

IT Support for Zoom Webinars, Meetings, and Events

Information

This document provides detailed information on what to expect during Zoom events, meetings, and webinars. It explains the differences between these formats and outlines the support IT will provide to ensure a seamless experience. Whether you're a seasoned Zoom user or new to virtual hosting, this guide will help you prepare and perform confidently.

Understanding Zoom Formats

Zoom offers three primary formats suited for different purposes: meetings, webinars, and events.

Meetings:

This format is ideal for smaller, interactive sessions where all participants can turn on their microphones and cameras. This format fosters collaboration and works best for team discussions, training sessions, or small group meetings. Key features include the ability for everyone to interact freely and the use of breakout rooms for smaller discussions. Hosts and co-hosts play a vital role in managing permissions, muting participants, and controlling screen sharing.

- **Focus Mode**

Focus Mode is a meeting feature that can be enabled by the host or co-host after the meeting has started. When activated, it allows hosts and co-hosts to see all participants' videos and shared screens, while participants can only see the host, co-hosts, and their own video. This helps minimize distractions and is especially useful in educational or presentation settings. It offers a middle ground between a traditional meeting and a webinar—maintaining more control over the visual environment while still allowing for some participant interaction.

Webinars:

This format is designed for larger audiences and typically used for presentations, lectures, or conferences. Unlike meetings, interaction is

limited to designated panelists and moderators. Attendees can engage through Q&A, chat, or polls but do not have access to microphones or cameras, **although they can be allowed to turn their microphones on and off to interact if the coordinators would prefer more interaction.** Webinars also provide a backstage area for panelists to communicate privately before going live.

Events:

This format combines the flexibility of meetings and the scalability of webinars. They are suitable for multi-session conferences, workshops, or other complex gatherings requiring advanced scheduling, registration, and attendee tracking. Events often include a backstage area and tools for seamless coordination across multiple sessions.

What to Expect During Your Zoom Session

Before the Session Begins

Presenters and moderators should join 20-30 minutes early to allow time for pre-event checks. During this time, IT support will test your internet connection, microphone, camera, and screen-sharing capabilities. You will also review the event flow with the team, discussing details such as who will speak first, the order of presentations, and how Q&A sessions will be managed. Any slides, videos, or other resources will be verified to ensure they are ready to use. Whether another presenter, the moderator, or IT support is running the slides, you should confirm how cues like "next slide" will be communicated.

During the Session

IT support actively monitors the event to address any technical issues. They will manage spotlighting for speakers, transitions between presenters, and audience interactions. In meetings, this includes muting participants to minimize background noise. Disruptive participants can be placed in the waiting room as a warning or removed entirely if the behavior continues. IT will also handle recording the session if requested.

After the Session

There may be a quick debrief to review how the session went and gather feedback for improvement. IT support will provide the recording as either a downloadable link or an editable file, based on your preferences. You can also share any additional feedback or suggestions for future sessions during this time.

What IT Support Provides

IT support plays a crucial role in ensuring your session runs smoothly. They handle pre-session testing to ensure all technology is functioning properly and actively monitor the session to address technical issues as they arise. During the session, they manage audience interactions, such as muting participants or handling disruptions, provide recording services, and spotlight speakers to ensure they remain the focus during presentations. After the session, they deliver the recording and assist with any follow-up needs.

Special Notes for Presenters and Moderators

Webinars require more structured audience management compared to meetings. Moderators will handle the Q&A and chat while ensuring panelists can communicate effectively with attendees. The backstage feature is especially helpful for panelists to coordinate privately.

Meetings, on the other hand, involve more direct interaction from participants. Presenters should be prepared to manage audience contributions and use breakout rooms if smaller group discussions are needed.

For events, it is essential to familiarize yourself with the extended features, such as session switching and advanced registration tools. These features help create a seamless experience for attendees and organizers alike.

If your session involves translators, ensure they are spotlighted or assigned a dedicated audio channel. Attendees should be informed about how to

switch to their desired language channel. For sign language interpreters, ensure they are always visible to the audience by keeping them spotlighted.

By understanding the unique features and expectations of Zoom formats and working closely with IT support, you can focus on delivering an engaging and successful session. Reach out to your IT team with any questions or additional needs—we're here to help!