



**National Pediatric Cardiology**  
*Quality Improvement Collaborative*

# GUIDE BOOK

FOR  
**VIRTUAL**  
LEARNING SESSIONS

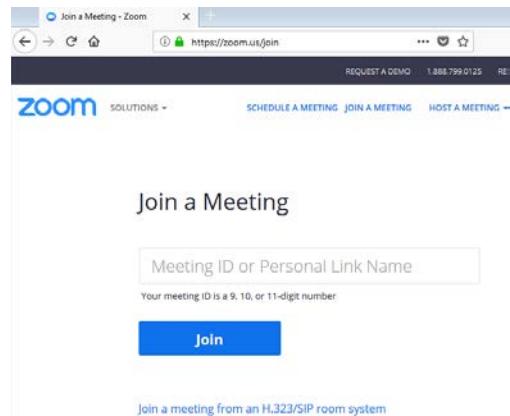
## Table of Contents

<u>How to Join the Zoom Webinar.....</u>	3
<u>How to Unmute in Zoom.....</u>	4
<u>How to Ask Questions in Zoom.....</u>	5
<u>How to Interact with the Group in Zoom.....</u>	6
<u>AV /Conference Room Needs.....</u>	7
<u>Tips for Key Contacts.....</u>	8
<u>Tips for Presenters.....</u>	9

## How to Join the Zoom Webinar

Optional: [Download Zoom](#) software to the computer(s) being used for the Learning Session. Zoom will automatically download when clicking on a session log-in link but completing this step in advance will cut down on set-up time and may help identify any potential firewall issues at your care center.

1. Open your web browser and go to <https://zoom.us/join>
2. Enter the webinar ID for the appropriate session (refer to the learning session program).



3. Enter your information, then click "Join Webinar"
4. Once the organizers start the meeting, you will be logged in.

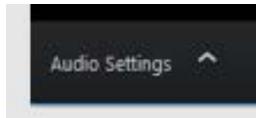


**NOTE:** If you do not see the zoom tool bar, move your mouse or hit "ESC" on your keyboard to exit full screen mode.

## How to Unmute in Zoom Webinar

All attendees will automatically join the webinar on mute. You may unmute yourself during designated discussion times if your computer has a functioning microphone. To check for this:

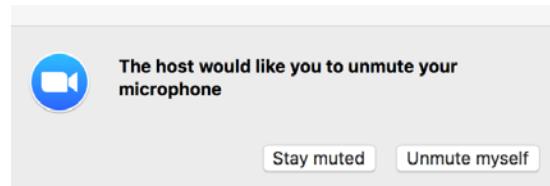
1. Click “audio settings”



2. Test that your speaker and microphone are plugged in and functioning



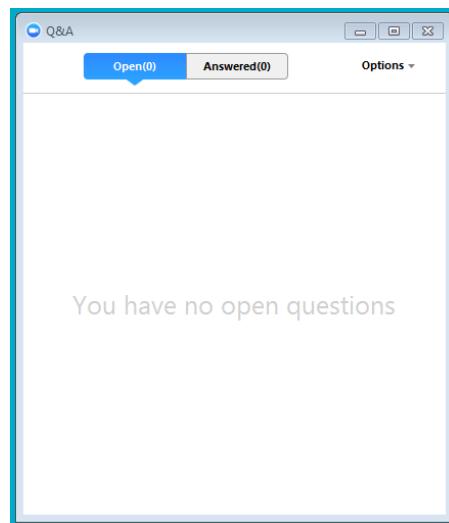
Once you've checked to see if your microphone is functioning correctly, message the organizers using the Q&A function (see page 5) and ask to be unmuted. The organizers will then enable your audio control. Hit the “unmute myself” option.



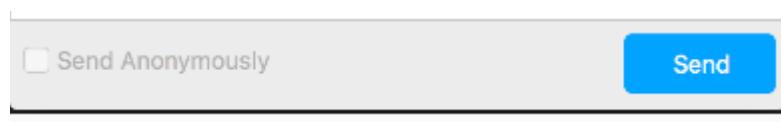
**NOTE:** Attendees using the webinar's call-in line will not be able to unmute. Phone users are only able to join as “listen-only” attendees. For this reason, we recommend that you join the session audio using the microphone and speakers connected to your computer.

## How to Ask Questions in Zoom Webinar

Use the Q&A feature to contact NPC-QIC staff with any questions or technical assistance.

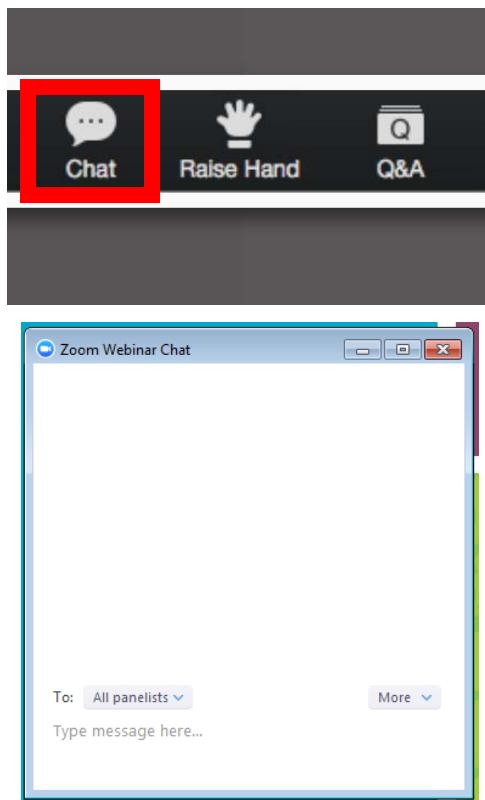


**NOTE:** you have the option to ask questions anonymously



## How to Interact with the Group

Chat with organizers, presenters, and all other attendees by using the chat feature.



**NOTE:** you have the option to ask questions to only the organizer and presenters (panelists) or the whole group (panelists and attendees)



## AV / Conference Room Needs

### FOR PARTICIPANTS:

- If joining on your own
  - A computer with audio (functioning speakers and microphone)
  - Stable internet connection (a wired connection is best)
- If joining as a team
  - a computer connected to a large screen to broadcast the webinar
  - Each participant should also bring their own laptop to join and use the chat and Q&A features
  - Designate a point person (ideally one in each breakout room) who can log in and out of various breakout sessions on the computer connected to the large screen
  - Stable internet connection (a wired connection is best)

### FOR PRESENTERS:

- A computer/laptop with audio (functioning speakers and microphone) and video capabilities
- A (land line) phone if you do not want to use your computer audio
- A headset if you are using your computer's audio
- A space with good lighting, clear background and minimal noise
- Review "Tips for Presenters" on page 8 for more information

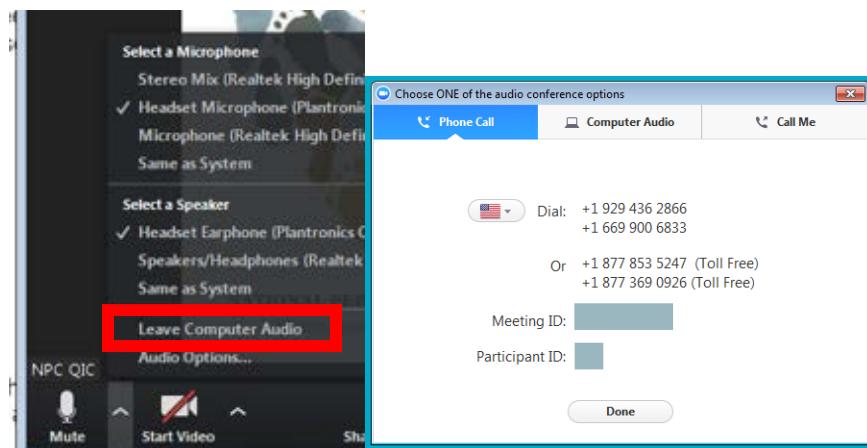
### **Tips for Key Contacts**

- Reserve a room at your Center or a zoom line so participants at your site can join team time
- Ensure that all participants have registered so they can receive the links to log in to the Learning Session
- Review/disseminate this guide to your center participants

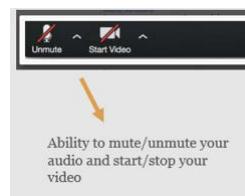
## Tips for Presenters

- Audio: Once you join the session, you have the option to switch your audio to a phone call by clicking the “^” next to the microphone button, select “Leave Computer Audio”. This will pull up an audio options dialog box, hit the “phone call” tab along the top of the dialog box.

**Note:** We recommend using a headset with a microphone in either case as this will produce the best sound quality for participants



- As a presenter (or “panelist” in Zoom lingo) you will have additional functions on your task bar. You will only need to check and make sure you are unmuted and start your video. PM staff will manage the other features (such as Q&A, chat box, etc.)



- Review AV/Conference room needs ([page 7](#))
- For additional help with audio and video, [watch this video](#)
- Have contact information for the AV department at your center