

Zoom Best Practices

When you join the service

- You may be asked to download the Zoom app - please do so. Please do not log in to or create an account!
- You may be prompted to turn on your camera.
- When the service begins you will be placed in "mute" mode - meaning you will be able to hear the speakers but your microphone will be off.
- It is helpful to keep your microphone on mute for the entire service.
- If you are having difficulty joining one of our Zoom calls, please email info@ascensionnyc.org or call the church office (212-254-8620) and we will try to assist you as soon as possible.

Look your best

- Lighting should come from in front of you or from the side, in order to best light your face. Keep your background clear of distractions.
- Try to have your camera facing you at eye level, rather than looking up or down at you.
- Remember people can see what you're wearing and doing.

Making the best of the sound

- Zoom "follows" whichever mic is being used. This is why you may find it hard to jump into a conversation during during open mic times. It's also why the moderator will mute everyone during the services. To get the attention of the moderator, click the "chat" icon at the bottom of the window, then click the "raise hand" icon.
- Avoid "taking over the mic" - when you aren't planning on joining in the conversation, mute your mic. You can temporarily unmute yourself by pressing the space bar on your keyboard.
- Who's Talking? In the upper righthand corner you can toggle between gallery and speaker view. Gallery view shows upto 25 thumbnail screens at at time; speaker view shows the current speaker in your main window.
- If you are connecting with your phone AND your computer, be sure to turn off your computer audio and mute your microphone to prevent a feedback loop.
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