

## ZOOM BEST PRACTICES

### ONLINE SAFETY

To ensure that all attendees and presenters can enjoy a safe and respectful online 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 online 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 online 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](#) (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](#)
- 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](#)