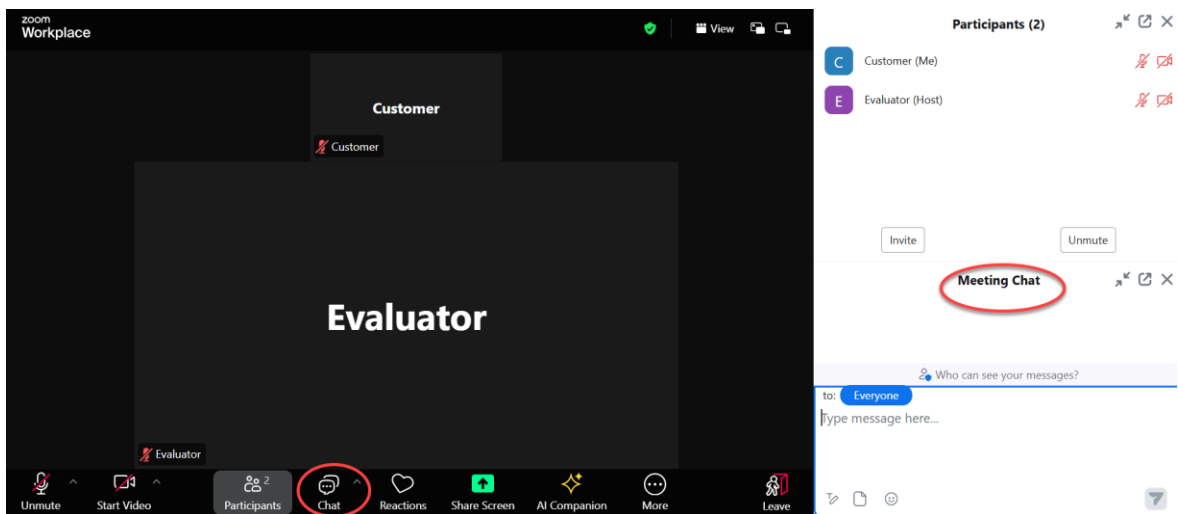


### Other Features *(Features are the same when using the Desktop Client.)*

- To view participants attending the Virtual Review, click **Participants**. The Participants bar will open on the right.

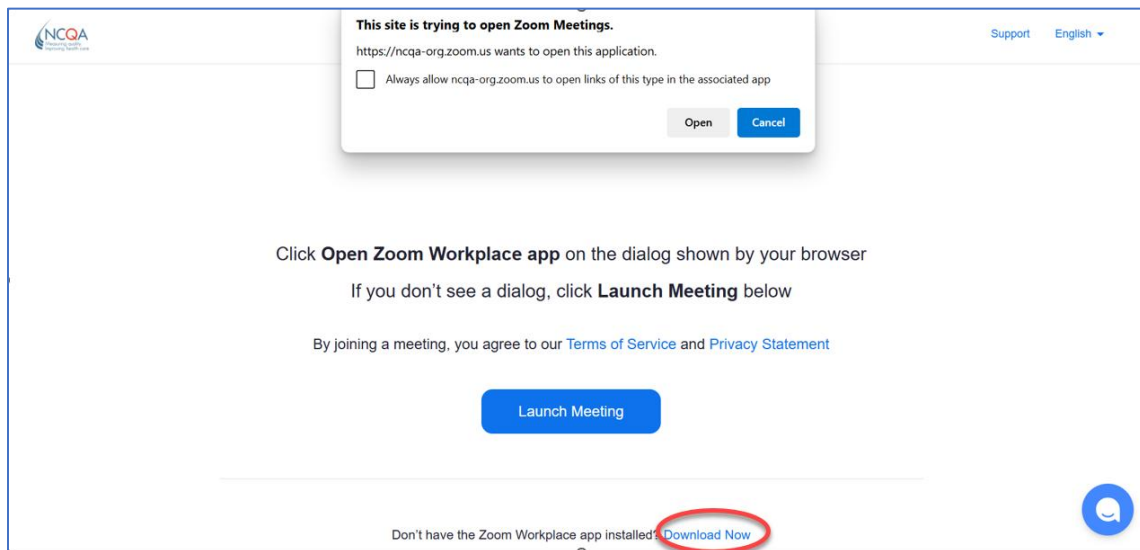


- To utilize the chat feature, click **Chat**. The Chat bar will open on the right.



## The Zoom Workplace Desktop Client

1. Once you are signed in, you can access the Zoom meeting for your Virtual Review.
  - a. You will be prompted to **Open Zoom Meetings**.
  - b. Click **Open**. The meeting will launch in the Zoom application, if installed.
    - i. If you haven't installed the Zoom Workplace Desktop Client, click **Download Now** and run Zoom.



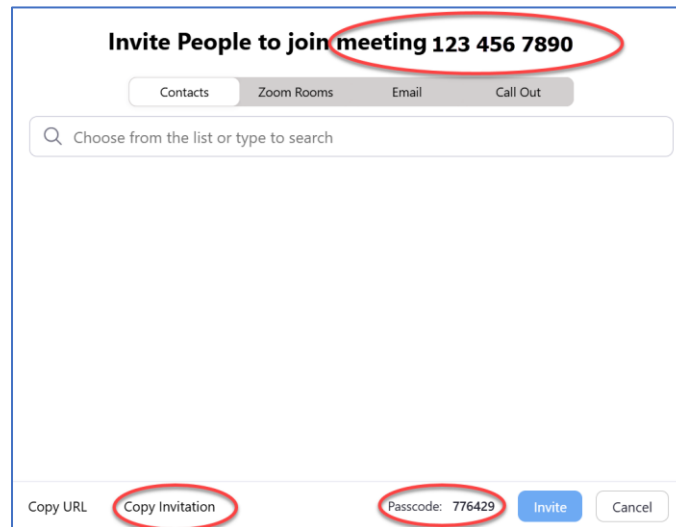
## Audio Options

Follow the steps above in [Audio Options](#).

## Inviting Others

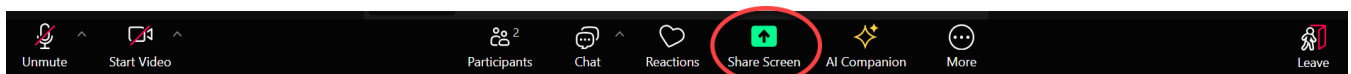
1. Once you join the meeting, the Zoom window will display the meeting information. To invite people to the meeting:
  - a. Click **Invite** at the bottom-right corner of the screen.
  - b. Click **Copy Invitation** and share it with the people you want to invite. The Meeting ID and Passcode are displayed.

- c. Anyone joining the Zoom virtual review using the Zoom Desktop Client will also need to have a Zoom account to join the meeting.

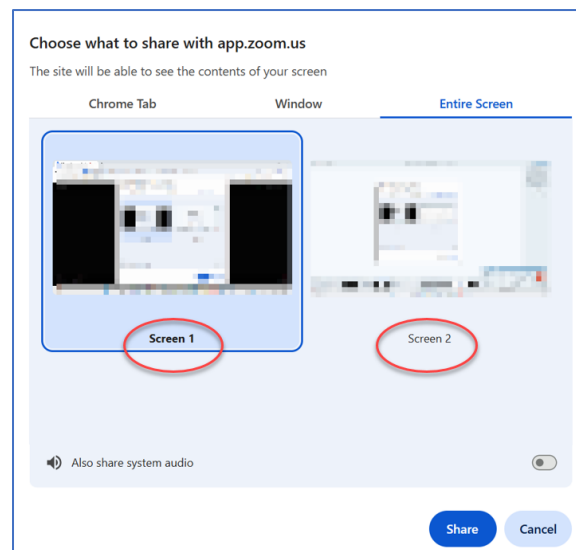


## Sharing Your Screen

1. Click **Share Screen** in your meeting controls.



- a. You can share your entire screen, a specific window or tab. If you are using multiple monitors, you will see each screen.



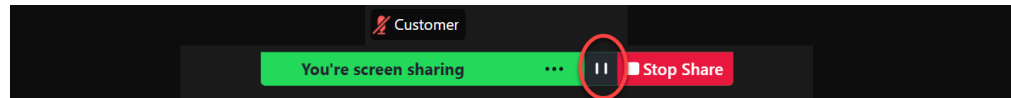
- b. You can share a file from a third-party sharing service like Google Drive or Microsoft OneDrive. Follow the on-screen prompts to sign into the third-party service and grant Zoom access.

**Note:** Alternatively, you can open the file in a web browser then share the browser window. For example, to share a Google document, open the document in Chrome, then share the Chrome window. The result is the same as using the sharing options in the Files tab.

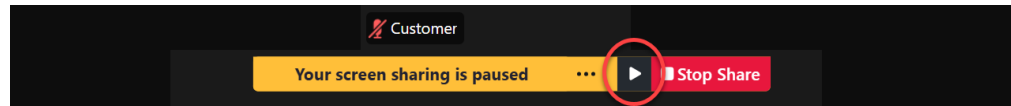


2. Click **Share**.

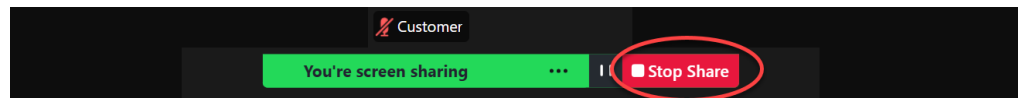
- a. Zoom will switch to full screen to optimize the shared screen view. To exit full screen, click **Exit Full Screen** at the top-right corner, or press the **Esc** key.
- b. A notification at the top of your Zoom meeting window shows a preview of your shared screen. Click the **pause** button to pause screen sharing.



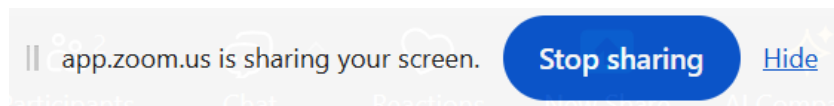
- c. Click the **play** button to resume screen sharing.



- d. Click **Stop Share** to stop screen sharing.



- e. A floating notification bar appears on the bottom of your browser. Click **Stop sharing** to stop sharing your screen. Click **Hide** to hide the floating notification bar.



## Other Features

Refer to [Other Features](#) above.