

# **Zoom Guides for Court Users**

**Created by the Arkansas  
Administrative Office of the Courts**

## About These Guides

The Arkansas Administrative Office of the Courts (AOC) developed these guides to help court users, but the guides may be helpful for many non-court users. There are a few things to keep in mind as you review these materials.

- **Hyperlinks are used in the Table of Contents and throughout the guide. You can click any hyperlink to visit the material it references.**
- **Zoom updates its software regularly, so the current version may appear slightly different than what is shown in this guide. One example is that the "More" button on the "Participants" sidebar may now show as "..."** instead.
- **The guides were originally developed when AOC was using the Zoom.us domain. AOC users should disregard any remaining Zoom.us references or graphics and only use the Zoomgov.com domain.**
- **For live support, it is always best to first contact AOC staff at (501) 682-9400 or [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov).**

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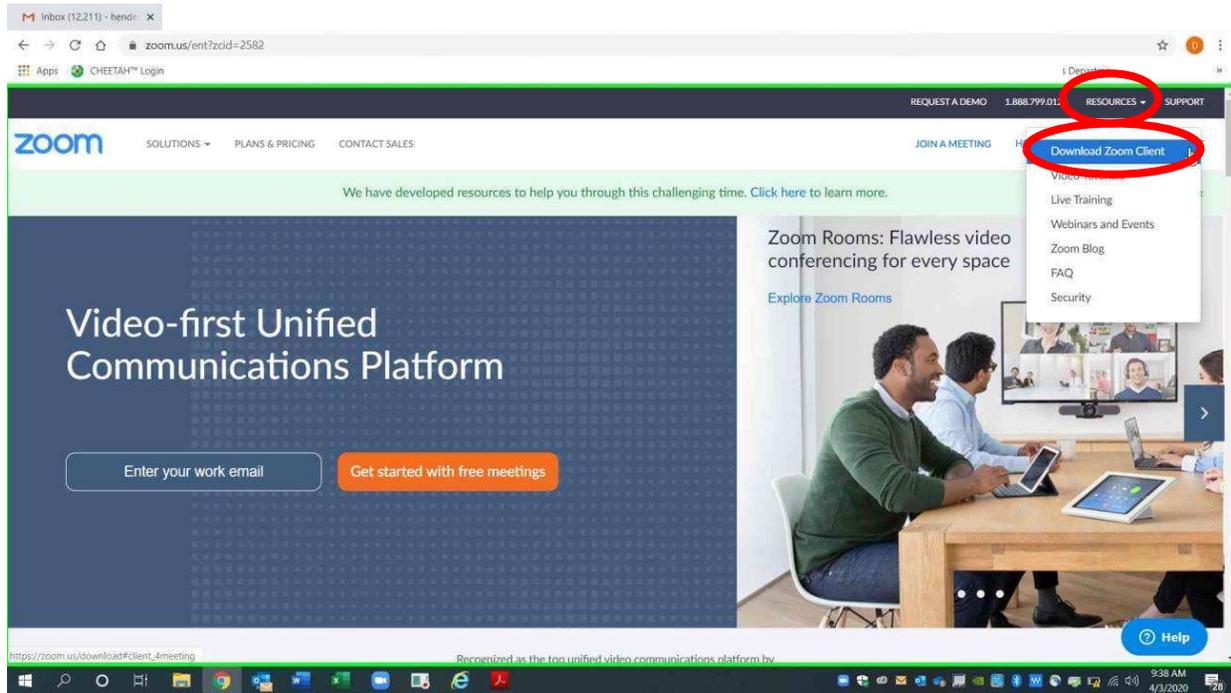
**[Troubleshooting Audio Issues](#)**

# **Installing the Zoom Desktop App**

## Installing Zoom App

There are two ways to install the Zoom app on your device. Go to [zoom.us](https://zoom.us) and log in to your account.

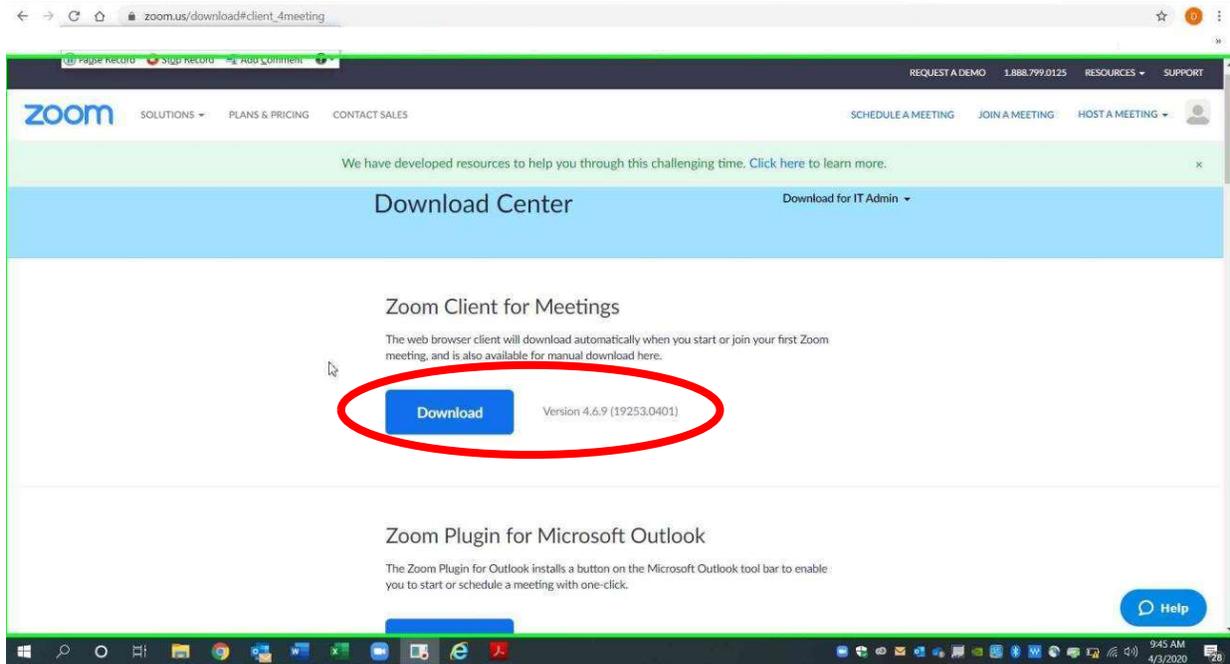
For the first download method, go to [zoom.us](https://zoom.us) and choose “Resources.” Choose “Download Zoom Client” from the dropdown menu.



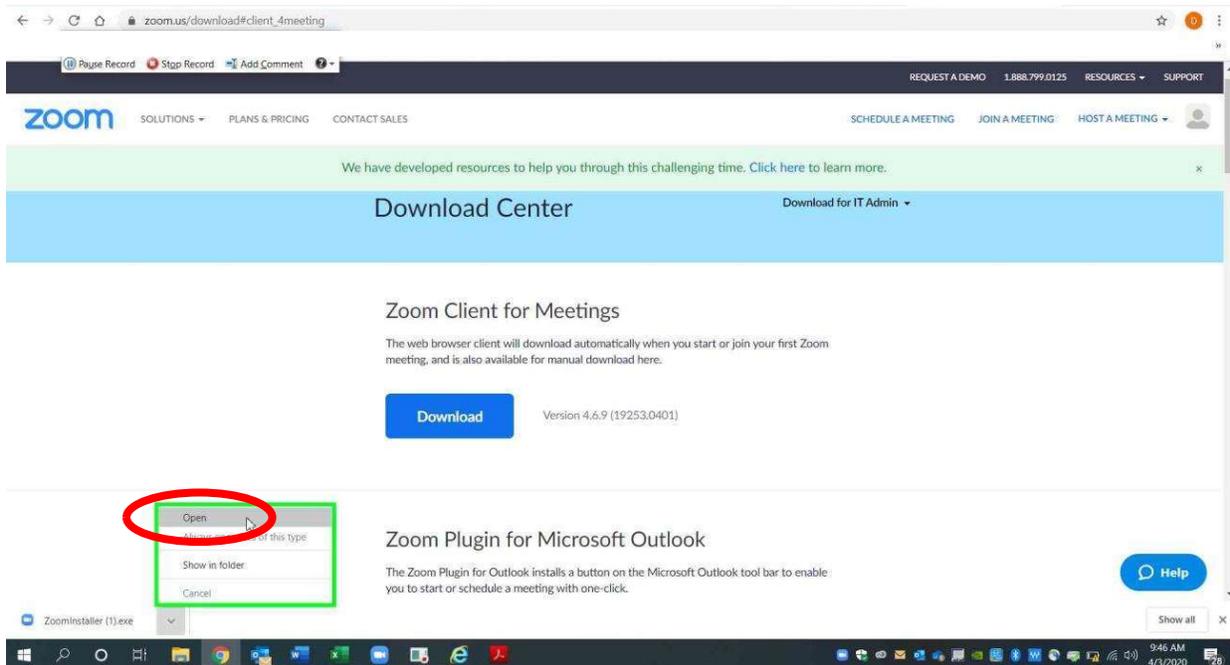
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Installing Zoom App

## Choose “Zoom Client for Meetings.”



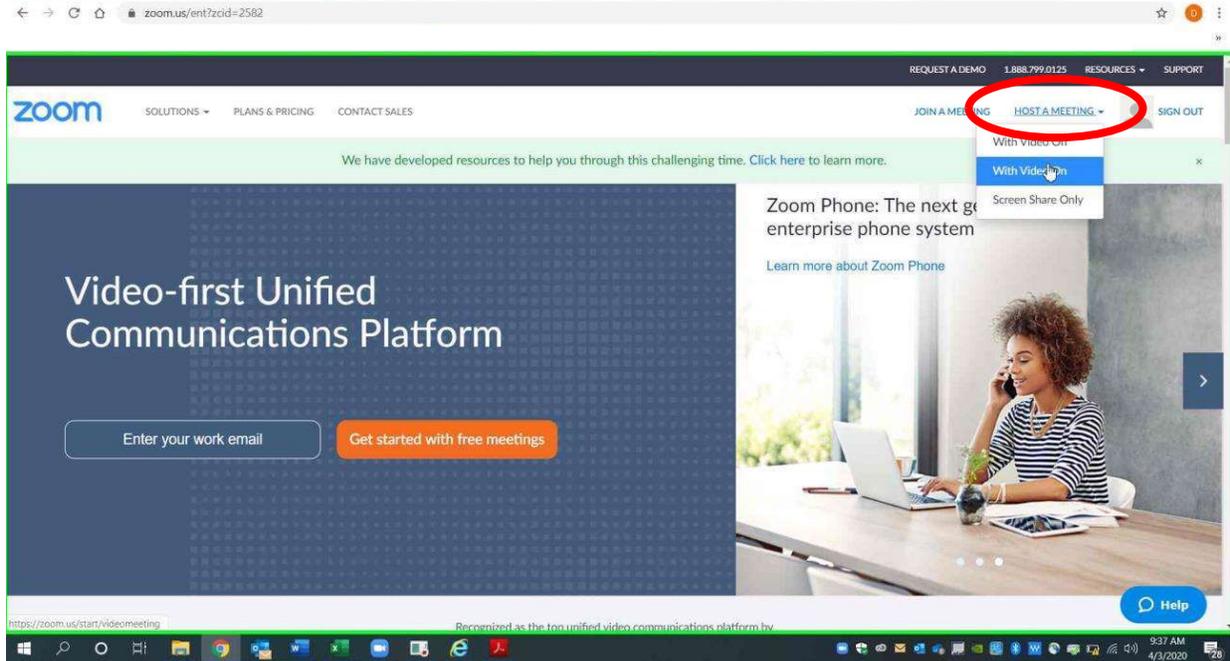
## After the download, choose “Open” or “Run” to complete.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Installing Zoom App

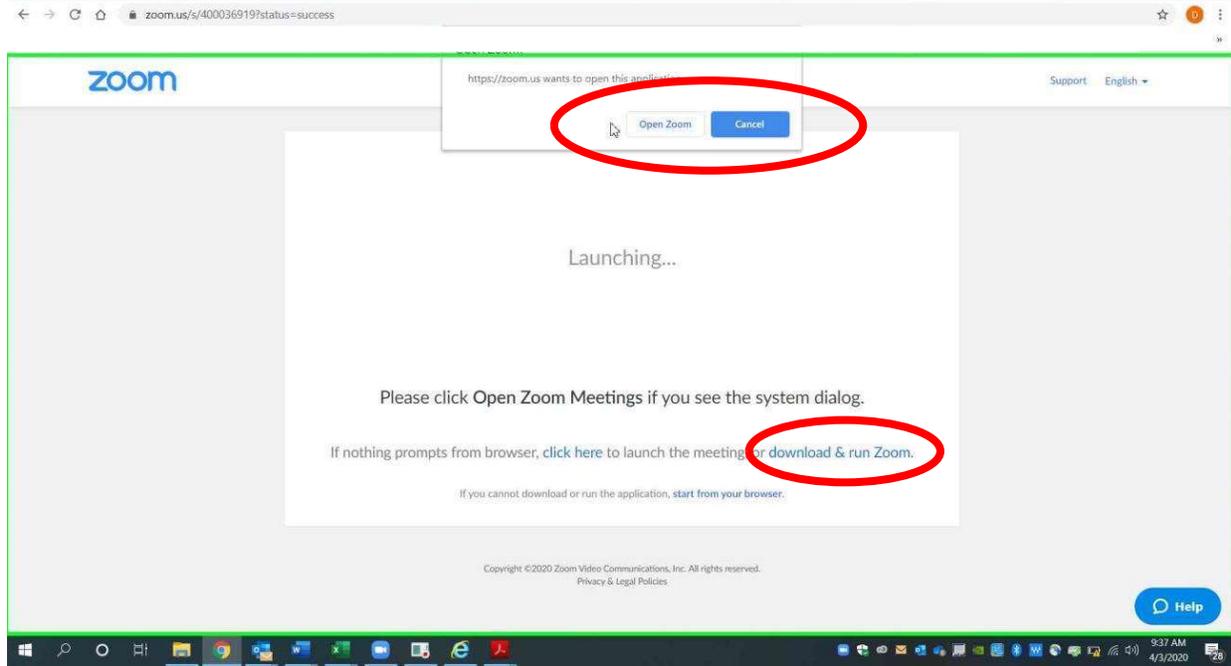
**For the second download method, choose “Host A Meeting.” Video on or off will both work.**



**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Installing Zoom App

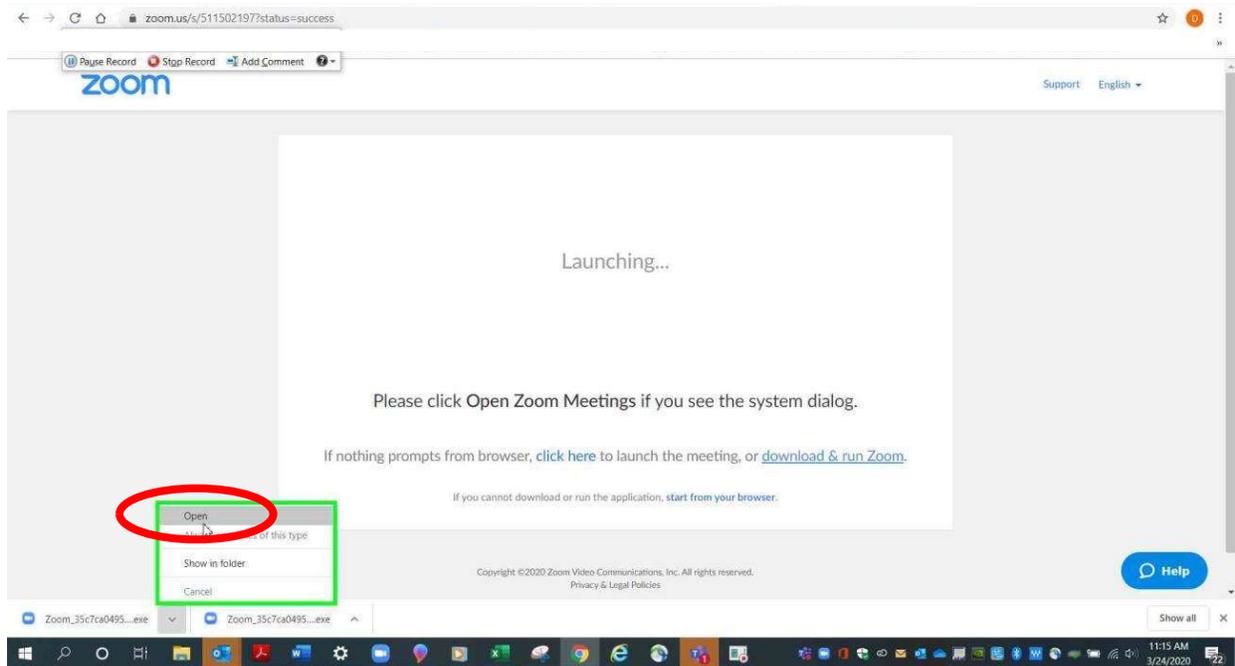
If you are prompted to “Open Zoom,” that means you already have the download on your computer. Otherwise, choose download from the popup box or from the link on the site.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Installing Zoom App

When the file downloads, choose “Open” or “Run” to complete the download.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

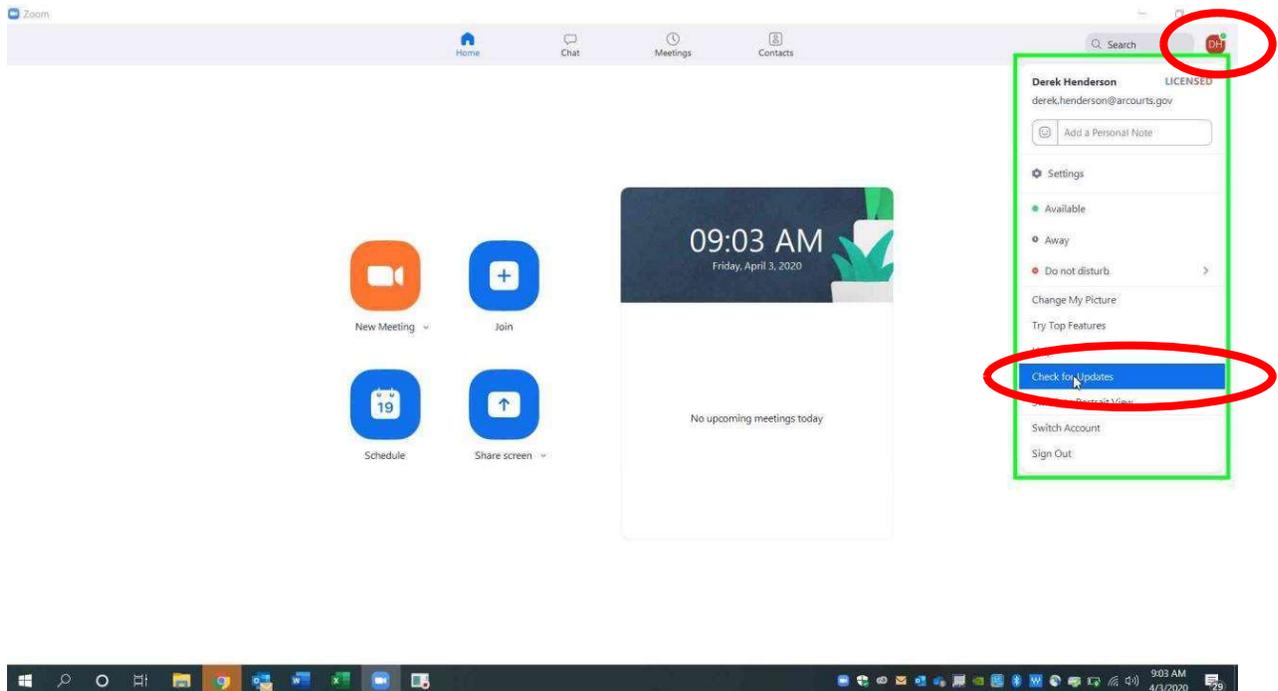
# **Updating the Zoom Desktop App**

## Updating Zoom App

**Zoom releases updates frequently to ensure security. Updating frequently will keep your meetings secure.**

**If you are prompted automatically, then choose the option to allow the update.**

**You can also choose to allow the update manually each day. In the Zoom app, select your account icon in the top right corner. The program will either indicate that there are no updates or prompt you to download available updates.**

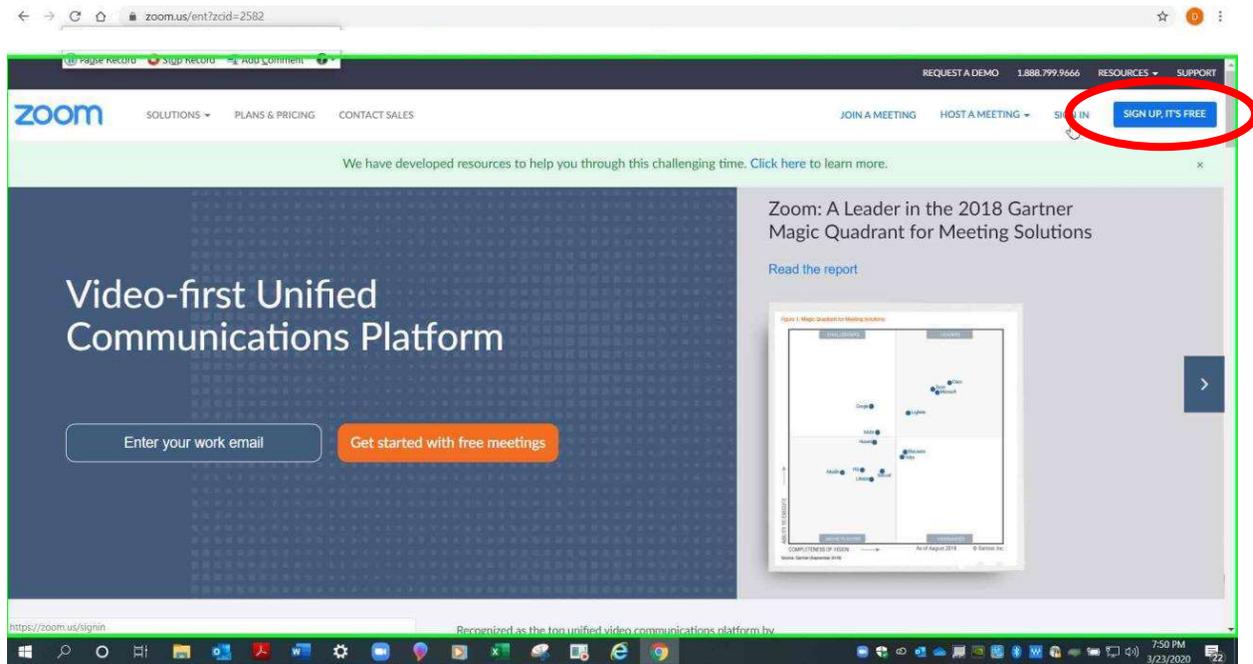


**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

# **Creating a Free Account (for attorneys and other non-host users)**

## Creating a Free Zoom Account

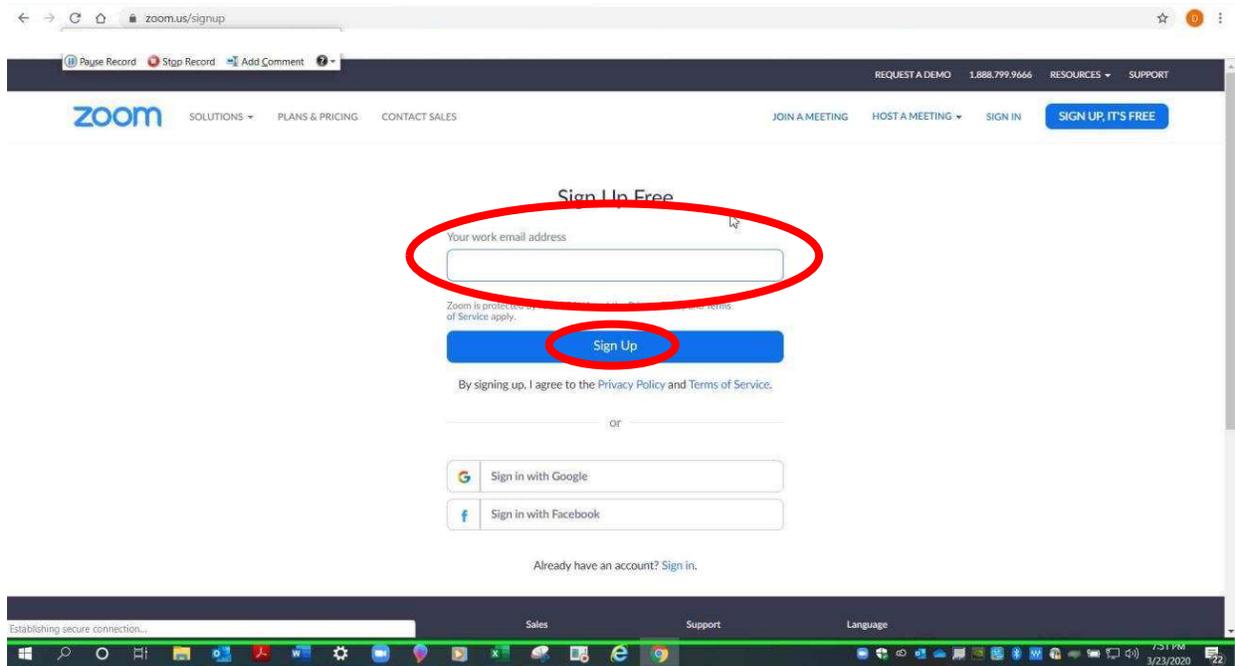
Basic accounts are free, and they are ideal for many users. Since judges will serve as hosts for court hearings, other users can participate with Basic accounts (there are no time limits as long as the host has a Pro account). Start by going to zoom.us. Select “Sign Up, It’s Free.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Creating a Free Zoom Account

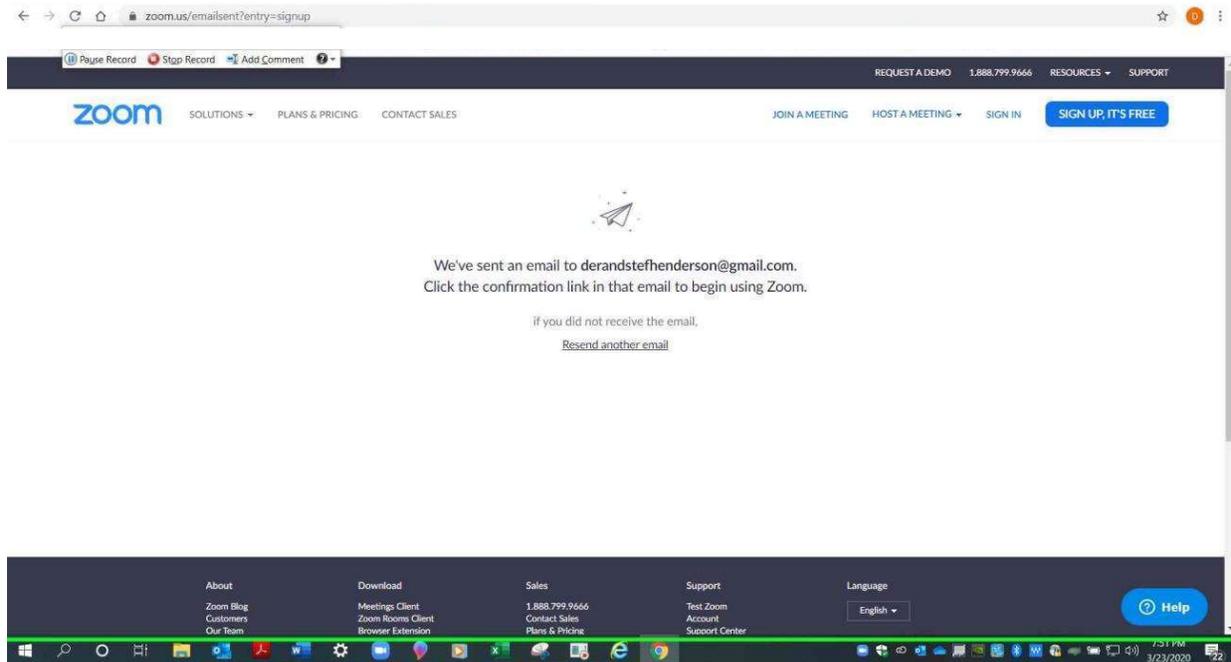
Enter the email address you wish to use, and choose “Sign Up.”



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## Creating a Free Zoom Account

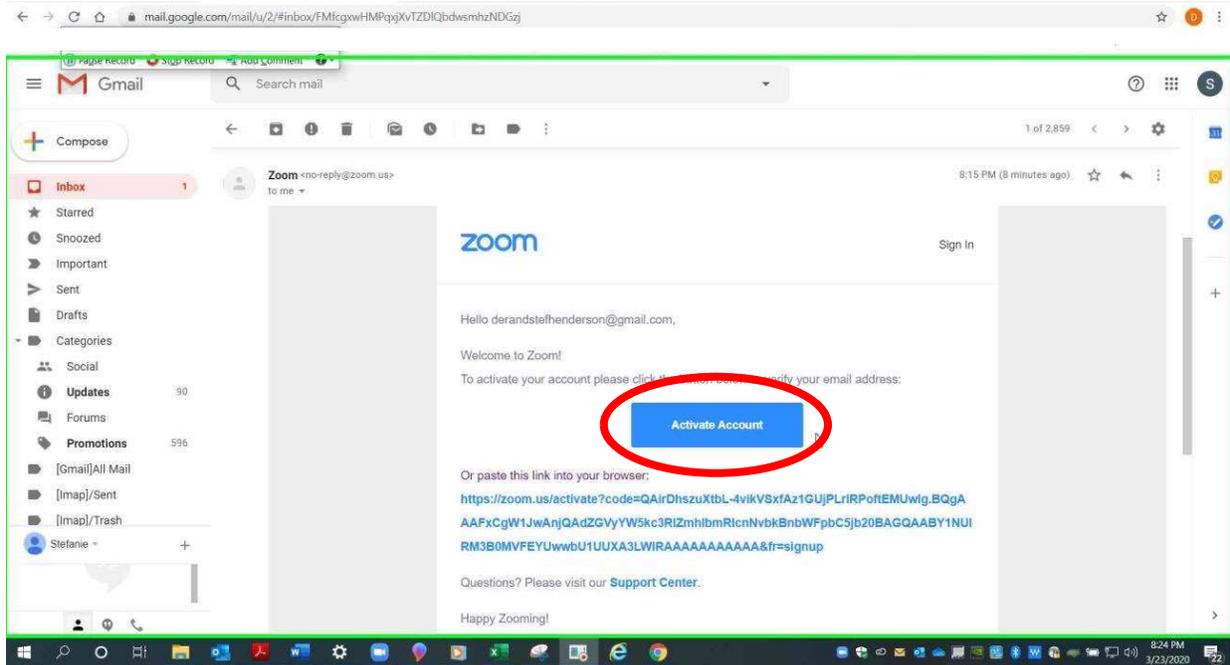
The screen below will appear to let you know that Zoom has sent an email to the address you provided. It is a good idea to check the address to make sure it is what you intended to provide. It may take up to 30 minutes for the email to go through, so be patient before requesting a resend. Be sure to check your “spam” folder as well.



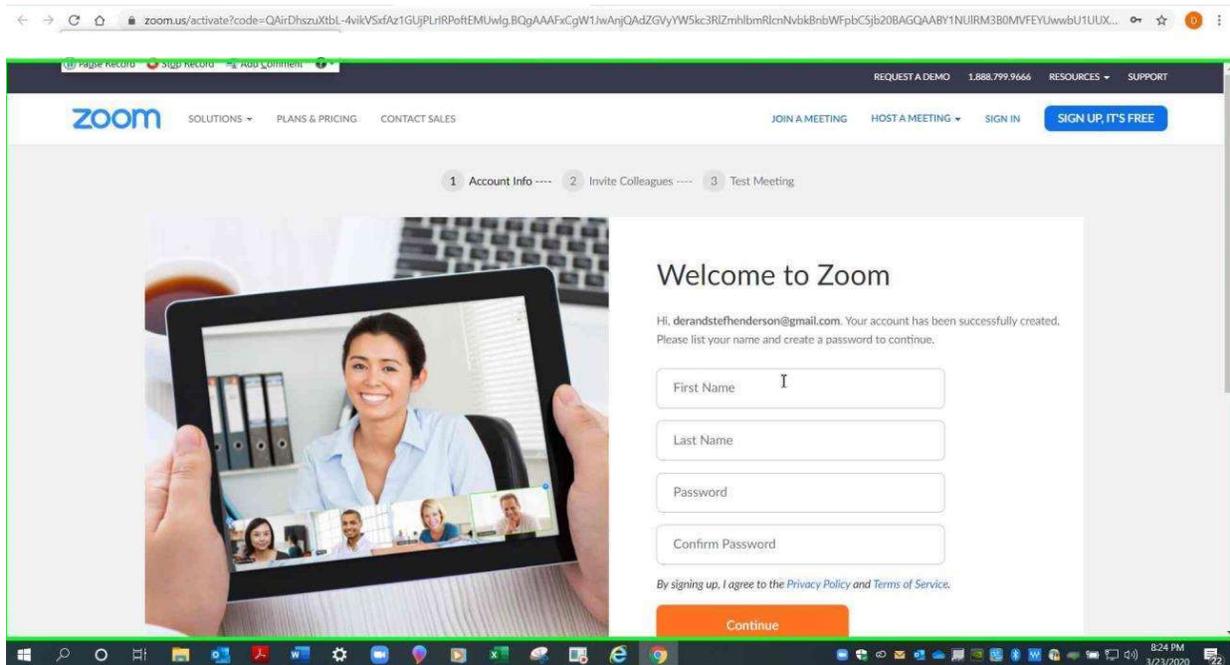
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Creating a Free Zoom Account

In the activation email, click the “Activate Account” button or use the link below it.



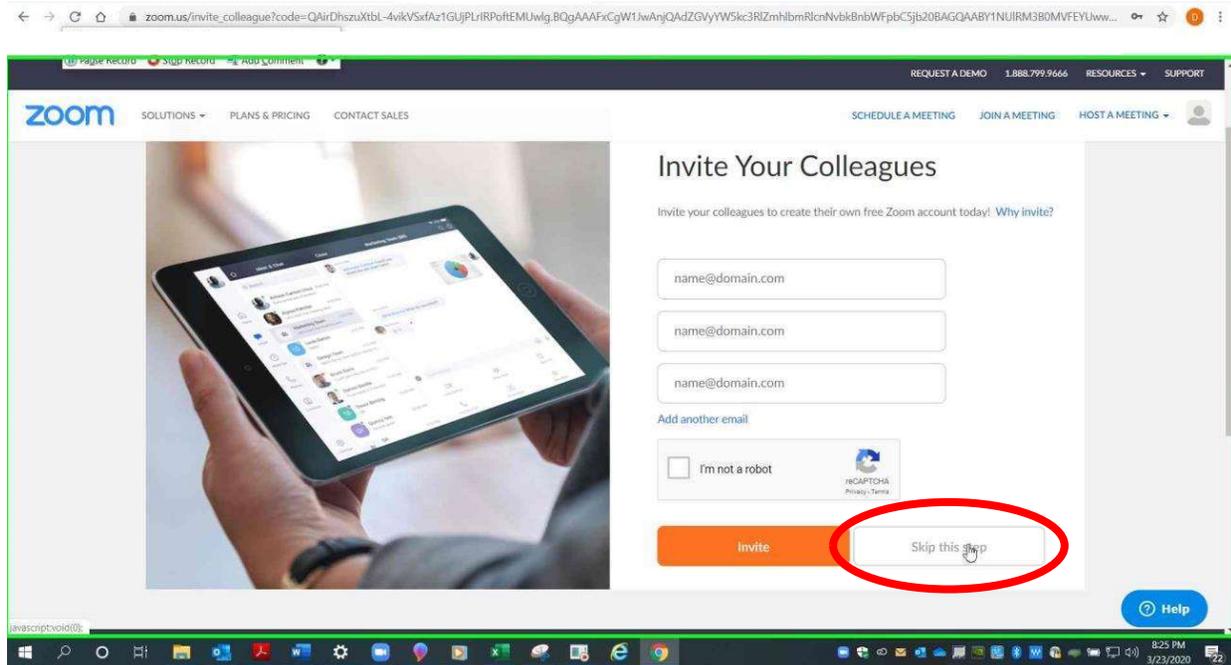
Enter your information and preferred password. Choose “Continue.”



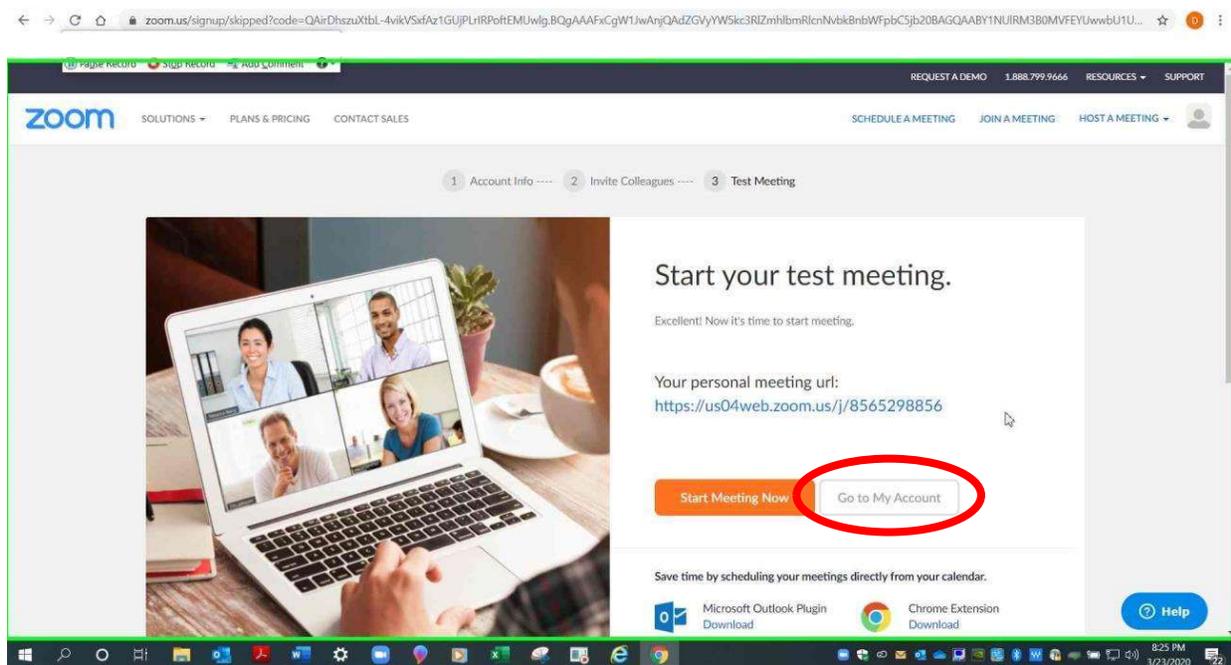
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Creating a Free Zoom Account

The screen below asks you to invite colleagues. This is optional. Choose “Skip this step” to save time.



Choose “Go to My Account” to begin adjusting your account settings.



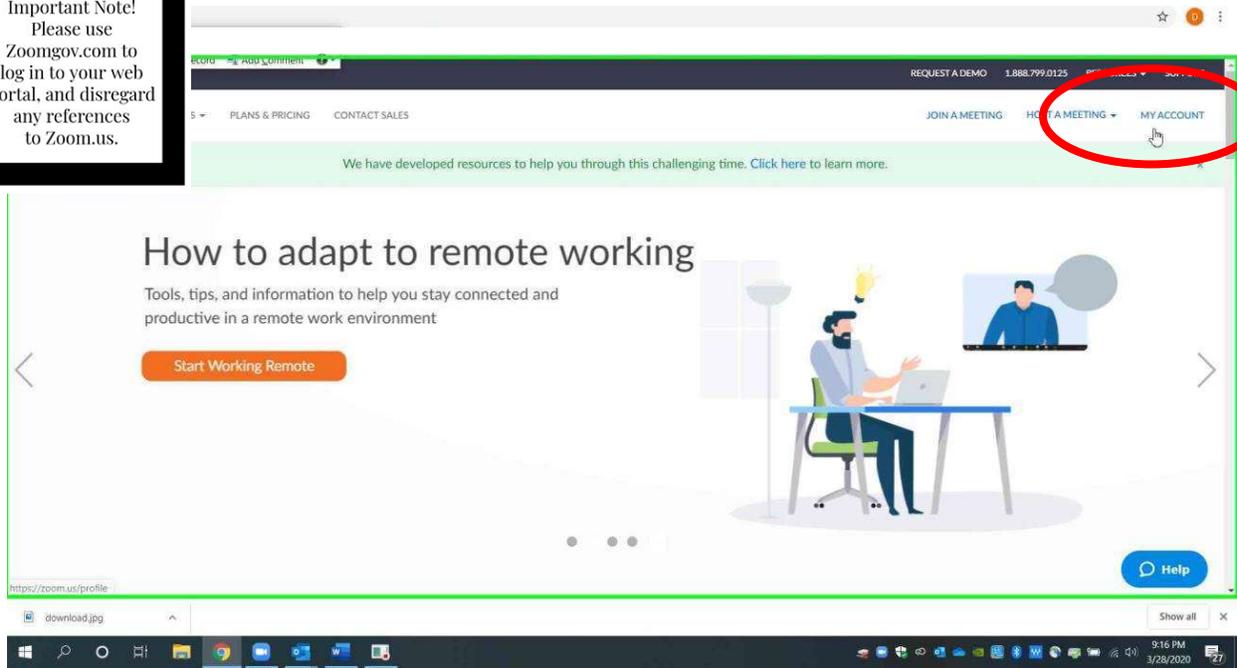
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Setting a Virtual Background**

## Setting Virtual Backgrounds

Setting a virtual background is a way to present with a professional look no matter where you are. First, sign in on [Zoomgov.com](https://zoomgov.com); go to “My Account,” or click the person logo that appears in its place in the top right corner.

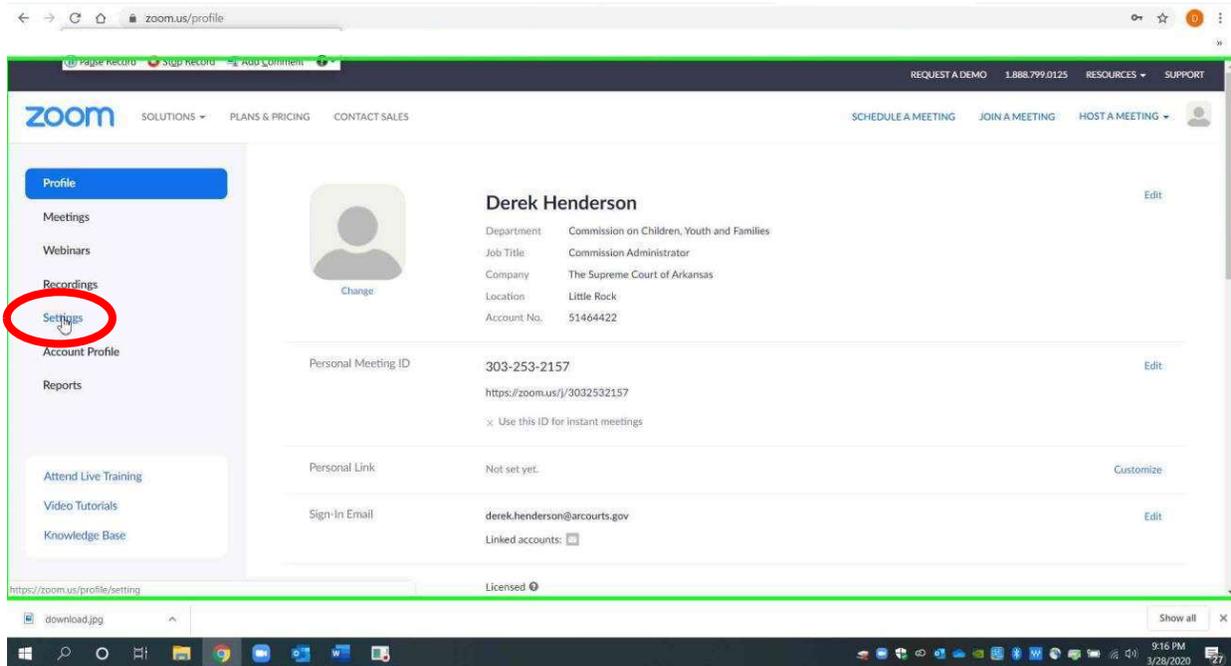
Important Note!  
Please use  
[Zoomgov.com](https://zoomgov.com) to  
log in to your web  
portal, and disregard  
any references  
to [Zoom.us](https://zoom.us).



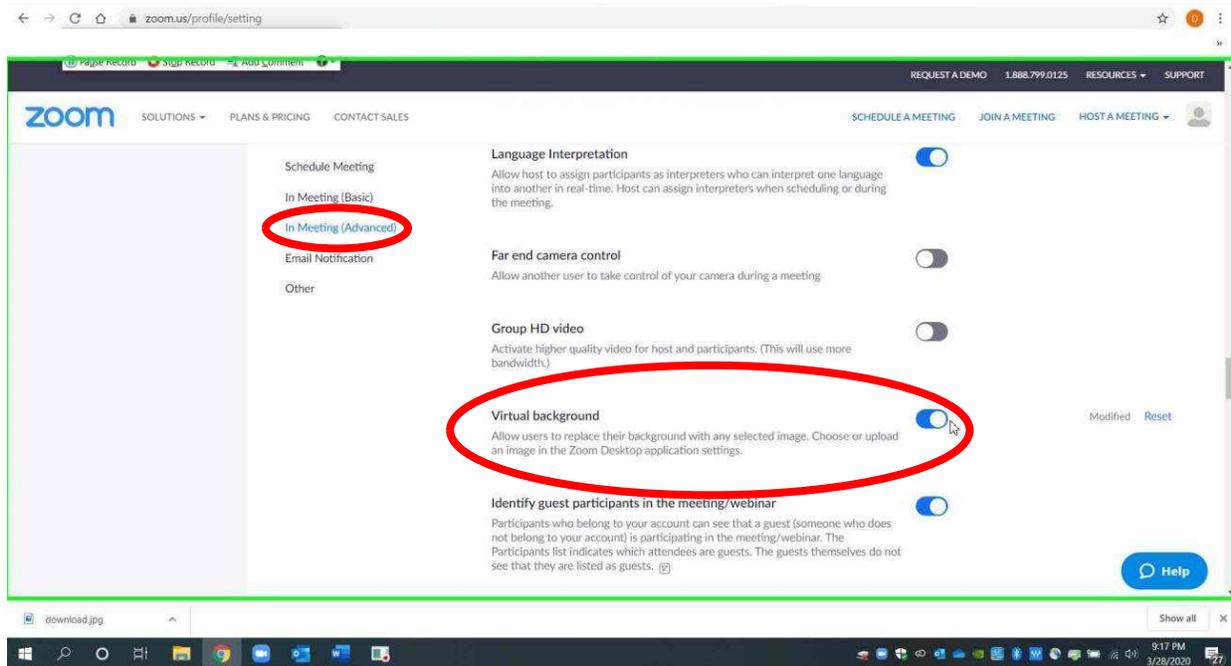
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Setting Virtual Backgrounds

Choose “Settings” on the left.



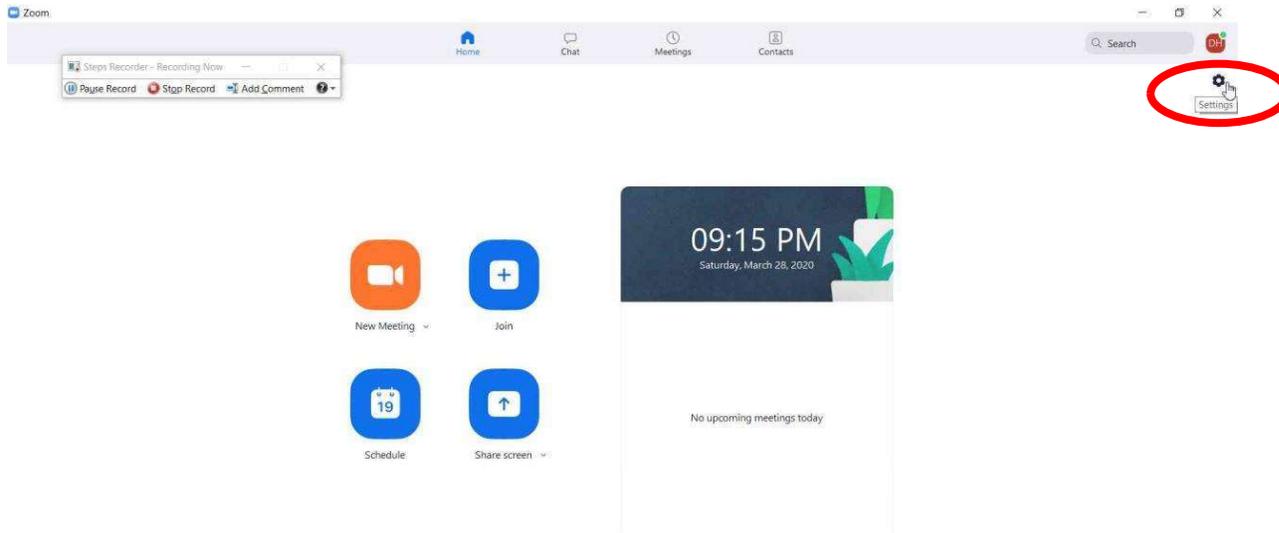
Click “In Meeting (Advanced)” and scroll down to “Virtual Background.” Make sure that setting is turned on (the button should be blue).



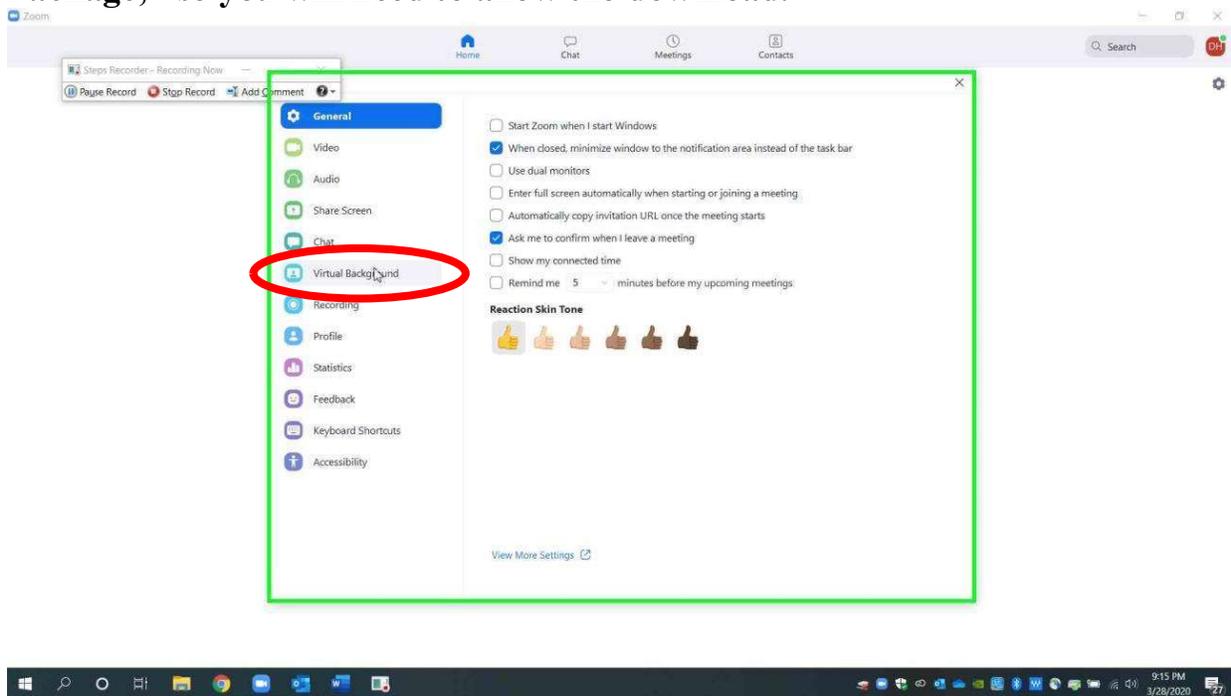
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Setting Virtual Backgrounds

Go to the Zoom app. Choose “Settings.”



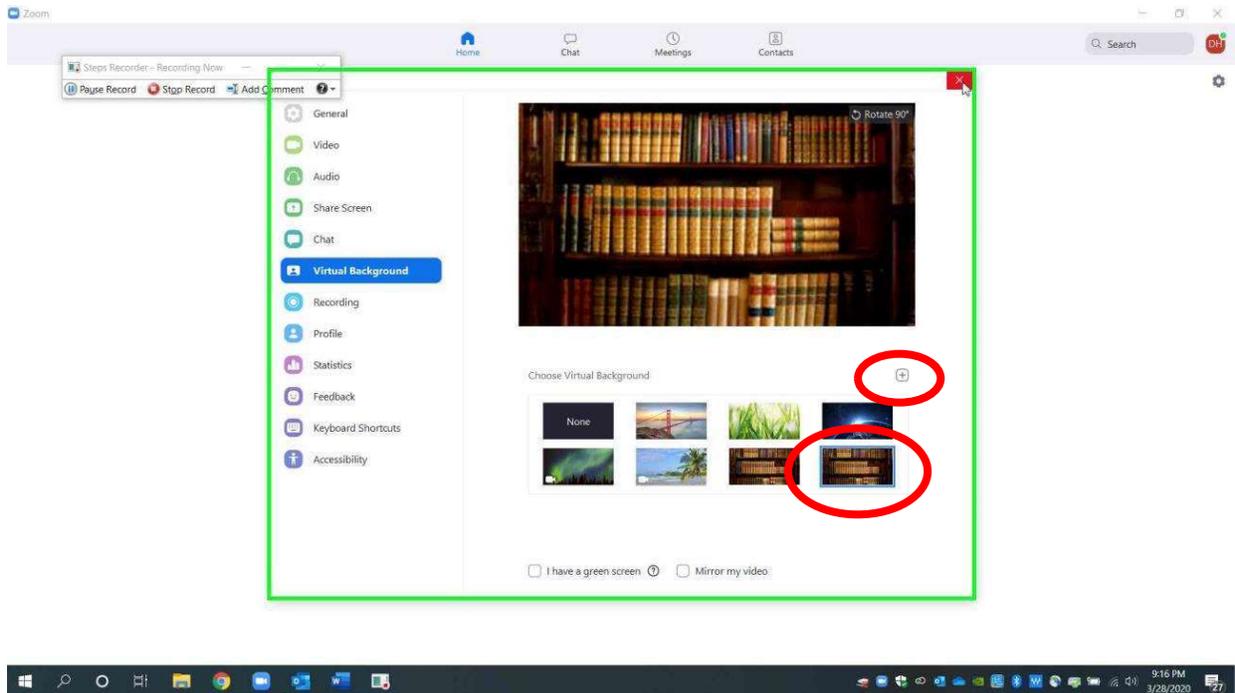
Choose “Virtual Background.” If that setting does not show, try restarting your computer. You may be prompted to "Download Virtual Background Package," so you will need to allow the download.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Setting Virtual Backgrounds

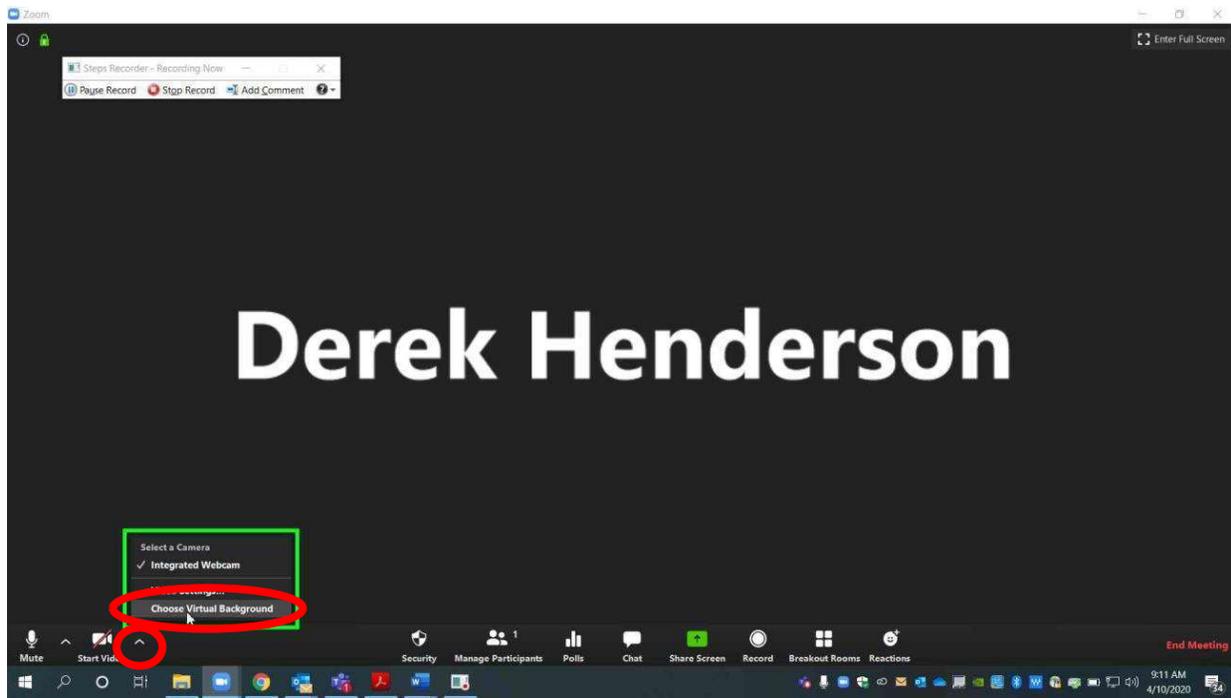
There will be several backgrounds available, but you can add others by choosing the plus sign and then uploading any picture that you have saved to your computer (i.e. office, courtroom, or library; some appropriate backgrounds are available [here](#)). Click the image you want to set as your background (it will be outlined in blue after you choose it). Close the settings. The background will now appear for you when you start Zoom calls.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Setting Virtual Backgrounds

If you need to set the virtual background after a meeting has already started, click the up arrow next to the video controls. Select “Choose Virtual Background.”



It is important to note that virtual backgrounds do not work well when there are multiple participants in front of a single camera (i.e. an attorney and client sitting in the same room together). The program has difficulty recognizing when there are multiple users on the same camera, so some users might be concealed by the background.

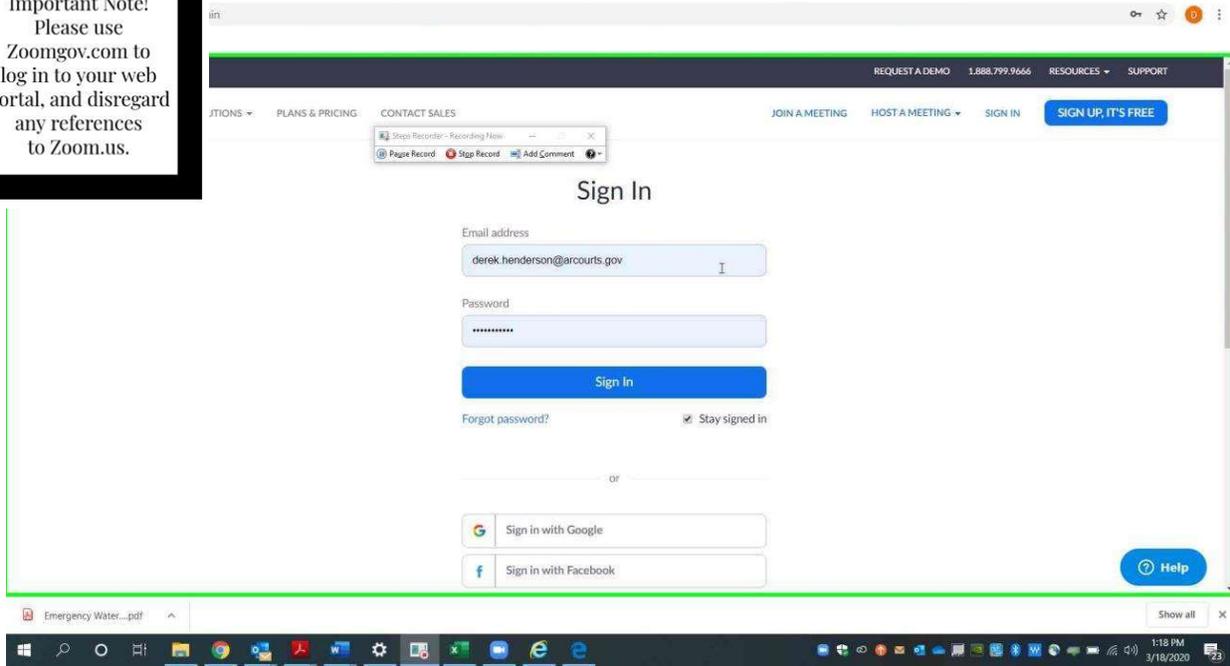
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Using the Waiting Room Feature to Control Participants Entering Meetings**

# Zoom Waiting Room

The waiting room setting must be changed through the online portal. Use your browser to go to [Zoomgov.com](https://zoomgov.com) and sign in with your normal account information.

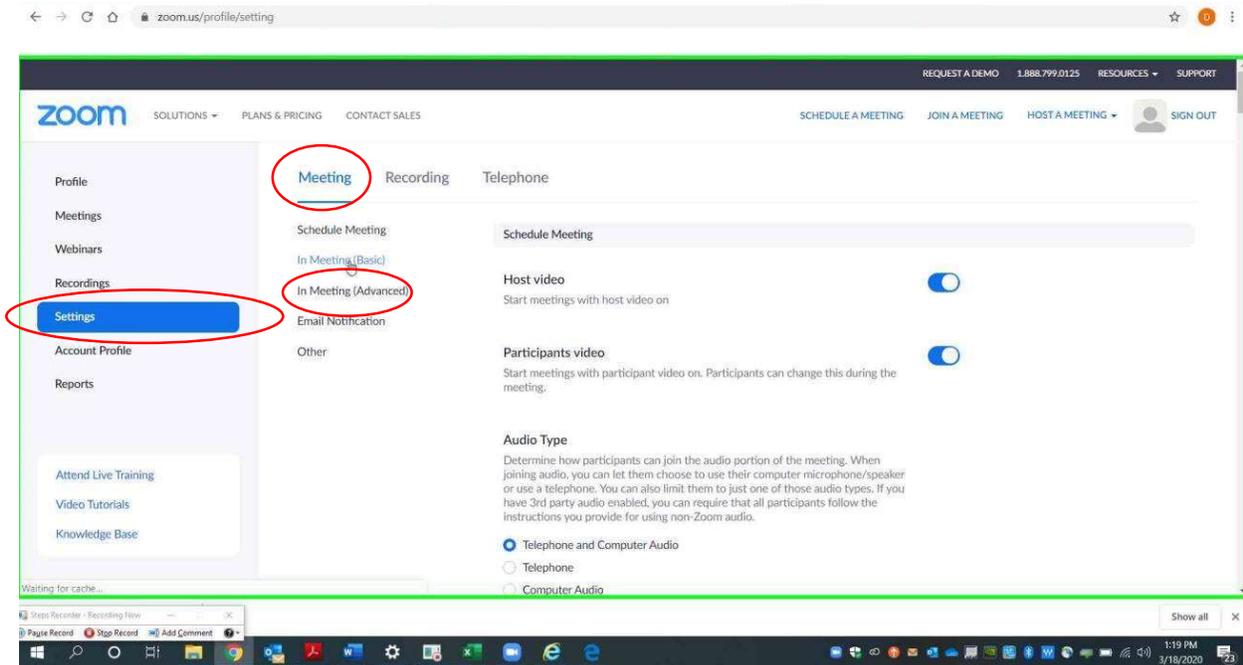
**Important Note!**  
Please use Zoomgov.com to log in to your web portal, and disregard any references to Zoom.us.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Zoom Waiting Room

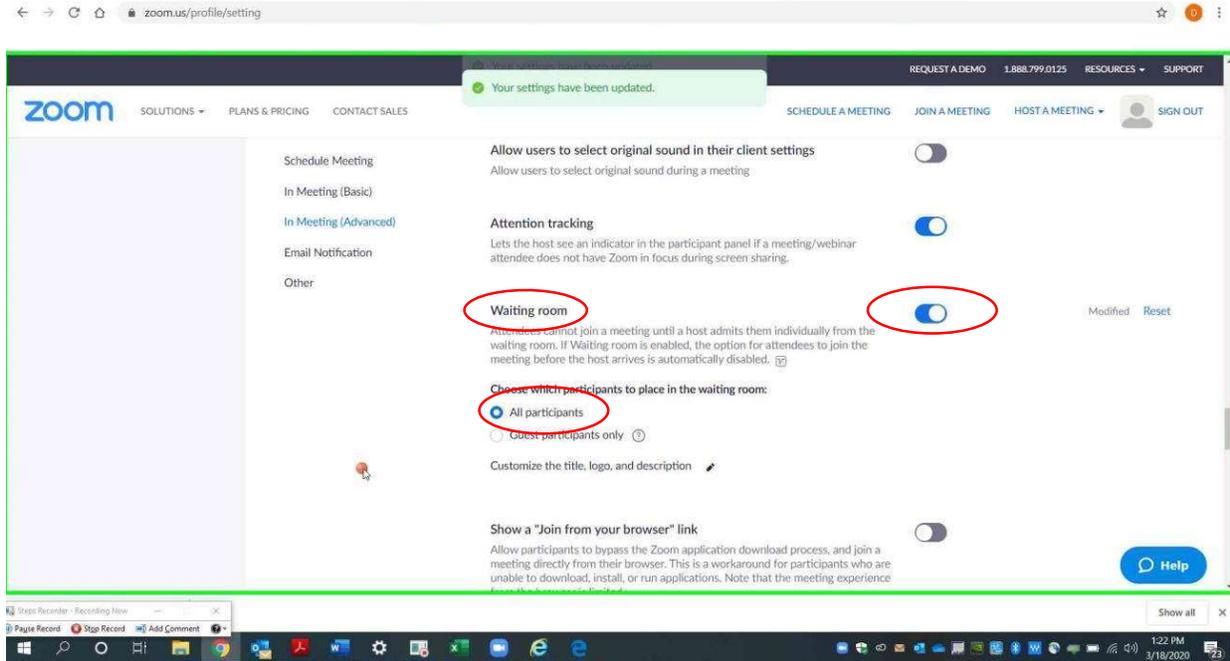
Go to “Settings” on the menu on the left side of the screen. Go to “Meeting” settings and click “In Meeting (Advanced).”



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# Zoom Waiting Room

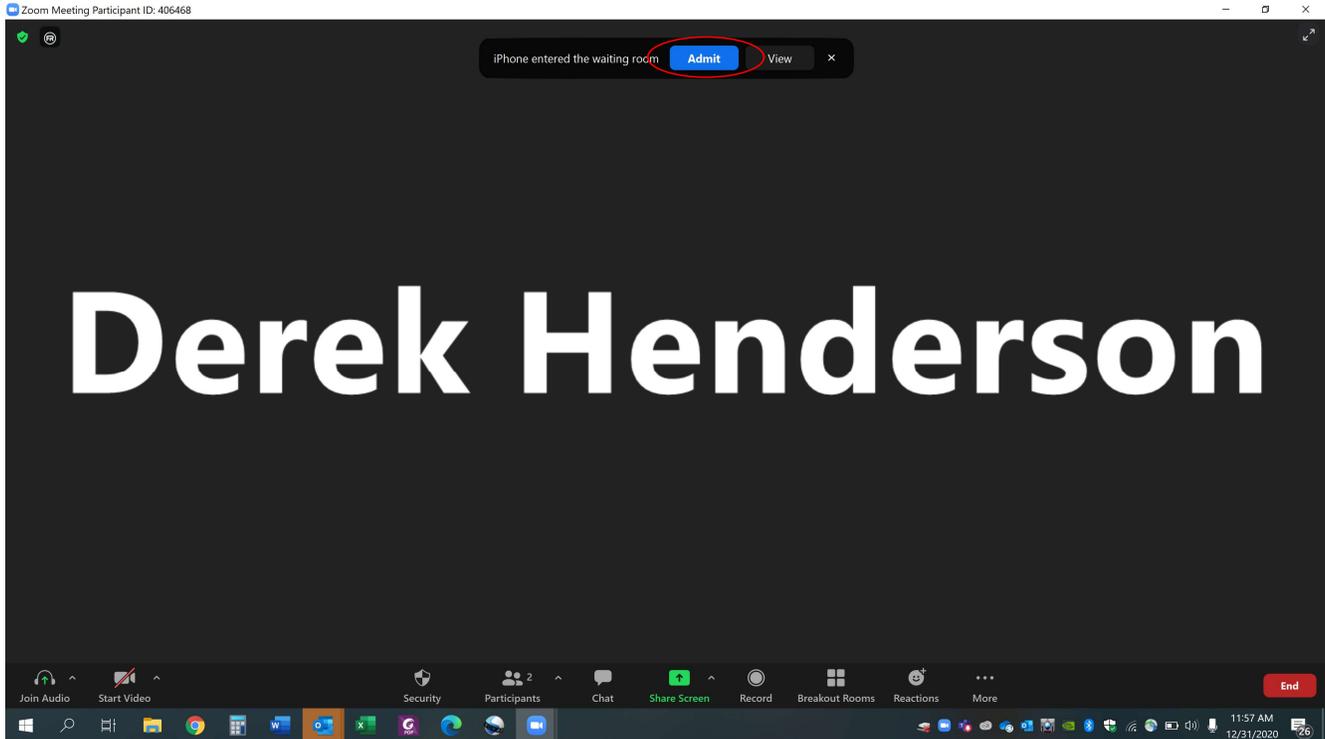
Scroll down until you get to the “Waiting Room” option. Turn on waiting room (toggle will turn blue). Choose “All participants.” These settings will save automatically.



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## Zoom Waiting Room

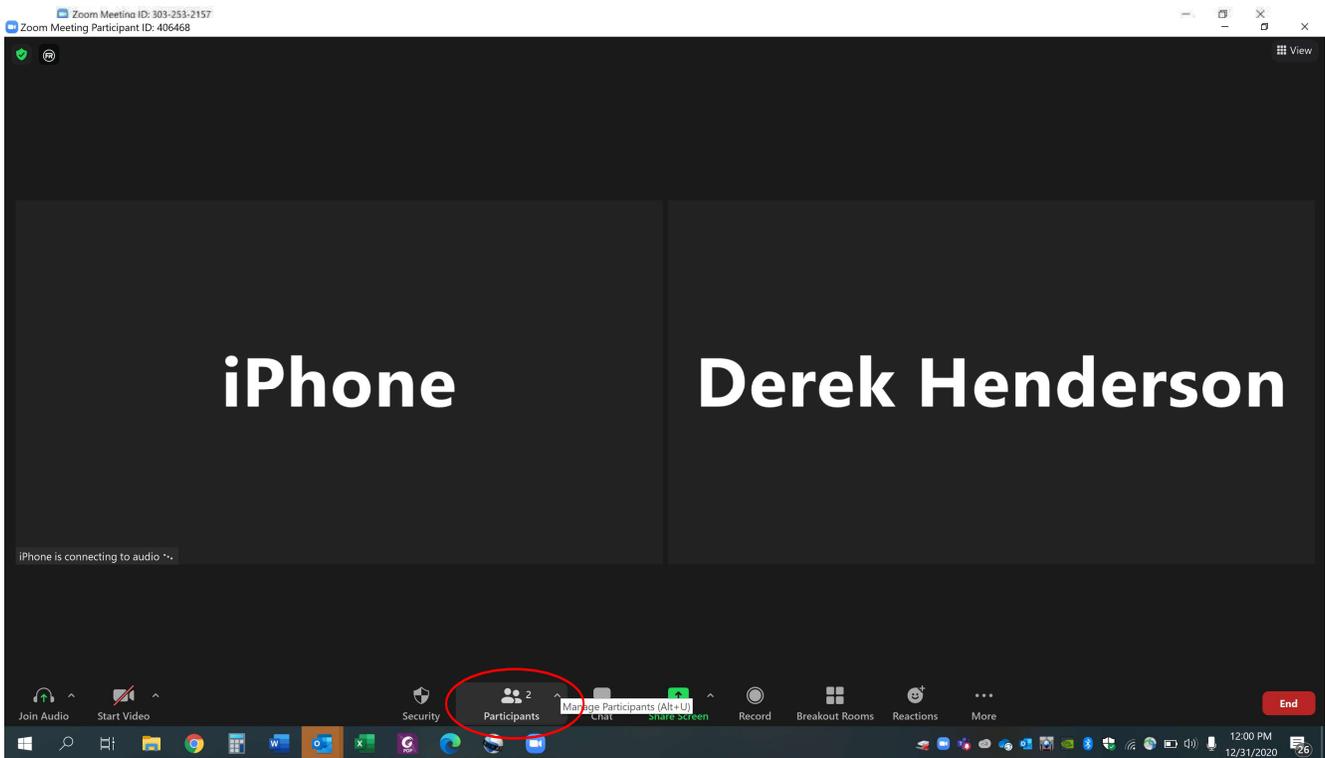
When you are actually running a meeting, a box will appear when a participant enters the waiting room. The participant will not see or hear you or other participants until you let them in. Click "Admit" to let users into the meeting.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Zoom Waiting Room

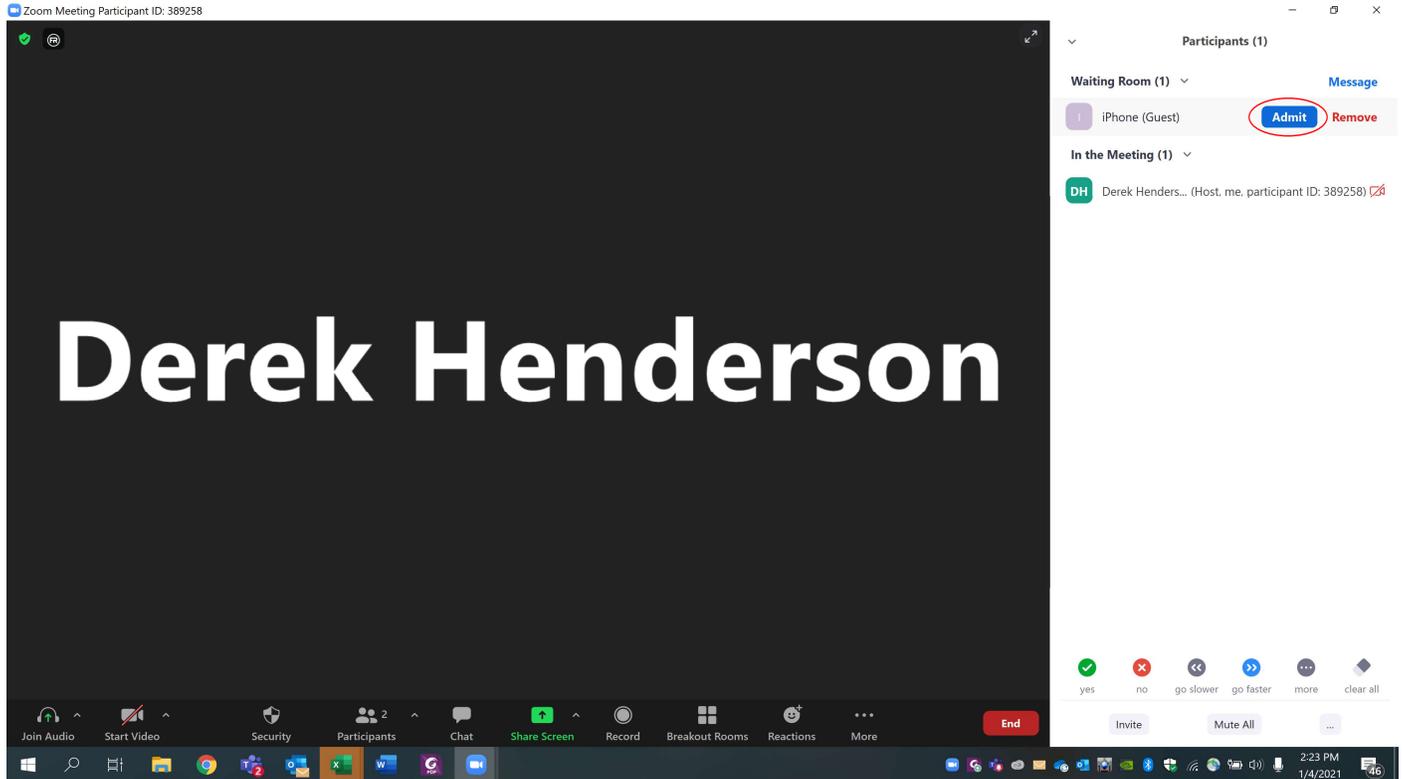
If you need to put anyone back in the waiting room during the meeting, click “Participants.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Zoom Waiting Room

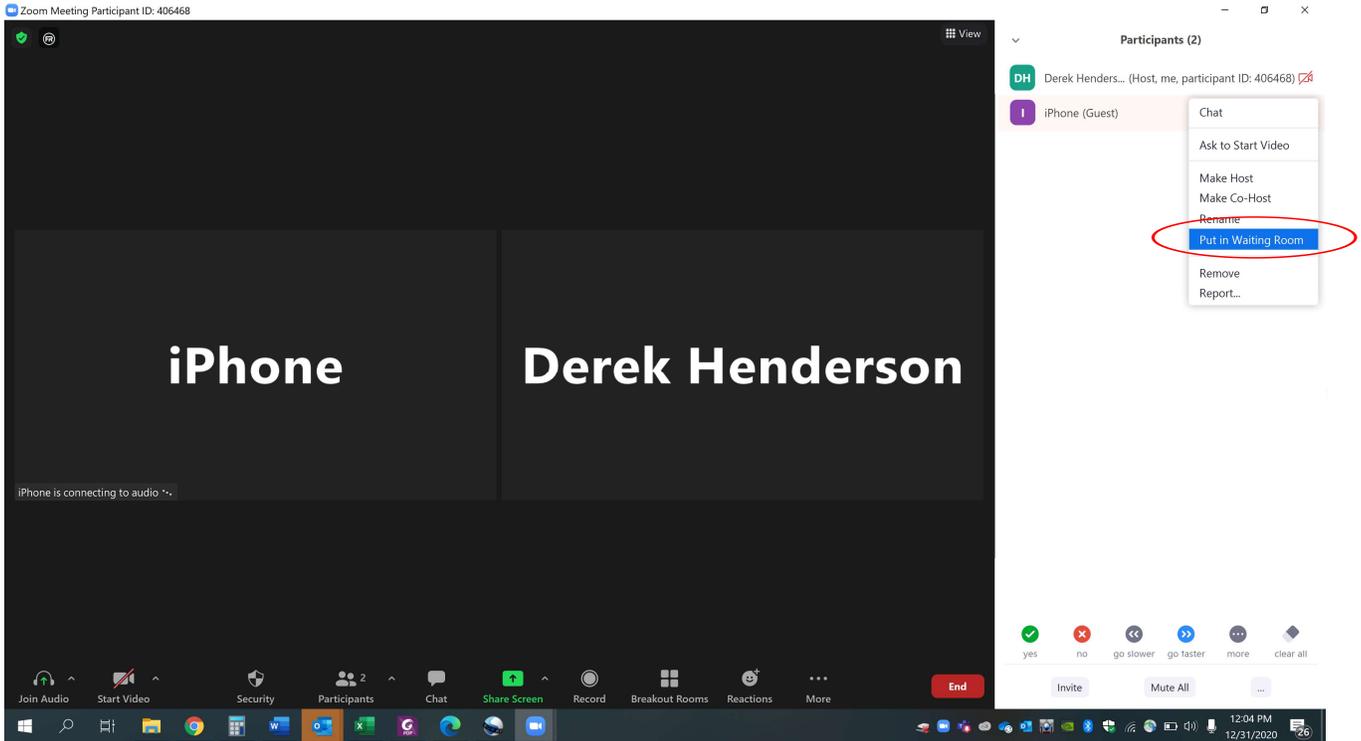
When you click “Participants,” it will bring up a bar on the right side with all participants. Scroll over the user's name and click the "More" button.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Zoom Waiting Room

**Choose “Put in Waiting Room.” This participant will no longer see or hear any participants. Scroll over the user's name and select "Admit" when you want to bring them back in. Do not choose "Remove" unless you are sure you will not readmit the participant.**



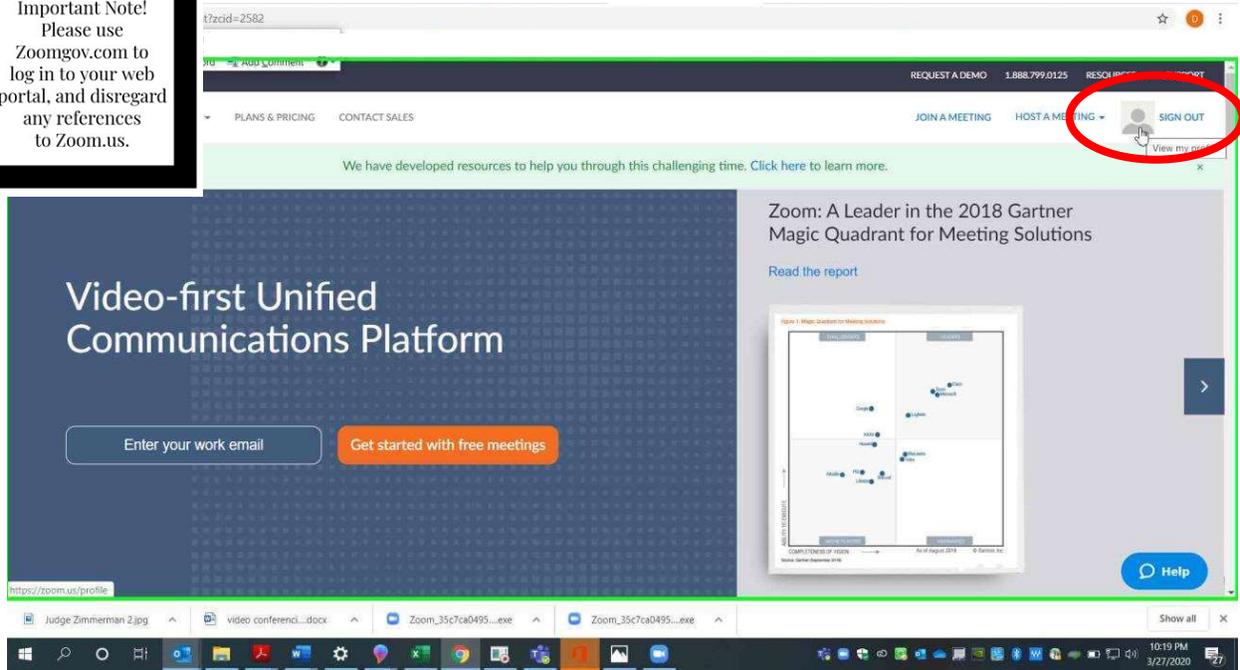
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

# **Creating and Sharing Meeting Invitations**

## Creating and Sending Invitations

**You will need to adjust some settings before sending invitations for meetings. Open your web browser and go to [Zoomgov.com](https://zoomgov.com). Sign in, or click the logo to access your profile.**

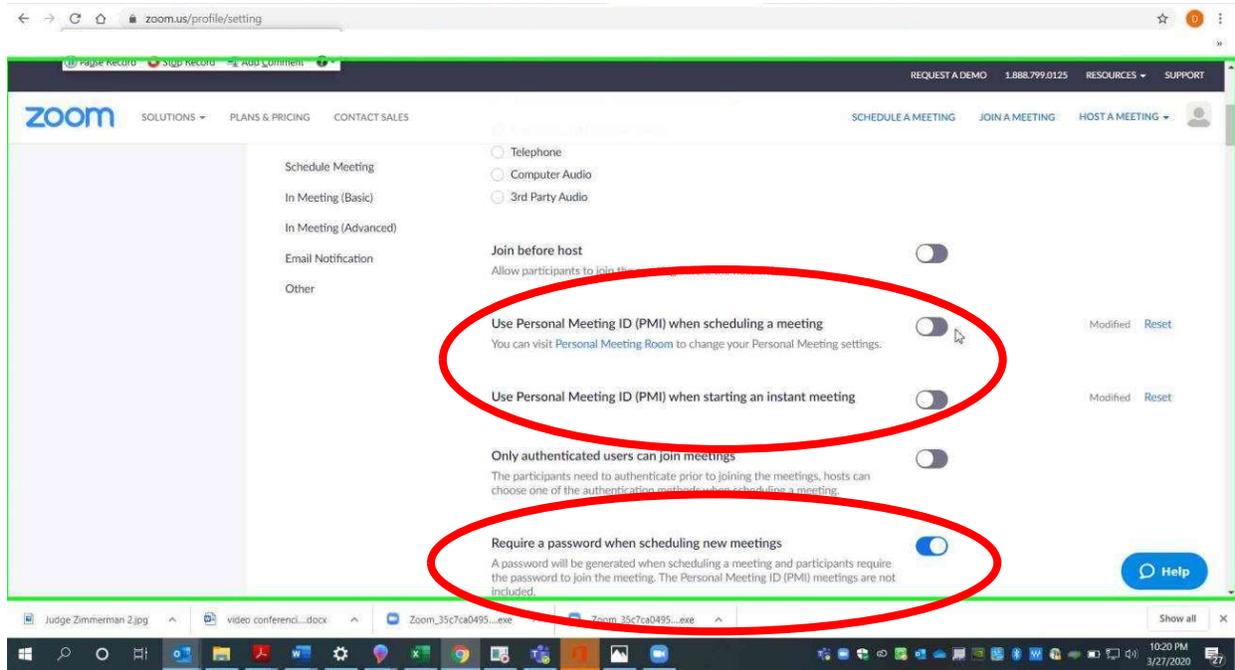
**Important Note!**  
Please use Zoomgov.com to log in to your web portal, and disregard any references to Zoom.us.



**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Creating and Sending Invitations

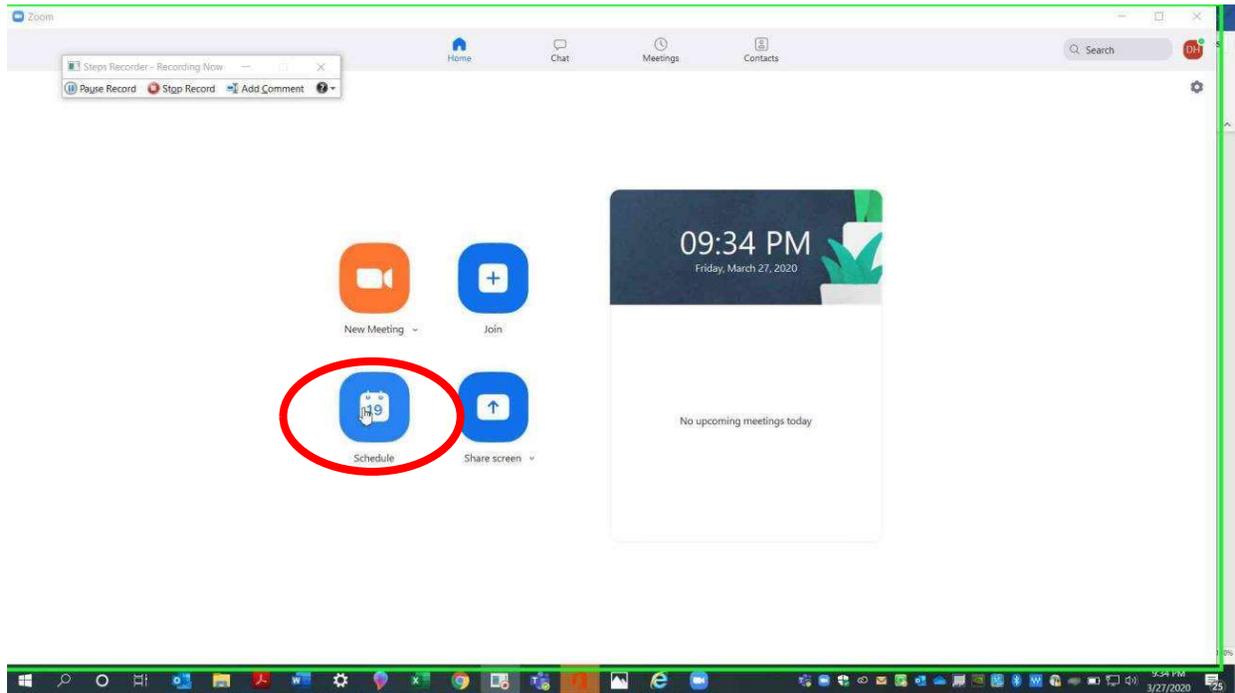
**In settings, scroll down. Make sure the two PMI settings circled below are turned off (gray). Make sure the password setting circled below is turned on (blue).**



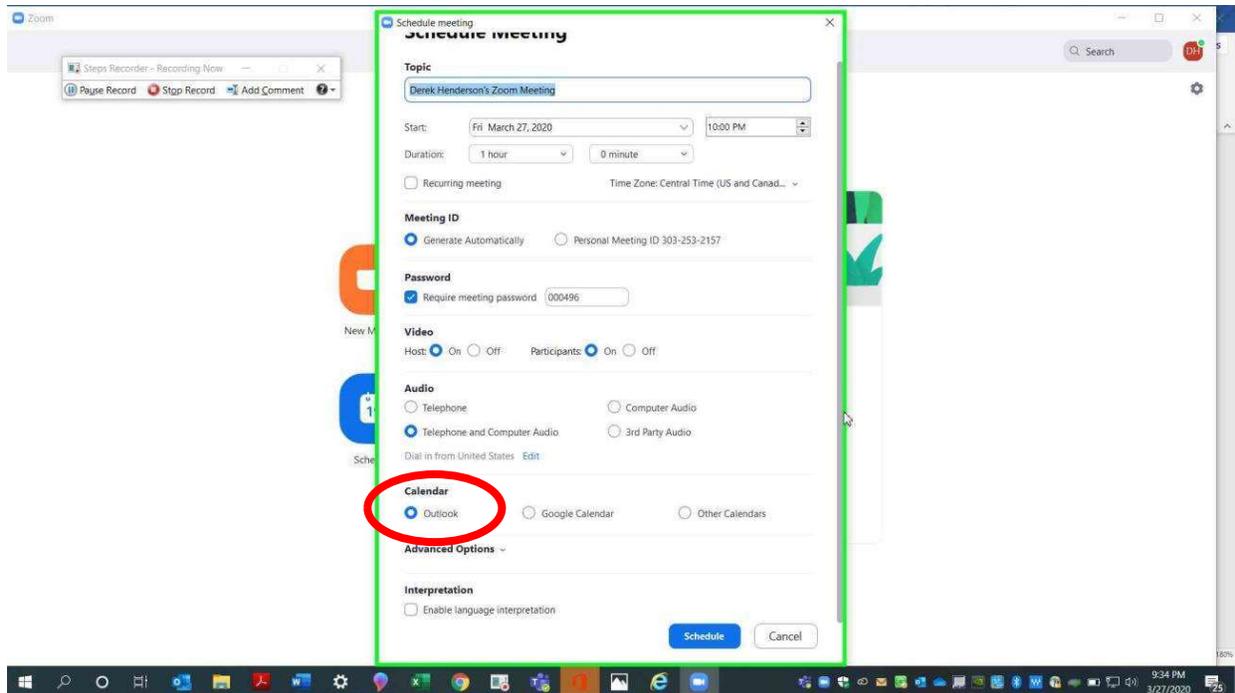
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Creating and Sending Invitations

After you have adjusted the settings, open the Zoom app. Choose “Schedule.”



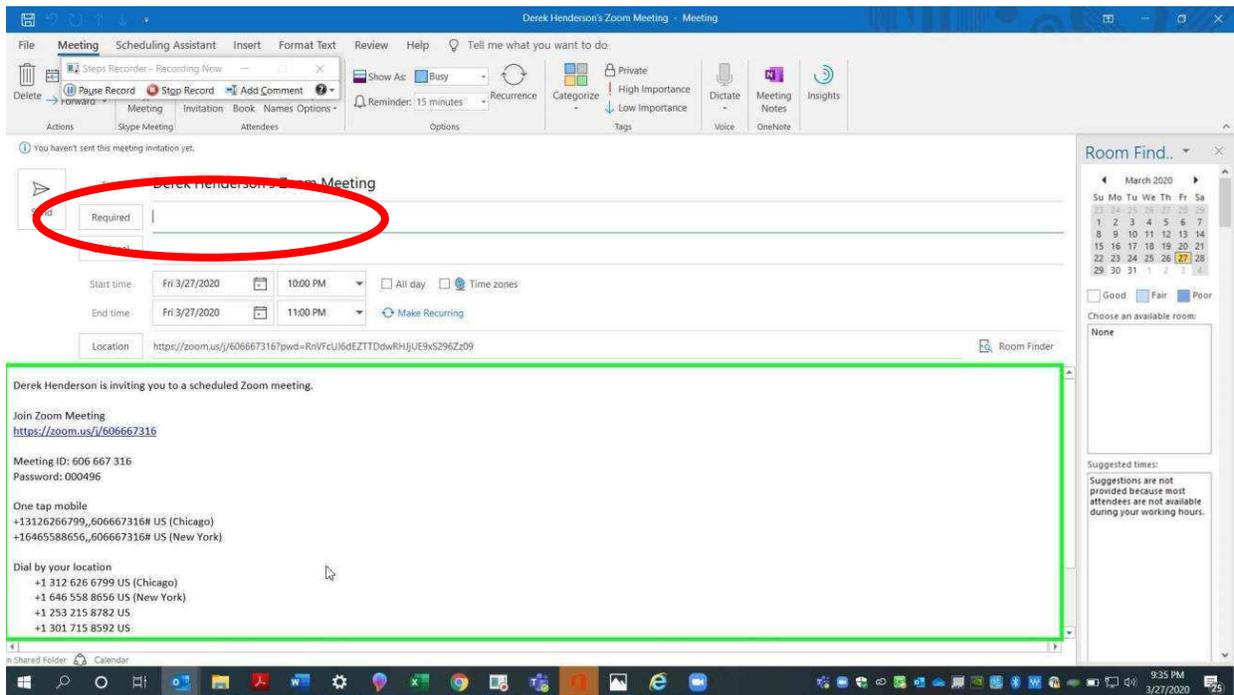
If you use Outlook, then set the time and choose Outlook.



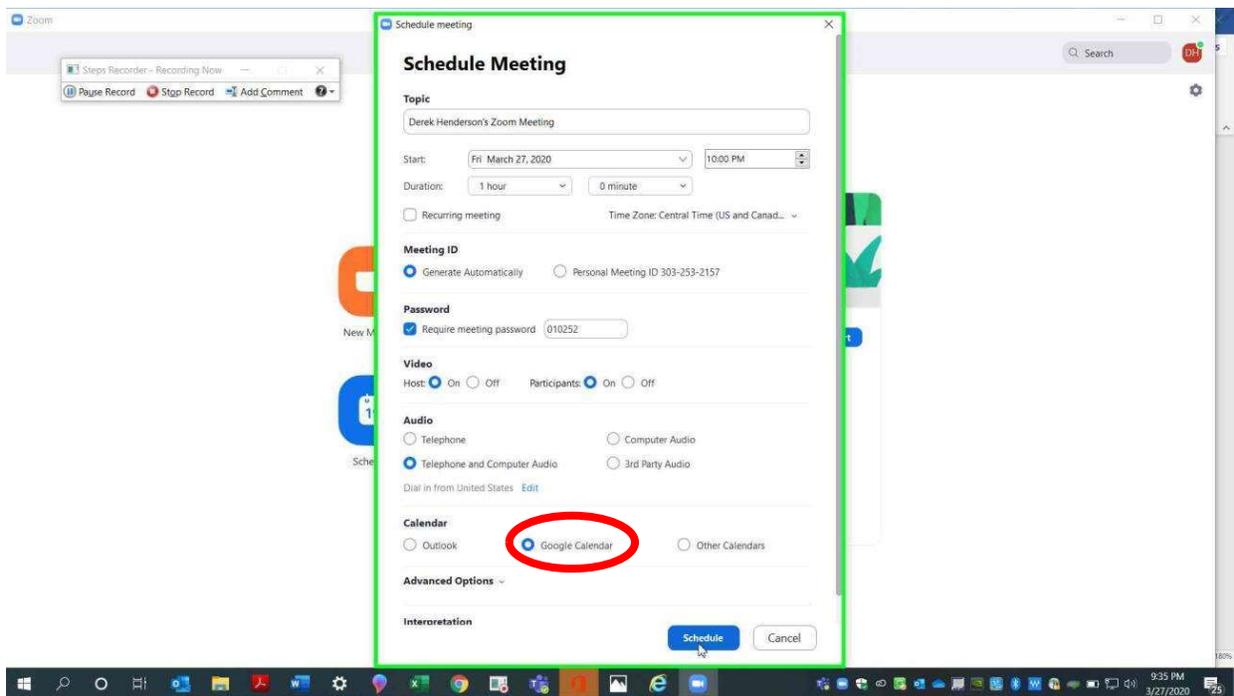
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Creating and Sending Invitations

Outlook will generate an invite in a popup invitation. Enter email addresses for meeting participants.



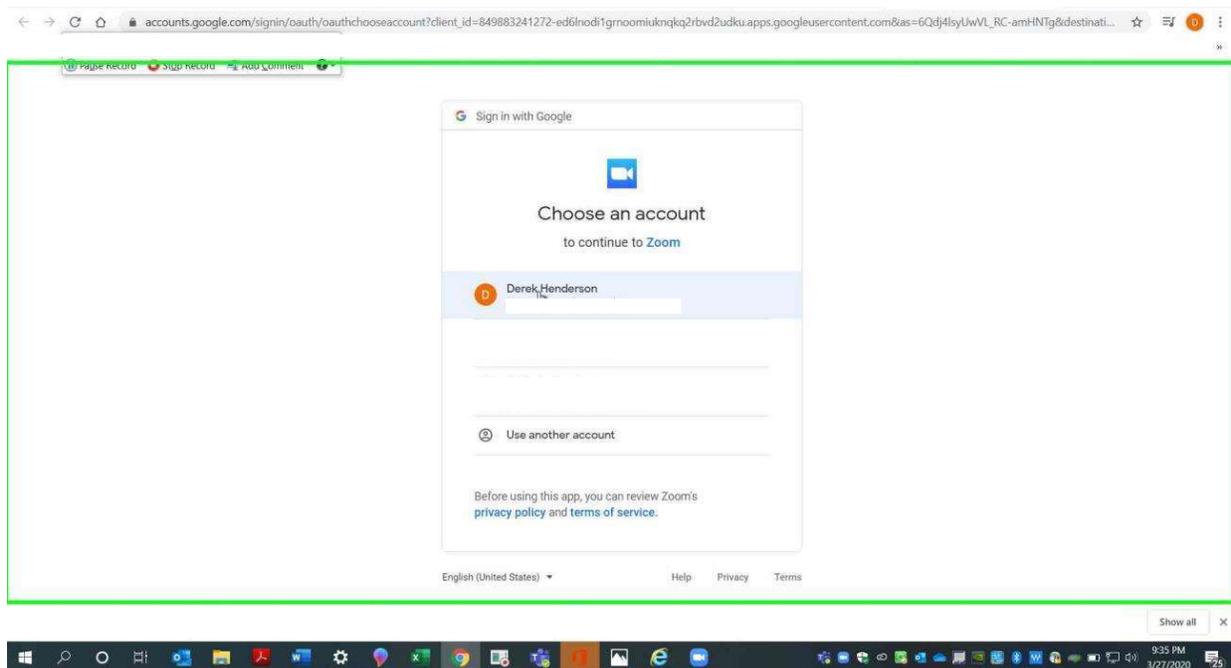
If you use Google calendar, choose that option in scheduling.



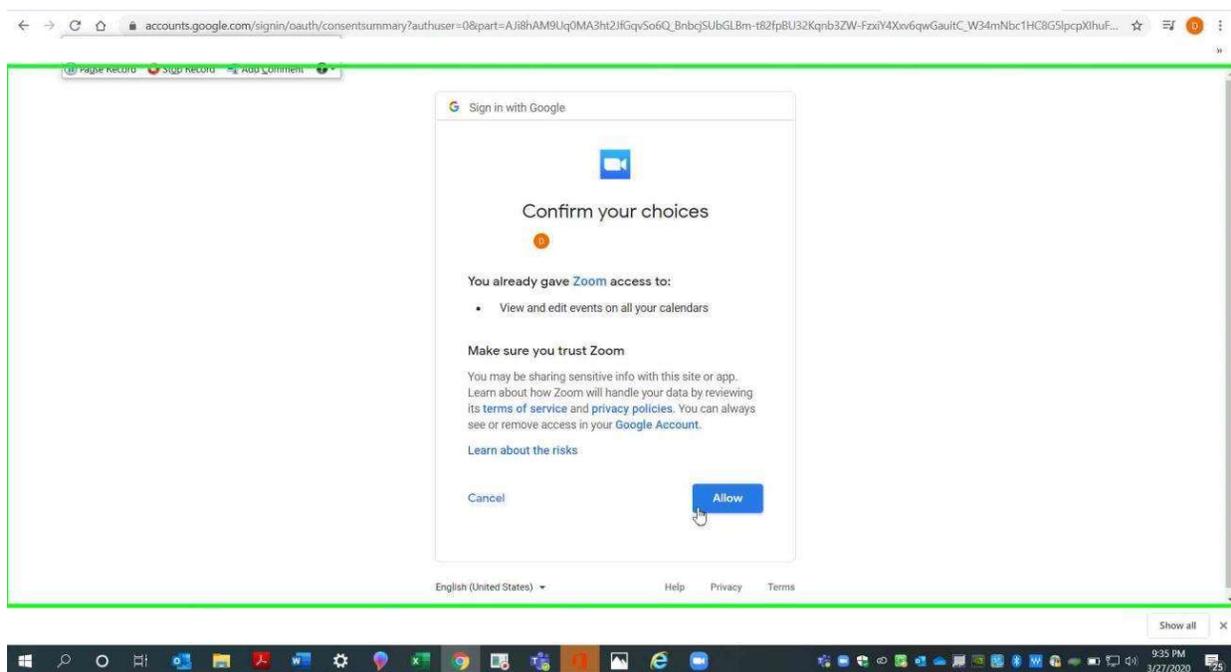
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Creating and Sending Invitations

**You will be prompted to log in or choose the appropriate Google account.**



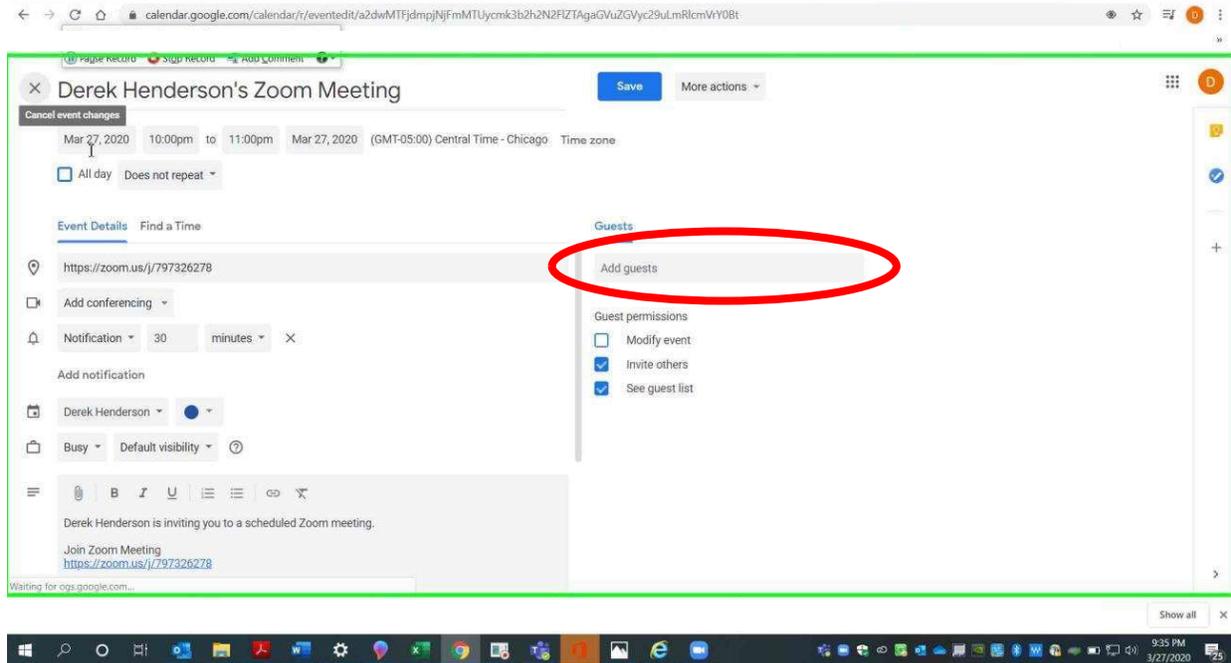
**You will be prompted to give Zoom permission to access your account.**



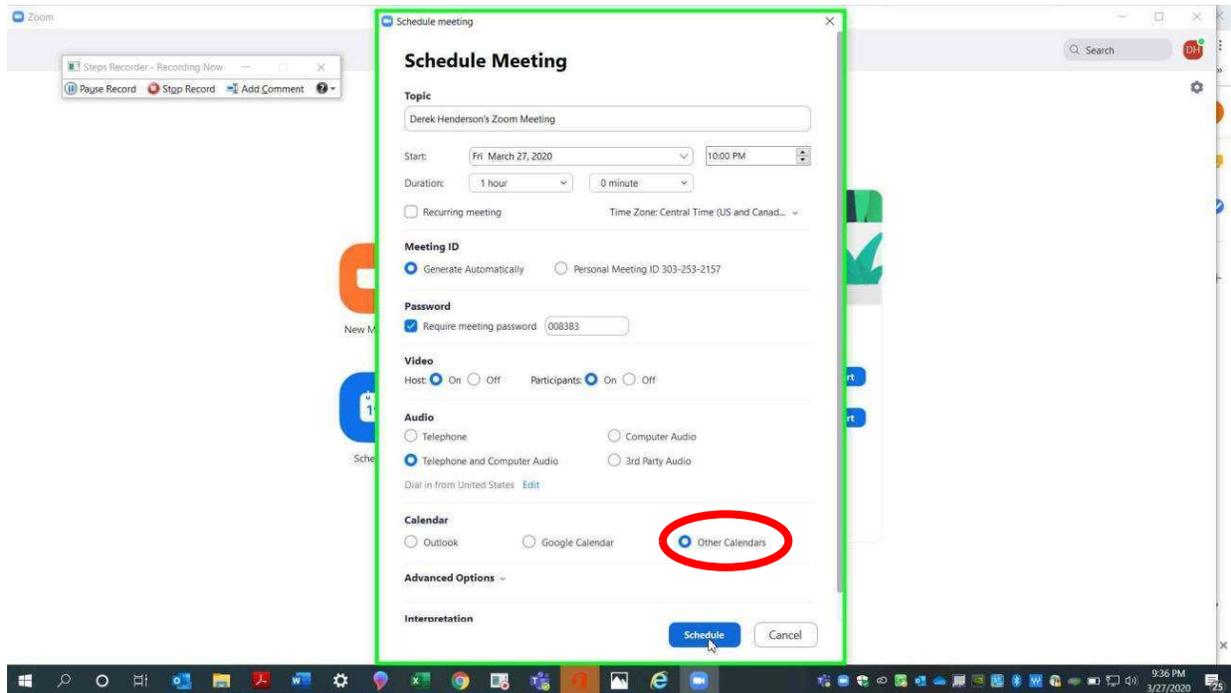
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Creating and Sending Invitations

A Google invite will pop up. Set the appropriate time and add email addresses for participants.



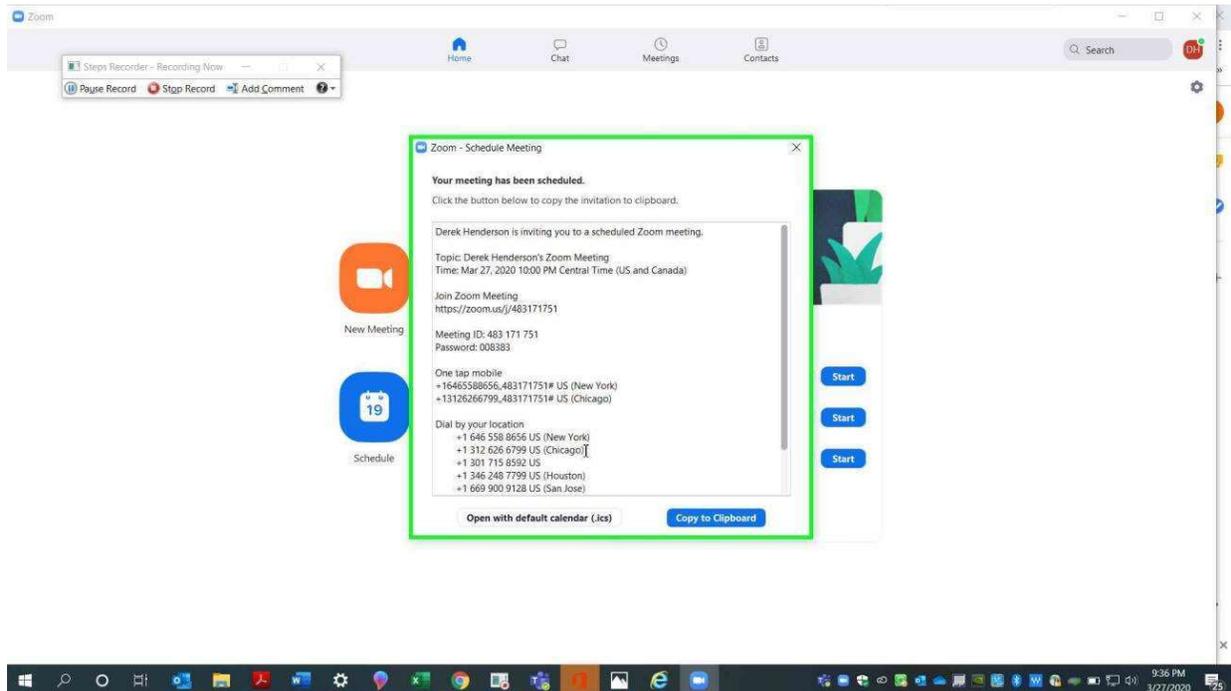
If you do not use Outlook or Google, choose "Other Calendars."



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Creating and Sending Invitations

**When you schedule, it will generate an invitation that you can copy and email.**



**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

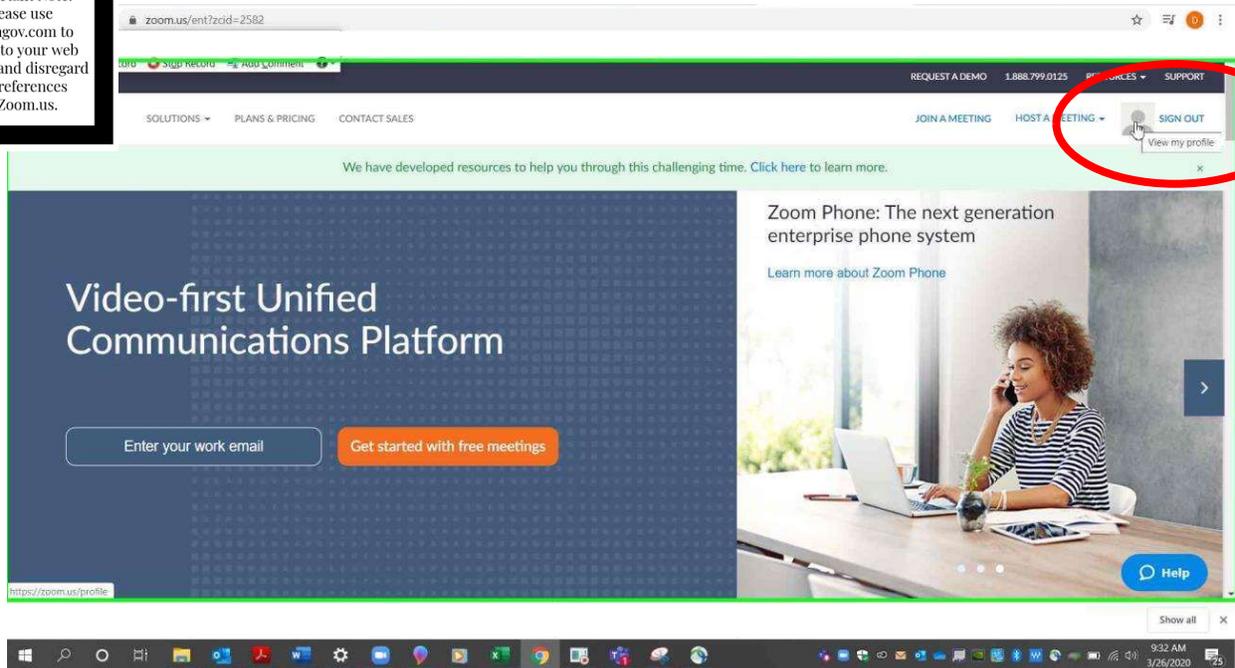
# **Allowing a Co-host in Meetings**

## Designating a Co-Host

**There are at least three ways to designate an alternate host. The alternate host must be a part of the same organization, so only AOC designated accounts can be co-hosts from your account.**

**The first method uses the web browser. Go to [Zoomgov.com](https://zoomgov.com). At the top right, choose “Sign in” or click the logo if you are already signed in.**

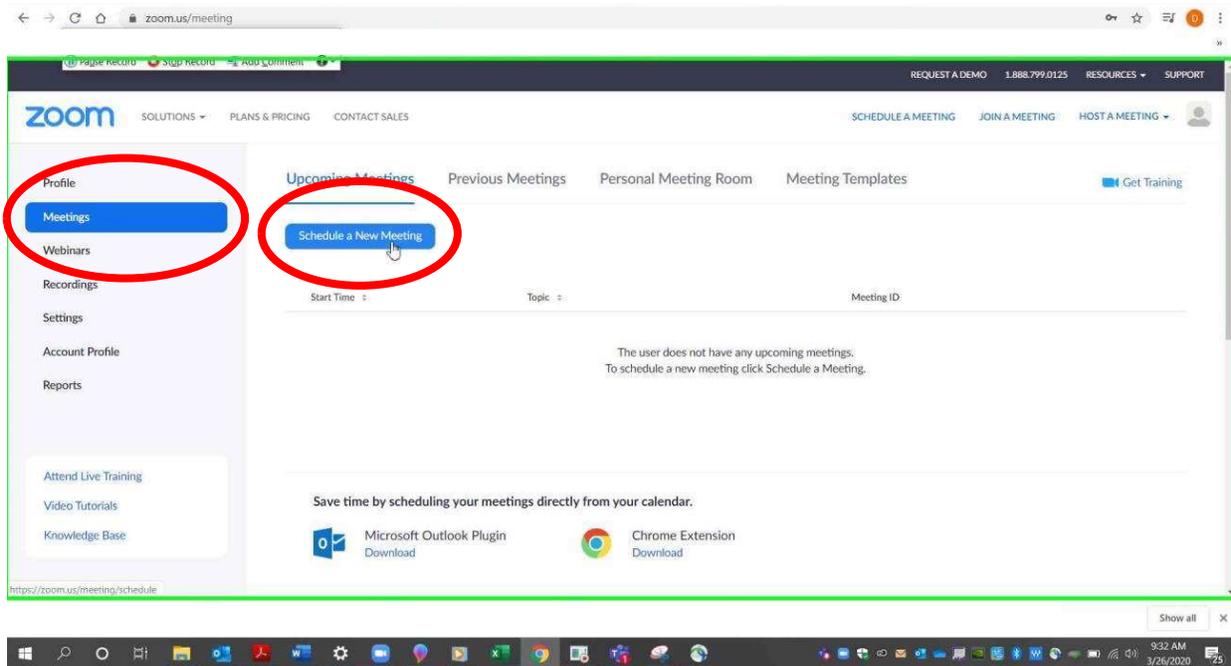
**Important Note!**  
Please use Zoomgov.com to log in to your web portal, and disregard any references to Zoom.us.



**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Designating a Co-Host

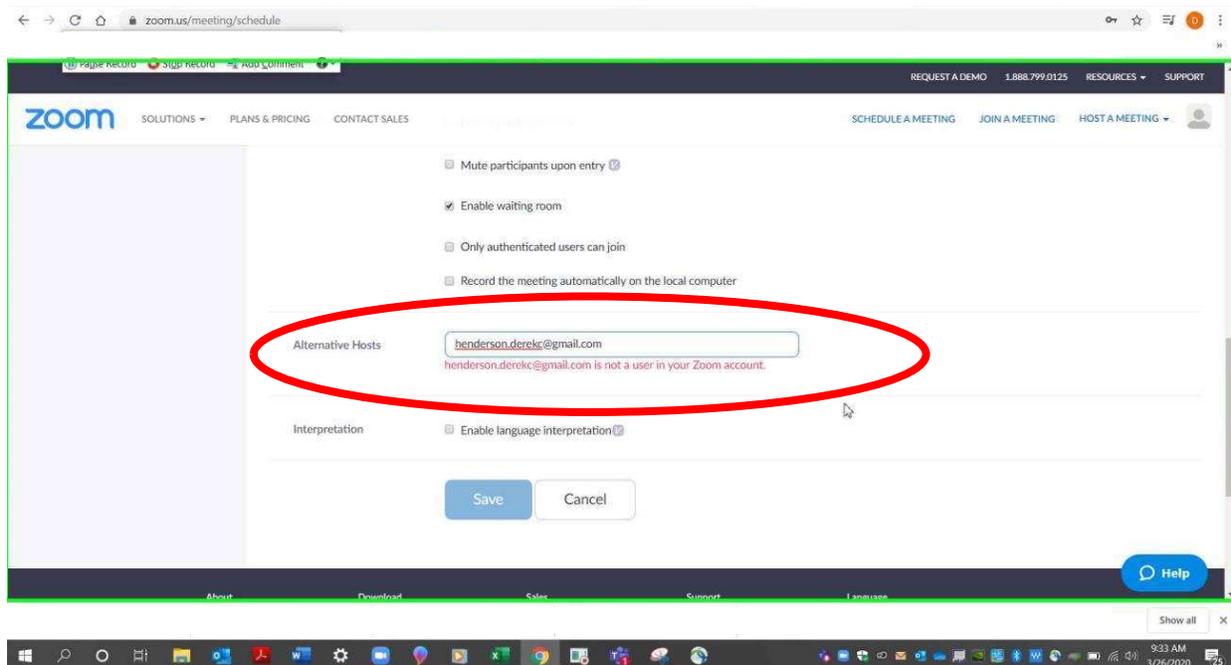
Choose “Meetings” on the left and then “Schedule a New Meeting.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Designating a Co-Host

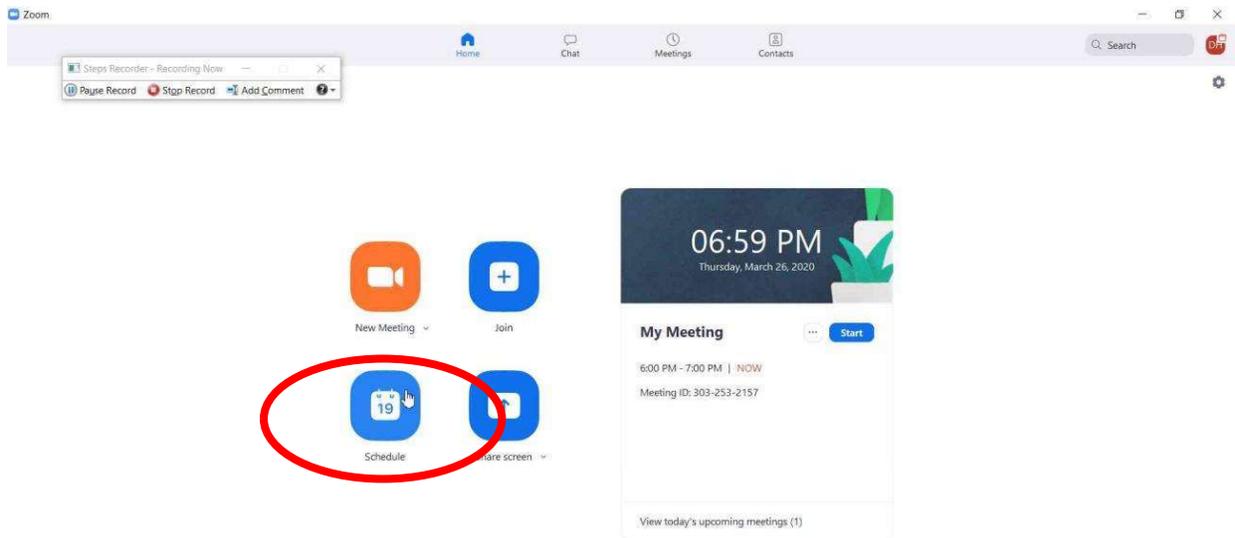
**Scroll down. You will see “Alternative Hosts.” The email you enter must be a user on the same account as you; it will kick it back if the user is not on the same account. This only applies to the meeting you are currently scheduling unless you mark it as a recurring meeting.**



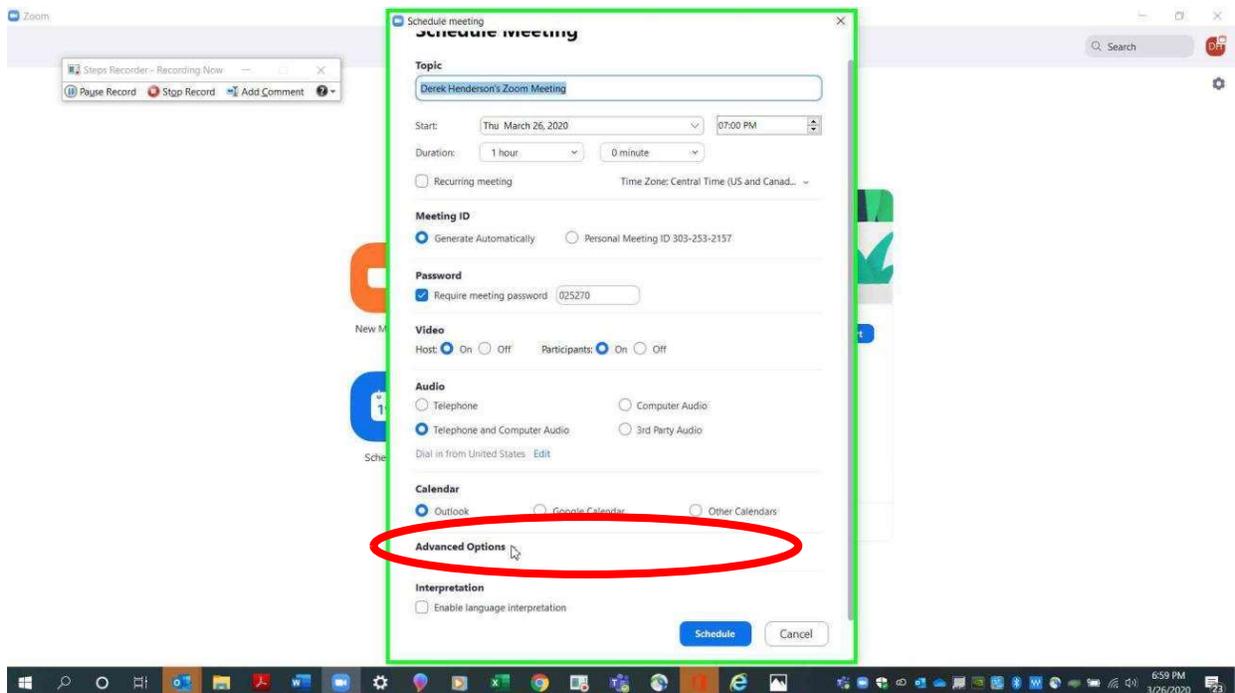
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Designating a Co-Host

The second method uses the invitation feature through the Zoom app. Go to the app and choose “Schedule” from the home screen.



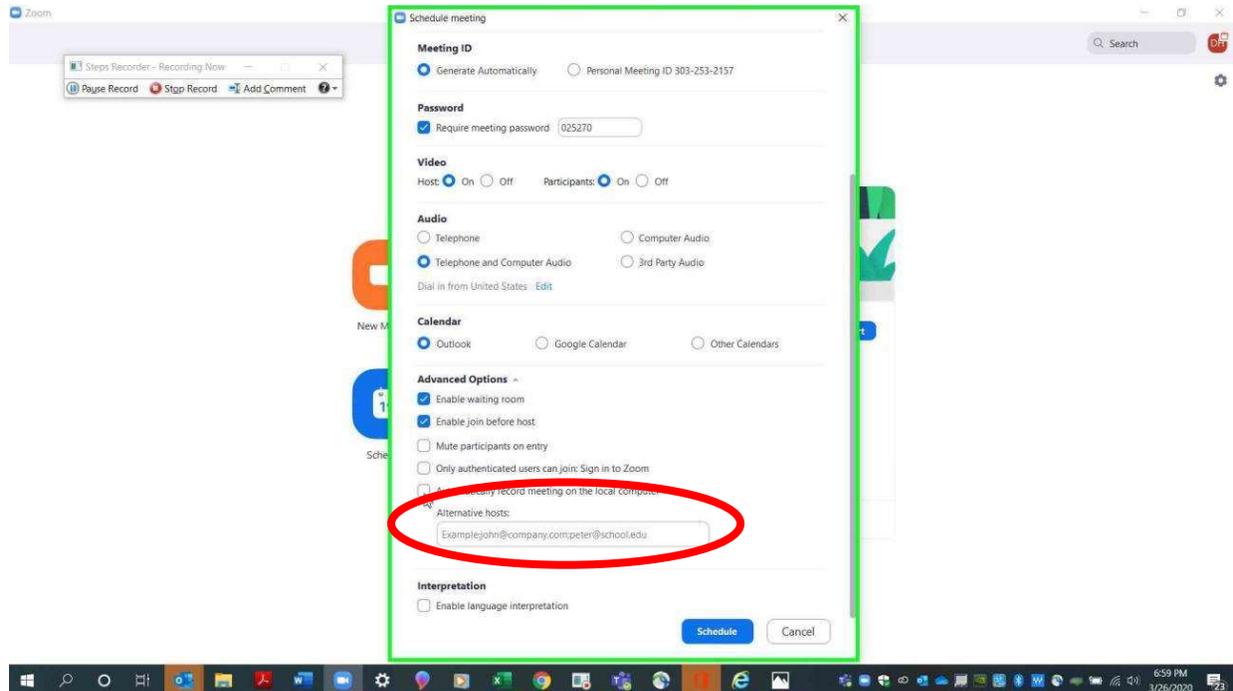
Set the meeting time as needed. Choose “Advanced Options.”



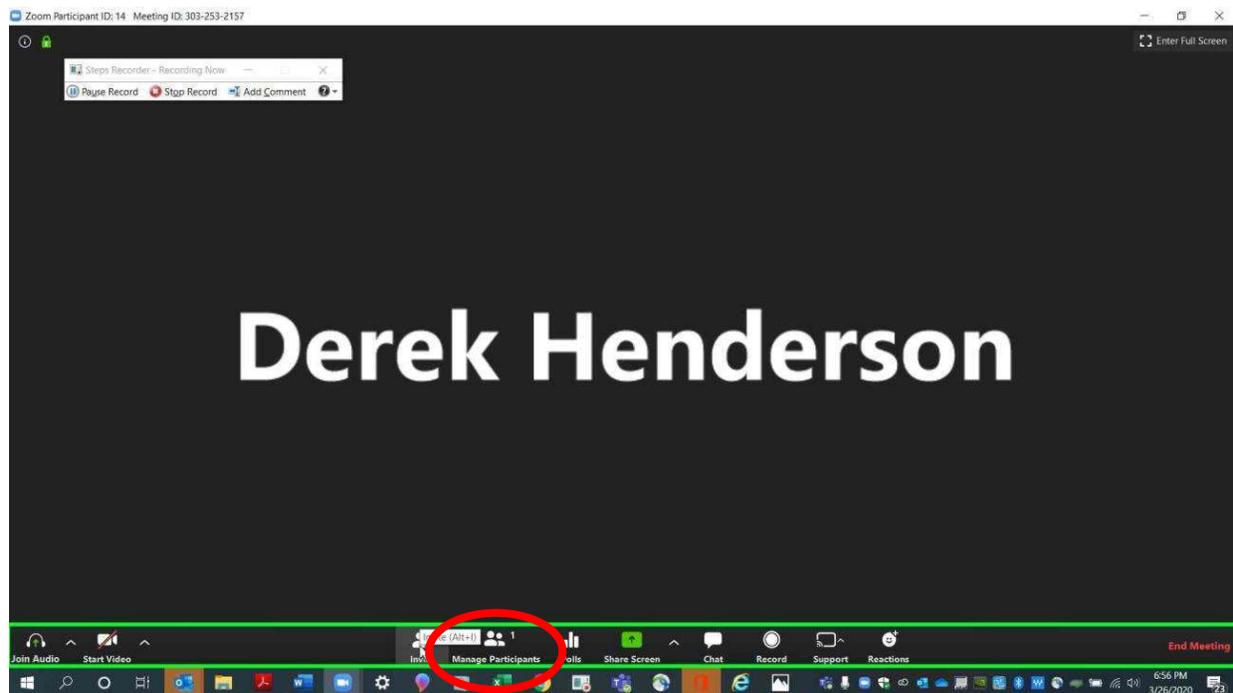
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Designating a Co-Host

Enter an “Alternative host,” then choose “Schedule.”



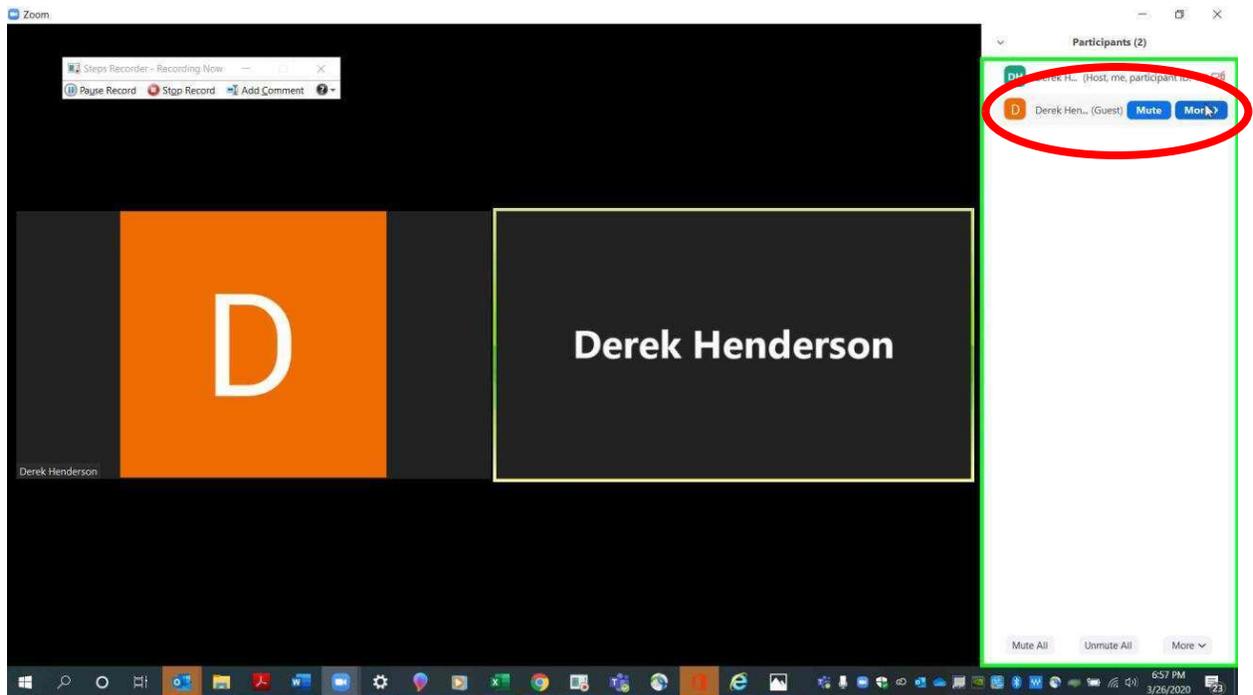
The third method is a way to add an alternative host during a call. At the bottom of the screen, choose “Manage Participants.”



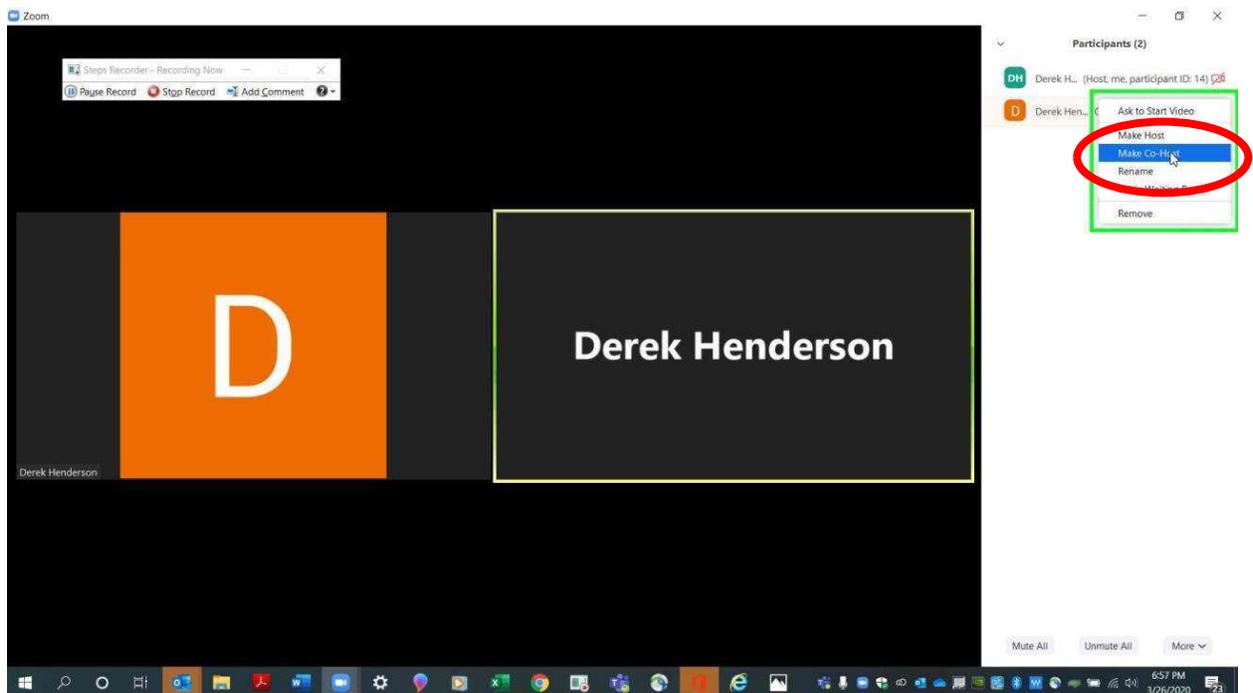
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Designating a Co-Host

Choose a user in the bar on the right side. Click “More” next to the user’s name.



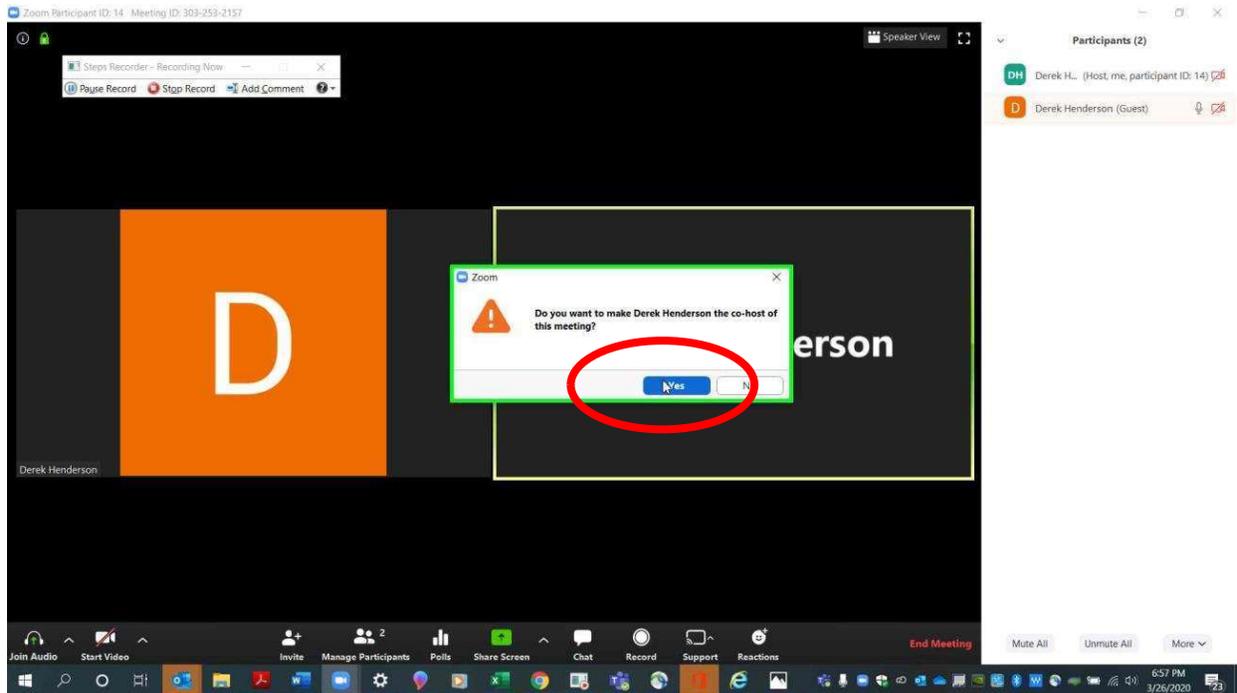
Choose “Make Co-Host.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Designating a Co-Host

Confirm your choice.



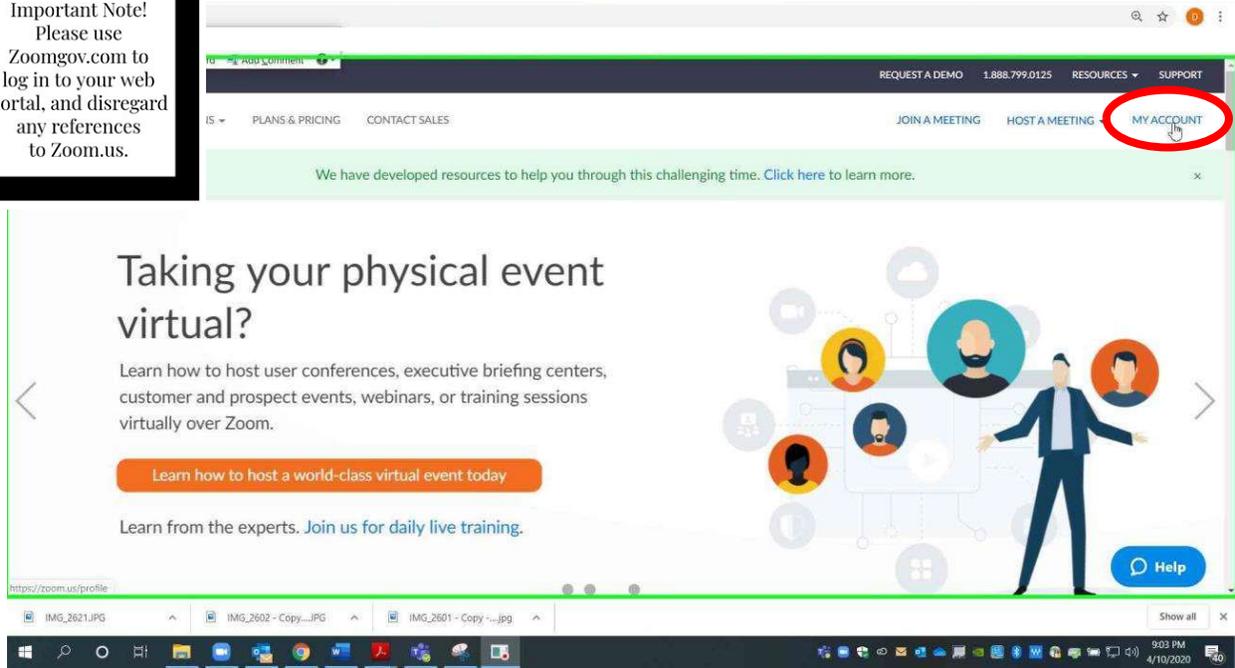
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

**Assigning Scheduling  
Privileges (for a TCA or  
other AOC-affiliated  
account holder)**

## Assigning Scheduling Privileges in Zoom

**You can assign scheduling privileges to a court staff member who has a Pro level account under the AOC organization. To begin, go to [Zoomgov.com](https://zoomgov.com) and sign in. Choose “My Account” or click the person icon in the top right.**

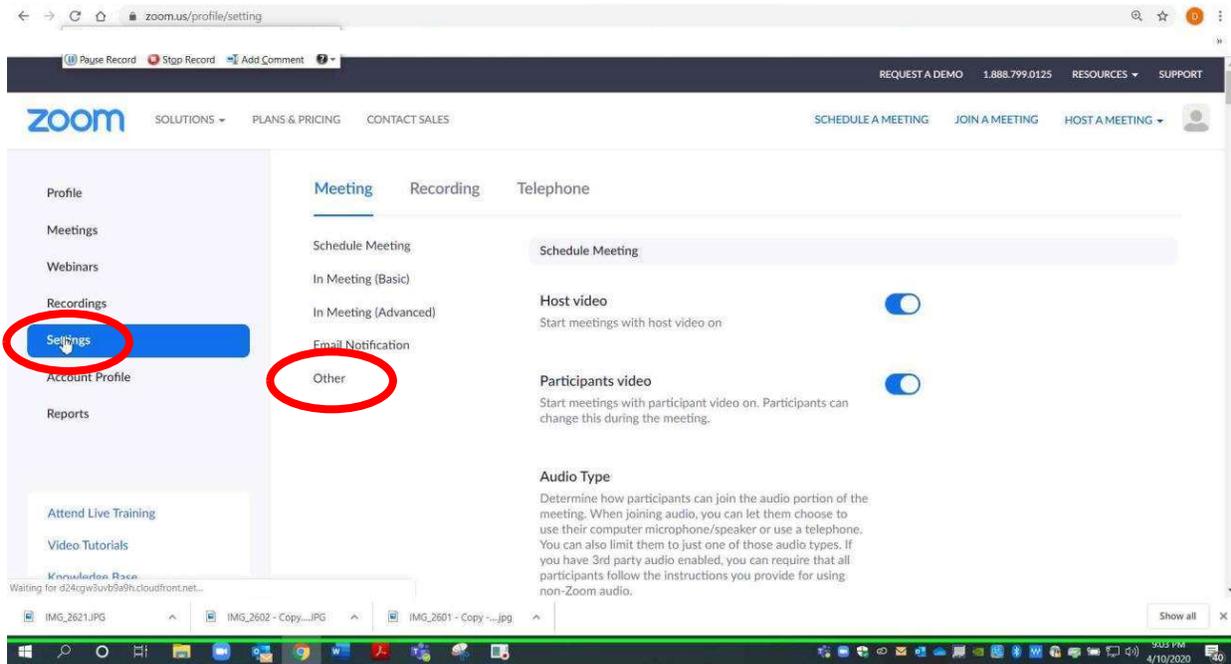
**Important Note!**  
Please use Zoomgov.com to log in to your web portal, and disregard any references to Zoom.us.



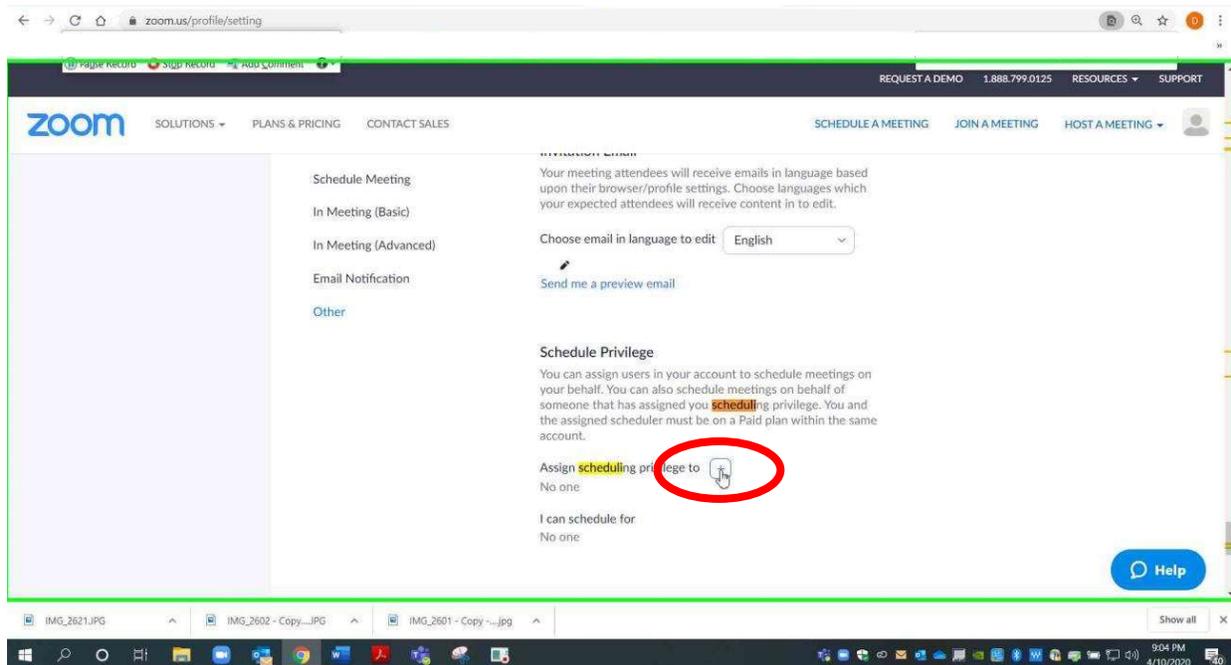
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

# Assigning Scheduling Privileges in Zoom

Choose “Settings,” then choose “Other.”



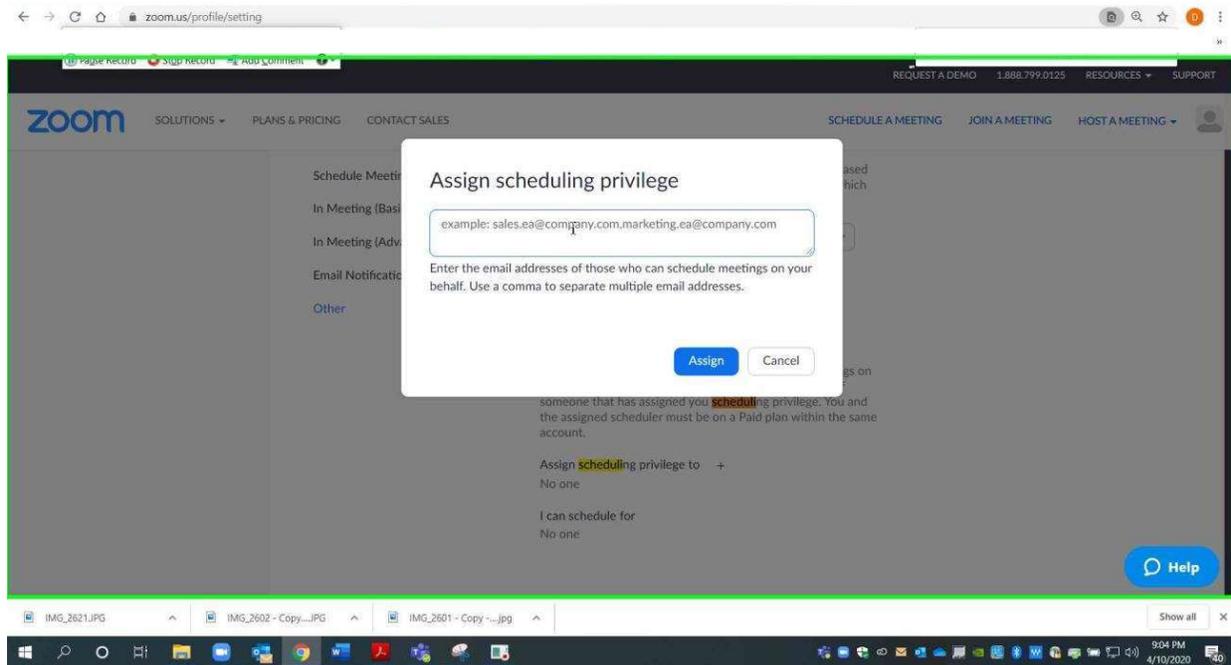
Scroll down to “Schedule Privilege,” and click the plus sign.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Assigning Scheduling Privileges in Zoom

**Enter the email address of the staff member who has an AOC assigned Zoom account, and click “Assign.”**

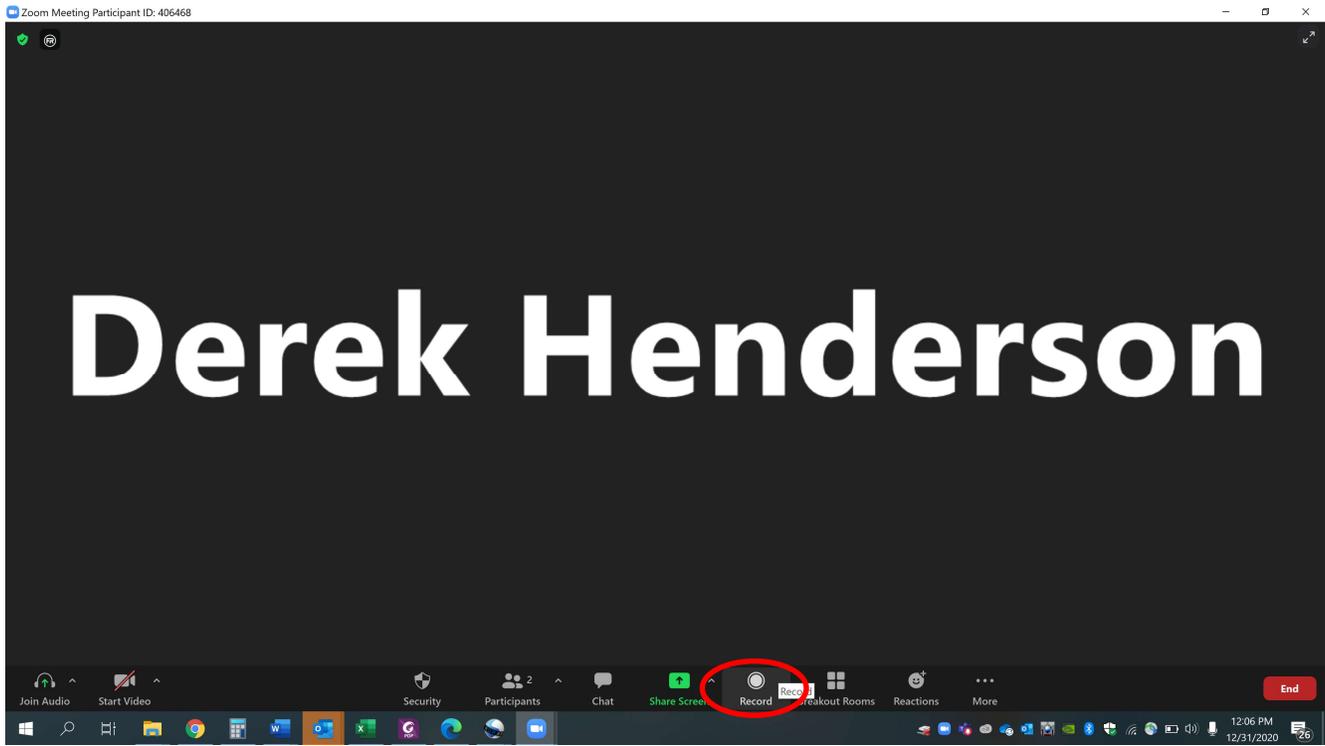


**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

# **Recording a Meeting**

## Steps for Recording in Zoom

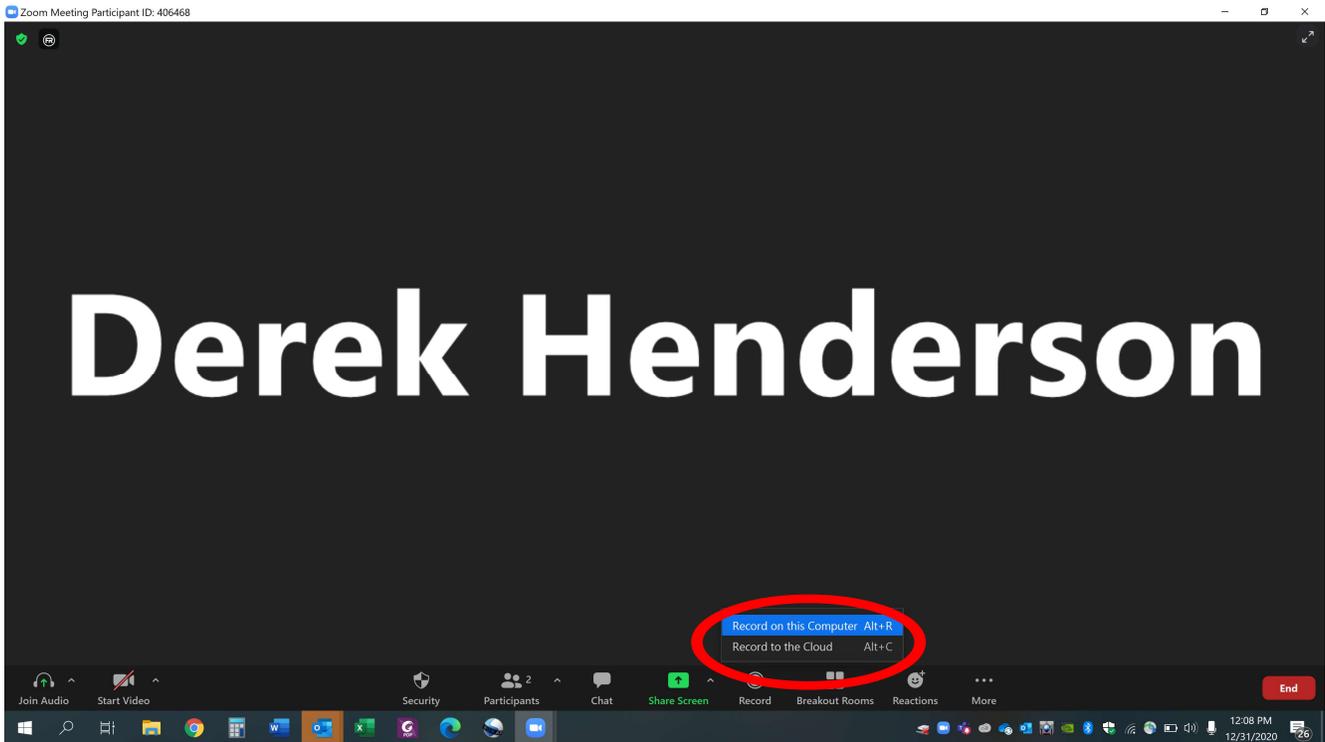
Start your scheduled Zoom call. When you want to start recording, click the “Record” button that is circled in red on the graphic below.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Steps for Recording in Zoom

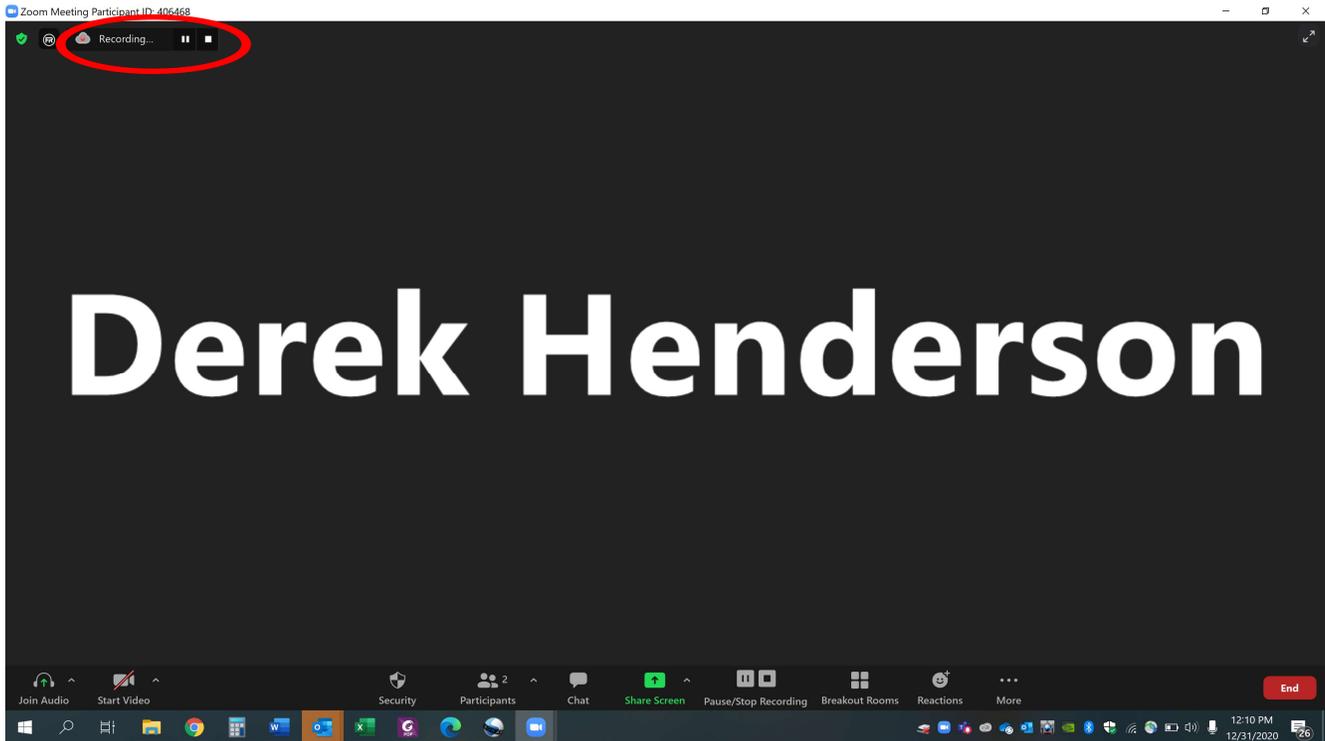
**Choose local or cloud recording. Cloud recording is now a secure option in the Zoomgov domain, and it will generate a transcript that may be useful for reference. The electronic transcript may not be completely accurate.**



**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Steps for Recording in Zoom

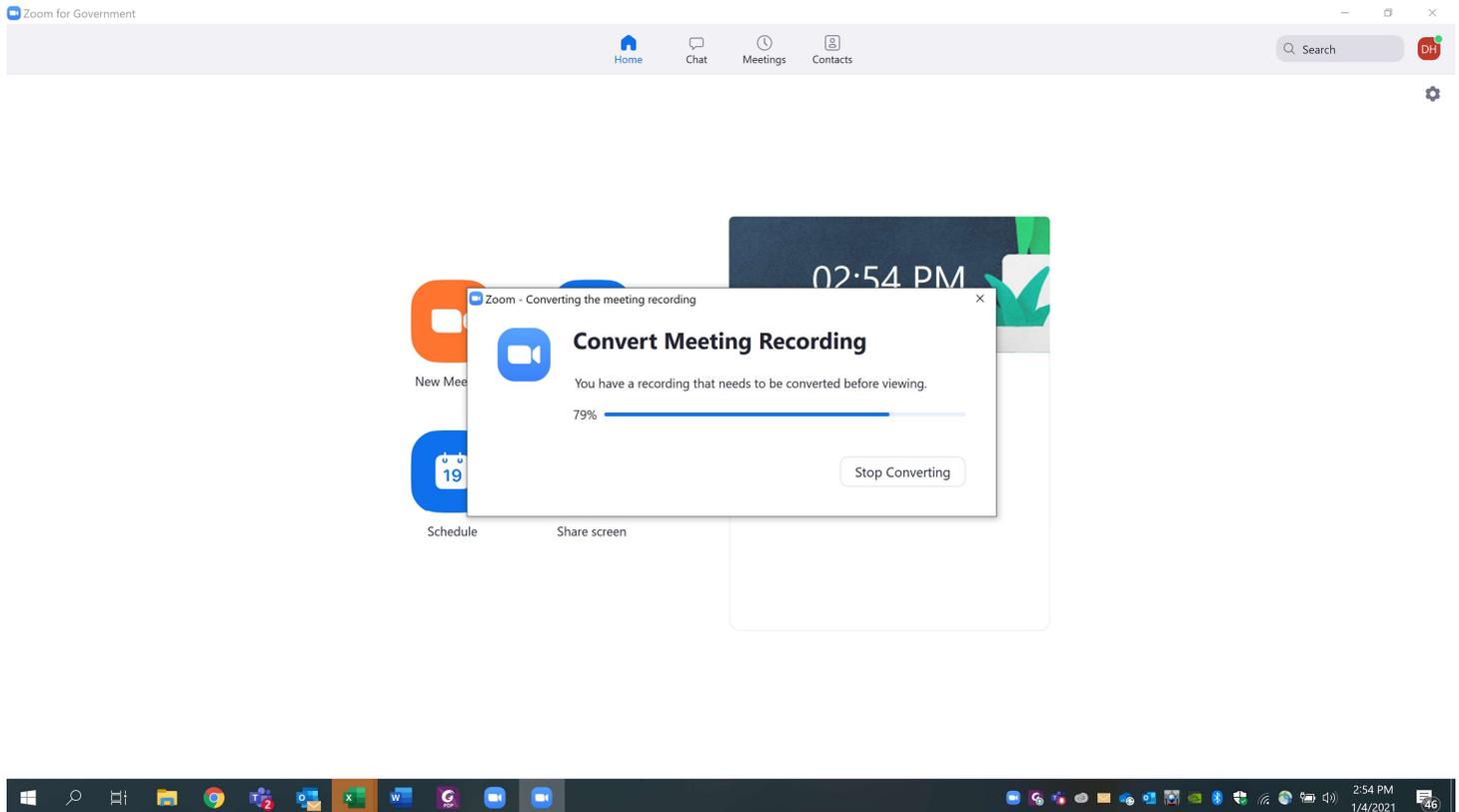
At the top left of your Zoom screen, you will see recording controls. You can pause or stop the recording. If you pause and resume, it will all save as one file. If you stop and then wish to restart, this will save as two files.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Steps for Recording in Zoom

**If you do not stop recording before the end of the meeting, it will stop when you end the meeting. If you are recording on your device instead of the cloud, the recording will need to convert. Do not close Zoom during conversion.**

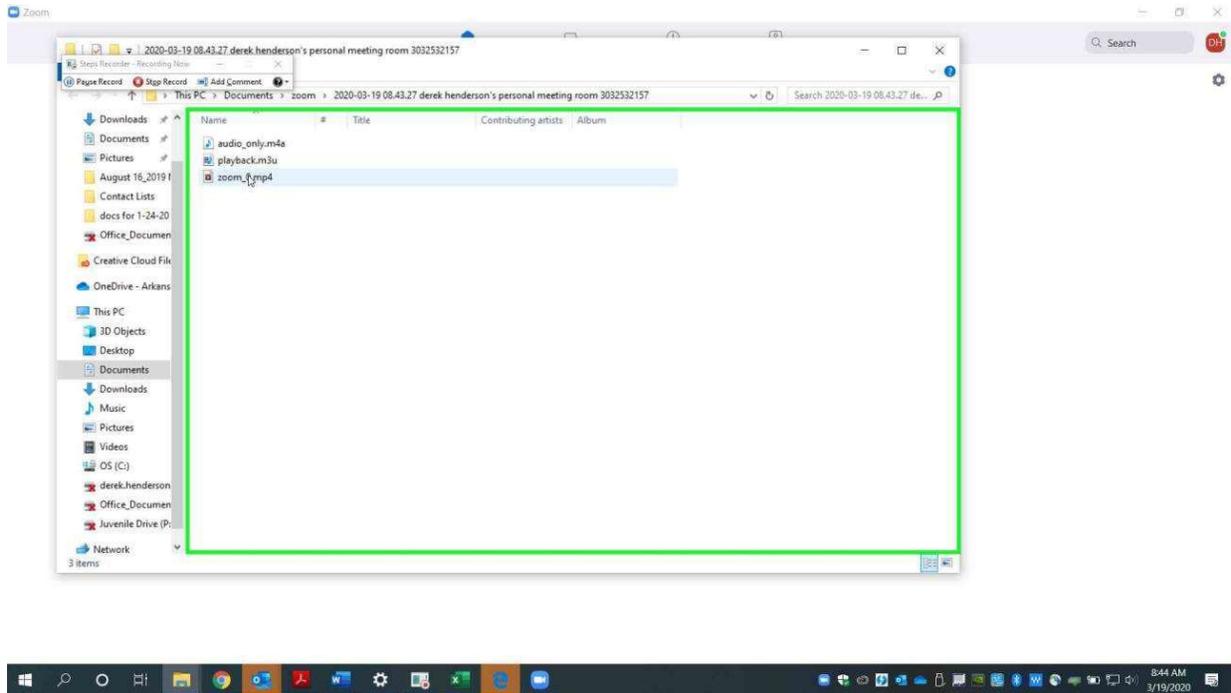


**Note on Cloud Recording:** When you finish a cloud recording, you will receive an email telling you when it is ready to access online. Access cloud recordings by signing in to your web portal at [Zoomgov.com](https://Zoomgov.com). Choose "Recordings" on the left side of the profile screen.

**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## Steps for Recording in Zoom

**A dialog box will pop up that shows where the video file has automatically been saved. You can right click to rename it. Note what folder it is saved in. You can also move it to a different folder by copying or dragging.**



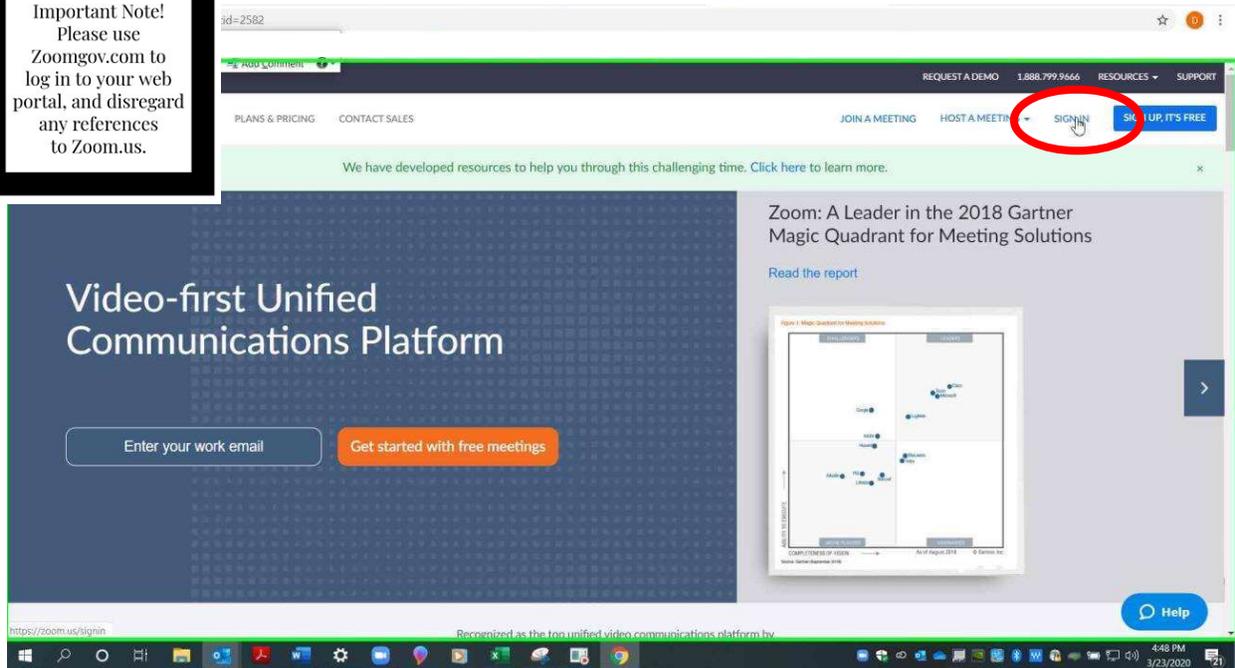
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

# **Prohibiting Recording for Non-host Users**

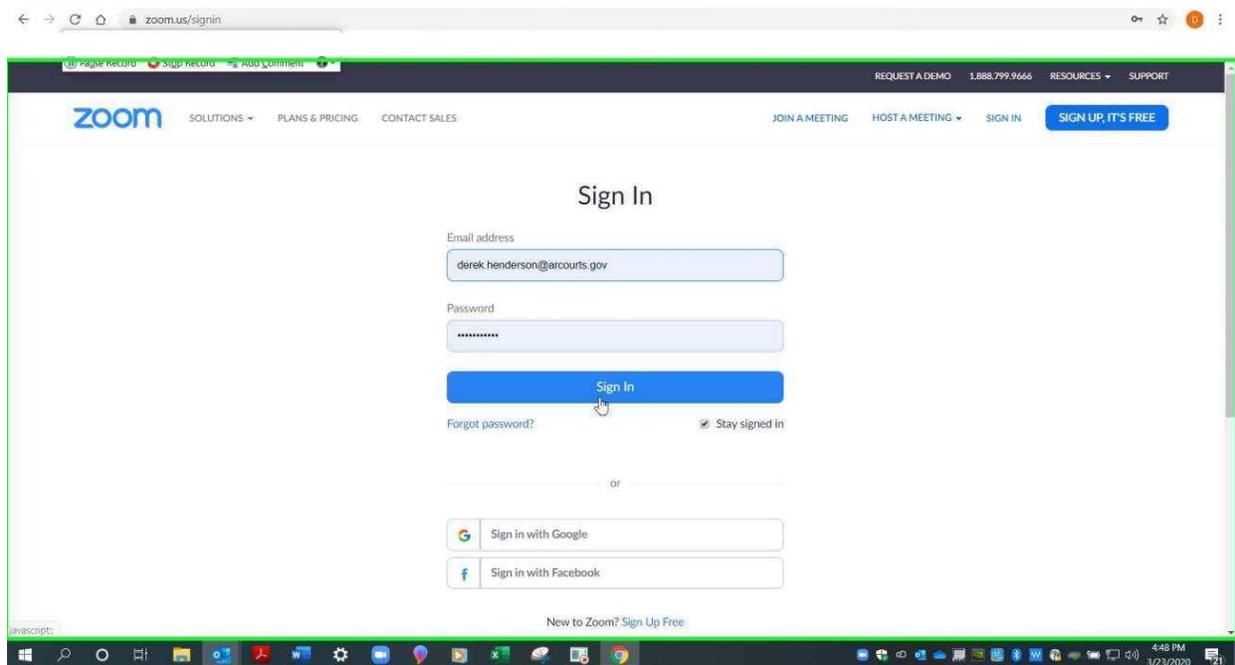
# Settings to Limit Recording

Open your web browser and go to [Zoomgov.com](https://zoomgov.com). Choose “Sign in.”

Important Note!  
Please use  
[Zoomgov.com](https://zoomgov.com) to  
log in to your web  
portal, and disregard  
any references  
to [Zoom.us](https://zoom.us).



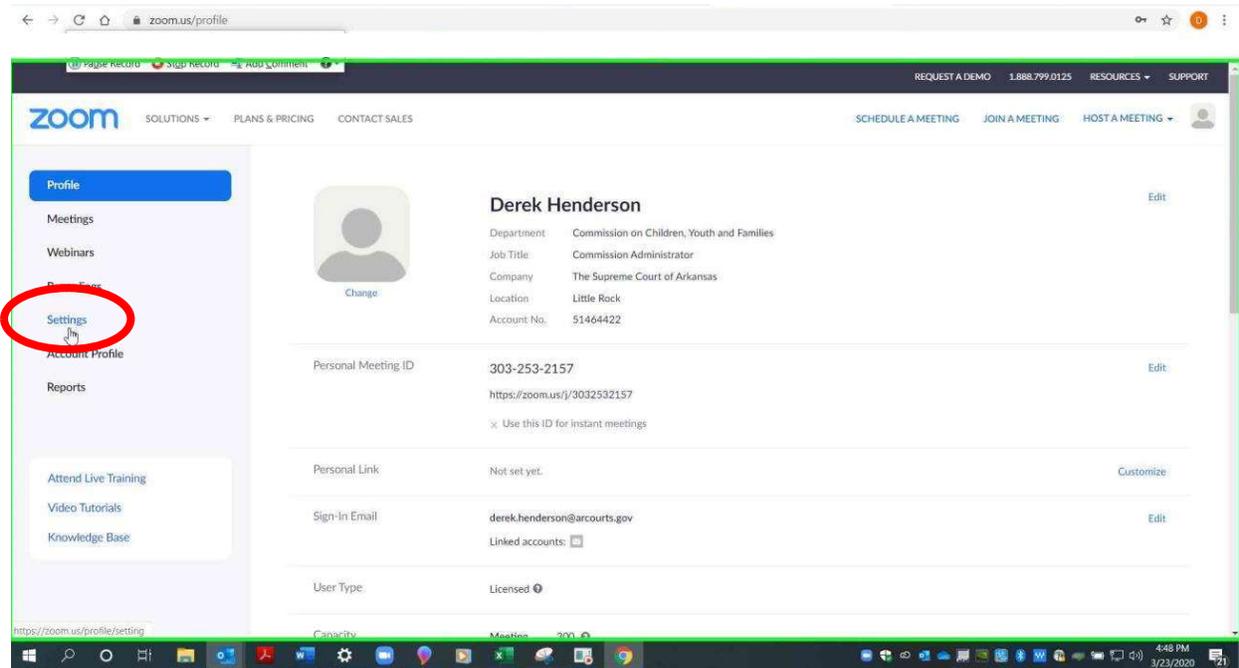
Enter your credentials and sign in.



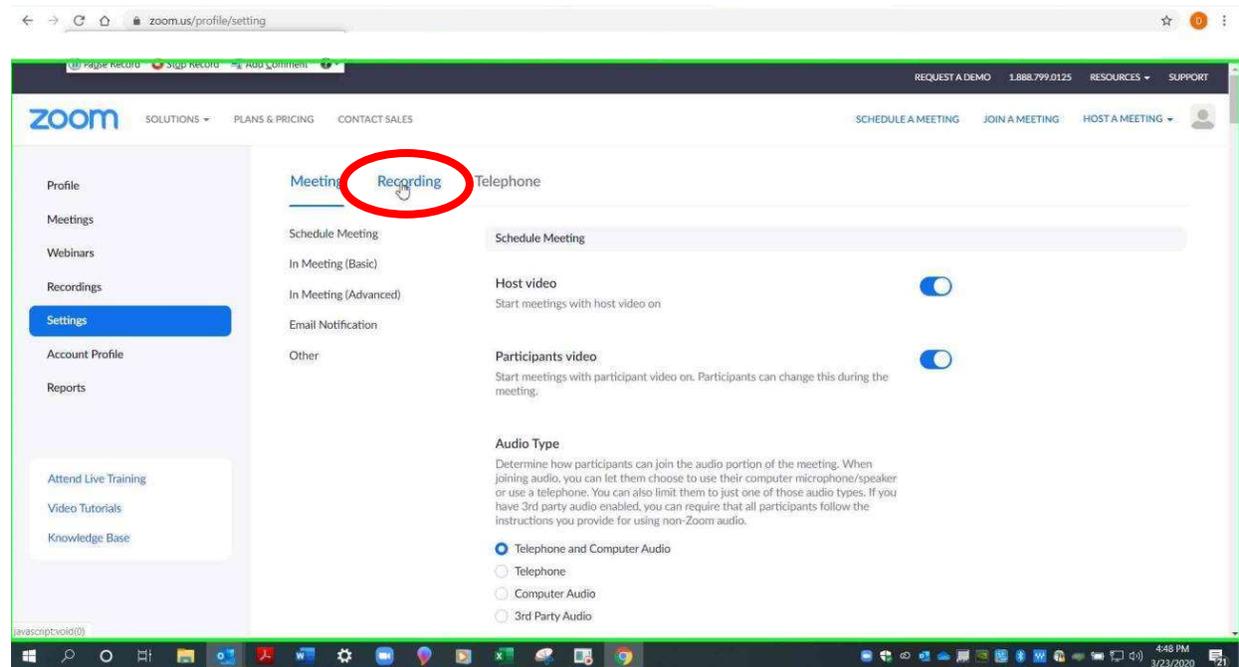
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Settings to Limit Recording

## Choose “Settings.”



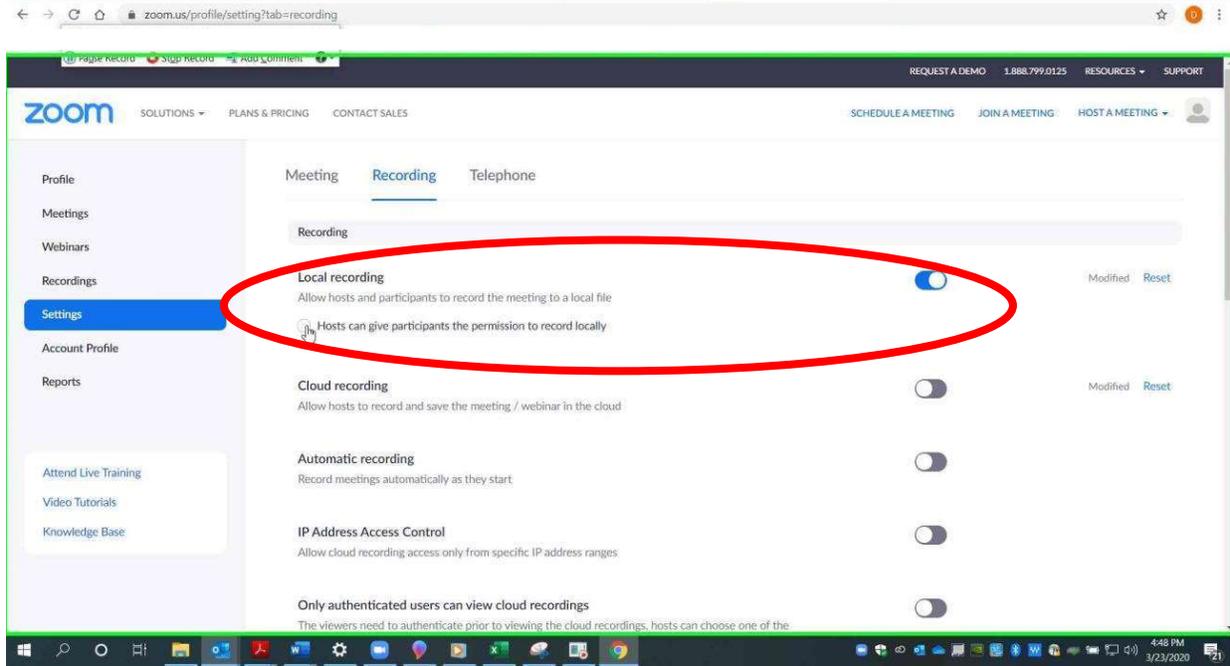
## Choose “Recording.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Settings to Limit Recording

Under “Local recording,” uncheck the box that says “Hosts can give participants the permission to record locally.” You may be prompted to choose “Save.”



There are several important things to remember:

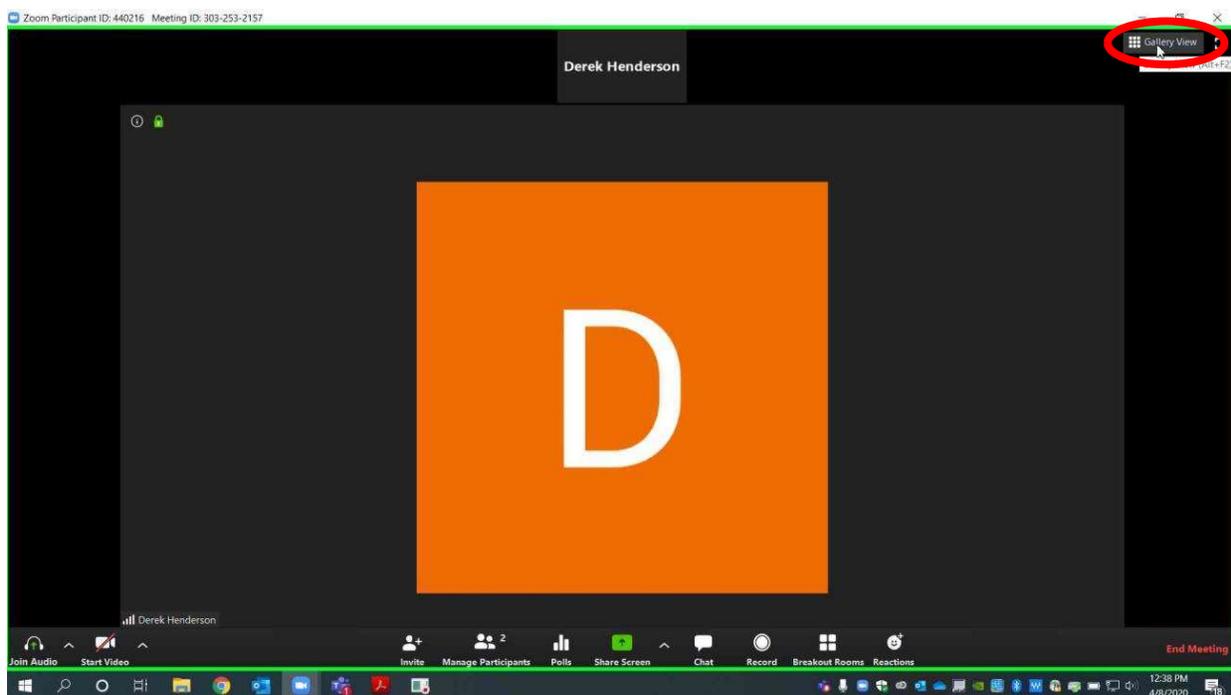
- No participant can record locally (i.e. save to hard drive) unless the host grants permission. The setting recommendation above prevents the host from accidentally granting recording privileges.
- Since the host controls whether others can record, it is important for judges to be sure that their accounts are used as the host accounts for video hearings. Be careful to not accidentally assign another party as a co-host.
- These settings only affect participants’ ability to record through the Zoom program, so be sure to warn participants that they should not record through any alternate means.

For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Using Gallery View to See All Meeting Participants**

## Using Gallery View to See All Meeting Participants

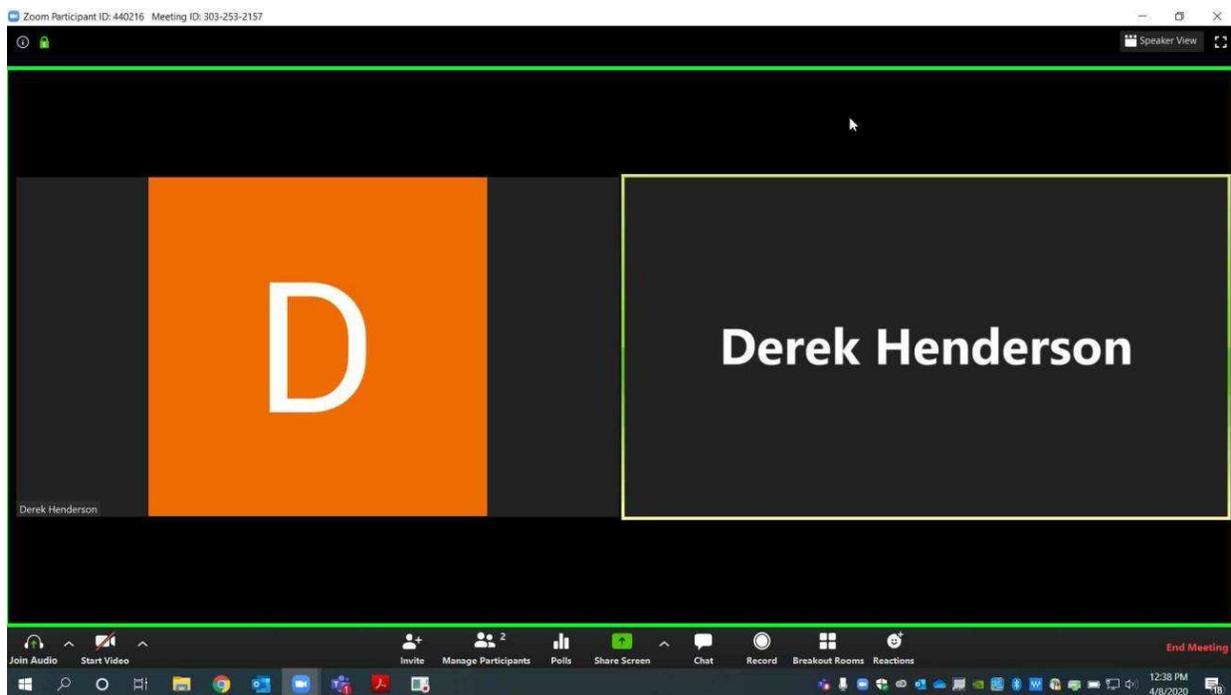
The default view is “Speaker View.” This displays the person speaking (microphones detect this automatically). “Gallery View” will display all participants on the call on the same screen. Choose the “Gallery View” option in the top right corner.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Using Gallery View to See All Meeting Participants

**Gallery View will appear as below. You can change back to Speaker View using the same steps.**



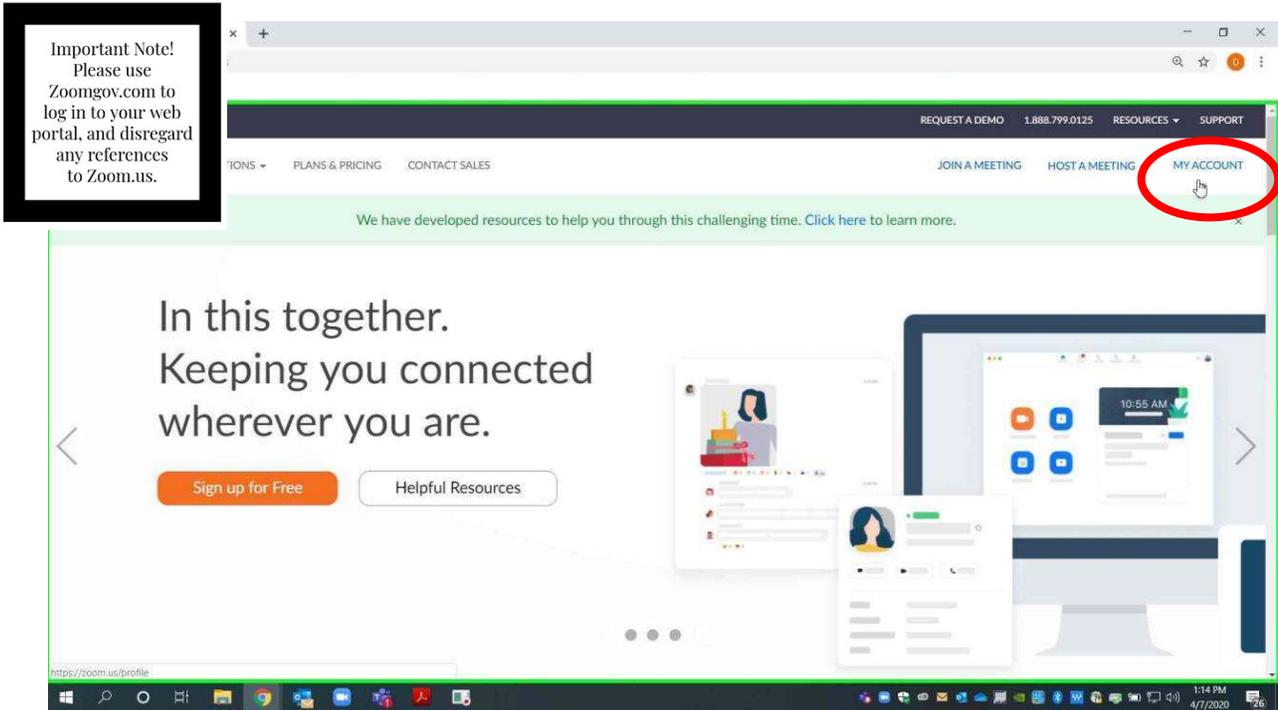
**Please note that this view may work differently with a tablet or mobile device.**

**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

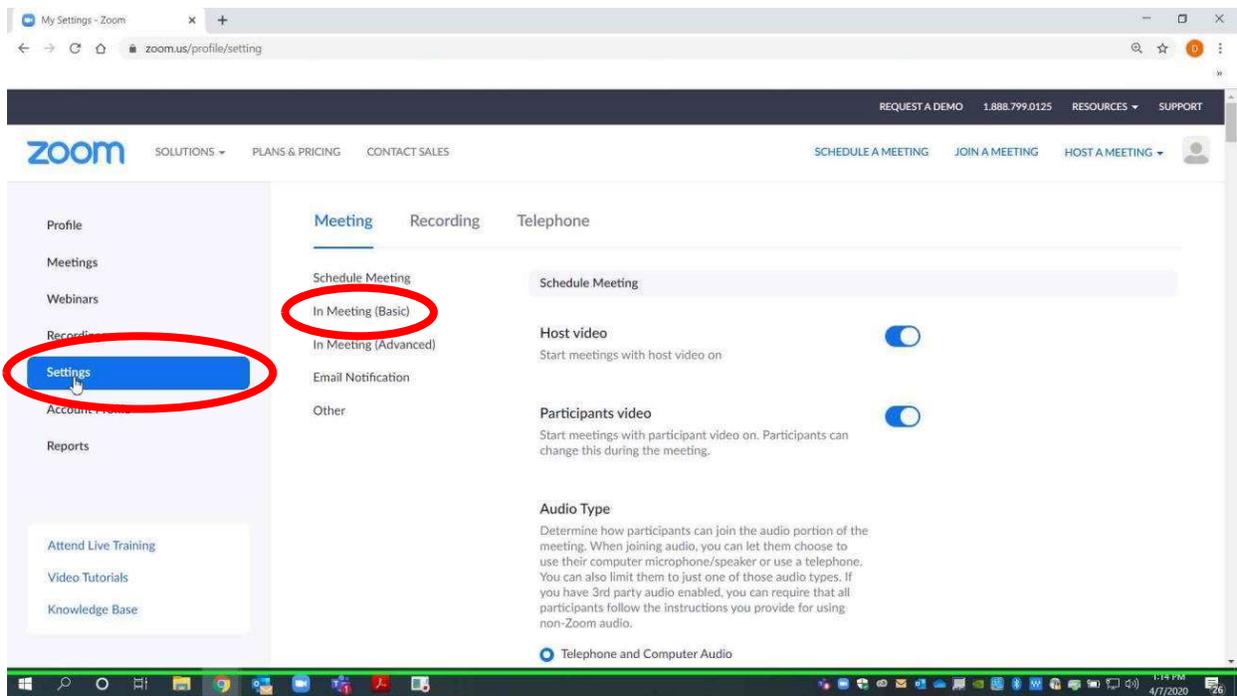
**Screen Sharing (for all participants to view a document or program simultaneously)**

# How to Share a Screen in Zoom

Go to [Zoomgov.com](https://zoomgov.com). Sign in to your account. Choose “My Account” or the person icon in the top left.



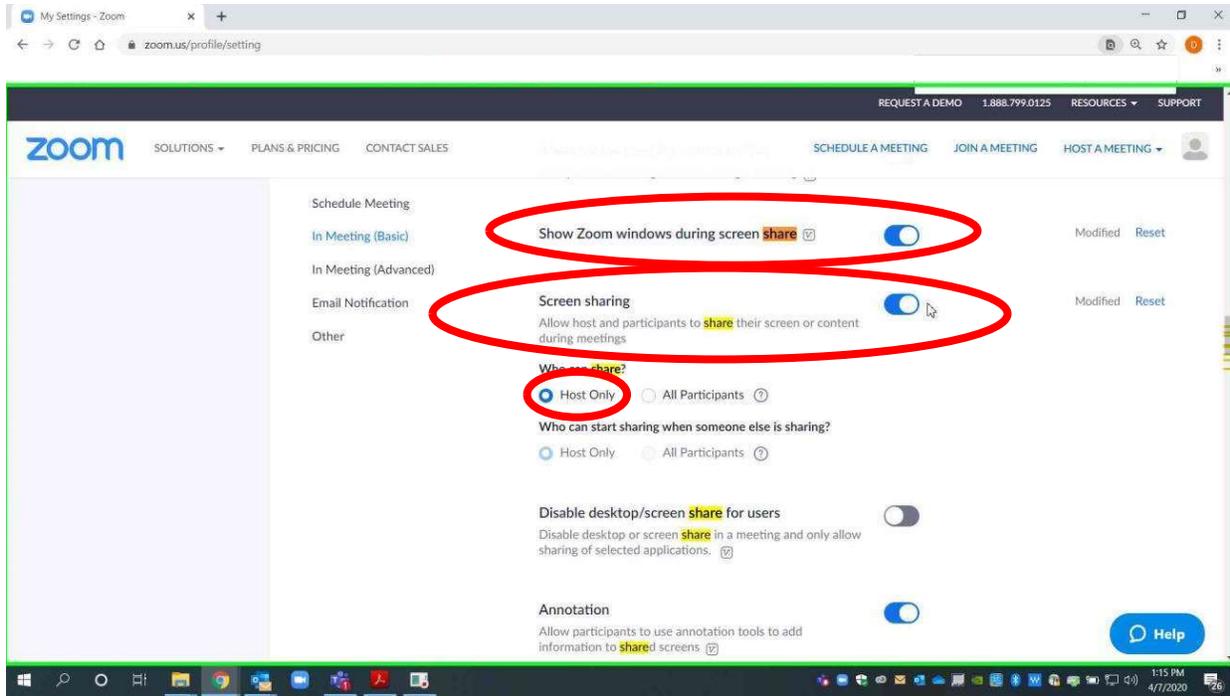
Choose “Settings,” then choose “In Meeting (Basic).”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## How to Share a Screen in Zoom

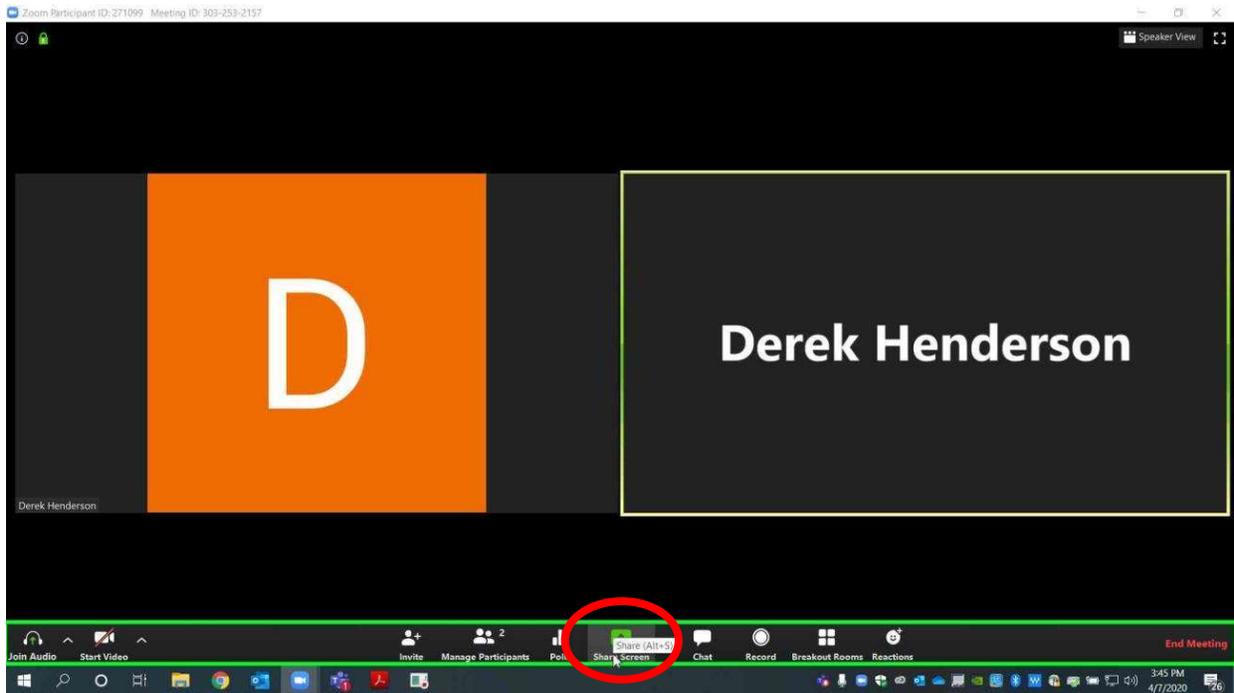
Scroll down. Turn on “Show Zoom windows during screen share.” Turn on “Screen sharing.” The “Host Only” option is recommended so the judge will control all screen sharing, but this is within the judge’s discretion.



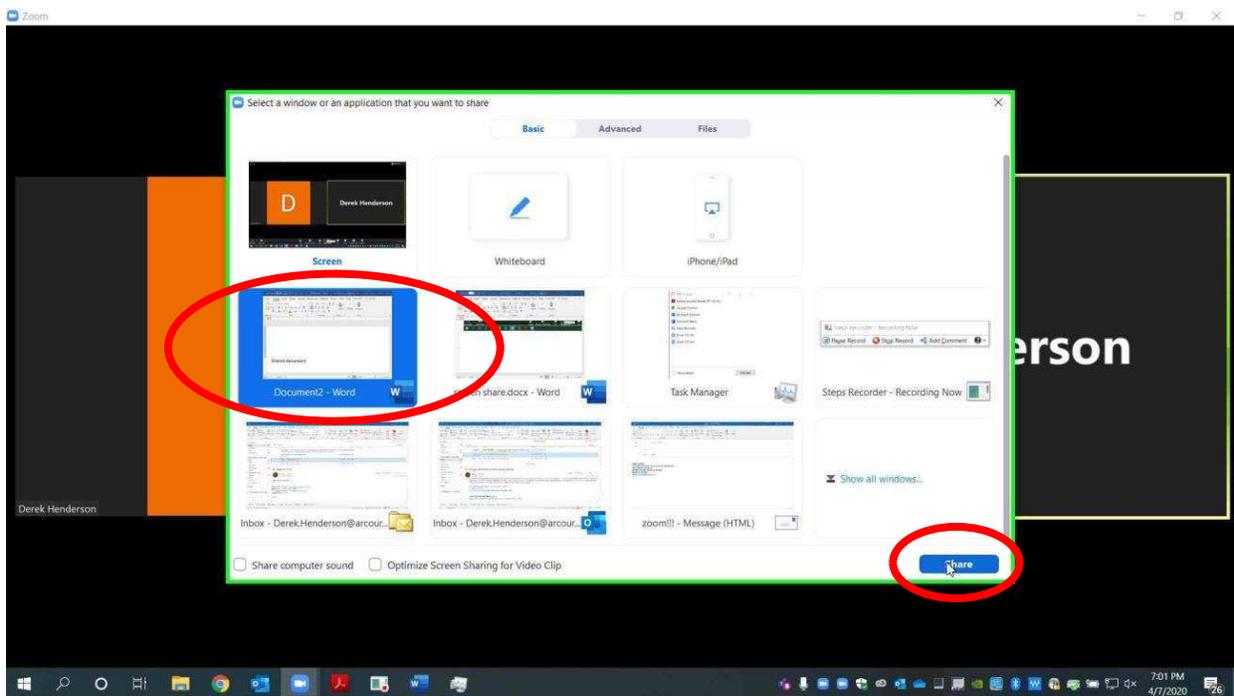
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## How to Share a Screen in Zoom

When you are in a call using the Zoom app, choose “Share Screen.”



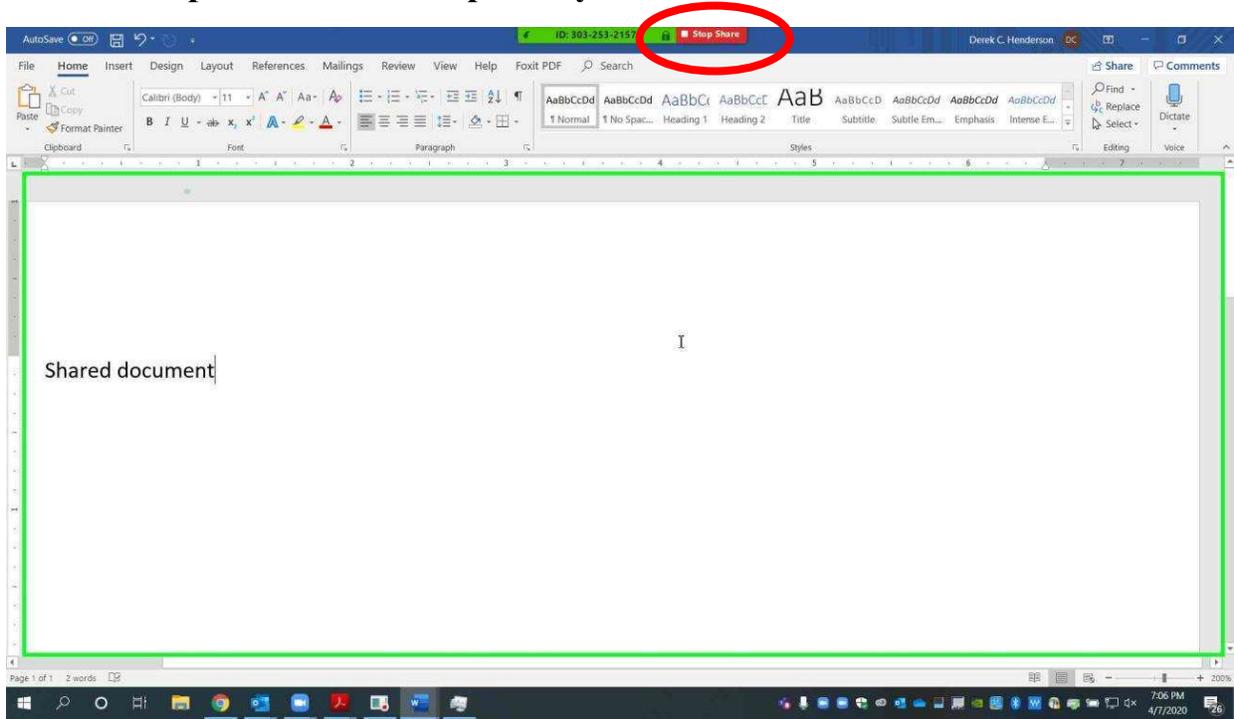
Choose the document you wish to share. *Use caution to avoid sharing documents that you do not intend to share.* Choose “Share.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## How to Share a Screen in Zoom

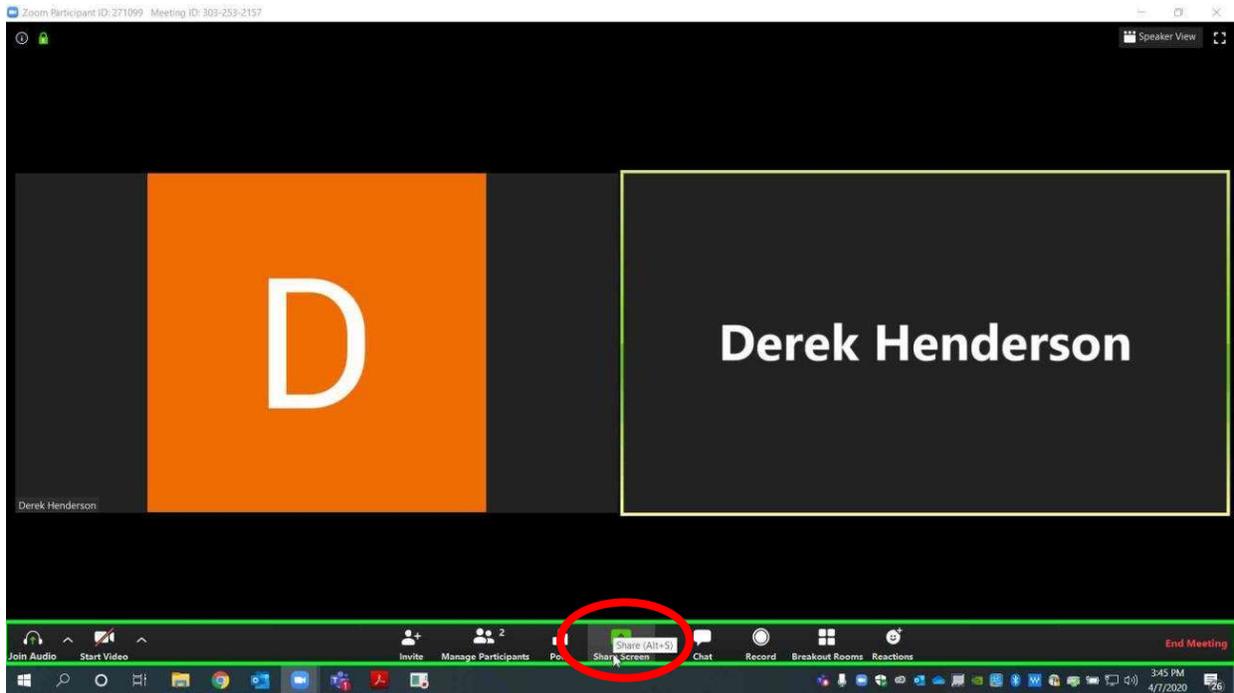
**When you are viewing the shared document, you will see a green outline around it. Other users are able to see what is inside of the green. You can choose “Stop Share” at the top at any time.**



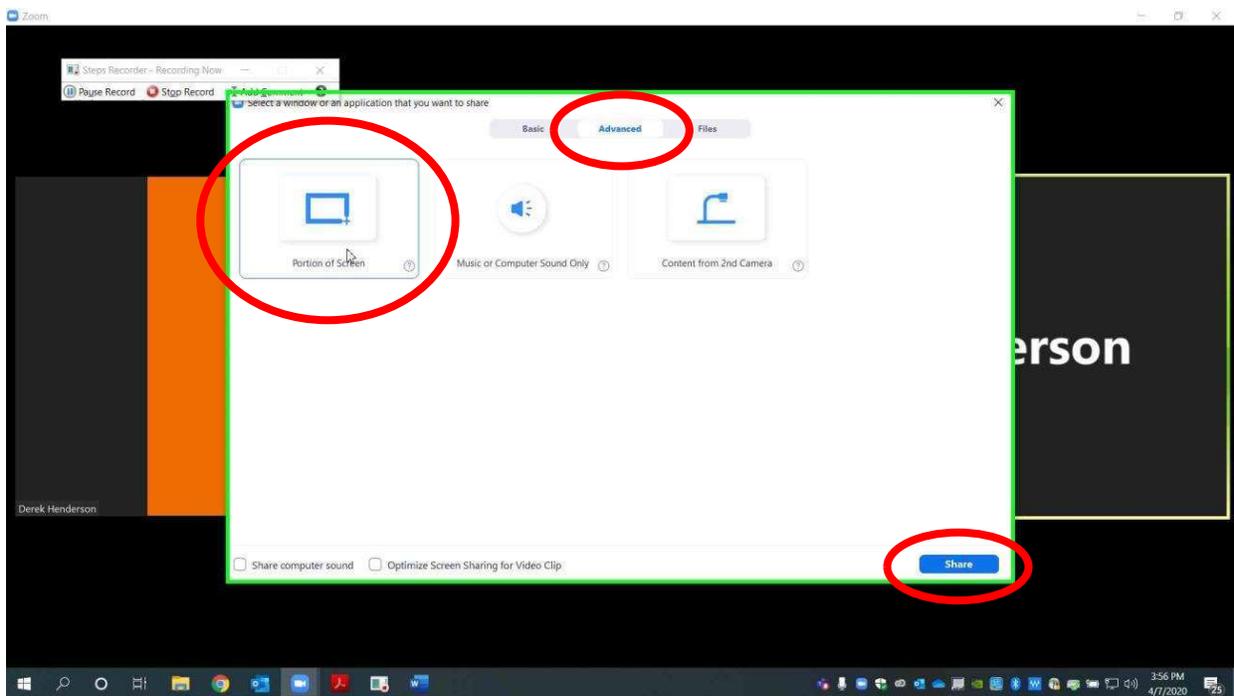
**For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.**

## How to Share a Screen in Zoom

There is another way of sharing that will allow you to focus on a specific portion of a document. Choose “Share Screen” at the bottom.



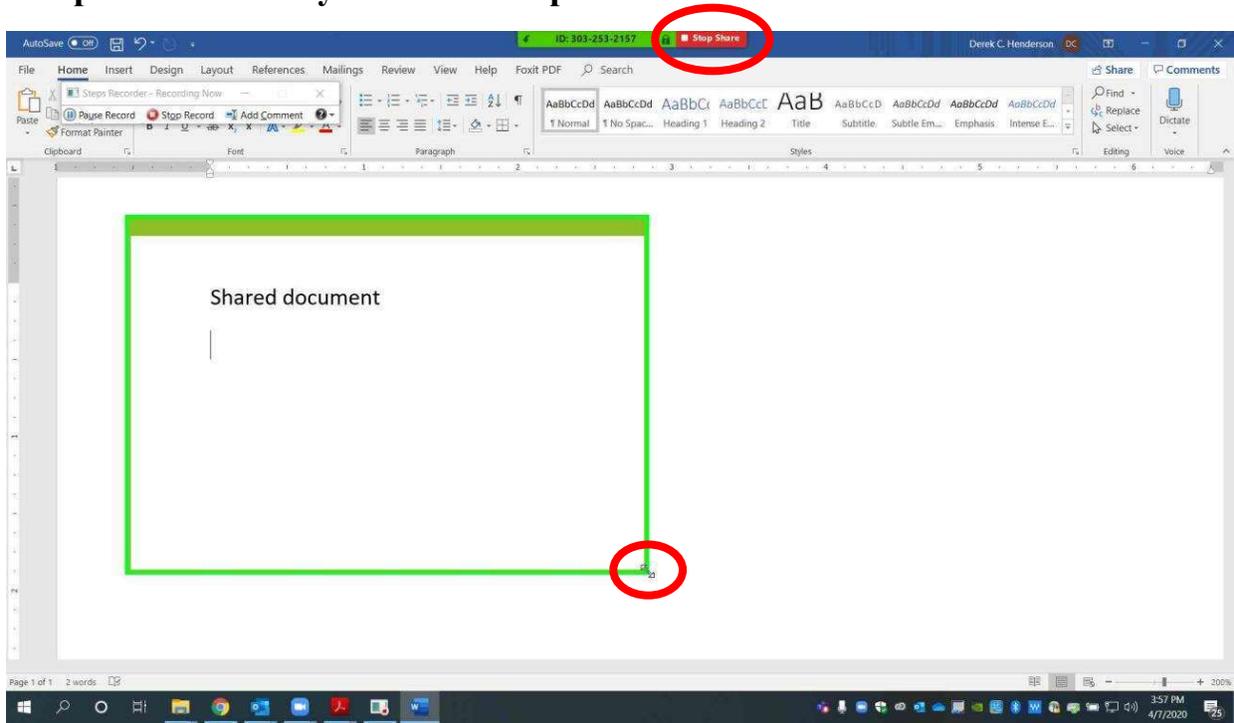
Choose “Advanced,” “Portion of Screen,” and “Share.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## How to Share a Screen in Zoom

A green frame will pop up. You can move it around by grabbing it with your mouse. You can resize it by grabbing the corner with your mouse. Choose “Stop Share” when you wish to stop.



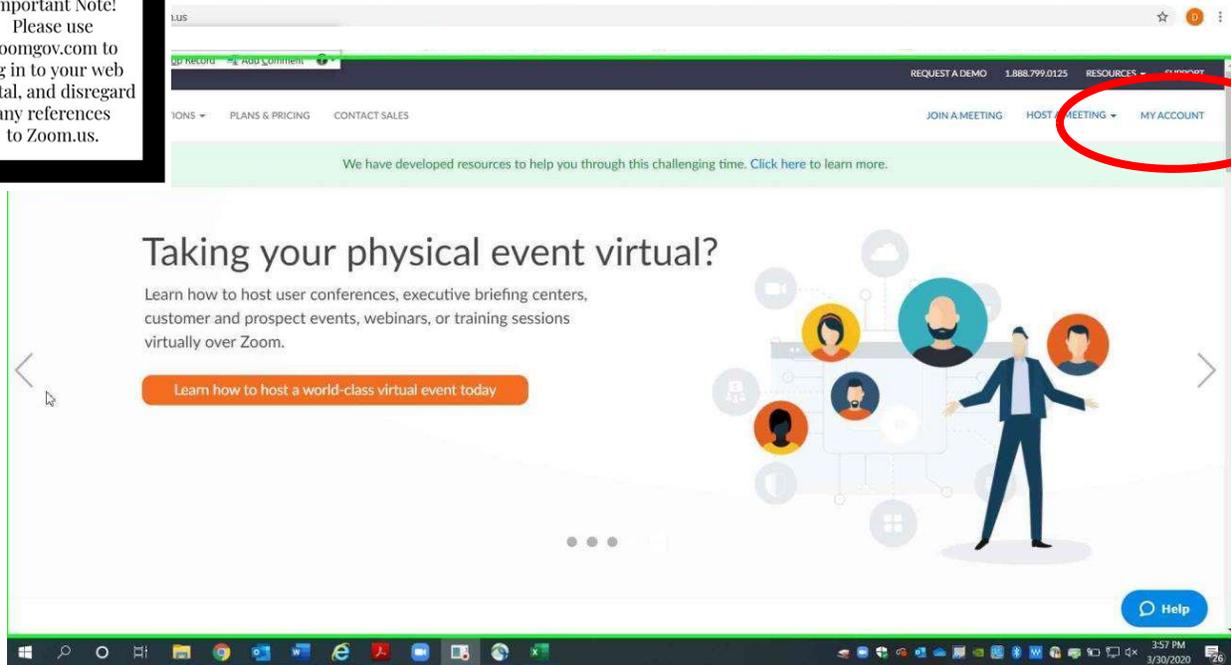
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Using the File Transfer Feature**

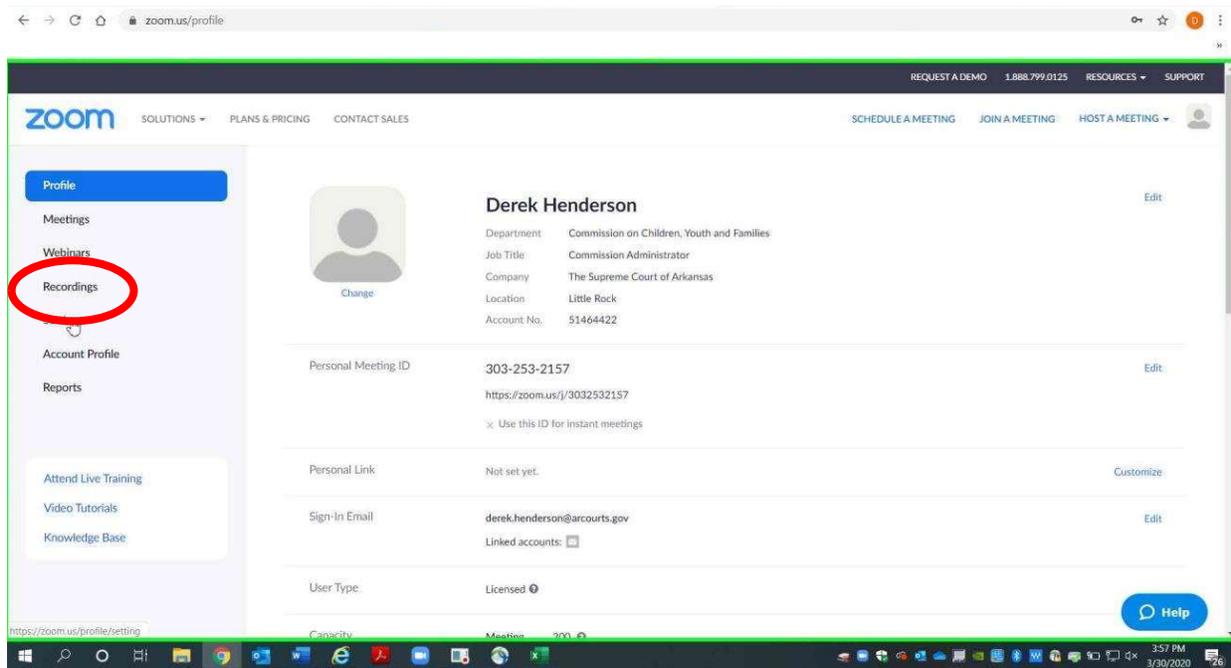
## Sharing Files Using Zoom Chat

Go to [Zoomgov.com](https://zoomgov.com) on your web browser. Log in using your credentials. If you are already logged in, choose “My Account” or the person icon at the top right.

**Important Note!**  
Please use [Zoomgov.com](https://zoomgov.com) to log in to your web portal, and disregard any references to [Zoom.us](https://zoom.us).



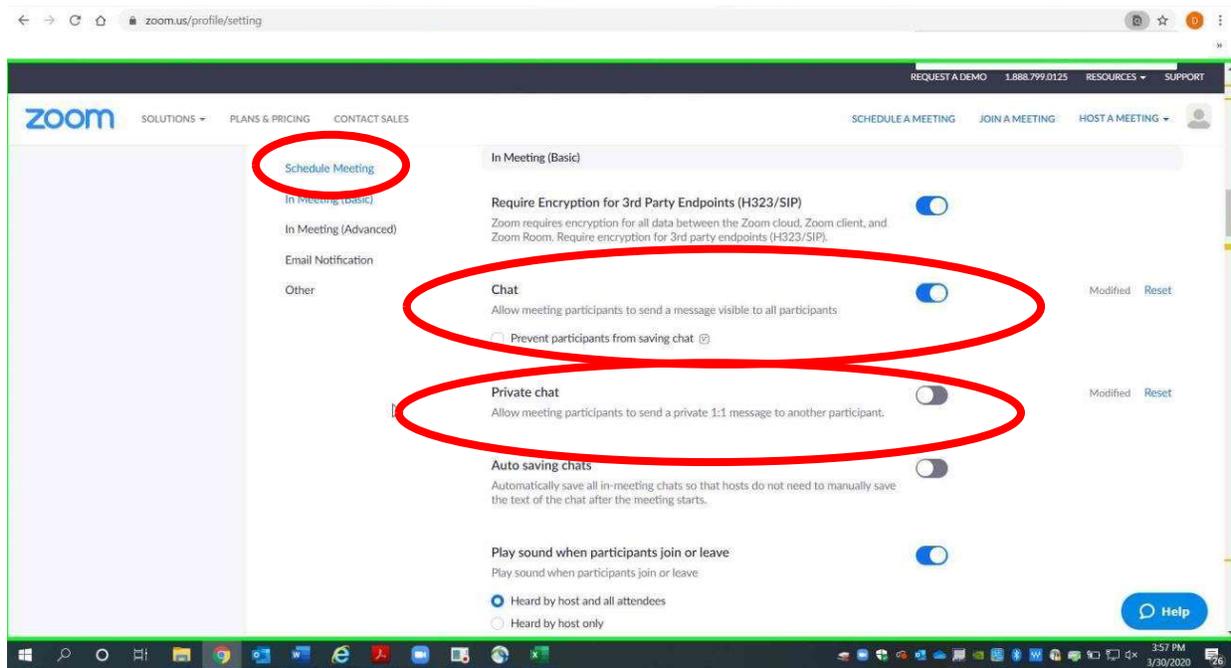
Choose “Settings.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Sharing Files Using Zoom Chat

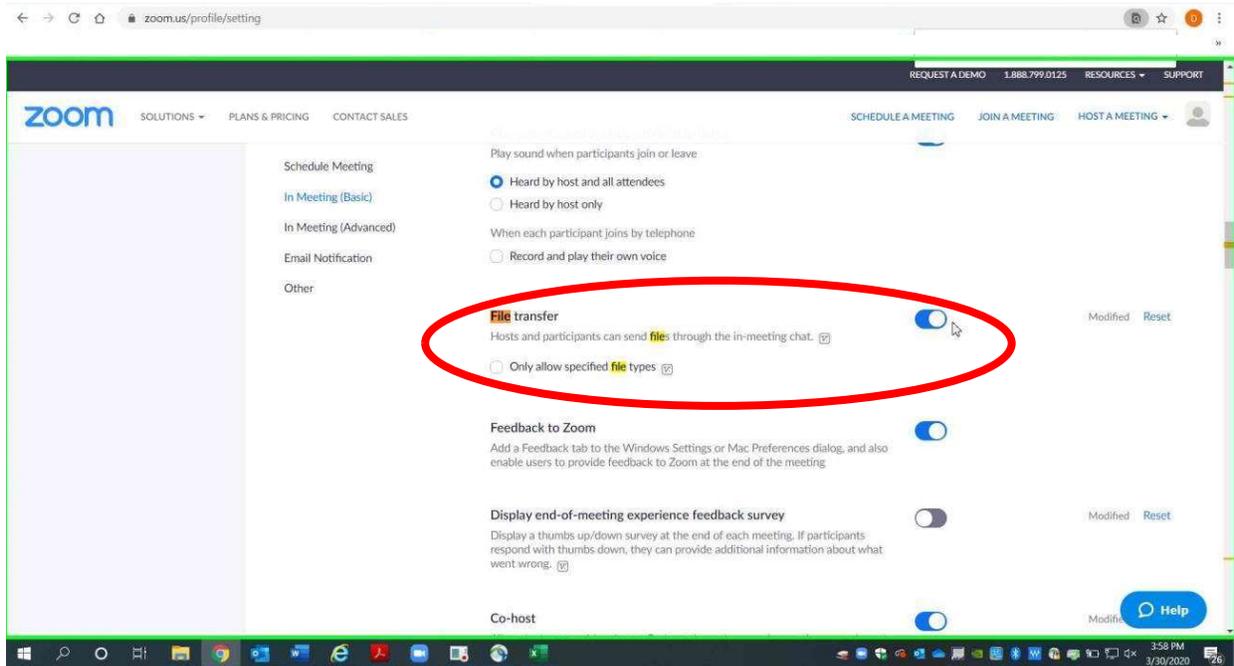
Choose “In Meeting (Basic)” on your left. Make sure that “Chat” is turned on (it will show in blue). It is recommended that “Private chat” be turned off (it will show in gray). This will prevent non-host participants from communicating with one another without the host’s knowledge.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Sharing Files Using Zoom Chat

Scroll down and turn on “File transfer” (it will show in blue).



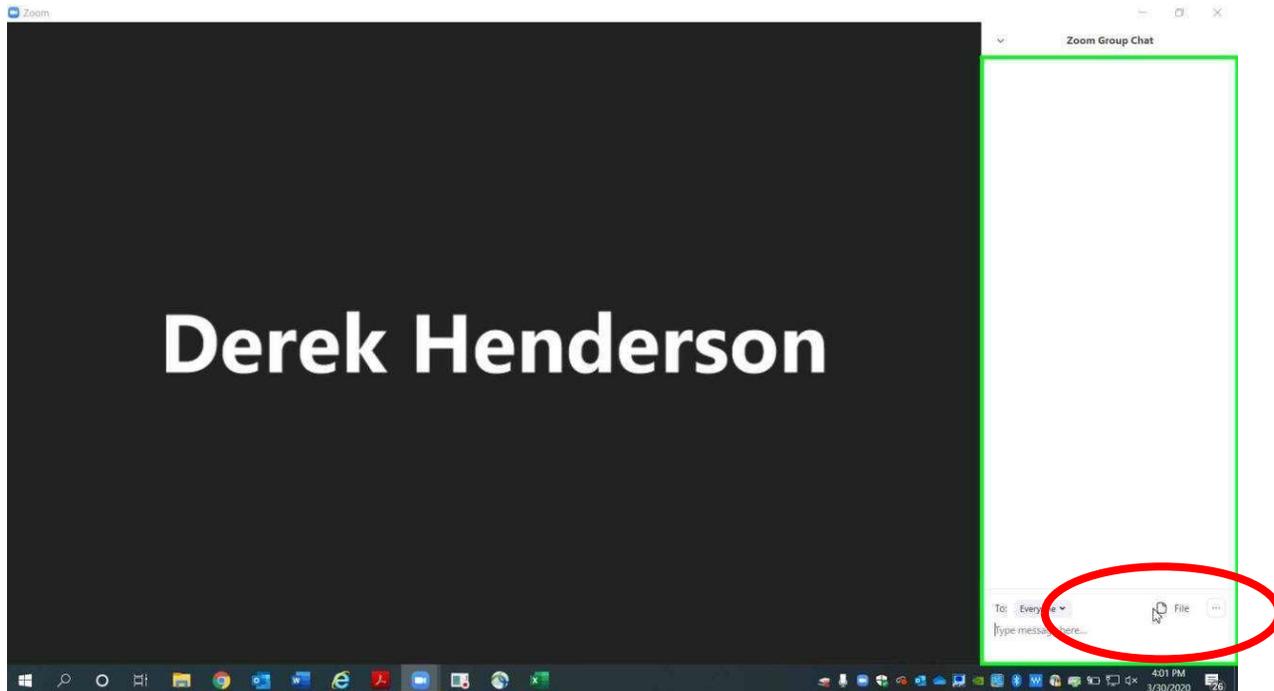
When are in a Zoom call on the app, start a file transfer by choosing “Chat.”



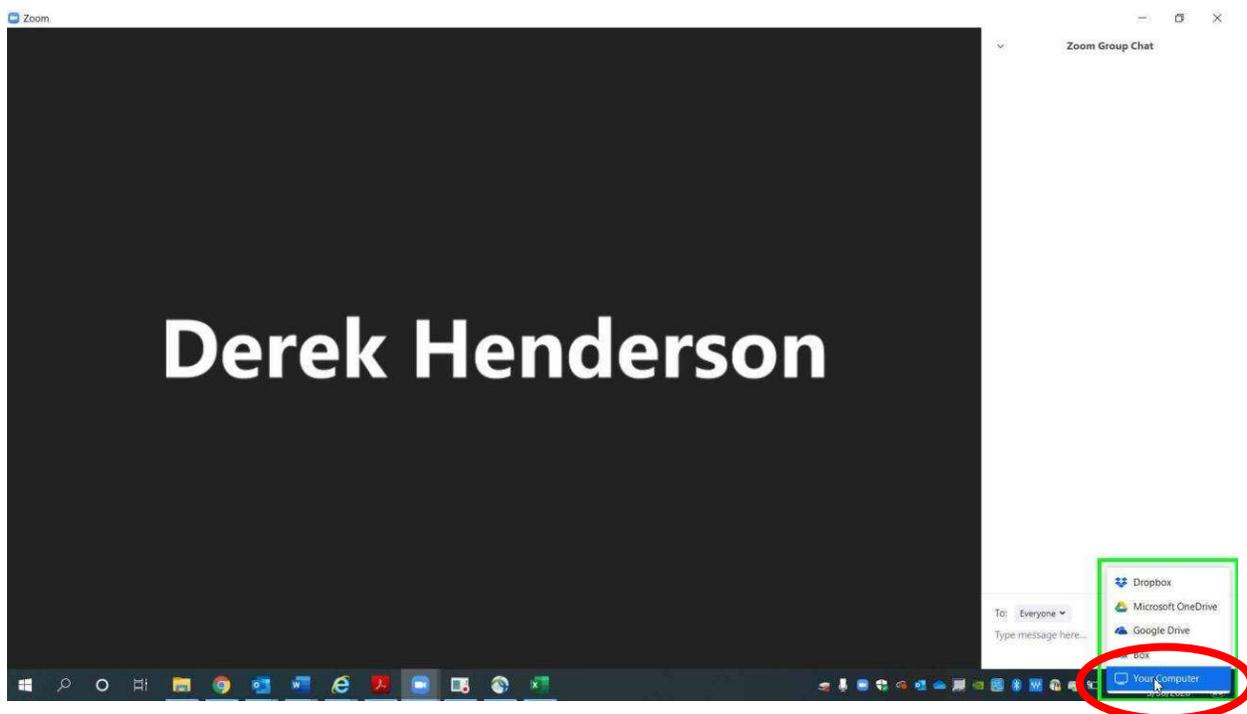
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Sharing Files Using Zoom Chat

In the chat bar on the right side, choose “File” at the bottom.



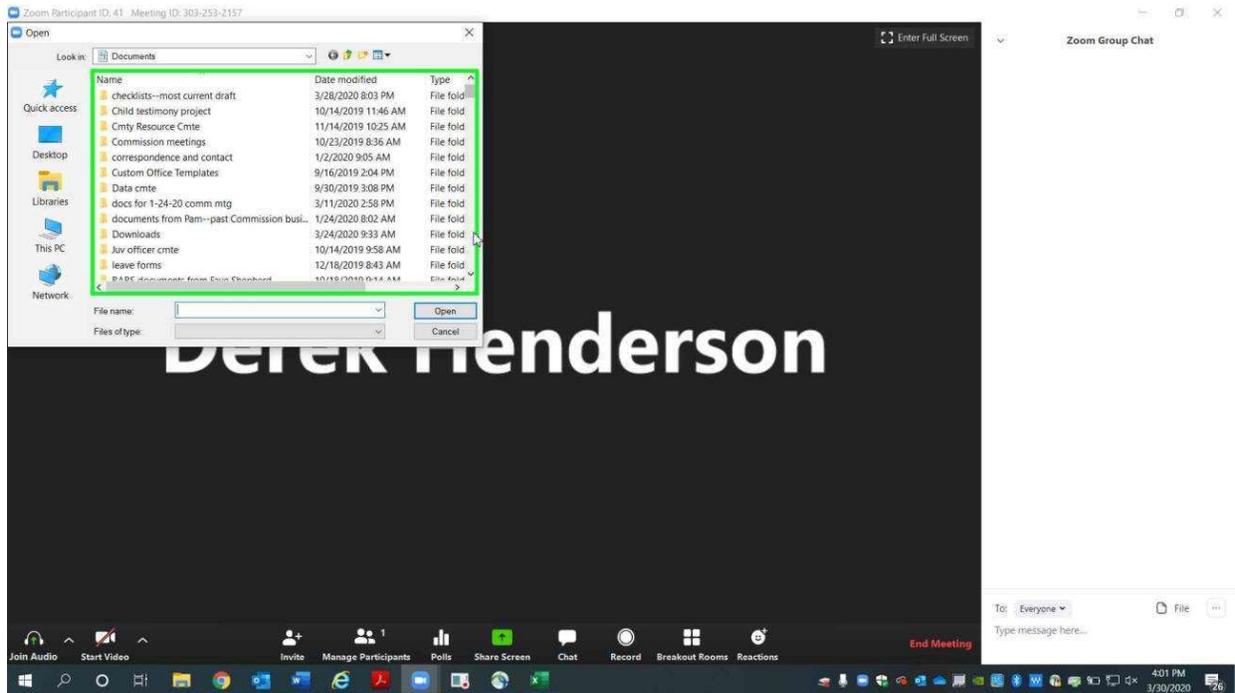
Choose the location of your file, usually “My Computer.”



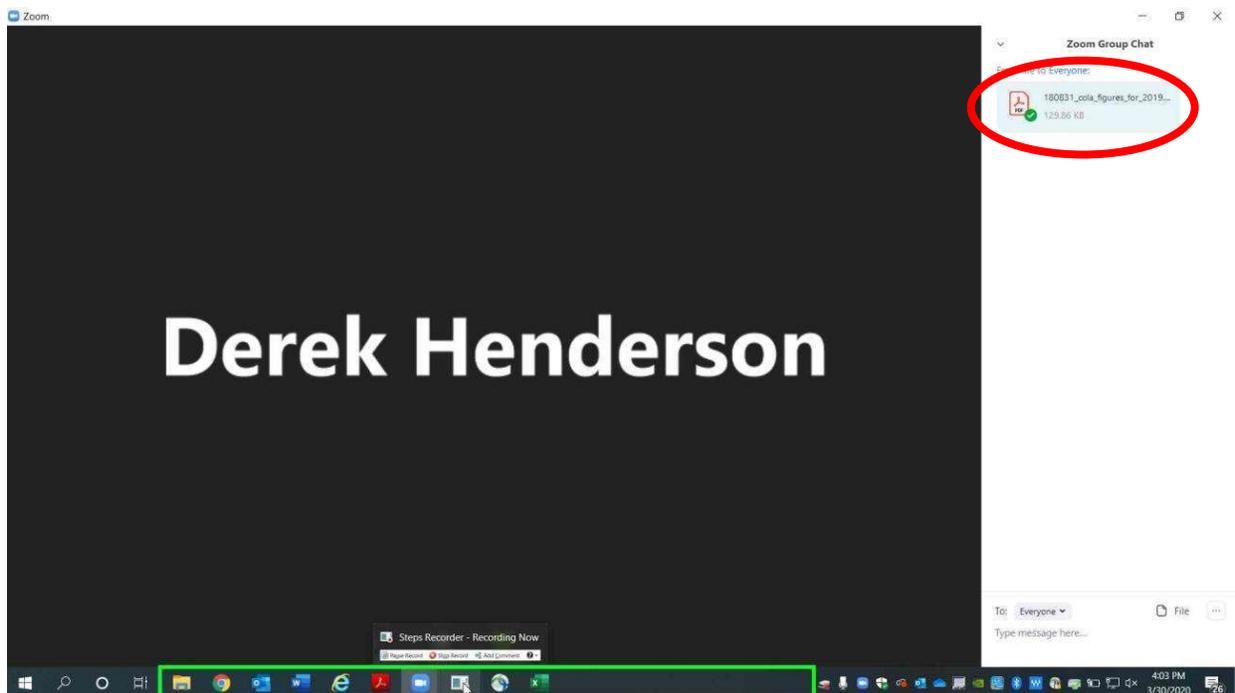
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Sharing Files Using Zoom Chat

Choose the file you wish to transfer.



A file name with a green check mark will appear to confirm the transfer.

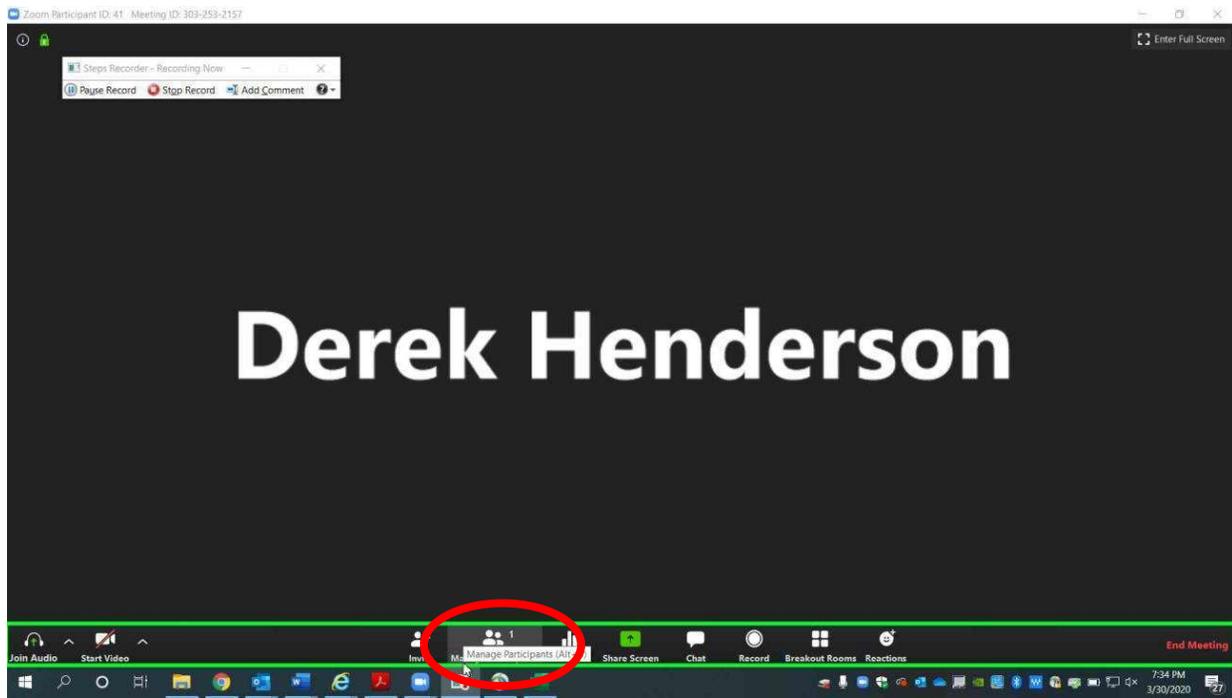


For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Locking a Meeting for Security**

## Locking a Meeting

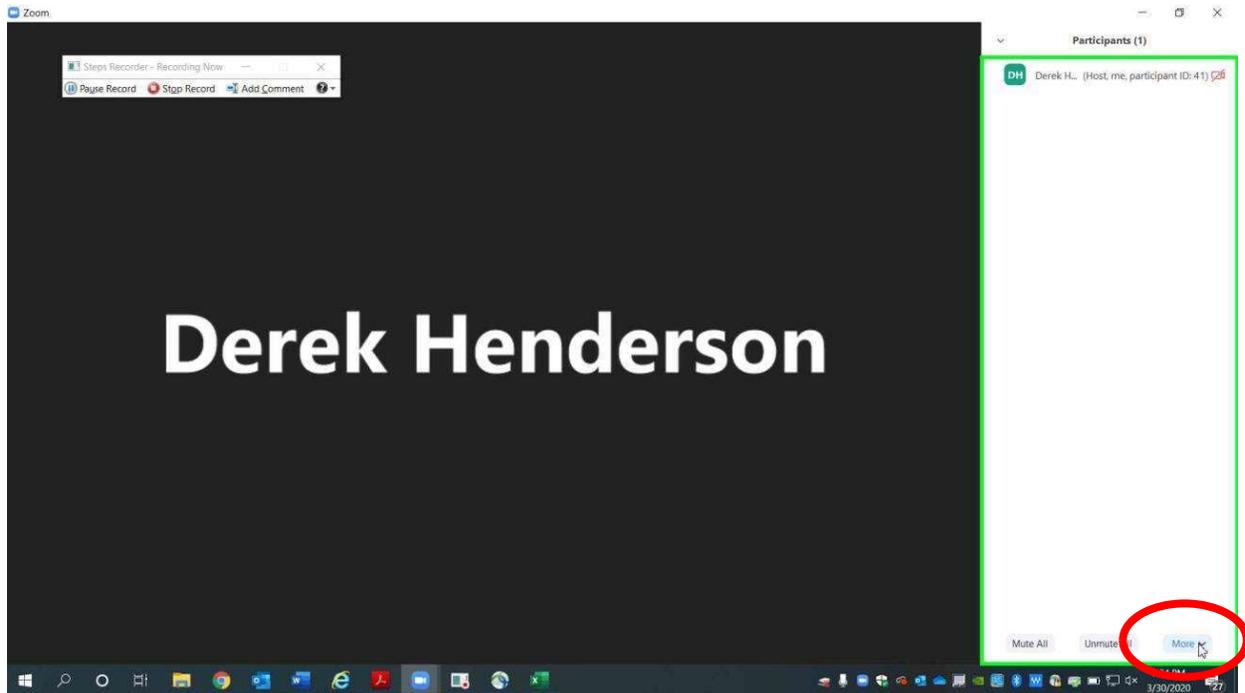
Locking a meeting makes it more secure. No new participants can join once it is locked unless you unlock it. When you are having a call in the Zoom app, choose “Manage Participants” at the bottom.



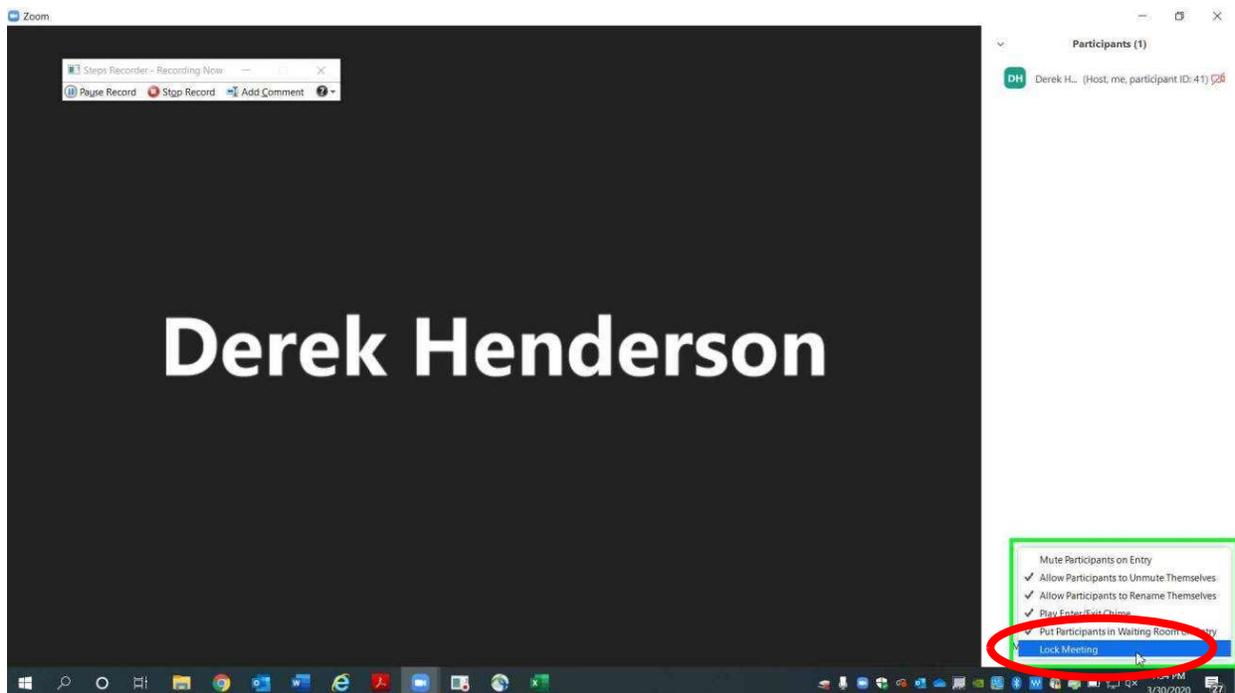
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Locking a Meeting

At the bottom right, choose “More.”



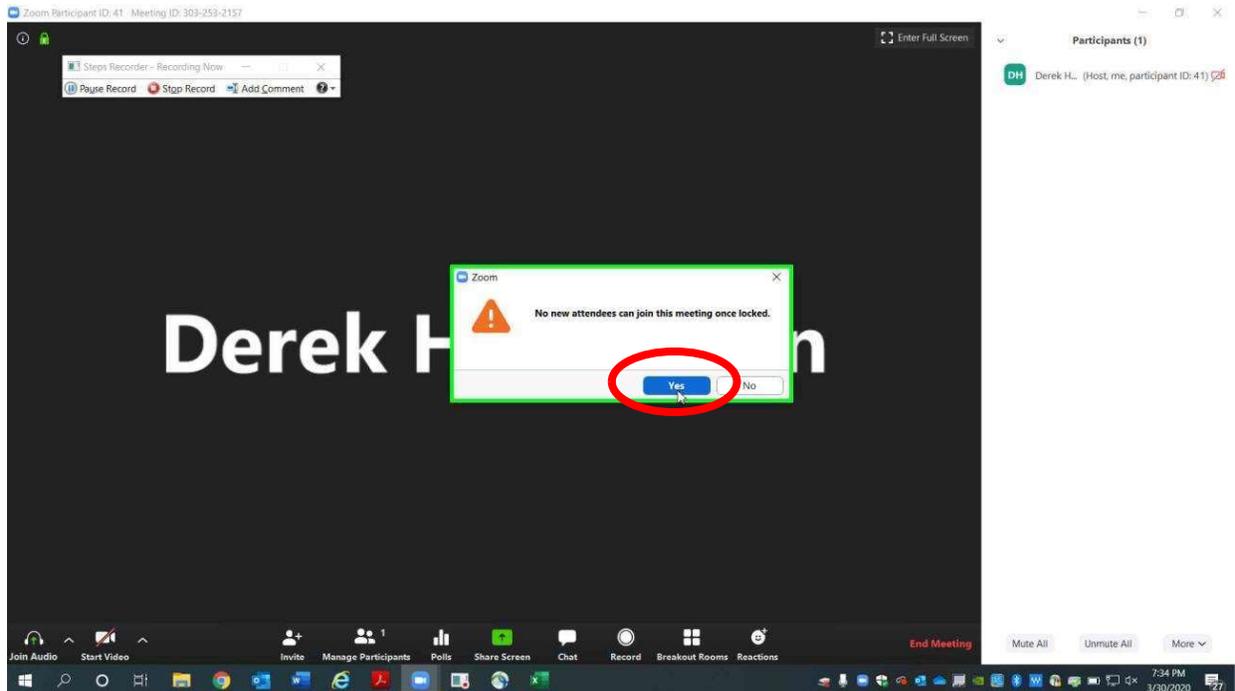
Choose “Lock Meeting.”



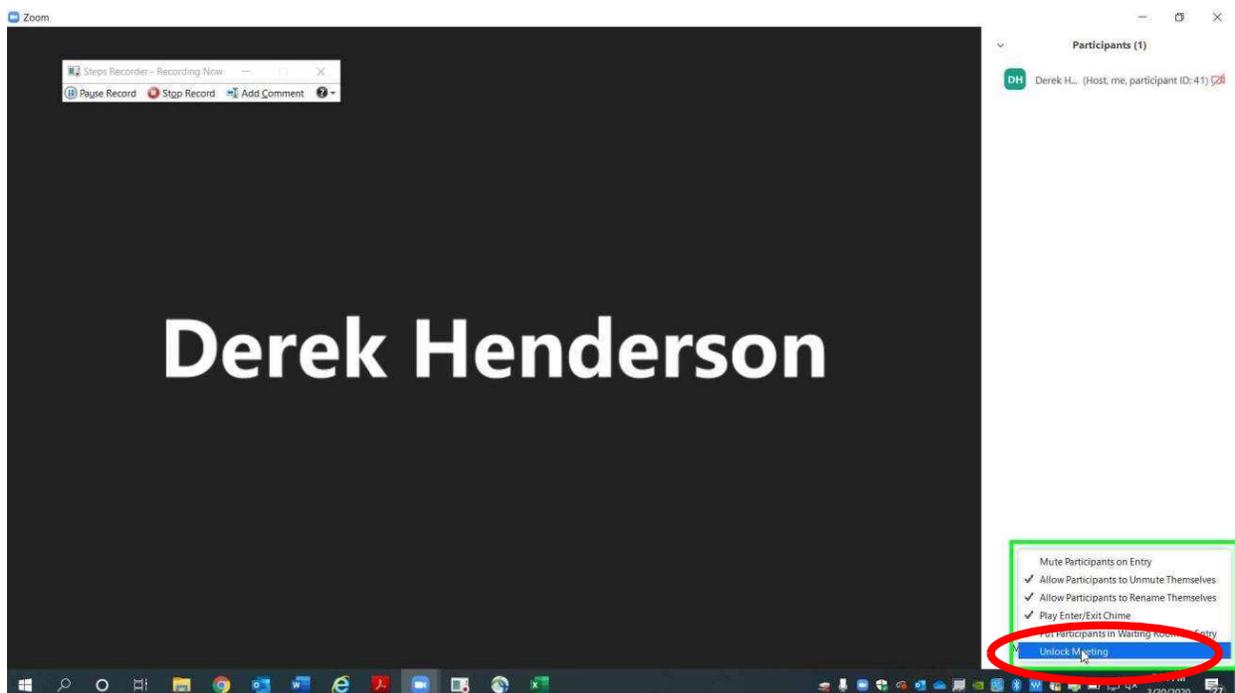
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Locking a Meeting

Confirm that you want to lock.



Go through the same process to unlock if needed.

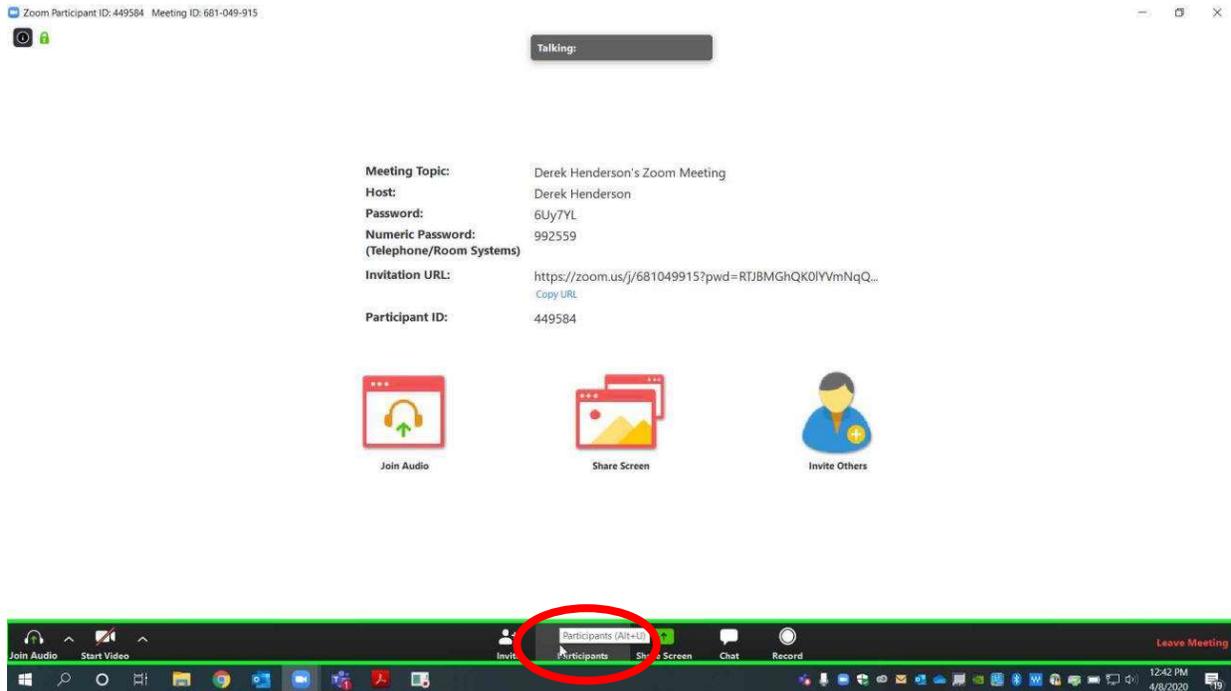


For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

**Using the "Raise Hand"  
Feature to be Recognized  
in a Meeting**

## Using the “Raise Hand” Feature

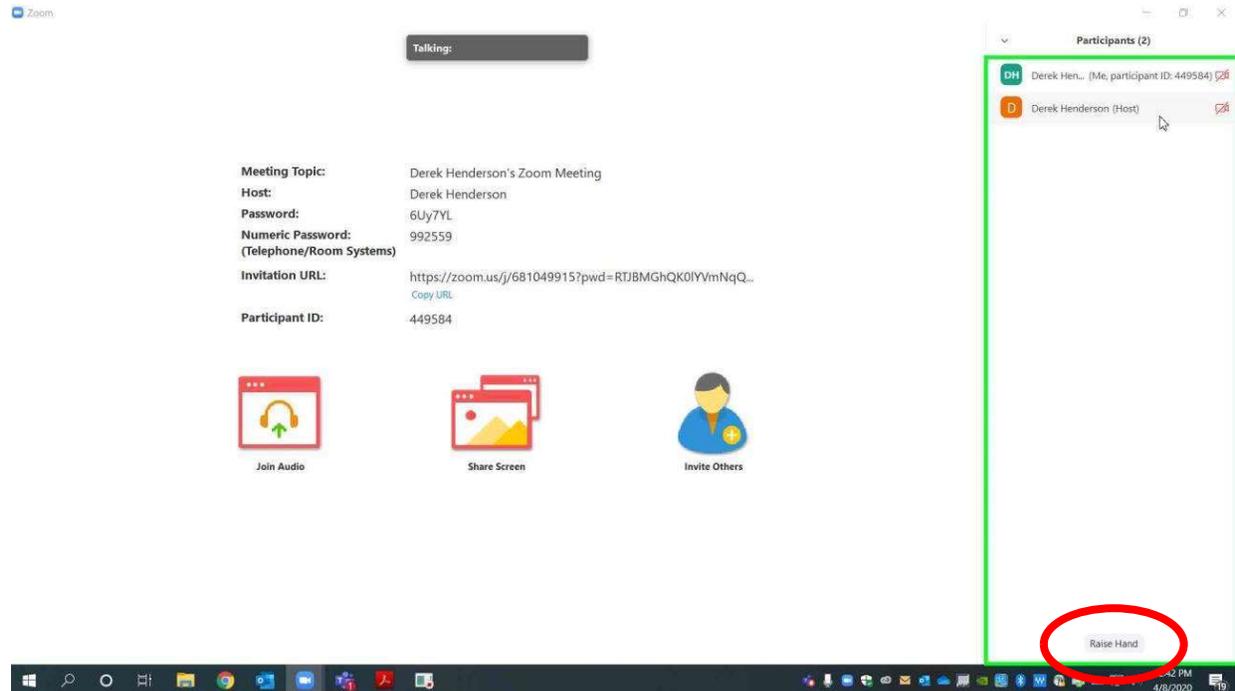
The “Raise Hand” feature is a good way for users to inform the host that they need to make a comment. This is important, because when one person is speaking and then a second person speaks up (i.e. making an objection), the microphone may not pick up the first words the second speaker says. Choose “Manage Participants.”



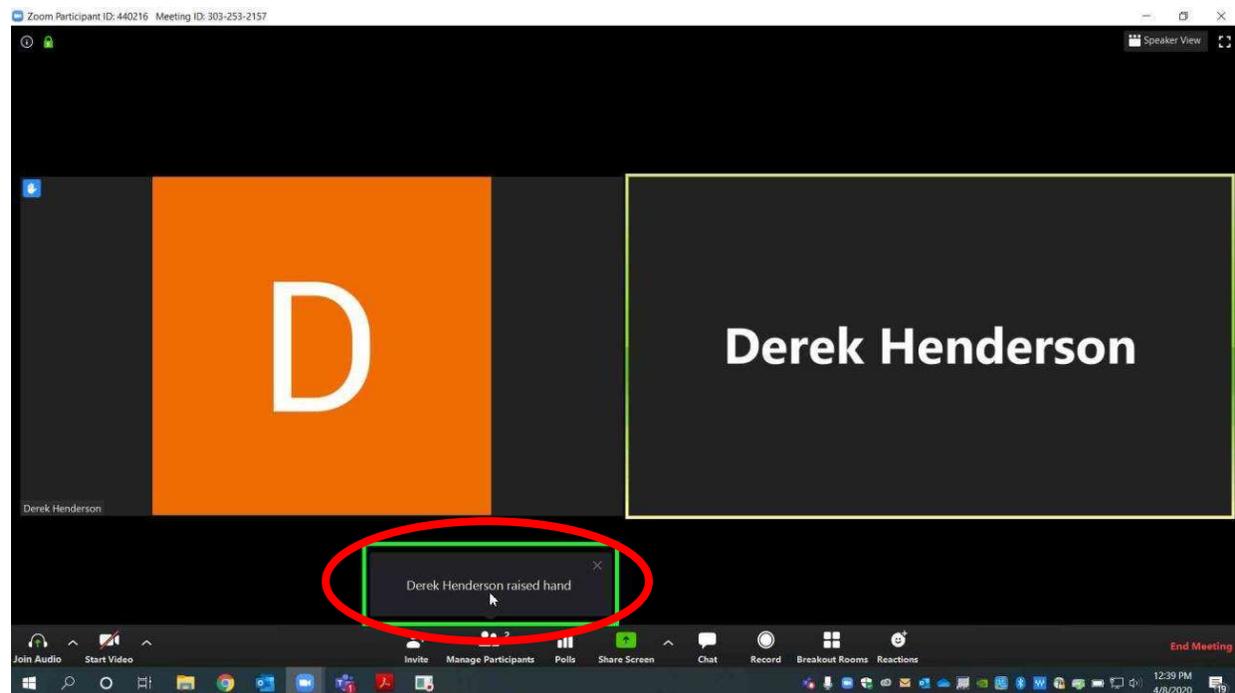
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Using the “Raise Hand” Feature

## Choose “Raise Hand.”



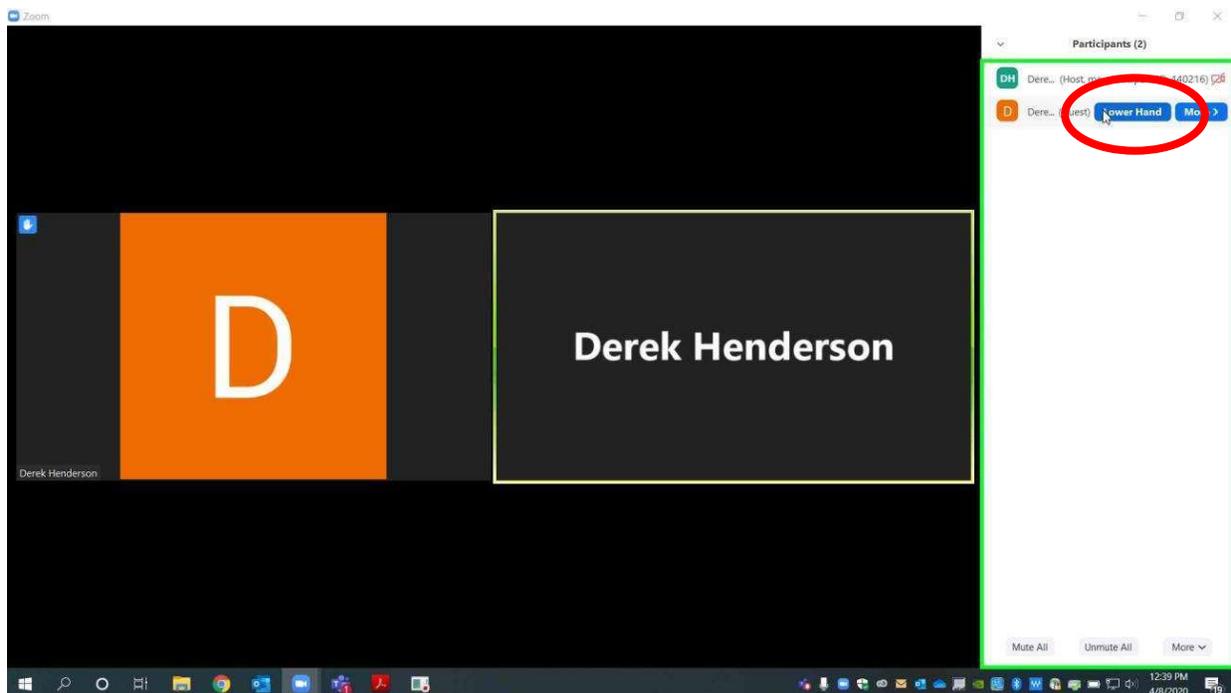
The host will get a notification as shown below.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Using the “Raise Hand” Feature

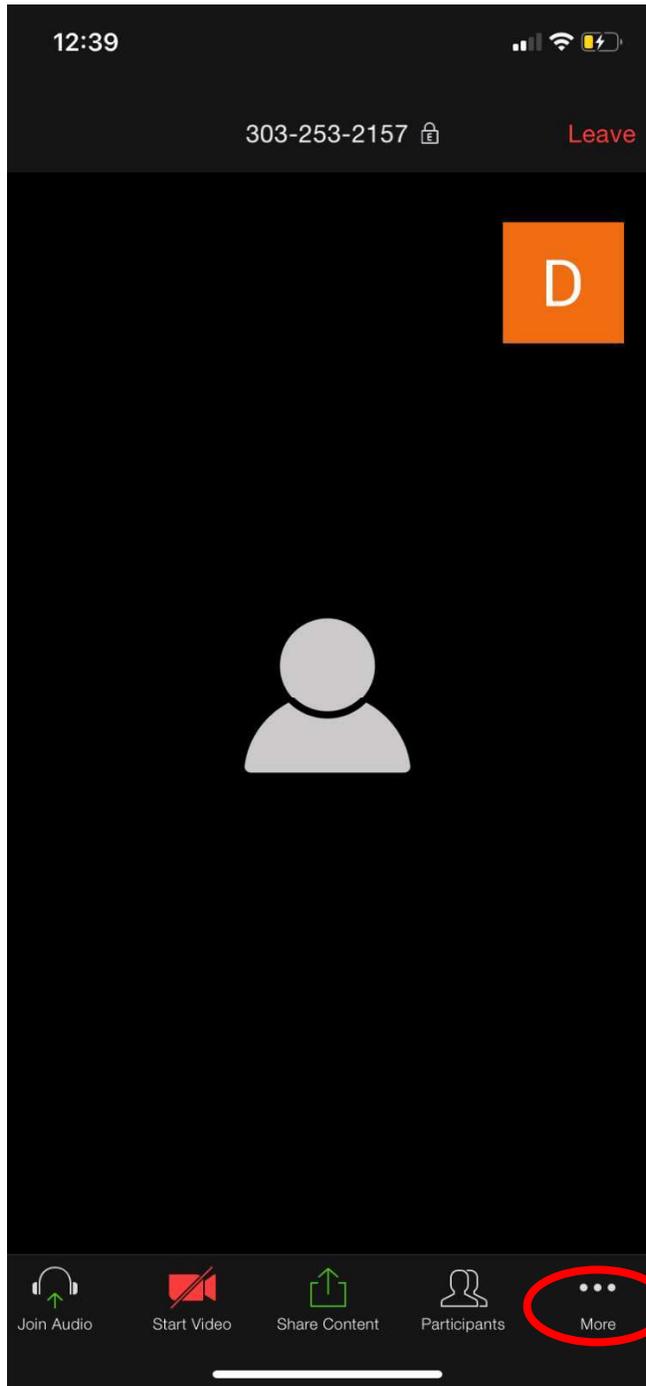
The host has the option to “Lower Hand” for the user who raised it. This option will be available for the person who raised the hand as well. See below for tips on how to use this with a mobile device.



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Using the “Raise Hand” Feature

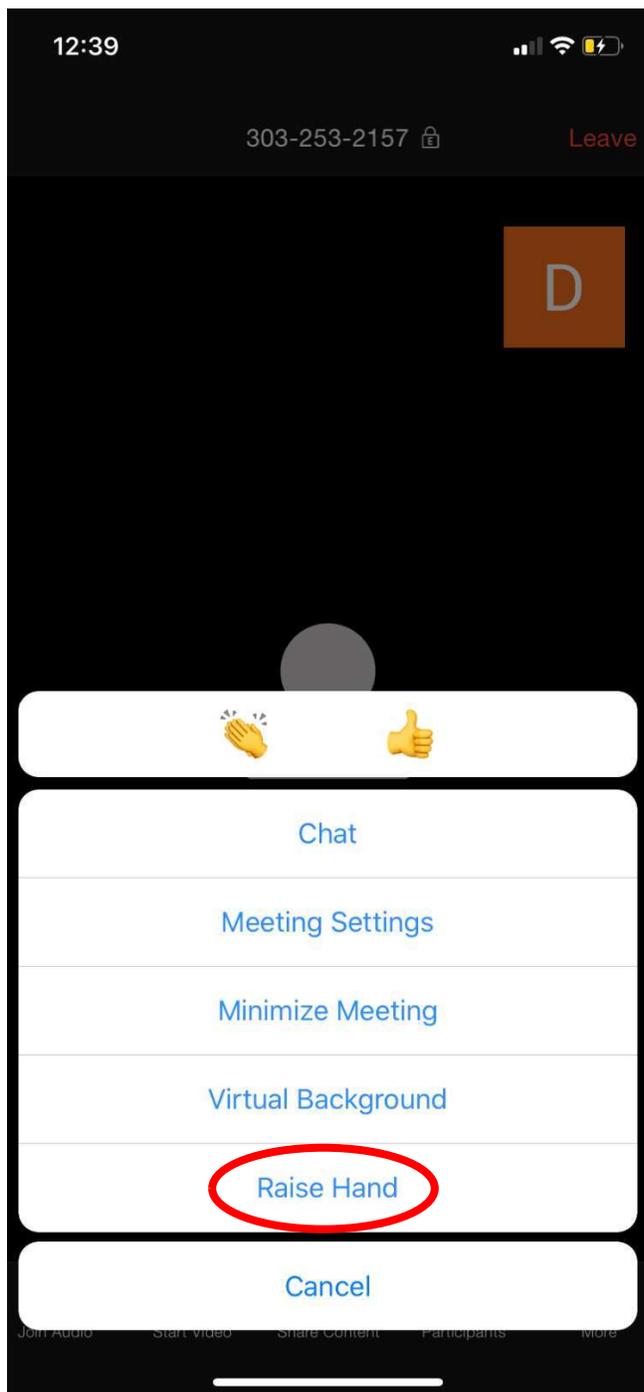
If you are using a mobile device and wish to raise your hand, choose “More.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

## Using the “Raise Hand” Feature

Choose “Raise Hand.”



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

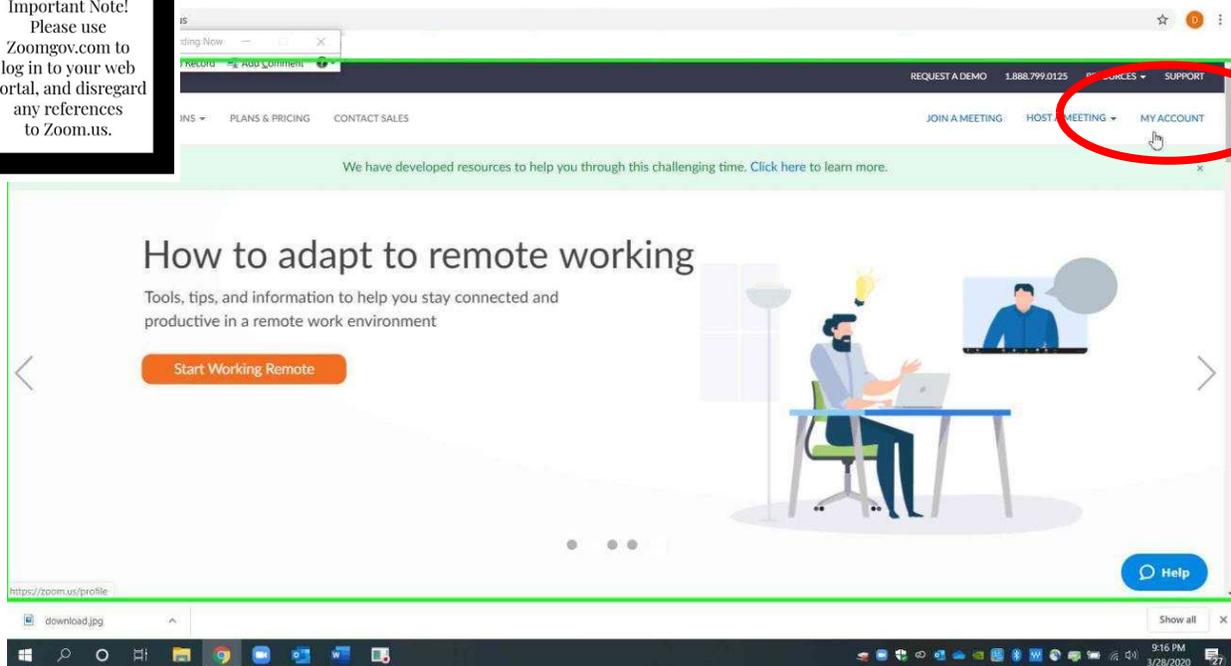
# **Using Breakout Rooms to Allow Private Sidebar Meetings**

## Using Zoom Breakout Rooms

Breakout rooms allow the host to place two or more participants in a separate room temporarily. This can be used to let a client speak with his attorney privately or other purposes as the court sees fit.

Go to [Zoomgov.com](https://zoomgov.com) in your web browser. Log in under your account (you may have to click the person icon in the top right or “My Account” if you are already logged in).

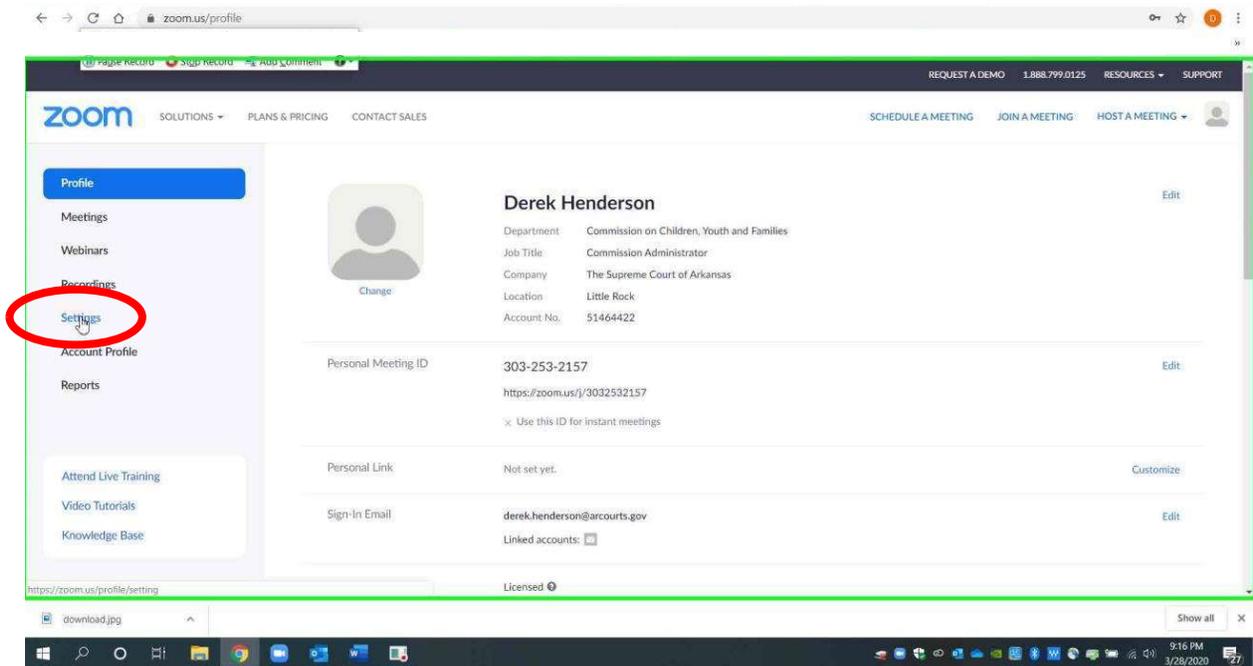
Important Note!  
Please use  
[Zoomgov.com](https://zoomgov.com) to  
log in to your web  
portal, and disregard  
any references  
to [Zoom.us](https://zoom.us).



For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# Using Zoom Breakout Rooms

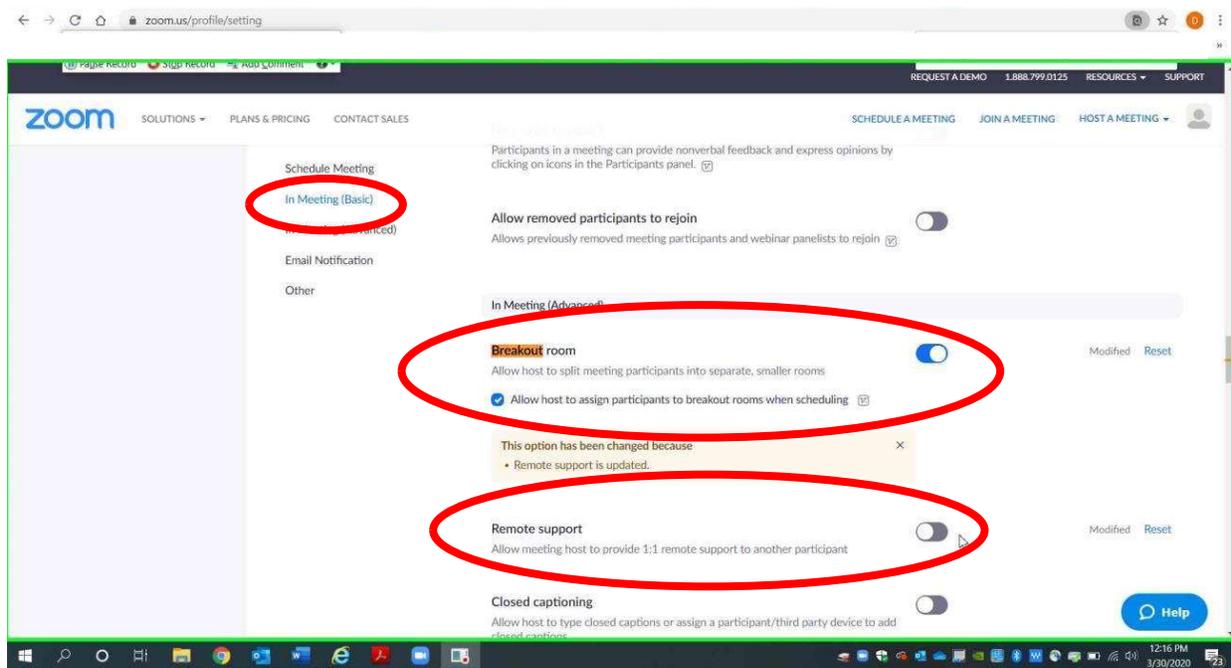
Go to “Settings” on the left.



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## Using Zoom Breakout Rooms

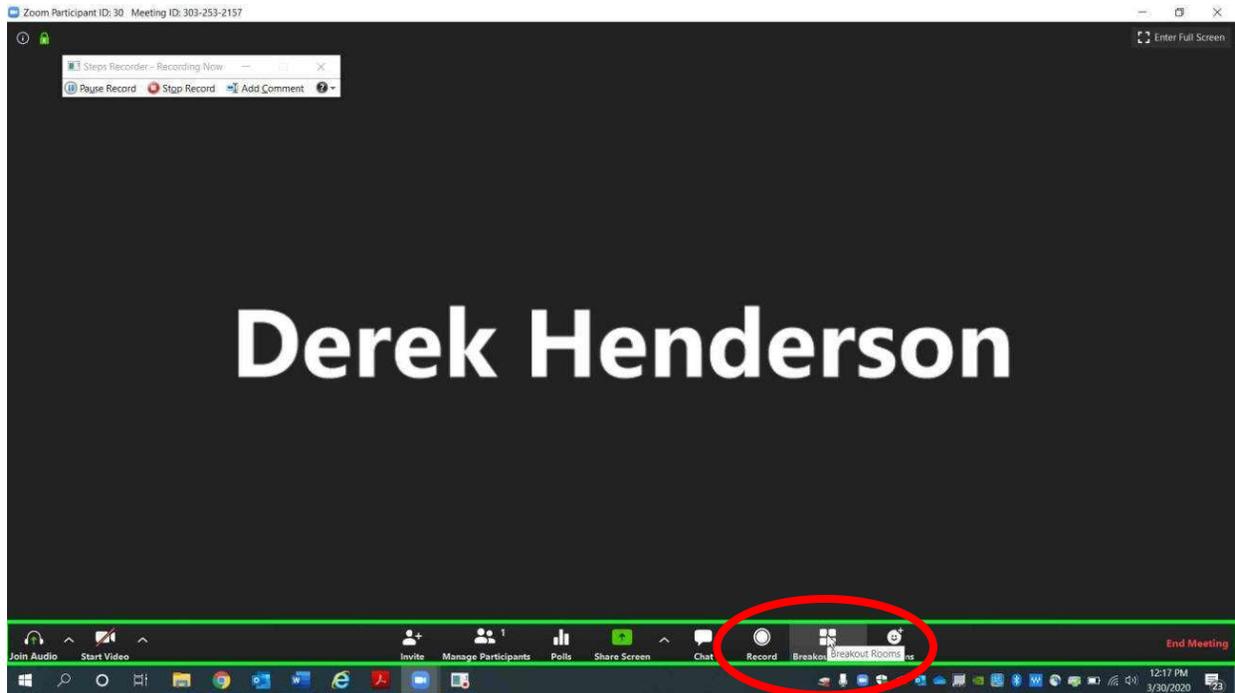
Go to “In Meeting (Basic),” and scroll down to “Breakout Room.” Make sure that “Remote Support” directly below it is turned off (it will show in gray). Turn on “Breakout room” (it will show in blue). You can also check the box below it to allow assignment during scheduling.



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## Using Zoom Breakout Rooms

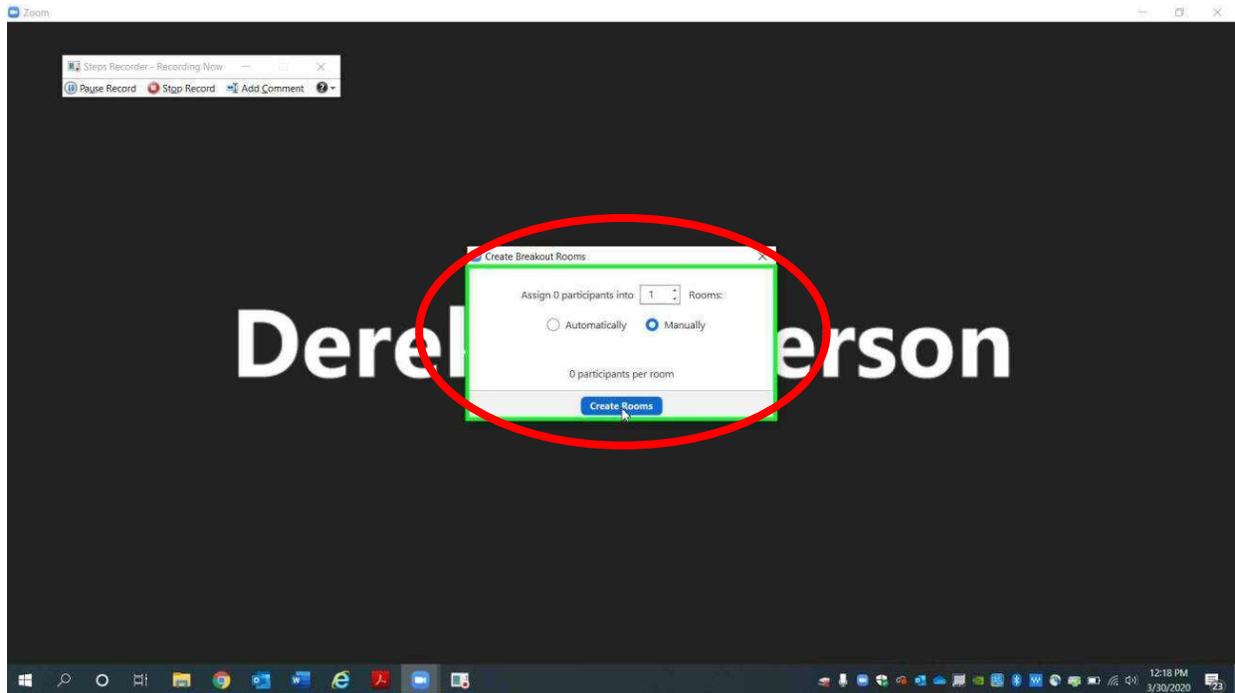
When you are in the Zoom app running a meeting as host, you will see an option for “Breakout Rooms” at the bottom.



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## Using Zoom Breakout Rooms

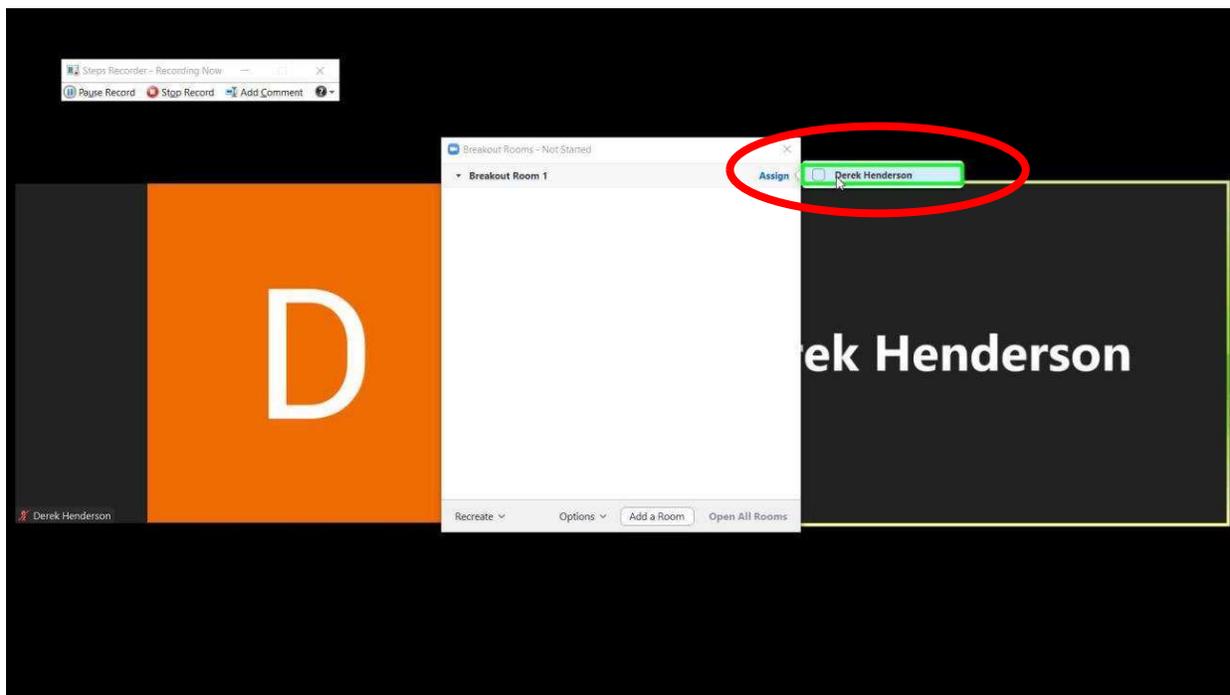
**You can create any number of rooms, but you will probably only need one. Choose “Manually” and “Create Rooms.”**



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## Using Zoom Breakout Rooms

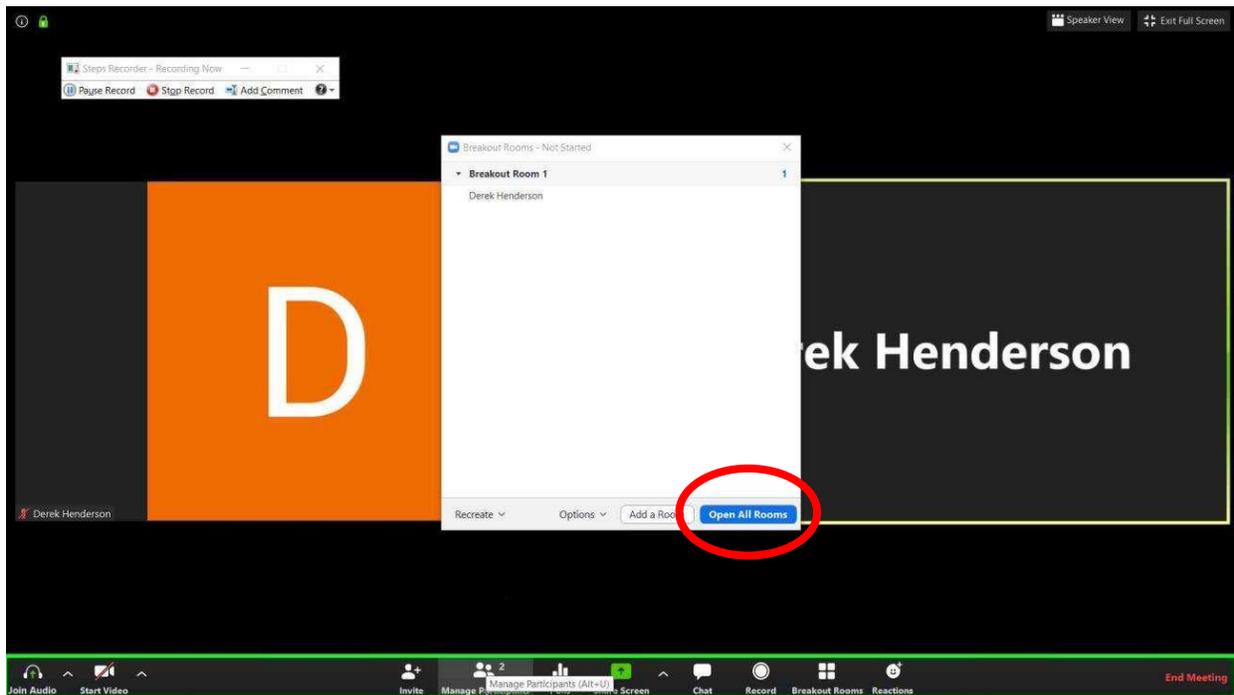
When the room is created, click “Assign” and check the names you would like to assign.



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## Using Zoom Breakout Rooms

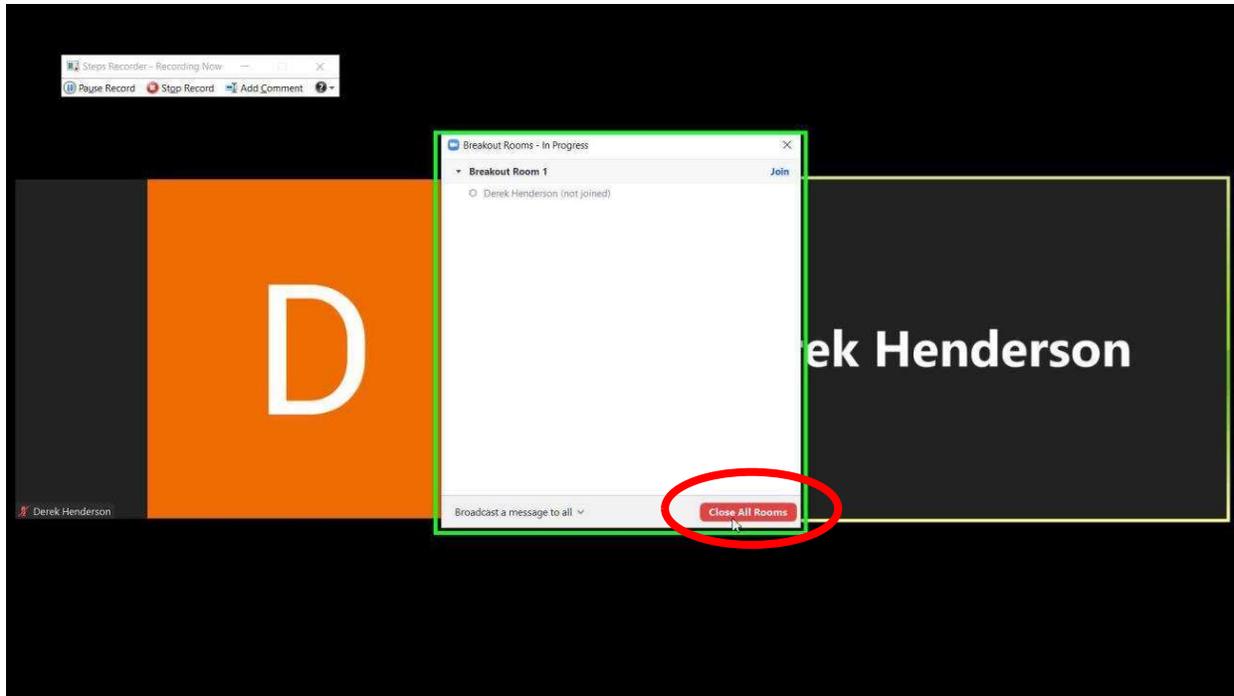
When you are ready to put the participants in the room, choose “Open All Rooms.” The participants will have to choose to enter from their screens.



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## Using Zoom Breakout Rooms

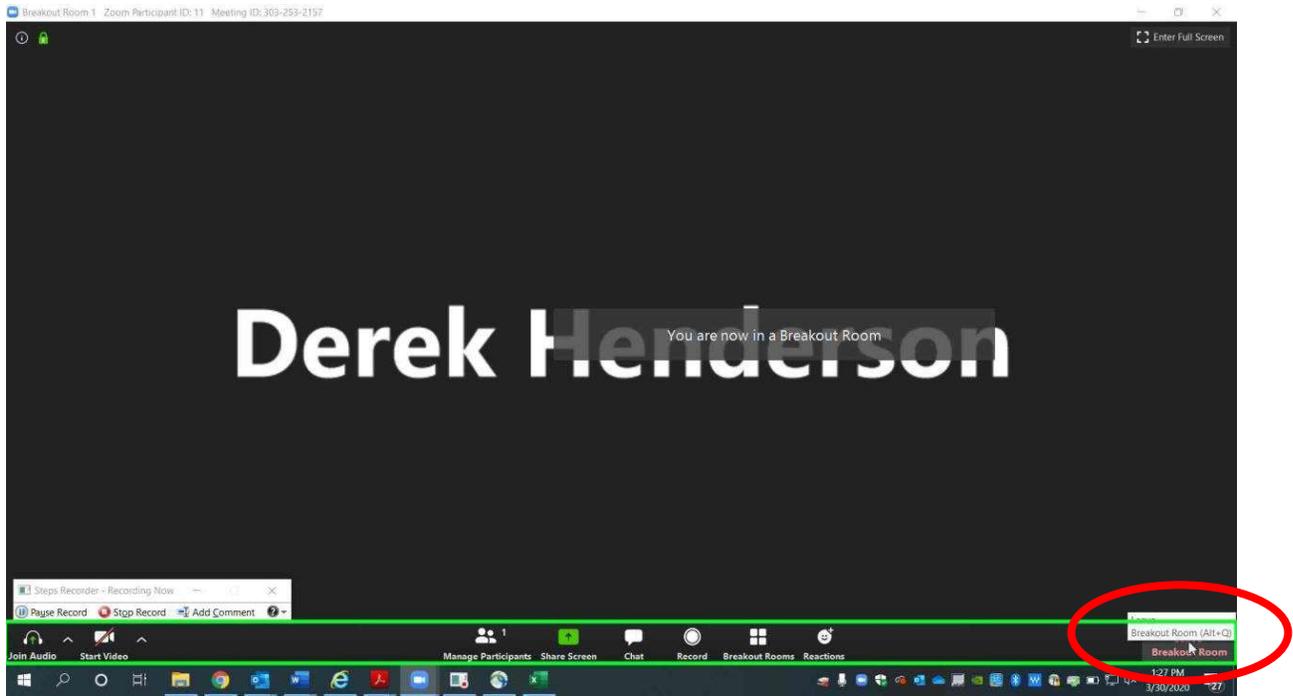
When you are ready to end the breakout room, you can choose “Close All Rooms.” By default, this will give the participants in the room a 60 second countdown, but you can adjust that setting.



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## Using Zoom Breakout Rooms

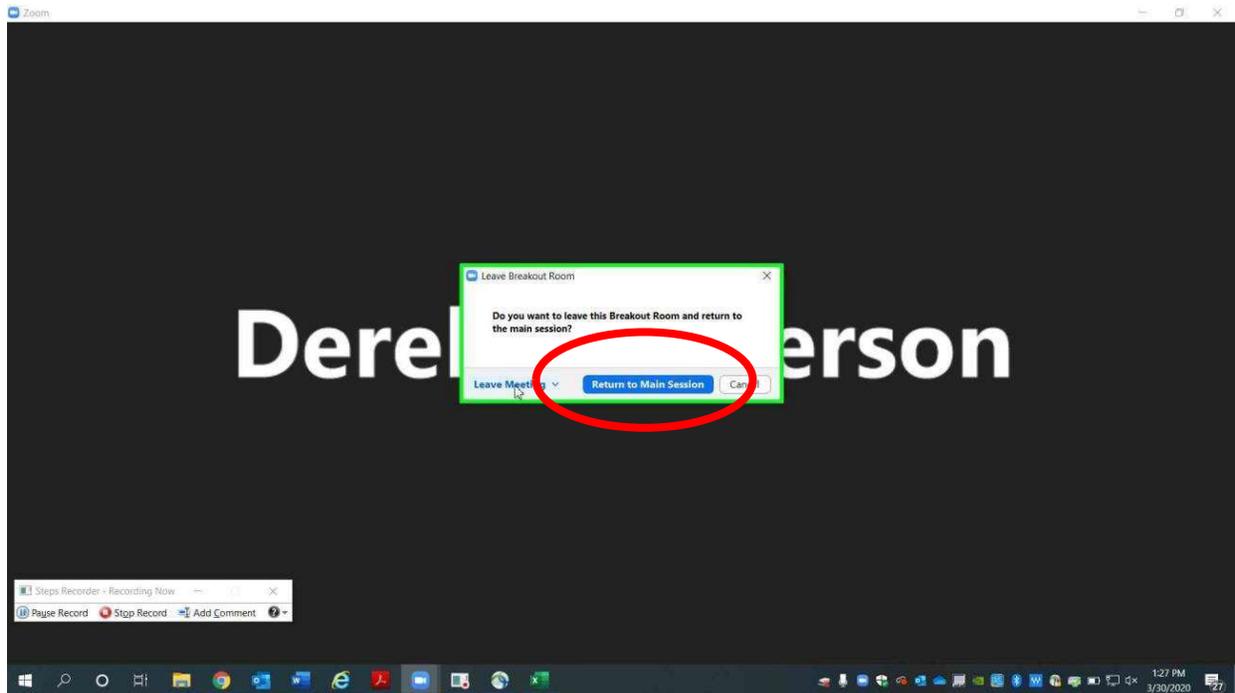
The breakout room users can choose to leave the breakout room before you close the room. Their screens will appear as below. They can choose “Leave Breakout Room.”



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## Using Zoom Breakout Rooms

When prompted, the users will choose “Return to Main Session.”



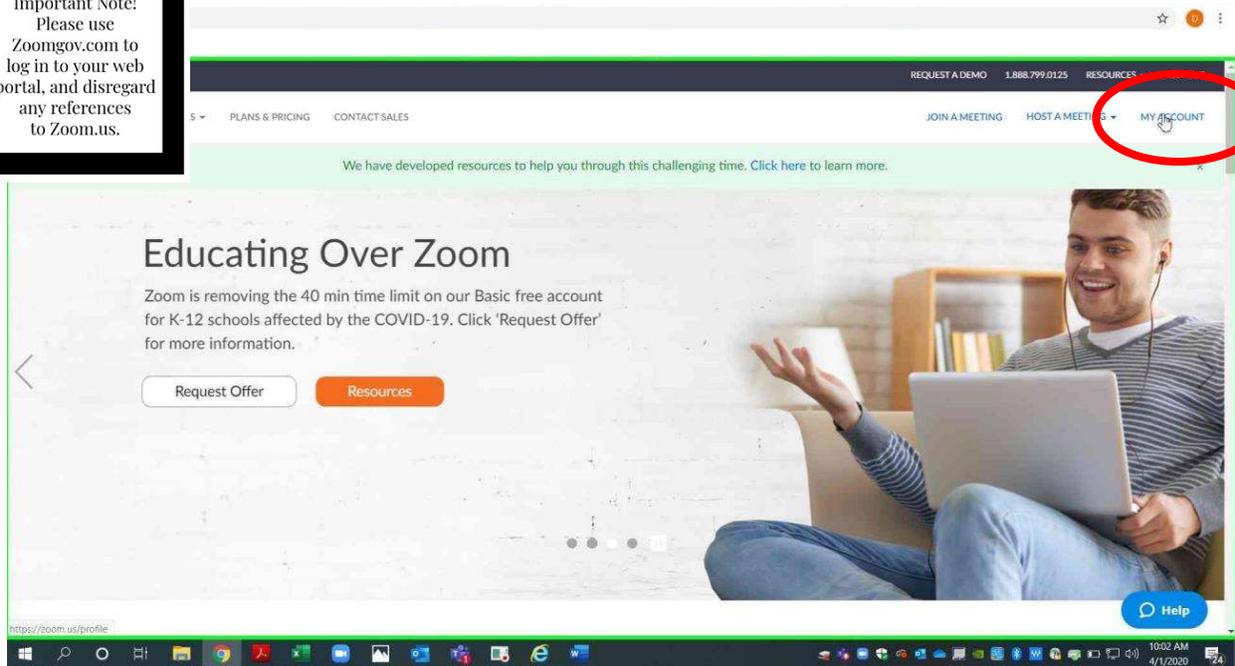
For additional help, please email [AOC.PCHelp@arcourts.gov](mailto:AOC.PCHelp@arcourts.gov), or call (501) 682-9400.

# **Troubleshooting Audio Issues**

## Preventing and Fixing Audio Issues in Zoom

Some users have had difficulty with audio in Zoom. This guide presents best practices to ensure audio access. Start by going to [Zoomgov.com](https://zoomgov.com). Log in with your credentials. If you are already logged in, choose “My Account” or click the person icon at the top right.

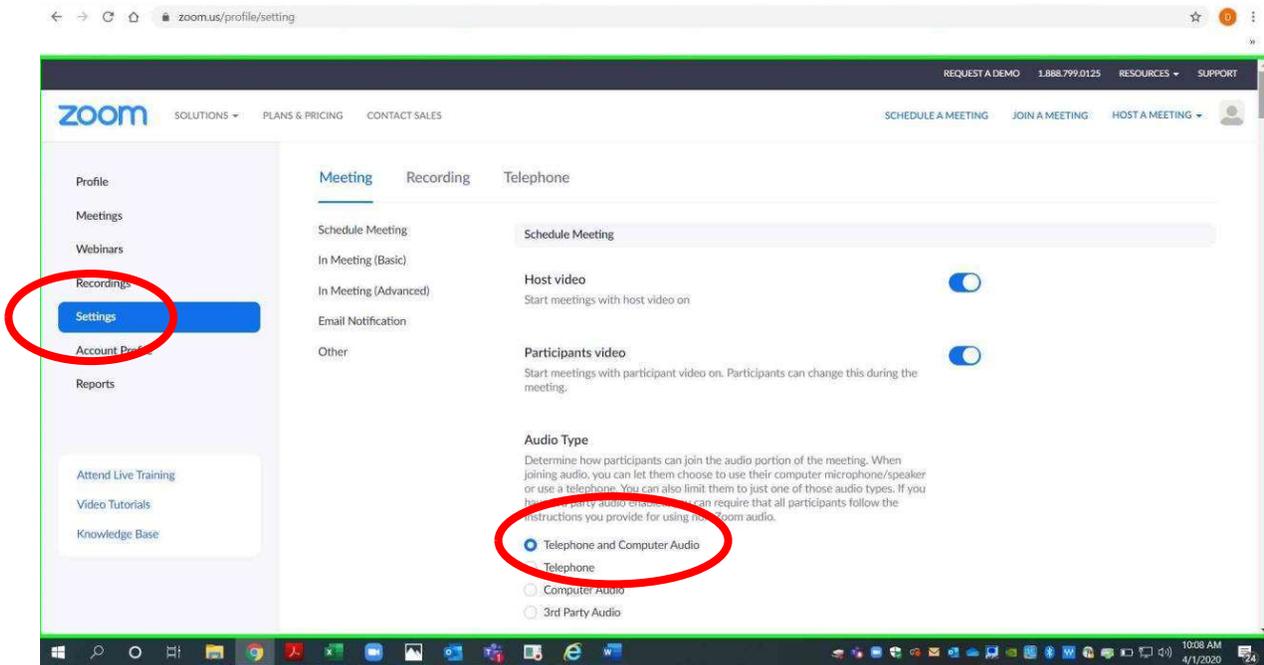
Important Note!  
Please use  
[Zoomgov.com](https://zoomgov.com) to  
log in to your web  
portal, and disregard  
any references  
to [Zoom.us](https://zoom.us).



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## Preventing and Fixing Audio Issues in Zoom

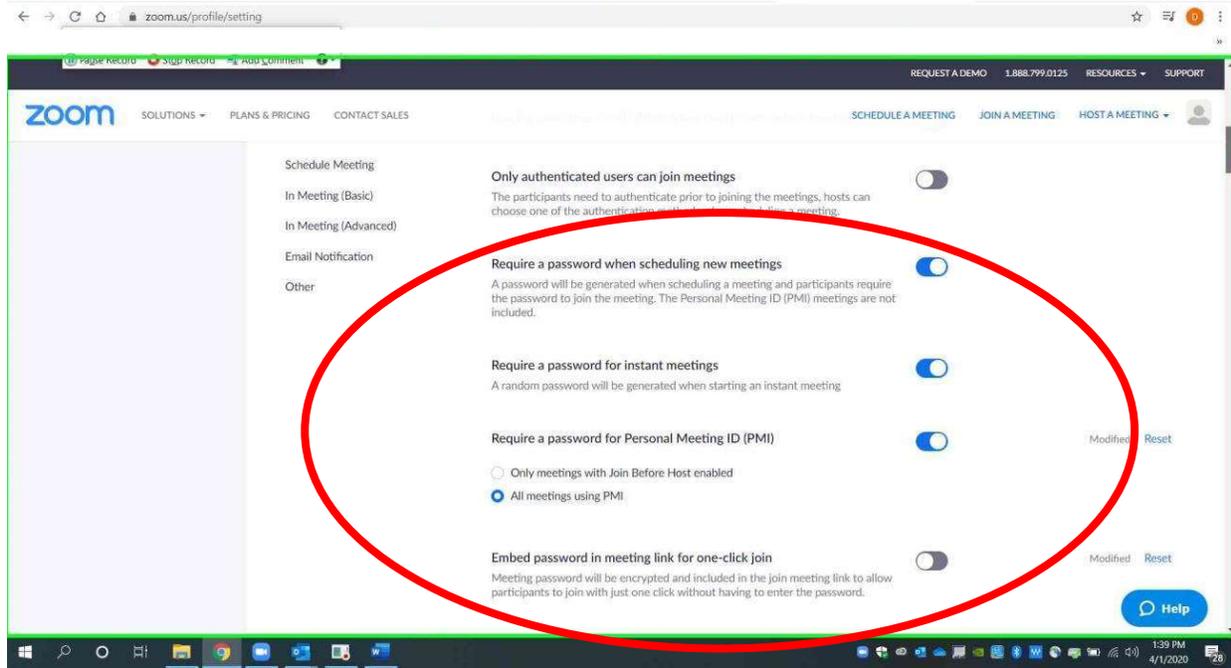
Choose “Settings.” Make sure that “Telephone and Computer Audio” is selected.



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## Preventing and Fixing Audio Issues in Zoom

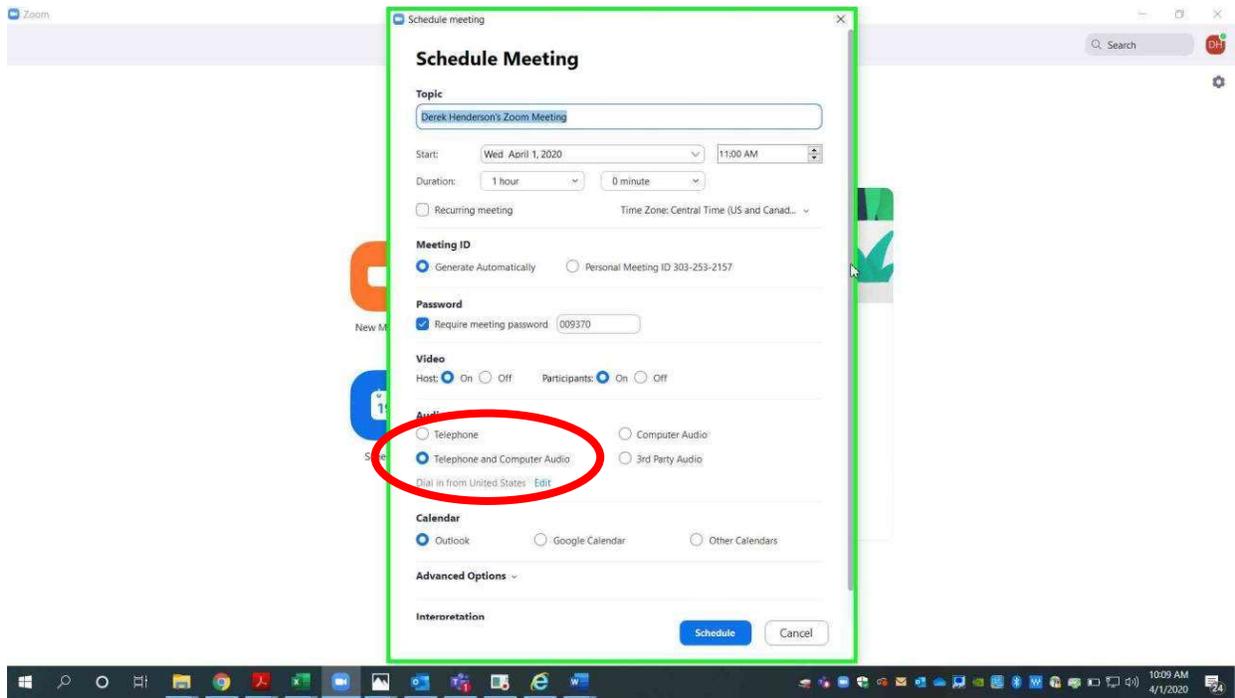
Scroll down, and make sure that all password settings are on except for “Embed password in meeting link for one-click join.” Settings should appear as below.



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## Preventing and Fixing Audio Issues in Zoom

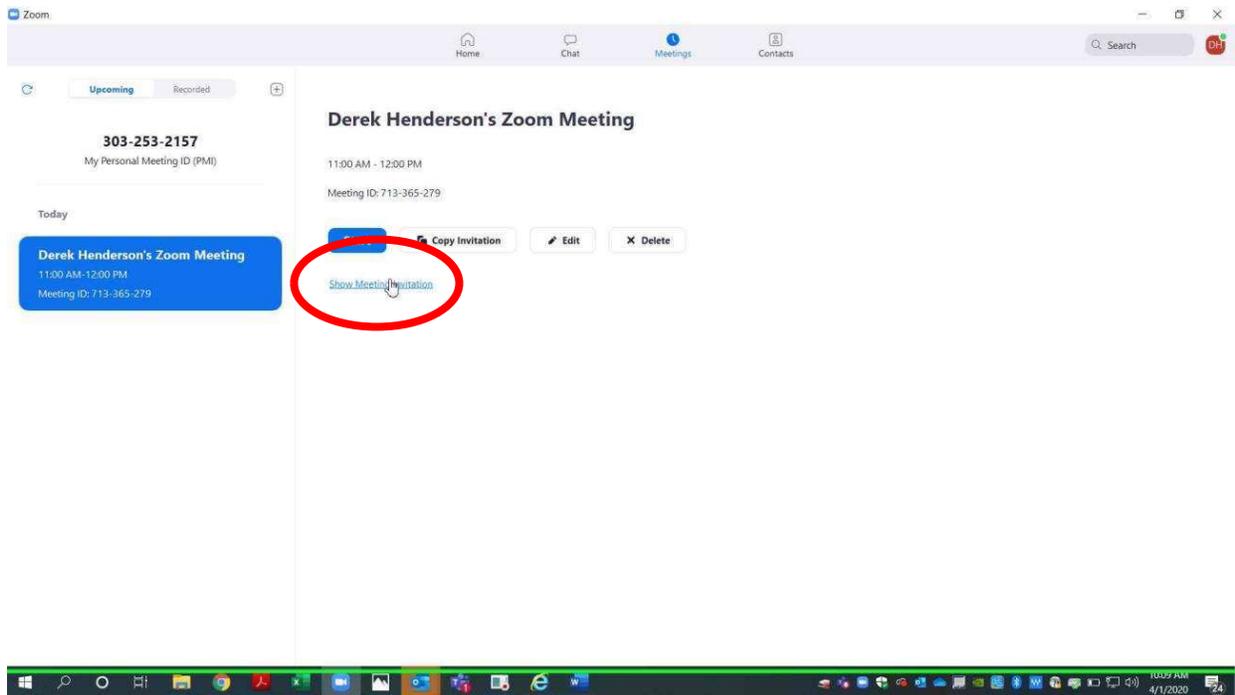
In the Zoom app, create an invitation by choosing “Schedule.” Choose “Generate Automatically,” “Require meeting password,” and “Telephone and Computer Audio.”



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# Preventing and Fixing Audio Issues in Zoom

Access the invitation, including the phone numbers, using “Meetings” and then “Show Meeting Invitation.”



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## Preventing and Fixing Audio Issues in Zoom

You can use any of the phone numbers listed. The meeting ID and password are near the bottom. The one tap numbers will work if you access the information on a smart phone, but you will still need the password. If you choose Outlook or another calendar when you schedule, this information will also show in that invitation.

The screenshot displays the Zoom meeting invitation interface. At the top, navigation tabs for Home, Chat, Meetings, and Contacts are visible. The main heading is "Derek Henderson's Zoom Meeting". Below this, the meeting time is listed as 11:00 AM - 12:00 PM, and the Meeting ID is 713-365-279. A "Start" button is prominently displayed, along with "Copy Invitation", "Edit", and "Delete" options. The invitation text includes the topic, time, and a link to join the meeting. A red circle highlights the "Dial by your location" section, which lists the following phone numbers:

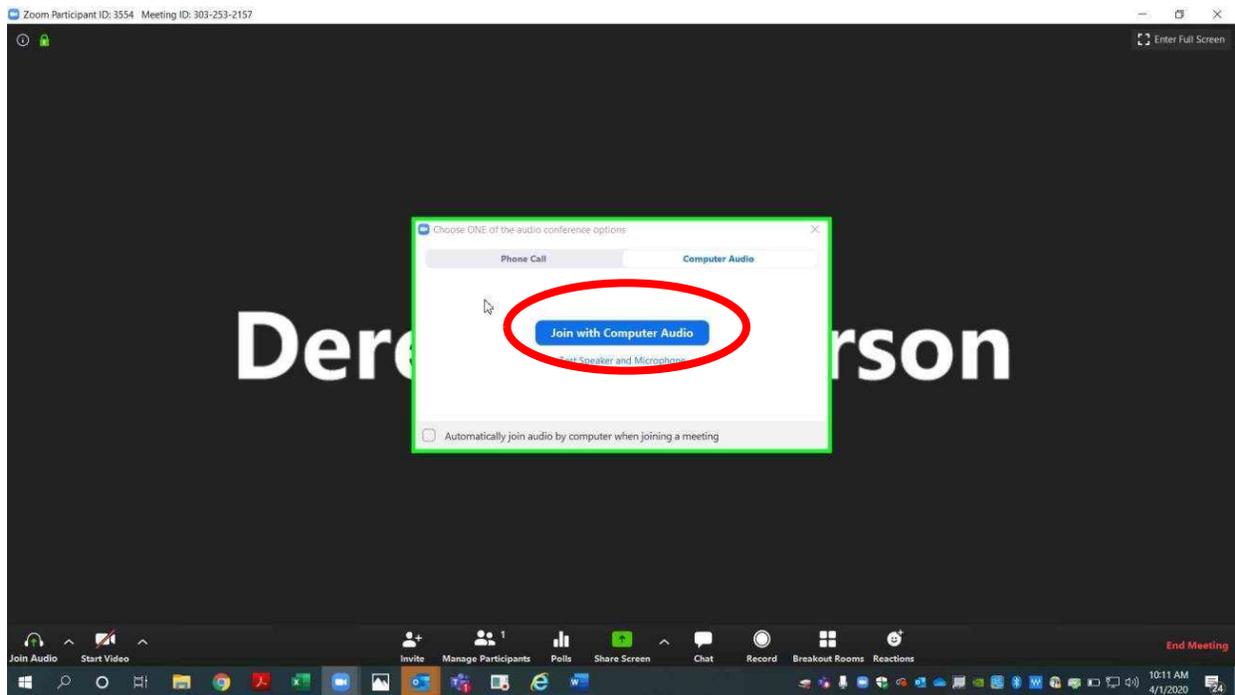
- +1 646 258 8956 US (New York)
- +1 312 626 6799 US (Chicago)
- +1 301 715 8592 US
- +1 346 248 7799 US (Houston)
- +1 669 900 9128 US (San Jose)
- +1 253 215 8782 US

Below the list, the Meeting ID (713 365 279) and Password (009370) are provided. The bottom of the screenshot shows the Windows taskbar with the date and time as 10:10 AM on 4/1/2020.

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## Preventing and Fixing Audio Issues in Zoom

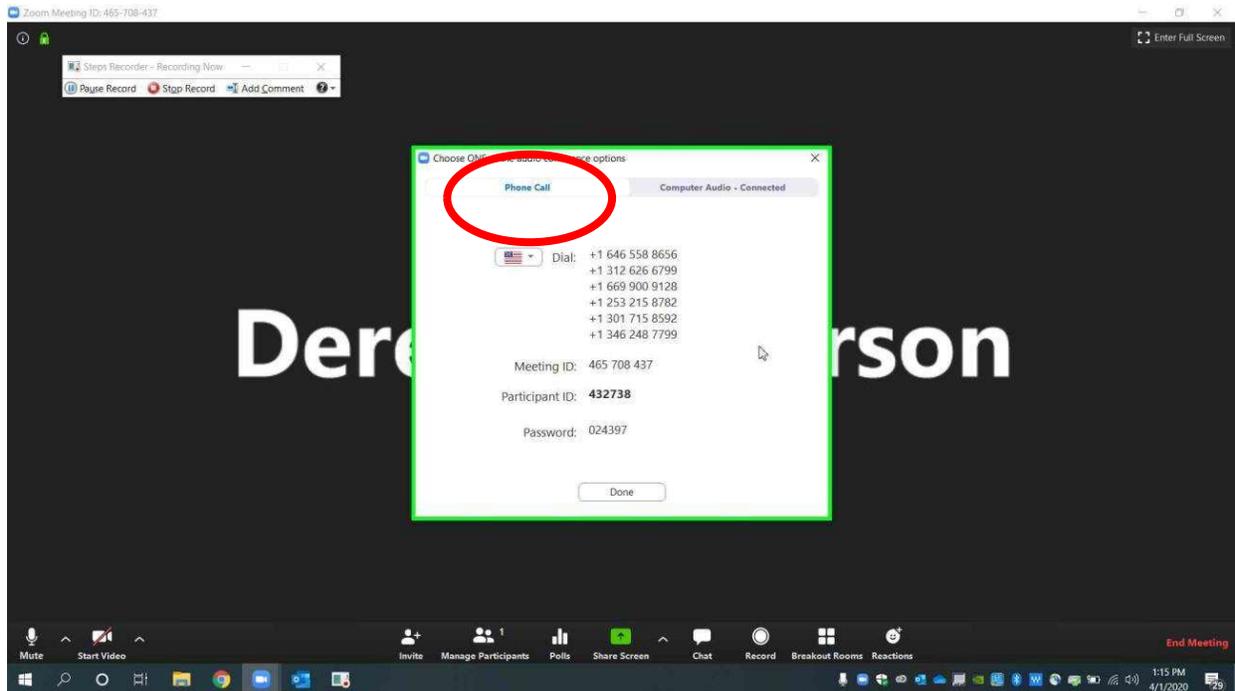
When you are in a call on the Zoom app, you will usually start by choosing “Join with Computer Audio.”



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## Preventing and Fixing Audio Issues in Zoom

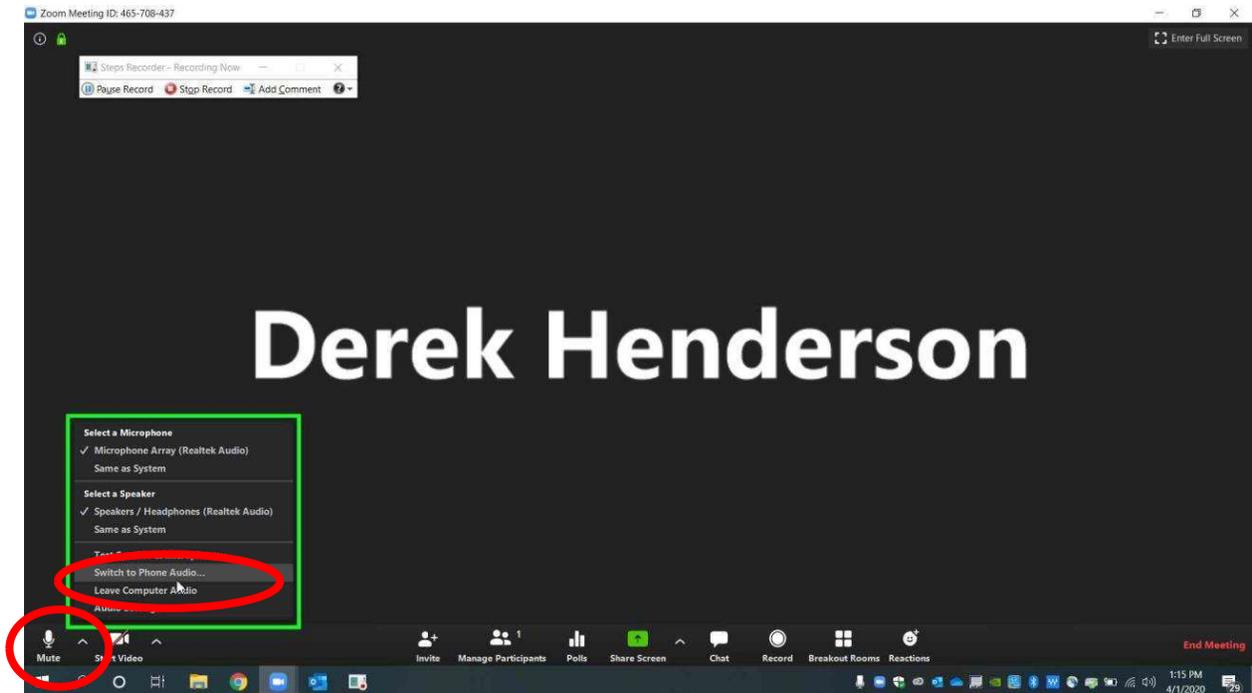
As an alternative to computer audio, click the tab for “Phone Call” and dial in using the information displayed. Meeting ID and password are included on this. Phone audio should be used when computer audio is not working properly. You can still use the computer for video. The host will have to admit all phone calls through the waiting room just as with video calls.



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## Preventing and Fixing Audio Issues in Zoom

During the call, you can change the audio input by clicking the up arrow next to the audio button at the bottom left (the button says “Mute” while computer audio is in use, and it says “Join Audio” when computer audio is not in use). To switch to phone, choose “Switch to Phone Audio” to display the phone number with meeting ID and password, then choose “Leave Computer Audio.” If there are multiple devices in the same room, some may need to disconnect audio to prevent feedback.



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