



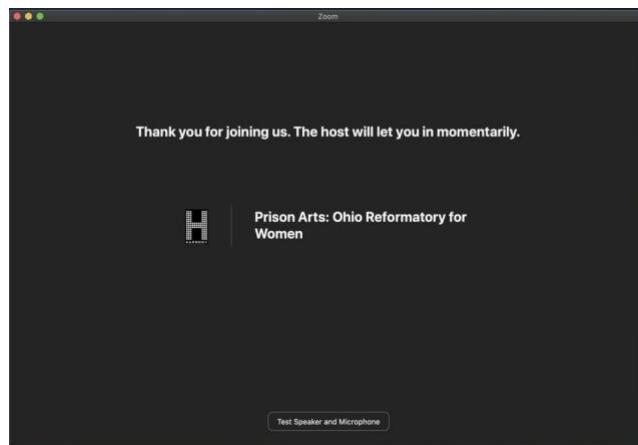
BEFORE THE MEETING:

STEP 1: Once you receive the link to your Zoom event, click it to launch.

STEP 2: Though you do not have to create a user account, you will need to download the Zoom desktop client to your computer or the Zoom app to your smartphone. Simply follow the prompts to do so. The software will download and prompt you to install it.

STEP 3: Once the Zoom software has been installed to your device, you can join the event.

STEP 4: Once you have installed the desktop client or mobile app, you can now join the meeting. If using a desktop or laptop, and the host has not yet started the meeting, you may see a screen that looks like this:



STEP 5: If this is your first time using the Zoom application, you may need to give it permission to access your webcam and microphone.

STEP 6: If you would like to join the meeting via telephone only, please call the number provided in the invitation. You will then be prompted to enter the Meeting ID number which will be provided in the invitation, as well. PLEASE NOTE: many features of the webinar will not be available if joining by telephone only.



BEST PRACTICES:

In order to have the best Zoom experience, we recommend the following best practices to limit any issues you may have:

1. **If you already have Zoom on your device:** Update your Zoom software before the meeting. You may do this by opening your Zoom client, clicking your image or initials in the top left corner, and selecting Check for Updates.
2. Limit the use of other devices connected to your WiFi/internet connection. The quality of your connectivity improves with reduced use of your WiFi connection on multiple devices.

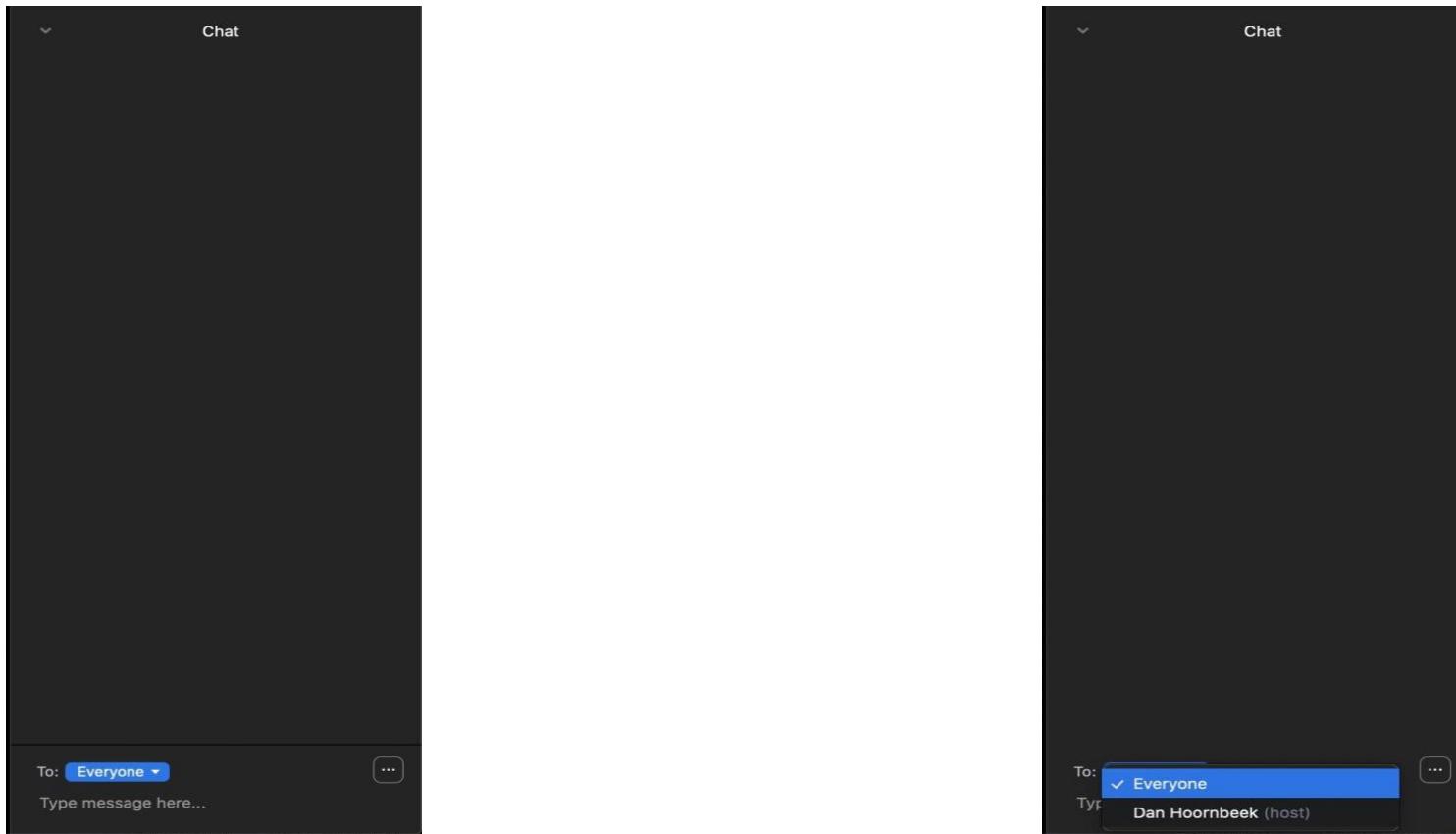
IN THE MEETING:

In the lower left-hand corner of your screen, you should see icons with the words “Mute” and “Stop Video” (pictured below). If you don’t see these icons, make sure to click on “Start Video” and/or “Join Audio” (in the same location) to be seen and heard. Throughout the meeting, you can always choose to mute yourself or stop your video if you would like. The hosts may also mute you or stop your video at various points throughout the meeting.

We may also be using the “Chat” functionality to hear your thoughts and to allow you to communicate with one another. In order to open the Chat, click on the Chat icon located at the bottom center portion of your screen. If you want to close the chat, you can simply click on this icon again. If you are on the phone app, the Chat will be available by clicking on the three-dot icon in the lower right-hand corner, then clicking on “Chat” from the menu that appears.

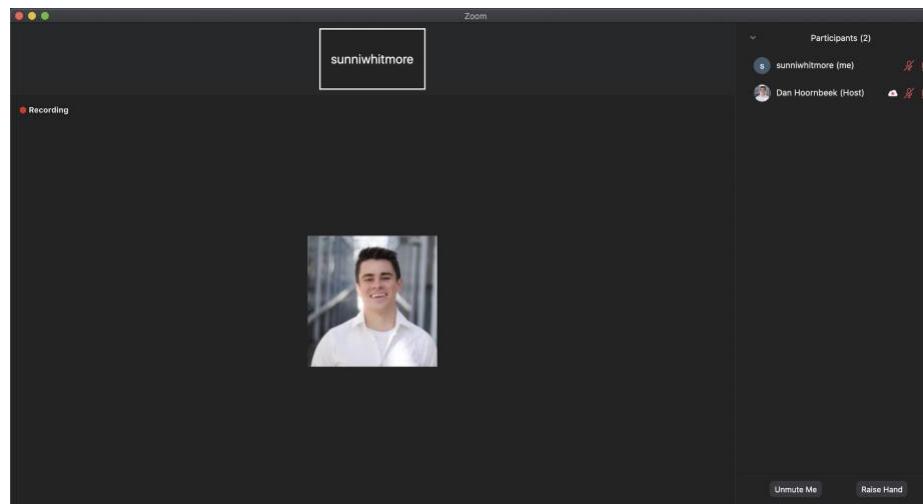


Once in the Chat, you may see some text at the bottom of the Chat area in a blue drop down menu (pictured below). Click or tap the blue dropdown and make sure to select “**Everyone**.” This will allow you to communicate and share your thoughts with all of the meeting participants at the same time. If you need to ask a question during the session, you can also use this blue drop down menu to select a Harmony staff member who you can privately message and ask your question.



SETTING YOUR VIEW:

For large meetings, Speaker View is recommended. When using Speaker View, you will see a large screen of the person who is speaking in the meeting. When we share the pre-recorded rehearsal of David and the Harmony Band through a shared screen, the view should automatically switch to speaker view so you can clearly see the rehearsal video. However, it is still good to know how to switch between speaker and gallery view, as gallery view is the best way to see as many participants on screen as possible at the same time.



To select Speaker View, click the icon that says “Speaker View” in the top right corner. If your Speaker View is already active, this will say “Gallery View” instead, and your view will switch to Gallery View. Simply click “Speaker View” again to switch back to Speaker View.

There is a chance you may be brought on to speak during the meeting. In this instance, we will “Spotlight” your video, meaning that you will be unmuted and brought to the center of the screen where all participants will be able to see your video through Speaker View.

RAISE HAND FUNCTION:

Throughout the session, if you have any questions while you are muted, you may get our attention by 1). Using the chat feature to ask us questions or bring up concerns; or 2). Using the “raise hand” feature to get our attention (pictured below). To use the “raise hand” feature, simply click on “Participants” in the middle lower section of the screen, and the participants tab will open. From there, you will see a prompt in the bottom right corner that reads “Raise Hand.” Click on this, and a blue hand will appear by your name in the participants tab and in the upper left-hand corner of your video. We will attempt to address your concern either using the chat function or by unmuting you and allowing you to speak to us directly.

