



INSTITUTE OF CLASSICAL
ARCHITECTURE & ART

Zoom Webinar Training

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I. Introduction

[\[00:00:00\]](#) **Justin Kegley:**

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Hello, and welcome to our training video. My name is Justin Kegley, and I'm the Video and Content Producer for the ICAA's National Office in New York.

This training video is for ICAA chapters and instructors who would like to learn more about Zoom Webinars. I myself have learned a lot about Zoom in the past few months during this work from home period in our lives, and my hope is that by making a training video that is specifically for the needs of the ICAA's chapters and its instructors, I can provide instruction that is a bit more specific to our organization's needs than the generic tutorials and instructions that you may find online.

II. Video Transcript with Clickable Hyperlinks

[\[00:00:38\]](#) **Justin Kegley:**

As you can see, there is a lot of information here in this video. My intention is not that you sit and watch the entire thing, but that this is a dynamic audio-visual document that can be used as a reference for specific issues that you may encounter. Hopefully, if you're watching this video, you have the corresponding transcript, which is complete with hyperlinks that will take you to specific instances in this video.

For example, if you skim the transcript, and you see that there is a particular topic that you want to learn more about, you do not need to watch the rest of the video. You can simply click on that item in the transcript, and

your web browser will take you to the particular spot in the video where that item is discussed and demonstrated.

III. Why Use Zoom?

[\[00:01:18\]](#) **Justin Kegley:**

The majority of this video consists of a training session that I held for some staff from our national office. Here and there, you may see me cut away to particular items that needed more in-depth explanation later.

Before we begin the training, let me start by sharing a little bit about our office's experience with Zoom and why I think it's here to stay, despite its shortcomings.

Over the past few months during the COVID-19 crisis, the ICAA has made dramatic progress in shifting its programs from in-person classes to online virtual courses and events. Although holding events in courses online is clearly not a replacement for the in-person learning experience, we have discovered that there are advantages and benefits to holding programs online.

For example, since lockdown restrictions began in the middle of March 2020, our viewership numbers have increased 350% above pre-lockdown members, and we have successfully retained that increase in viewership to the time of this recording, four months later in July.

Now, you may say that of course the video views have increased because all the programs are now online, and are not being held in person, so of course that metric has increased. Well, this is true, but we can also say with

confidence that the size of the audience has increased significantly. Not only have our viewership numbers increased, but each course can reach a greater number of people, because it is not restricted to one geographical area.

For example, [Francis Marrone's History of Western Architecture course](#), which was originally intended to be an in-person course held in the New York office, was instead held as a livestream event on Zoom. 318 unique viewers tuned into the live broadcast, from 19 countries, which is a much wider reach than if the course were held in person. We have consistently seen this trend on all of our Zoom courses and events.

Now, clearly, this is a model that can be used to expand our reach, even after we are able to gather in person again. It's my belief that this can become part of the wide variety of ways in which our organization fulfills its educational mission.

IV. The Difference Between Zoom Meetings and Webinars

[\[00:03:23\]](#) **Justin Kegley:**

So let's begin. Firstly, I have to clarify one piece of crucial information, which is the difference between a Zoom meeting and a Zoom Webinar.

Essentially, a Zoom Meeting is two-way communication, in which you can see the other participants in the conversation, and they can see you. A webinar is different in that it is only a one-way street. In that sense, it is more like a broadcast than what you would think of

as a conversation or a phone call. You're presenting information to an audience who can see everything that you were displaying on screen, and they can hear you, but audience members will not be able to chime in, and you will not be able to see them, unless you choose to give them special permission to do so.

Webinars are designed this way to prevent audience interruptions into the event, and also something you may have heard of, called "Zoom-bombing," which is something that we'll address later in this video.

In addition, Webinars allow you to have greater audience sizes. Meetings are capped at 100 participants, but Webinars can allow you to reach thousands of people simultaneously, depending on how much you want to spend.

There are many other practical differences in the user interface, but we will cover these later in the video. All you need to know for now is this crucial difference: that meetings are two-way communication, and webinars are generally only one-way. In this video, we will mainly be covering Webinars.

Section 1. How To Create a Zoom Webinar

[\[00:04:45\]](#) **Justin Kegley:**

In today's training session, I'm joined by Edith Platten, Director of Education; Julie Benton, Education Associate; Molly Wohlforth, Peter Pennoyer Education Assistant and Cast Hall Fellow; and Hannah Simon, Chapter and Board Liaison.

So let's get started by showing you how to create a webinar on Zoom.

1.1. Webinars Have to be Scheduled on Zoom.us, not the App

[\[00:05:05\]](#) **Justin Kegley:** To start a webinar, we actually have to start it on the website. You can't actually register a webinar in the app. So I have to go to my account, go down here on the left to "Webinars," and then click "Schedule a Webinar." This is very similar to the Zoom Meeting option, where I select a date and a time.

1.2. Webinar Settings: "Recurring Webinar"

[\[00:05:31\]](#) **Justin Kegley:** A "recurring webinar" is something that will repeat on a continual basis for as many times as you set it for.

1.3. Webinar Settings: "Registration"

[\[00:05:41\]](#) **Justin Kegley:** "Registration" - something that we've been doing with public programs is we've been registering through our regular website, and not using the Zoom registration, because we felt that it was helpful to keep everybody on the mailing list, and not require them to have to go through the Zoom interface to actually register. So this box is only if you want people to actually register through the Zoom interface, and have all their contact information and attendance lists and everything actually stored in the Zoom interface. So what we've been doing at National is actually doing registration through our site. And so we leave this box unchecked, but there is the

option to actually have attendees register through the Zoom interface.

1.4. Passwords and "Zoom-bombing"

[00:06:29] **Justin Kegley:**

The "webinar password" - Zoom has been encouraging us to use passwords on every single meeting. And the reason for this is to prevent "Zoom-bombing," which I'm sure you've heard of, which is when somebody who was not invited to a Zoom meeting or someone who is otherwise trying to cause chaos, jumps in and tries to distract people or show something inappropriate on their screen. So Zoom has been trying to counteract this by requiring passwords on all of their meetings and webinars.

However, what we've been doing it National, like I said before with the registration, is that if we are only passing out that link to people who are members, people who have pre-registered on our website - we felt that for a lot of people, requiring a password would just be asking for an additional level of complication for them to access it.

The password is usually embedded into the sharing link that you get when you create a Zoom Meeting or a Webinar. So usually when you're clicking on that link to join a meeting or a webinar, you don't have to input a password.

However, it can cause issues when you have this password box checked, and somebody clicks on a link to join your meeting, and they're accessing it from an account that wasn't previously authorized to access the

meeting, and then they'll get a box up on the screen that will be asking them for a password. In addition, if somebody is calling in from their phone, which will get to in a minute, and we have this box checked, the phone menu will be asking them for a password.

Usually, this is included into an email when you're sending a Zoom invite email, but it can sometimes get lost in just the wall of text that you get in that email. And sometimes people get confused, or they're not really sure where the password is.

So what I like to do is just leave it un-checked, because again, we're only sending these webinar links to people who have already registered through our website, who are already members. And I just felt that it was just an extra level of complication that wasn't really providing us with all that much more security. Because again, if you're enabling a password and you're asking for people to input a password, that password is being sent to people along with the link that you're sending.

So in my view, that was just - basically, you're sending two pieces of security to the same person, and I didn't really feel like it added all that much security for us.

If it were a public program, like if we were advertising this online, and we were opening this up to anybody on the internet, I would certainly encourage registration and password.

But again, because we're doing this internally, usually with just members or people who are affiliated with members, I leave that unchecked.

[\[00:09:14\]](#) **Edith Platten:** So for example, the courses for the summer programs we've got coming up, you would keep both of those unchecked.

[\[00:09:20\]](#) **Justin Kegley:** Right.

[\[00:09:20\]](#) **Edith Platten:** Because it's advertised separately, and registration is through our own website.

[\[00:09:24\]](#) **Justin Kegley:** Right, right. Because we're taking in people's names and emails through our website, and vetting them there.

1.5. Webinar Settings: "Video"

[\[00:09:30\]](#) **Justin Kegley:** This next box here, "video" - it doesn't really explain it here, which I hope is helpful that I'm explaining it here - is only to start someone's camera automatically when they join.

You're probably familiar with that situation where you're starting a meeting, and somebody joins, and they don't know how to turn on their camera or their audio. So I usually leave this on, just because it minimizes that level of complication. But again, it's kind of up to whether the person that you are inviting to this knows that or not.

For a webinar, I usually leave these on because we are only going to be having ICAA staff and then the instructor, or whoever else is going to be holding the event, and we're not going to be having video or audio

from any of the other attendees, who are only watching as passive observers. So I like to leave them on.

1.6. Webinar Settings: "Audio"

[\[00:10:19\]](#) **Justin Kegley:** This next item here, "audio," is for how people can join. For a webinar, I usually leave them on both, because it allows people to join from their computer and from the phone.

If I am scheduling a practice session with someone and I want to force them to use their computer, as opposed to their phone, I'll check "computer." But usually when I'm setting up a public program, I'll select both. Because we do usually have maybe one or two people who are, for whatever reason, are unable to join from their computer and they have to call in.

Occasionally we've also had the situation where somebody can get video on their computer, but they can't get audio. And so they will access the video on their computer, and then they call in on their phone to be able to get the audio stream.

1.7. Webinar Settings: "Q&A"

[\[00:11:07\]](#) **Justin Kegley:** These "webinar options" - usually I leave "Q&A" checked, just because that's usually an option that we want. And I'll go over that in greater detail here in a minute.

1.8. Webinar Settings: "Enable Practice Session"

[00:11:16] Justin Kegley:

If I'm meeting someone for a sound check or a tech rehearsal or a practice session beforehand, I need to have this checked ("Enable Practice Session"). And what this will enable us to do is, we can meet on this same link at any time. As long as the two or more people are actually accessing the link at the same time, that link will always allow myself as the host, and anybody else as a panelist, to actually join in. And with a practice session, you're able to meet amongst yourselves before you actually start the broadcast for the attendees. And that's important, for example, if I have an event starting at 6:00 PM, I'll ask the panelists to join at 5:45, just to make sure that we're all comfortable, that we have sound and internet connections and everything straightened out beforehand. And so we're able to interact in this space, the same way that we are doing right now, without actually broadcasting to any of the guests who may be joining.

While we are having our practice session, before we've actually enabled the broadcast, those guests or attendees will only see a screen that says "This webinar is scheduled to start at this date, at this time."

And until I actually select "Broadcast," they actually won't see anything that we're talking about.

So usually I'll just leave that on, just so that we can do a sound check or anything else.

[1.9. Webinar Settings: "Only Authenticated Users Can Join"](#)

[\[00:12:44\]](#)

"Only authenticated users can join" is somewhat related to the "Registration" item that we talked about earlier. What this means is that only someone with a Zoom account that has been authorized and enabled through their email can actually join.

I usually leave this unchecked, because we often have members, or other people who are joining, who maybe didn't sign up beforehand. And if they're tuning in right as the event is supposed to start - if I have this checked - they're going to be met with a screen that says "You have to register a Zoom account."

And similar to this password security feature, I felt that it was kind of unnecessary because again, we're vetting internally, we're looking at the list to make sure beforehand that people are registering on our site. And I just felt that this was another level that was just causing complications for people.

[\[00:13:36\]](#) **Edith Platten:**

So an extra added complication for you, the host, trying to do everything else before the program begins. And then someone says, "Oh, I can't get in."

[\[00:13:43\]](#) **Justin Kegley:**

Right. "How do I make a Zoom account?" Right.

So if I leave this unchecked, and I send this link to someone who registered through our site, they'll be able to click on it and tune in without needing to make an account. There are benefits of having an account, but I don't think that it's necessary for guests to need to be able to actually tune into the webinar.

1.10. Webinar Settings: "Record the webinar automatically"

[\[00:14:08\]](#) **Justin Kegley:**

"Record the webinar automatically" - when you select that, whenever you start the event, it'll automatically start recording. So if you know that you're going to be recording an event, and you just want to tick that box to make sure that you don't forget, that's a really handy feature.

I've typically been using in the cloud, just because if your computer crashes, and you're recording on the local computer, it can interrupt the recording. The only thing that you have to watch for in the cloud is that it'll take up your cloud storage space. So here at National, because we've been running so many of these events, I usually have to record it to the cloud, and then once that recording is made available, I have to download it and archive it here - or put it on Dropbox or Google Drive if I want to share with someone - and then actually delete it from my account, because you have to pay extra to actually enable more storage quota.

So I'll usually leave that "automatically" checked, and "record to the cloud."

1.11. Webinar Settings: "Alternative Hosts"

[\[00:15:05\]](#) **Justin Kegley:**

"Alternative hosts" only works if you have someone who also has a Pro account. So, if I wanted to host an event, and say that there was a chapter who had a Pro account, and they wanted to co-host with me, I could input their email address here. And what that means is that they have equal privileges as I do, as the host. They can open

the meeting, they can close the meeting. They'll have privileges for kicking somebody out of the meeting, and anything like that.

But, again, that only works if that alternative person also has a Pro account. You can't just assign someone from your organization, unless they have also paid for the professional account.

Section 2. Invitations to Panelists vs. Attendees - Why the Difference Matters

[00:15:52] **Justin Kegley:**

So I'm going to click "Schedule."

And the thing that's important to note here, is that there are different levels of access for panelists - or someone who is going to be speaking at your event - as opposed to someone who's a guest at your event. So if I want to send something to a guest - say I have a registration page up on the website, and members are putting in their names and their email address - I will be copying this information and sending it to them separately.

Again, if you're registering people in Zoom internally, you can run all of that through the Zoom interface. But because we're deciding to do it through our website, the same way that people normally would be registering for an event if it were in person, I can just copy this and email it to people on my list.

Now, this link won't let people join in order to share their video and share their audio. This will only allow them to watch the broadcast. If I want to enable access for

someone who's going to be an instructor or someone who's going to be perhaps sharing their screen, I need to actually invite them here.

Edith, I'm going to add you.

[\[00:17:06\]](#) **Edith Platten:** Okay.

[\[00:17:11\]](#) **Justin Kegley:** Oops. I always do that. So, if I add a panelist, what this means is that Edith will get an email that will allow her to join my practice session.

[\[00:17:26\]](#) **Edith Platten:** Oh, I got it. Yeah.

[\[00:17:27\]](#) **Justin Kegley:** Right. So that would allow you to actually join the practice session before we broadcast to anybody. It'll allow you to share your audio, and share your video, and share your screen.

If the person that you invited misses the email, or it gets buried in their inbox, you can re-send from the Zoom interface here. You can also copy it from here and send it to them individually.

[\[00:17:53\]](#) **Edith Platten:** Which is what you did for me for this meeting.

[\[00:17:55\]](#) **Justin Kegley:** Right. So the point that's important to make here is that these links that invite panelists are unique to those people.

And the reason for that is because it is ensuring that there's a level of security that prevents any of the guests from hopping in and becoming panelists. So you do have to keep track of each of these links because they are unique to each panelist. And it's assigned to the email address that you put into this menu here.

So, for example, Edith, if I sent this to you and you opened this on a separate email address, say your personal email address, and you tried to click in, unless that email address was the account that I had previously authorized here, you wouldn't be able to access it - I don't think. So that's why it's important to keep track of each of these links specifically for each individual panelist.

Section 3. Additional Webinar Settings

3.1 "Email Settings"

[00:18:56] **Justin Kegley:**

These settings in here are mainly if you are doing registration through the Zoom interface. As I said before, because we're managing these invitations manually, we're not normally using these.

This can be helpful if you want to input your attendance list into Zoom and actually send automatic reminders to people. You can set it to an hour, a day, or a week, or whatever time interval you want beforehand. But again, that only applies if you have their email addresses actually in this interface. For example, I set this up to remind us for this training session this morning, but again, that only sends it to email addresses that I actually have authorized in this panel here.

3.2. Additional Webinar Settings: "Branding"

[00:19:43] **Justin Kegley:**

Most of these other tabs are for if you are doing registration through the Zoom interface. So it's not something that we usually have to worry about. If you

were using this, you could set up a little Zoom page so that when somebody logs into your webinar, they would see your branding. You could customize the title and everything.

You can change this URL that sends them to a specific website after the event is done. But again, this is all not really necessary if we are doing our attendance list internally.

3.3. Q&A Settings

[\[00:20:16\]](#) **Justin Kegley:** The Q&A tab is important to note, because this does apply to everybody who is tuning in to the event, and not just to the attendees.

If you - I mean, this is pretty self explanatory - but if you have this box ticked, then someone can submit a question anonymously.

I usually only let people look at the answered questions only, just because - I don't know, I feel like it's just locking down a level of security that prevents people from -

[\[00:20:44\]](#) **Hannah Simon:** Someone can ask a question that's maybe very irrelevant, can be answered through the chat -

[\[00:20:51\]](#) **Justin Kegley:** Or inappropriate - they could send in something that's not actually a question, but -

[\[00:20:54\]](#) **Hannah Simon:** Preventing attendees to see that question.

[\[00:20:57\]](#) **Justin Kegley:** Right. So I usually only let the host or the moderator see the question - and we'll get into that in a minute.

3.4. Additional Webinar Settings: "Integration" & "Live Streaming"

[00:21:05] **Justin Kegley:** These other things are for streaming on Facebook Live and YouTube, which, again - if you're trying to lock down security for an event and you are trying to vet that list beforehand, this wouldn't really be recommended, because you would then have a public portal that people would be watching on.

But this could be useful if you are doing a more public event.

Section 4. How to Host a Webinar

4.1 If You Create the Webinar, You Are The Host by Default

[00:21:27] **Justin Kegley:** So let's click "Start this webinar," and we'll go over what it means to be a host.

4.2. How to Make Someone Else the Host

[00:21:32] **Justin Kegley:** Okay, so Hannah, for example, I can make you the host.

[00:21:39] **Hannah Simon:** Okay.

[00:21:41] **Justin Kegley:** Which I just did.

[00:21:42] **Hannah Simon:** Okay.

[00:21:42] **Justin Kegley:** So you should have seen a notification that says "Hannah is the host now."

[00:21:46] **Hannah Simon:** Okay.

[00:21:46] **Justin Kegley:** Now, at the top of your screen, do you see a button, an orange button, that says "Broadcast"?

[00:21:51] **Hannah Simon:** Yes.

- [00:21:52] **Justin Kegley:** Yeah. So that is the interface that I see when I'm setting up the meeting and we actually haven't opened the event publicly yet.
- [00:22:00] **Hannah Simon:** So people get that white screen until I would click that "Broadcast" button.
- [00:22:04] **Justin Kegley:** Right, right. This is what Julie and I were doing the other day when my computer crashed, and she was the host, and then I needed to basically "grab the mic" back from her.
- I can click "Reclaim host," and then that makes me the host again.
- [00:22:22] **Edith Platten:** Can I do that as well? Snatch back the hosting duties from you?
- [00:22:29] **Justin Kegley:** That's a good question. I just made you the host.
- [00:22:31] **Edith Platten:** Oh, it says I'm the host. Yeah.
- [00:22:32] **Justin Kegley:** Yeah. So now - now you're the host and I can click "Reclaim host," but if I do that - if you go to the bottom right of your screen, do you see a button that says "Reclaim host?" Or are you basically just a panelist?
- [00:22:45] **Edith Platten:** No, it just says "Leave."
- [00:22:47] **Hannah Simon:** Looks like only the original host can -
- [00:22:49] **Edith Platten:** - host can do that. Yeah.
- [00:22:51] **Justin Kegley:** Okay. Yeah. I think that's the situation that Julie and I encountered, where my computer crashed. I think you were automatically made the host. And then when I logged back in, I had to take it from you, but we weren't

really sure - because I wasn't really sure why my computer was crashing - if you were going to be made the host again or not.

[00:23:10] **Julie Benton:** Right.

4.3. How to Help Panelists Know When They Are Going Live

[00:23:12] **Edith Platten:** When you click "Broadcast," and the speaker is then live, how do you say to him, "Okay. You're live now," or do you - is there like a way of chatting to him so that it's not, you're not heard by everyone? Or is it just a private chat in the chat function?

[00:23:28] **Justin Kegley:** So what we've been doing is - say we have an event scheduled to start at 6:00.

[00:23:31] **Edith Platten:** Yeah.

[00:23:32] **Justin Kegley:** So we'll have a practice session. We'll meet at 10 minutes before, and then we'll often say, "Okay, so we're going to have a soft start at 6:05."

[00:23:42] **Edith Platten:** Okay.

[00:23:43] **Justin Kegley:** As the host, I would say - before I click broadcast - "Okay, Edith, we're about to go live. Are you all set with everything? Are you good?"

I'll click "Broadcast," and then whoever is hosting, or maybe one of the panelists, or maybe somebody who's introducing - like we had Adrian -

[00:24:00] **Edith Platten:** There's an intro. Okay.

[00:24:02] **Justin Kegley:** Yeah. We'll just have him say, "Hi everybody who's signing in, we're gonna start in just a couple of minutes,"

you know, "Please stand by while we're opening the event for everybody."

And that kind of - like a couple minute period - allows people who maybe have a slower internet connection, or who are trying to figure out the link in their email, to actually join in before we actually start the program.

[\[00:24:23\]](#) **Edith Platten:**

Okay. And then you would say - someone would give the intro, like Julie did the intro for Francis. Is that right, Julie? I think so. Yeah. So then we say, "Oh, this is Nathaniel Walker, he's a professor in Charleston, blah, blah, blah." And then you'd say - that would allow him that grace period where he would be sort of preparing and getting ready and then, "Over to you, Nathaniel." And then Nathaniel will start, and that's that.

4.4. How to Mute Someone

[\[00:24:48\]](#) **Justin Kegley:**

Right. And in that period, they - they don't have to have their camera on or their mic on. Like if they needed to go get a glass of water or something. And actually, if I make you the host again - so I just made you the host, Edith. If you - do you have the Participants panel open on your, on the right side of your screen?

[\[00:25:10\]](#) **Edith Platten:**

I've minimized it, but I will open it now. There you go.

[\[00:25:14\]](#) **Justin Kegley:**

So if you mouse over someone's name, you should have a menu, like a dropdown menu, that says "Stop video," or, you know, "Ask to unmute." There's a couple of different options there.

[\[00:25:26\]](#) **Edith Platten:**

Yeah. I just muted you, Hannah.

- [00:25:31] **Justin Kegley:** Right - so like, if you were about to go live, and somebody says, you know, "Hey, can I step out and get a glass of water while we're waiting for people to sign in?" You can say, "Sure, I'll just mute you from here. And then I'll unmute you at 6:05."
- [00:25:43] **Edith Platten:** Well, that's only - I can't do that with 500 participants, so if they're all saying, "Oh, I need to go to the loo," or whatever, so how do I -
- [00:25:50] **Justin Kegley:** No - so this is - this is a feature that is only relevant -
- [00:25:53] **Edith Platten:** Just for the panelists.
- [00:25:54] **Justin Kegley:** Right. So the attendees. -
- [00:25:57] **Edith Platten:** Because everyone else is on mute anyway. Okay.
- [00:25:58] **Justin Kegley:** Right.
So does somebody want to volunteer to be muted for a minute?
- [00:26:03] **Hannah Simon:** I have one thing to say.
- [00:26:05] **Justin Kegley:** Okay.
- [00:26:05] **Hannah Simon:** So there will never - you know, there wouldn't really be more than five or six panelists, probably.
- [00:26:12] **Justin Kegley:** Probably not.
- [00:26:13] **Edith Platten:** So it's easier to manage. Okay.
- [00:26:15] **Hannah Simon:** Anybody who's just watching is, you know, an attendee - none of their video and none of their audio will ever be -
- [00:26:22] **Edith Platten:** Okay. So I don't need to worry about them until it comes to the chat, or to the question-and-answer.

[00:26:27] **Justin Kegley:** Right.

[00:26:27] **Hannah Simon:** You'll see 300 attendees - like for Francis, the only thing you can see is their name. But they'll never have audio or video.

[00:26:35] **Edith Platten:** Okay, great.

4.5. How to Manage Attendees

[00:26:37] **Justin Kegley:** Right. So if I click - if I click "Broadcast," so now we're broadcasting to anybody who has the link and is able to join. And say - just for the purposes of demonstration - Mollie, I'm going to put you into the attendee column.

[00:26:57] **Edith Platten:** Okay.

[00:26:59] **Justin Kegley:** And it'll take a minute for her to join.

Okay. So right now we are broadcasting, so to speak. Mollie's able to hear us and see our video, or whatever we have on our screen, but she's not allowed to talk or share her video. If I - if I give you hosting privileges, Edith, like I did before -

[00:27:23] **Edith Platten:** Yeah.

[00:27:25] **Justin Kegley:** If you tab over to "Attendees," on the right -

[00:27:32] **Edith Platten:** Where are the attendees?

[00:27:34] **Hannah Simon:** If you open the panelists box, and there will be an attendees column you can toggle over to.

[00:27:43] **Edith Platten:** I'm sorry - open the what box, sorry?

[00:27:46] **Julie Benton:** The "Participant" box.

- [00:27:47] **Hannah Simon:** I said panelists. The "Participants" box. It'll show a list of panelists, and then you can click "Attendees," and then they'll show -
- [00:27:54] **Edith Platten:** Oh, "Participants." Yeah. Okay.
So I've got "Panelists," and then I've got Mollie as an attendee. Okay, great.
- [00:28:01] **Justin Kegley:** Right. So, Edith, if you mouse over Mollie's name, you'll have a menu that will allow you to promote her to a Panelist, you can allow her to talk just as an attendee. And I think there's also a function for you to exclude her from the meeting.
- [00:28:17] **Mollie Wohlforth:** Oh, that was brutal, guys. Thanks.
- [00:28:18] **Justin Kegley:** How did it feel to be left out there?
- [00:28:21] **Mollie Wohlforth:** Oh, the line from *Dirty Dancing*, "nobody puts baby in a corner."
- [00:28:27] **Edith Platten:** Okay. So if I click - if I were to click on Mollie, "Remove," that removes her from the meeting altogether.
- [00:28:32] **Justin Kegley:** Right.
- [00:28:33] **Edith Platten:** Okay. I can also make her the Host, Spotlight Video. . .
Okay, great. All right. This is all making sense. Yep.
- [00:28:42] **Justin Kegley:** So for our purposes, hosting one of these webinars, there's usually never a reason to allow one of the attendees to share their audio, just because there's really no way for you to know what they're going to say beforehand. And it might not even be something inappropriate. It might just be the, "I have a question!"

And then they go on for five minutes about their statement. So there's really never any reason.

The only reason that that function is useful for me, is if somebody - like, for example, Edith, this morning, if I couldn't get you the individual invite link to become a panelist, I could say, "Hang on, I'm going to start broadcasting just for a second. I'm going to send you the public link. That way you can join from whatever platform that you're able to." And then I can -

[\[00:29:26\]](#) **Edith Platten:** And then you can make them a Panelist. Okay.

[\[00:29:27\]](#) **Justin Kegley:** Right, right.

[\[00:29:28\]](#) **Edith Platten:** Okay. Okay.

[\[00:29:31\]](#) **Justin Kegley:** Edith, as the host - hang on . . .

Actually, Molly, could I make an example out of you again?

[\[00:29:45\]](#) **Mollie Wohlforth:** Go ahead.

[\[00:29:46\]](#) **Edith Platten:** And so you've taken back hosting duties. Okay.

[\[00:29:51\]](#) **Justin Kegley:** Yeah, but I'm going to make you the host again, just so that you can see.

[\[00:29:59\]](#) **Edith Platten:** Okay.

[\[00:30:00\]](#) **Justin Kegley:** Okay. So you're the host. So if you click on "Panelists," and then you go to the bottom right of that window and you click on "More," you'll see some options that say, "Mute participants on entry," "Allow attendees to unmute themselves." There's a couple of options there. So that is the security menu that will allow us to prevent

somebody from unmuting themselves as a guest or as an attendee.

[\[00:30:24\]](#) **Edith Platten:**

Okay.

[\[00:30:27\]](#) **Justin Kegley:**

Are there any other options that I'm overlooking? I think there's -

[\[00:30:30\]](#) **Edith Platten:**

"View participant count," "Lock webinar," "Mute participants on entry."

Yeah. "Allow participants to rename themselves."

Yeah. I mean, pretty-

"Follow host view," "Gallery view."

[\[00:30:45\]](#) **Justin Kegley:**

So, yeah - so for all of those, we want to keep those locked down, just so that we're only broadcasting in one direction and that way nobody can chime in.

Julie and Hannah, do you want to see that menu as well?

[\[00:31:00\]](#) **Hannah Simon:**

Sure.

[\[00:31:00\]](#) **Julie Benton:**

Sure.

[\[00:31:01\]](#) **Justin Kegley:**

Okay. So Mollie, I know that you can hear us. I'm sorry that you're out there, but I can't, I can't demonstrate this unless someone is actually an attendee. Okay -

[\[00:31:14\]](#) **Edith Platten:**

Quick question. Can Mollie use the chat button, or is that not open to her at the moment? Or is that part of the Q&A?

[\[00:31:21\]](#) **Justin Kegley:**

That is a setting that Hannah should be able to see. So -

[\[00:31:26\]](#) **Hannah Simon:**

Under "Attendees?"

[\[00:31:26\]](#) **Edith Platten:**

Oh, as the Host. Right.

- [00:31:27] **Justin Kegley:** Hannah, if you go to "Panelists" -
- [00:31:29] **Hannah Simon:** Yes.
- [00:31:29] **Justin Kegley:** And then you go to the bottom and click "More" -
- [00:31:31] **Hannah Simon:** Mm-hmm.
- [00:31:35] **Justin Kegley:** Do you see a feature called Chat or anything to do with chat?
- Oh, Mollie submitted a question saying "I can use the Q&A."
- [00:31:48] **Edith Platten:** Oh, great. Okay.
- [00:31:49] **Hannah Simon:** I don't see anything about chat, but I have the option to chat with attendees, and I still see that the chat function - like, that all panelists should have. And then the selection to choose who to send it to: "All panelists and attendees," "All panelists," and then individual Panelists.
- And then if I go to the "Attendees" list, I can click for Mollie, "Allow to talk." So Mollie, try - try talking. Okay. I just made her kind of like a panelist.
- [00:32:22] **Mollie Wohlforth:** Can you hear me now?
- [00:32:24] **Justin Kegley:** Well, so she's not - she's not a Panelist, she's actually an attendee that is being "given the mic," so to speak.
- [00:32:30] **Edith Platten:** Okay.
- [00:32:30] **Mollie Wohlforth:** Wow. What power!
- [00:32:31] **Hannah Simon:** If I select Mollie's -
- [00:32:34] **Edith Platten:** I can't see your video though, Mollie.

- [00:32:36] **Hannah Simon:** I can promote her to Panelist, disable her talking, chat with her individually, rename, or remove.
- [00:32:43] **Mollie Wohlforth:** On my end, I just have the options of - I have a button for "Chat," but I cannot use it, because it says "The host has disabled attendee chat." I can "Raise my hand," which I'm doing right now. I dunno if the host can see that, that I've raised my hand.
- [00:32:58] **Justin Kegley:** Yeah, we can all see that. Yeah.
- [00:33:00] **Mollie Wohlforth:** Okay, great. And there's "Q&A," which brings up just a little pop-up. I do have the option here to check, "Send anonymously, but I'm guessing it's just the settings for this webinar and not our normal one. And when we have it set so that people cannot send it anonymously, that'll go away.
- [00:33:15] **Hannah Simon:** Okay.
- [00:33:16] **Justin Kegley:** Right.
- [00:33:16] **Hannah Simon:** I have the ability to lower all hands too.
- [00:33:20] **Mollie Wohlforth:** Wow. Oh yeah, my hand just got lowered. Thanks, Hannah.
- [00:33:23] **Justin Kegley:** Hannah, if you click on "Chat" at the bottom of your screen, and the Chat window comes up.
- [00:33:30] **Hannah Simon:** Yes.
- [00:33:31] **Justin Kegley:** Do you see, maybe like a "More" menu, or additional options? Something like that?
- [00:33:36] **Hannah Simon:** Yes. There's - you know, an ellipsis. "Save chat," and then it has attendee options.

So - and it changes what I can allow attendees to do: "Allow attendees to chat with no one," which is what's checked right now, "All panelists," and then "All panelists and attendees."

[\[00:33:59\]](#) **Justin Kegley:** Got it. So what we discovered the first time we did this, I think for Barry Bergdoll's event, was - we had Chat enabled. So that any attendee could see any chat comment that anyone else made.

And I think you'll probably remember this, Julie, that some people started chiming in and they were like, "Oh, we can hear you." Like, "We're here from Australia." "Can somebody help me join?" And I was like, "Oh boy." I think I just deselected that.

[\[00:34:25\]](#) **Hannah Simon:** I think it just opens a whole other can of worms.

[\[00:34:27\]](#) **Justin Kegley:** Yeah. But we do - I think we did allow it so that somebody could choose to message one of the panelists, which we haven't really had anybody do at any point.

[\[00:34:38\]](#) **Hannah Simon:** I'm letting Mollie back in as a panelist.

[\[00:34:41\]](#) **Justin Kegley:** Sorry, Mollie.

[\[00:34:42\]](#) **Mollie Wohlforth:** I'm back!

[\[00:34:44\]](#) **Hannah Simon:** Ostracized.

[\[00:34:47\]](#) **Justin Kegley:** I hope this is helpful.

[\[00:34:49\]](#) **Hannah Simon:** I think turning it off is for the best, because then, I mean - if it's there, people will be tempted to be like, "Oh, this is so great. I'm so excited." Which - it's nice, but . . .

[\[00:34:59\]](#) **Justin Kegley:** Right.

[00:34:59] **Hannah Simon:** It takes up your time and focus - you know, draws your focus away from actually hosting.

I think the Q & A is fine. Just using that function is sufficient enough.

4.6. How to Moderate Q&A

[00:35:15] **Justin Kegley:** Right. So we've covered setting up the webinar. We've covered broadcasting. We gave a brief overview of chat. Do we want to demonstrate the Q & A function?

[00:35:28] **Hannah Simon:** You can make me an attendee if you want. And then I'll use the Q & A.

[00:35:32] **Justin Kegley:** Okay.

[00:35:33] **Edith Platten:** So when Mollie was the attendee, she could write in the Q & A section, but that was only visible to the panelists.

[00:35:41] **Justin Kegley:** Right.

[00:35:41] **Edith Platten:** Okay.

[00:35:43] **Justin Kegley:** Right. Because we had that setting checked before, when I was setting it up in the browser. Yeah.

[00:35:48] **Edith Platten:** Great.

[00:35:48] **Justin Kegley:** So - actually, Hannah, if I reclaim the host -

[00:35:52] **Hannah Simon:** Yes.

[00:35:53] **Justin Kegley:** And then move you to an attendee, you'll be able to just submit a test question, and then we'll be able to see it on our end. So let me do that.

[00:36:01] **Hannah Simon:** Can you hear me?

[00:36:02] **Justin Kegley:** Yeah.

- [00:36:02] **Hannah Simon:** One second. I need to change to a gallery view because it's not showing me that option.
- [00:36:10] **Mollie Wohlforth:** What if the host changes the mode?
- [00:36:13] **Justin Kegley:** Right. So I can go down here to the "More" menu that we mentioned earlier, and I can change to Gallery View.
- [00:36:19] **Hannah Simon:** Okay. There we go.
- [00:36:21] **Justin Kegley:** That's good to know.
- [00:36:23] **Edith Platten:** That was under the "Panelists" "More" button, was it, Justin?
- [00:36:26] **Justin Kegley:** Yeah. So as the host, I can see that. Okay.
- [00:36:30] **Edith Platten:** Yeah.
- [00:36:31] **Justin Kegley:** So just for the purpose of the recording, I have "Follow Host's View," which is when I can select someone's video, like what we did before.
- [00:36:42] **Hannah Simon:** Okay. I just see Justin though.
- [00:36:46] **Justin Kegley:** And then I can change it back to gallery view. So, Hannah, you should be seeing the gallery view again.
- [00:36:54] **Hannah Simon:** Yes.
- [00:36:54] **Justin Kegley:** Okay.
- [00:36:58] **Hannah Simon:** Oh, can I see something?
- [00:37:00] **Justin Kegley:** Yeah.
- [00:37:00] **Hannah Simon:** Real quickly - if you would share your screen, can I see what that looks like as an attendee right now?
- [00:37:06] **Justin Kegley:** Sure.

- [00:37:07] **Hannah Simon:** You know how we usually have that little box that shows "Active Speaker, like the thumbnail videos.
- [00:37:19] **Justin Kegley:** What are you seeing right now?
- [00:37:21] **Hannah Simon:** I'm seeing your Google Zoom account.
And then for the thumbnail videos, I have the options to either hide it, or just see the active speaker. I just wanted to see what that looked like - if it would show all the panelists, or if it would show just the speaker, you know what I mean?
- [00:37:42] **Justin Kegley:** Right.
- [00:37:43] **Hannah Simon:** Sometimes - I mean, as a panelist, I'm usually able to see a line of us down the side.
- [00:37:50] **Justin Kegley:** So something that I can do - I'm sorry, I'm trying to remember how to do it now. Something that I can do as a host is, I can hide all non-video participants, which is what I was doing when we were moderating the events the last couple of weeks.
- [00:38:08] **Hannah Simon:** Okay. So if a panelist has turned their video off, they just won't show up in that thumbnail?
- [00:38:14] **Justin Kegley:** Right.
- [00:38:15] **Hannah Simon:** Okay.
- [00:38:16] **Justin Kegley:** Well, I wanted to show you guys because it may be relevant if you guys are hosting and you want to have somebody who's listening in and able to vet attendees, but not actually have to show their video.
- [00:38:29] **Hannah Simon:** I can try the Q & A if we'd like.

[\[00:38:30\]](#) **Justin Kegley:** Yeah. So Hannah, as the attendee, can bring up the Q & A box and submit a question.

[\[00:38:37\]](#) **Hannah Simon:** Yes. And I have that anonymous option, but I'm not using it.

[\[00:38:42\]](#) **Justin Kegley:** Right. So for the rest of us, if we click on the Q & A box at the bottom of our screen, we can bring up this box here. And what we can do - what I can do as the host, and what you all can do as co-panelists - we can click "Dismiss."

And what that will do is actually just move it over to this "Dismissed" tab on the right. I can always reopen one of those questions if I want, which will bring it back into "Open."

We, as the panelists, can type an answer, but usually what we're doing at the ICAA, because we're having these webinars for the audience members, is that we are wanting to answer them live.

So when you click, "I will answer this question live," it only just earmarks it, saying to the audience, or the panelists, or whoever is able to watch the questions come in - "we acknowledge this question, and we're about to address it in the program."

And what we ask the speaker to do is to read the question out loud, because you'll remember from earlier, we have the "View Question" option disabled for attendees.

And so the speaker has to actually read it out loud before they answer the question.

- [00:39:57] **Hannah Simon:** I've sat on a couple other - not our organization, but another livestream - where the questions are viewable by the audience, but the host or the speaker doesn't - he only read like half of the question to get an idea of what was being asked and then just started answering it. Because everybody could see what the question was, but also if you're calling in, you don't know what people are asking. You can't see the question, so -
- [00:40:27] **Justin Kegley:** Right.
- [00:40:27] **Hannah Simon:** It's appropriate to -
- [00:40:31] **Justin Kegley:** Right.
- [00:40:31] **Hannah Simon:** - just to talk through the whole question.
- [00:40:34] **Justin Kegley:** Or even if someone doesn't know how to bring up the Q & A box, which again is because it's - enabling that is hidden at the bottom of the screen, they don't always know.
- So yeah, it's best practice that I have to ask the speaker beforehand, "Hey, when we do the Q & A session, will you just remember to read the question out loud?"
- I can, on the fly, change the Q & A to allow anonymous questions, or allow attendees to view the questions. And I can change that setting within the meeting as well. So even if I have that setting enabled or disabled when I schedule the webinar, I can actually go in here and change it on the fly.
- [00:41:14] **Hannah Simon:** Could you actually type a question as a panelist, or . . . ?
- [00:41:17] **Edith Platten:** I don't think you can. You can answer, but you can't -

- [00:41:21] **Hannah Simon:** Oh yeah. It's just Open, Answered, and Dismissed. So I couldn't actually type a question as a panelist.
- [00:41:31] **Edith Platten:** And as a panelist, you can't, - there's no button to dismiss a question. I think you can only do that as a host, right?
- [00:41:40] **Julie Benton:** No - it pops up if you scroll over the question.
- [00:41:43] **Justin Kegley:** Oh.
- [00:41:44] **Edith Platten:** Oh, okay. Okay.
- [00:41:46] **Justin Kegley:** Again, user interface could use some updating.
- [00:41:50] **Hannah Simon:** Oh. And then you also have the ability to reopen the question.
- [00:41:53] **Justin Kegley:** Right.
- [00:41:55] **Hannah Simon:** Like, "Okay. Sorry. I just missed it on accident," or now, "Suddenly this question is relevant. Let me come back to it." Gotcha. Okay.
- [00:42:05] **Julie Benton:** Can the attendees who are submitting the questions see that you dismissed their questions?
- [00:42:12] **Justin Kegley:** That's a good question that I don't know the answer to. We could test it.
- [00:42:15] **Hannah Simon:** Yeah, do you want to switch me back to attendee?
- [00:42:17] **Julie Benton:** Just curious.
- [00:42:18] **Edith Platten:** You can make me an attendee if you like.
- [00:42:20] **Justin Kegley:** Okay. Bye, Edith.
- [00:42:23] **Edith Platten:** Bye.
- [00:42:28] **Justin Kegley:** It feels so rude, like, "Yeah, you're out."

[00:42:36] **Julie Benton:** I was just going to say - I'm going to dismiss your question for me. Does it tell you that I did that?

[00:42:43] **Edith Platten:** No.

[00:42:44] **Julie Benton:** Oh, good. Okay. I was just curious because I don't want people to, you know - obviously, the point of going through the Q & A is obviously to dismiss anything that's particularly rude or weird, but -

[00:42:53] **Edith Platten:** Yeah.

[00:42:54] **Julie Benton:** I mean, maybe things that are just not particularly helpful, or repeat questions, you know, that we already saw from someone else. And if someone has a somewhat legitimate question, but it's incomprehensible or otherwise needs to be dismissed so the speaker doesn't see it. I wouldn't want that person feeling that we actively said, "No" to answering their question.

[00:43:17] **Edith Platten:** It doesn't show anything. It just says - I've just typed it in, and it doesn't say anything.

[00:43:25] **Julie Benton:** Great.

4.7. Muting Participants, and Other Security Features

[00:43:26] **Justin Kegley:** Something that I wanted to show is, I can click on this "More" menu over your name. And I can say "Disable talking," I can send a chat message directly to you, I can promote you back to panelist, I can rename you - I guess that's just like an easy device for me if I know, like, "Okay, that's so-and-so calling in from their personal account," I can rename them for my purposes. And I can also boot you from the meeting, here under "Remove."

So when we're running an event, and we have, let's say, a hundred people tuned in, there's going to be a hundred names here on the right.

There is an option where I can prevent people from changing their name. And with that option checked, there's really nothing that somebody who is tuning in to watch the webinar can do that can interrupt the webinar or otherwise make themselves a nuisance.

Again, just for the purpose of the recording, I'm just going to show people this menu item here: "Allow participants to rename themselves." So if I de-select that, and I deselect "Allow participants to unmute themselves," "Allow attendees to raise their hand" - basically, I've locked down everything. So there's really nothing that you, Edith, can do, unless I specifically give you the privilege to talk or promote you to panelist or anything.

All of that is just to make sure that there's really no feasible way that somebody could "Zoom-bomb" or otherwise be a nuisance. Just to lock it down and make sure that everything is just being broadcast in one direction.

[\[00:45:00\]](#) **Edith Platten:** Yeah, I see that. I see there's no chat. I can't do it. There's no - oh, I can do a Q & A.

[\[00:45:07\]](#) **Justin Kegley:** Yeah. So I'm going to promote you back to panelist, Edith.

[\[00:45:14\]](#) **Julie Benton:** She says she's been muted. She can't unmute herself.

- [00:45:17] **Justin Kegley:** Hmm. So that is because - "Allow participants to unmute themselves." So Hannah, you should be able to unmute yourself now.
- [00:45:28] **Hannah Simon:** Yeah, there we go.
- [00:45:29] **Edith Platten:** Yeah, that's better. Yeah.
- [00:45:31] **Hannah Simon:** That happened during the Francis webinar too. You can mute the panelists and lock that.
- [00:45:43] **Justin Kegley:** What I don't know is whether - in the Zoom interface, whether the term "Participant" means panelists and attendees, or if it only means panelists.
- [00:45:54] **Julie Benton:** Well, why don't we - we can try it out. If you want, I can be the -
- [00:45:57] **Justin Kegley:** The guinea pig?
- [00:45:57] **Julie Benton:** - demoted for the first time. Yeah. See how it goes.
- [00:46:00] **Justin Kegley:** Alright, here we go.
- [00:46:10] **Hannah Simon:** Okay.
- [00:46:11] **Justin Kegley:** So, Julie, I just allowed you to talk so that we can kind of talk through this.
- So, if I have this option disabled, so that you're not allowed to unmute yourself - Julie, you're still able to talk. But if I mute you - I guess I won't be able to hear - but Julie, you, you're probably not able to actually unmute yourself.
- Okay. Julie, I've unmuted you now.

- [00:46:42] **Julie Benton:** Yeah. It said - I tried clicking it and it said, "You can't unmute yourself because the host muted you."
- [00:46:48] **Justin Kegley:** Okay. So we know that that is the case. Julie, if you choose to mute yourself -
- [00:46:54] **Julie Benton:** Okay.
- [00:46:55] **Justin Kegley:** - will it allow you to unmute yourself after that?
- [00:46:58] **Julie Benton:** Let's find out.
- No. So I muted myself, and then I couldn't unmute after that.
- [00:47:14] **Justin Kegley:** So -
- [00:47:15] **Hannah Simon:** I think that's what happened to me with the Francis thing. I had muted myself.
- [00:47:19] **Justin Kegley:** Yeah.
- [00:47:20] **Hannah Simon:** And then, because of some option that was chosen before it started -
- [00:47:28] **Justin Kegley:** Yeah. I think the way to get around that is to just say "Mute participants upon entry," because that means that anybody who's joining as an attendee will - no, actually, I don't know.
- [00:47:45] **Julie Benton:** Well, is there a way to - this might be a weird way to test this, but is there a host function that's, like, "mute everyone?"
- [00:47:53] **Justin Kegley:** I can "Mute all."

- [00:47:55] **Julie Benton:** Yeah if you mute all, and then click "Allow people to unmute themselves," and then see whether or not that equally affects the panelists and the attendees.
- [00:48:11] **Justin Kegley:** So if you guys try to unmute yourselves, you're probably not able to, right?
- Okay. Okay. So I've unmuted you again.
- Maybe the way to do it, then, is to "Mute all." Edith, I think you're still muted. I just unmuted you.
- Yeah, I did another test, and it wasn't permitting me.
- Well, thank you for persisting with me through this. Because I'm trying to work out what the appropriate sequence is.
- Maybe the way to do it, then, is for me as the host to say, "Mute all," and then to individually unmute.
- Can I do that? Hang on.
- Okay. I've unmuted, Edith, I've unmuted Hannah, I've unmuted Mollie. And I've re-enabled Julie as the attendee.
- [00:49:08] **Julie Benton:** Right.
- [00:49:08] **Justin Kegley:** Okay.
- [00:49:09] **Julie Benton:** Yeah.
- [00:49:11] **Hannah Simon:** I want to try - now if I unmute myself, but you've already allowed me to unmute it at some point, if it's -
- [00:49:18] **Justin Kegley:** Well, if I - yeah, so Hannah can't.

- [00:49:22] **Hannah Simon:** Okay. No, I can't. So it is like a retroactive function to do that. Once it's chosen -
- [00:49:31] **Justin Kegley:** Yeah.
- I feel like I'm overlooking something, because there really needs to be a function where the panelists can have the privilege of unmuting themselves, but the attendees can't chime in.
- I feel like that's another great question that I'm going to have to make a note to look up later, because that is the problem that we encountered with Francis' lecture.
- [00:49:57] **Julie Benton:** It's all happening too fast. Because I remember you telling me, you know, "Oh, just quickly let him unmute himself and then, you know, quickly reenable."
- [00:50:05] **Justin Kegley:** Yeah. It seems like that's an oversight on Zoom's part.
- [00:50:10] **Edith Platten:** Yeah, it does. Because if the panelists start muting themselves, and then they can't unmute, it causes issues.
- [00:50:17] **Justin Kegley:** Right. And then you're waving at the camera - if your camera's on! If I've left the camera on.
- [00:50:24] **Edith Platten:** If you've allowed us to have a voice and a picture.
- [00:50:29] **Hannah Simon:** If we stop video, does that do the same thing - like, you can't reactivate your video?
- [00:50:34] **Justin Kegley:** So if I - yeah, so I have that option disabled. So if you mute yourself, you won't be able to, but if you disable your video -
- [00:50:41] **Hannah Simon:** Right.
- Oh, I was able to redo my video.

- [00:50:47] **Justin Kegley:** See, again - I feel like that really should be a feature in Zoom.
- Oh, so there's a separate item here, "Allow panelists to start video," which I have checked right now, which allows you to start the video, but didn't - if I have this other option checked, it didn't allow you to unmute yourself.
- Hmm. It seems like this is a problematic area for Zoom.
- It seems like - and maybe I'm wrong about this and maybe I'll prove myself wrong when I look this up later - but it seems like the only way to do this is to say, "Allow participants to unmute themselves," and then just keep an eye on the attendee list, and if anybody chimes in, just mute them.
- But again . . .
- [00:51:30] **Edith Platten:** Yeah, that's - that's tricky. I'd be nervous about that, because you could just have anyone from shouting any old rubbish -
- [00:51:35] **Justin Kegley:** Right.
- [00:51:36] **Edith Platten:** - you know, midway through.
- [00:51:37] **Justin Kegley:** Right.
- [00:51:38] **Edith Platten:** I mean - what's the likelihood of that happening?
- [00:51:42] **Justin Kegley:** It doesn't happen to us, because we've just been doing registration through the Classicist website. And for someone who really wanted to make a nuisance of

themselves, they would have to go through registration, wait, and then do it.

But again, it doesn't mean that it's impossible, which is frustrating.

[\[00:51:58\]](#) **Hannah Simon:** I mean, I know I've watched a couple of livestreams where the participants are muted, and it doesn't even cross my mind to try to unmute myself.

[\[00:52:09\]](#) **Edith Platten:** No, no.

[\[00:52:10\]](#) **Hannah Simon:** Other people might, or maybe would want to, for some reason. But I think once you start watching it - I mean, I eat dinner and stuff too, while I watch these. So I'm not going to unmute myself because, why? You're going to hear me, like, chewing? I don't know.

[\[00:52:27\]](#) **Edith Platten:** And actually, I mean, being on those sorts of Board calls, I always find that people don't - people often forget to mute themselves. So you do just hear, like, a baby crying, or, you know, a dog barking.

[\[00:52:38\]](#) **Hannah Simon:** Yeah, I think what we did for that Board meeting -

[\[00:52:43\]](#) **Edith Platten:** You ended up muting everyone. Yeah. So I wonder if it's better to mute everyone, and then -

[\[00:52:48\]](#) **Justin Kegley:** So the difference there is that the Board meeting was -

[\[00:52:51\]](#) **Edith Platten:** A Meeting.

[\[00:52:51\]](#) **Justin Kegley:** That was a Meeting, not a Webinar. And that was why it was kind of, for me as the host, was like playing whack-a-mole. Because I was trying to - I was trying to mute people. And I couldn't just say, "Mute all" because, for example, we had Russell as the chairman who was

speaking, and I didn't want to hit "Mute all" and then prevent him from continuing to talk. So I had to go through the list here and individually mute people.

And often what happens is, if I mute someone, it'll send a little notification to them saying, "You've been muted by the host." And -

[\[00:53:25\]](#) **Edith Platten:** They don't like it.

[\[00:53:26\]](#) **Justin Kegley:** Right. And so what I found was, during the Board meeting I was trying to mute people just because I was trying to find out, "Where is that noise coming from?"

And so I was going through the list muting people, and then people would get that notification, and they'd say, "I've been muted by the host. I'm going to unmute myself," and then they would just hop back on.

[\[00:53:41\]](#) **Hannah Simon:** Yeah.

[\[00:53:43\]](#) **Justin Kegley:** But again, that's specific to the Zoom Meeting, and not to the Webinar, which is a different thing.

[\[00:53:48\]](#) **Hannah Simon:** It's appropriate to allow them to unmute themselves, though, because you needed to get a motion and a second, and stuff for that. And people who know how to use Zoom, like Ankie, would unmute real quick, say "Motion," and then re-mute.

[\[00:54:03\]](#) **Edith Platten:** So that requires people knowing how to use it. Yeah. And not forgetting to do it in the first place.

[\[00:54:07\]](#) **Hannah Simon:** Not the case for everyone, but -

[\[00:54:10\]](#) **Edith Platten:** Yeah.

[00:54:11] **Justin Kegley:** Yeah. And that's definitely a - I don't know whether you want to call it a bug or a feature - but that's definitely an item that I'll address in the video and in the document. I'll say, "This is the difference between a Meeting, and this is a Webinar, and this is where you'll run into issues with one or the other."

4.8. Introductory Slide with Instructions for Attendees

[00:54:26] **Hannah Simon:** That's helpful, too. SoCal has done it when - like, when they begin allowing people in, or when the meeting has started, just for the first couple of minutes, they have an instructional screen up, just a PDF of a few things. Like, "if you have technical issues and you can't figure out, just call me or email me." "We're gonna mute you just because it cuts down on background noise."

"You can, or cannot, unmute yourself," whatever your options are. I think that's helpful too. And if you just give an explanation of why it is that way, I don't think people -

[00:54:57] **Justin Kegley:** Yeah.

[00:54:58] **Edith Platten:** I think at the top of the meeting, that's right, Hannah, if you say - "all participants, you'll find you're muted. If you want to ask a question, please do so using the Q & A function." And it's not, it's, you know - "you're muted because of background noise," and it's just easier for everyone to - I think that's fine. Yeah.

[00:55:14] **Justin Kegley:** Yeah. But definitely showing some sort of informational slide at the top of the meeting or the webinar is definitely a good point.

[00:55:21] **Hannah Simon:** And you can attach that informational slide or paste your instructions into an email, too, when you send out, like - when you resend the registration link or, you know, the access link.

[00:55:36] **Justin Kegley:** Yeah.

Yeah. That's a great point.

V. Conclusion

[00:55:40] **Justin Kegley:** Okay guys, unless I'm missing anything, we'll release you from this seminar webinar, webinar seminar.

[00:55:50] **Edith Platten:** Thanks, Justin. That was really helpful.

[00:55:52] **Mollie Wohlforth:** Thank you so much. This is really helpful.

[00:55:55] **Hannah Simon:** And I know the Chapters are going to definitely make use of something like this.

[00:56:01] **Justin Kegley:** Yeah. Thank you guys for persisting and helping me to troubleshoot all of that.

[00:56:08] **Mollie Wohlforth:** I feel like I learn a lot from watching other people troubleshoot, as well as when I do it myself. I think I learned more from that than watching just a tutorial video. So it's very helpful.

[00:56:19] **Justin Kegley:** Yeah. The issue with the tutorial videos is that they're all very vague, because - I'm trying to just limit it to what the ICAA needs.

[00:56:26] **Mollie Wohlforth:** Thanks everybody.

[00:56:27] **Edith Platten:** Thanks, Justin.

[00:56:28] **Julie Benton:** Yeah. Thank you.

[\[00:56:28\]](#) **Hannah Simon:** Everyone have a good week.

[\[00:56:31\]](#) **Julie Benton:** You too.

[\[00:56:33\]](#) **Mollie Wohlforth:** Bye.

[\[00:56:34\]](#) **Justin Kegley:** Bye.

So that's it for our training video. I hope that this is helpful to all the staff members, Chapters, and instructors out there who want to create virtual events.

I can't imagine that I covered absolutely everything that you will encounter in Zoom, particularly in this new, totally digital world that we find ourselves in, but I hope that it is at least a good start.

Thank you so much and take care.