



MOVING FORWARD – SINGLE MARKET FORUM 2021

THE SINGLE MARKET
FORUM – CLOSING
CONFERENCE

25 June 2021, Lisbon, Portugal

**SINGLE
MARKET
FORUM**
2020/2021

*Internal market,
Industry,
Entrepreneurship
and SMEs*

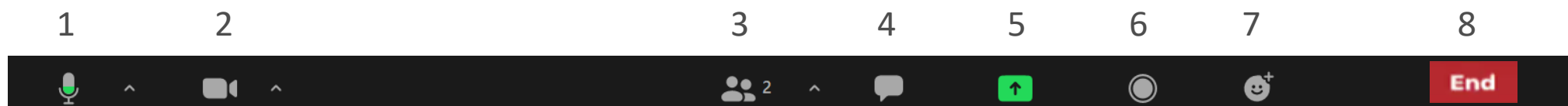
Zoom User Guide

CONNECTION INSTRUCTIONS

- Make sure you have already downloaded the **Zoom desktop application** to ensure that your IT environment can support the software: <https://zoom.us/download>. We strongly recommend you to connect from the application.
- **Use a LAN/ Ethernet connection** rather than Wifi.
- **Avoid running any background applications** and notifications.
- **Avoid VPN connection** it may affect your connection to the ZOOM platform.
- **Use headphones/headset.**
- We kindly ask you to type your **full name and surname** you have already used to register.
- Your microphone will be muted by default when you join the meeting. **Unmute yourself when the Moderator gives you the floor.**
- **Avoid background noise during your intervention.**
- **Choose a place with a nice simple background** (white wall, some plants, bookshelves).
- **Choose a good light** if possible **coming in front not behind** you and **avoid to have a window behind.**
- Try always to **watch into the camera** not on a side.
- During the conference please **join the session room 15 min in advance if you are a participant and 30 min in advance if you are a speaker.**

FEATURES AVAILABLE IN ZOOM MEETINGS

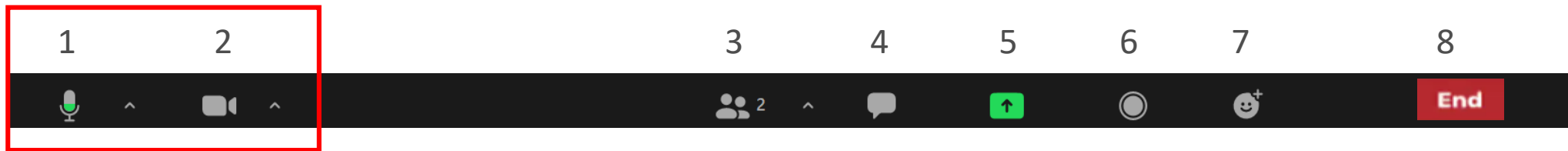
Following controls are available in Zoom when using the application.



1. Mute and unmute yourself
2. Start and stop your video
3. Show the list of participants
4. *Start a Chat with everyone, or with a specific person (you will not have the control on this button)*
5. Share content
6. *Recording (you will not have the control on this button)*
7. Reactions
8. Leave the meeting

YOUR MICROPHONE AND CAMERA

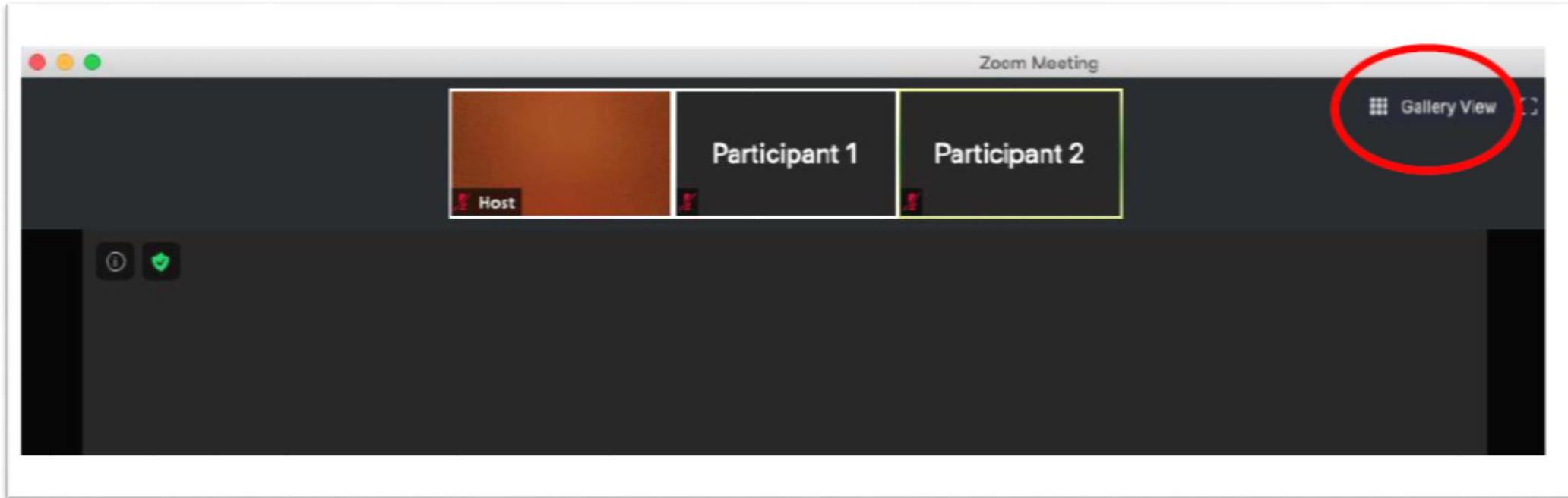
Following controls are available in Zoom when using the application.



It is highly recommended that you have your **camera on and microphone muted** during the meeting. If the moderator gives you permission, you can **unmute and talk during the meeting**. All participants will be able to hear you.

You can start your video and unmute yourself using the two buttons circled above (bottom left of the Zoom window). By clicking on the small arrows beside those buttons, you get options allowing you to change the video or audio input and output.

ACTIVE SPEAKER OR GALLERY VIEW



By default, you will have an active speaker view, where you will be able to see a limited amount of participant's images and the image of the person speaking in the bigger window.

To see your presentation and enhance the stream window, you have to click on **GALLERY VIEW** (upper right corner), the button circled in the image above.

RAISING HANDS



Following controls are available in Zoom when using the application.



You will be able to **raise your hand** if you want to ask a question or contribute to the discussion.

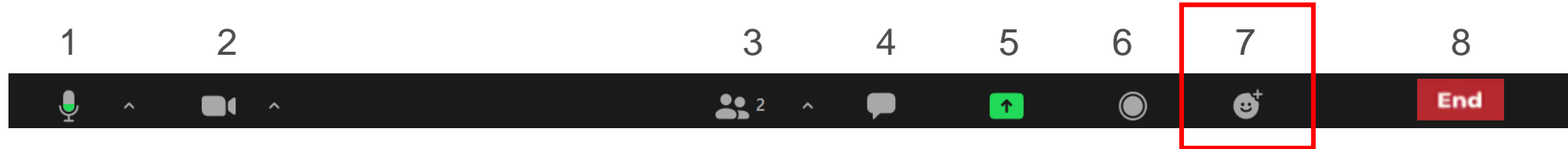
The moderator will have an overview of who has raised their hands (they will be listed in chronological order in the participant window).

If you want to use raise hand option, please follow the next steps:

1. Click on **Participants window**
2. On the right bottom of your screen, click on “**Raise Hand**” button 
3. The Co-Host/Moderator will be notified that you've raised your hand. If the moderator allows you to talk, you may be prompted to unmute yourself. While unmuted, your profile picture and name is displayed to the host and panelists.
3. Click “**Lower Hand**” to lower it if needed. This will not mute yourself if you are unmuted. 

REACTIONS

Following controls are available in Zoom when using the application.



By clicking on the **Reaction button**, you will open some emojis: Clapping Hands. Thumbs Up. Heart. Tears of Joy. Open Mouth.

It can be used as an active tool to efficiently provide non-verbal feedback to a question posed by the Moderator.

Click the icon again to remove it.