ZOOM BEST PRACTICES

ONLINE SAFETY

To ensure that all attendees and presenters can enjoy a safe and respectful virtual space, we have taken steps to enhance your online learning experience. The following are ways in which we minimize risks while using Zoom:

**Code of Conduct:**

By registering as an attendee of a virtual program at the Toronto Botanical Garden, you agree

* To communicate with all attendees, presenters, and moderators in a respectful, inclusive manner that is absent of harassment, violence, racism, bullying, intimidation or discrimination of any kind
* That behaving contrary to the Code of Conduct will result in immediate removal from the Toronto Botanical Garden courses without refund or compensation

**Security:**

* Zoom Meeting and Zoom Webinar IDs are only shared with registered program attendees
* All attendees will require a password to join the Zoom Meeting or Webinar
* Zoom Meeting (for smaller class sizes):
  + Attendees will be placed in the waiting room until the TBG moderator opens the virtual meeting
  + Attendees will not be able to share their screens unless required by the moderator or instructor (for example, sharing their work for an art class)
  + The private chat function will be disabled
  + Attendees will be muted during presentations to eliminate background noise or distractions
* Zoom Webinar (for Lectures and TBG Presents):
  + Attendees will automatically have their microphones, videos, screensharing and private chat functions turned off when entering the webinar
  + The moderator or instructor will have the ability to activate these functions if required for class engagement.

PARTICIPATING SUCCESSFULLY IN A ZOOM MEETING OR WEBINAR

**Accessing Zoom:**

* [Download the Zoom app](https://zoom.us/download) (for computer or smartphone) in advance of your session
* Once the app is downloaded, you can click on any future session link, and you will be directed to the appropriate session

**Communicating with Moderator or Attendees:**

* If you are attending a Zoom Meeting, please keep yourself muted when you are not talking
* For better audio quality, use a headset or headphones
* Chat with attendees and/or your host using the “Chat” feature
  + Click on the “Chat” button at the bottom of your screen
  + A chat box will appear. Type a message into the box to communicate with everyone.
  + Click the drop-down next to “To” if you want to send a private message to the Moderator
* To let the Moderator know that you have a question, raise your virtual hand
  + Click on the “Participants” button at the bottom of your screen
  + At the bottom right-side of the window, click the button labeled “Raise Hand”
  + Lower your hand by clicking the same button

**Joining the Session by Phone*:***

* Dial an in-country number. If you dial a toll number, rates will apply. Phone numbers are found on each session link, or you can visit the list of international numbers on the [Zoom website](https://zoom.us/zoomconference)
* Enter the **Meeting ID** (9, 10, or 11-digit number provided in your registration email)
* Enter the **Passcode** (6-digit number provided in your registration email

**Troubleshooting Technical Difficulties:**

* If you are having network issues, try turning off your video
* If you are having audio issues, leave the meeting and try logging back in
* Learn more about technical requirements on the [Zoom help website](https://support.zoom.us/hc/en-us)