Tips for a Successful
Client Enrichment Series Class
Using Zoom

Does GSA use the same Zoom that I use to talk to Grandma?

No, while many of us have become reliant on Zoom to connect with family and friends during these unexpected times, we use a FedRamp compliant Zoom for Government version of the tool. So our government-to-government connection can be used for official purposes with confidence.

See screenshot below of zoomgov.com

> You are accessing Zoom for Government, a FedRAMP Authorized cloud service. Zoom for Government does not access, or monitor customer meetings, content, chats, recordings or calls in any fashion. No ownership or other interest is any data processed by Zoom for Government is transferred as a result of such processing. In order to comply with the requirements if its FedRAMP Authorization, Zoom monitors and audits the platform's security and compliance controls. Unauthorized use of this cloud service is prohibited. Please acknowledge this banner by clicking below.
>
> **Yes**   No

I see the GSA Host and Speakers - Can you see me?

No. We can't, and neither can other Attendees. Only the CES Host and our Panelists have active cameras for our webinars. So go ahead, finish up your lunch and come as you are - we're just glad to have you.

Rover, quit it! Oh geez, can you hear me!?!

No. Only the CES Host and our Panelists have active audio for our webinars. All Attendees are automatically muted prior to the session start. Not that we don't want to hear from you - we just figured it's easier to hear the presenters that way. Please make your comments and pose your questions though our Chat and/or Q&A panes.

How can I ask a question or make a comment?

You can use our *Chat or Q&A panes* when you want to reach our Hosts and Panelists. We'll do our level best to answer all of your questions during the session either in the Chat or Q&A pods, or aloud during presentation Q&A timeslots. But if our time together runs out, don't fret. ALL questions will be answered formally in writing, and we'll post that Q&A document, along with the slides and our session recording on our website - www.gsa.gov/ces

Why do I not see the poll?

While anyone with an internet browser can attend a CES Zoom for Government session, to actively participate in our in-class polls, you'll need to download the Zoom Client. Check with your agency's IT team before downloading software. Can't download it? No worries. Our Host will read the poll questions and answer options aloud, and you can respond via the Chat pane.

Where are the slides?

The slides were emailed to all registrants the day before the session from our clientenrichmentseries@gsa.gov mailbox. Check your mail, or your Spam folder, for the slide deck. If you registered in the last 24 hours and you haven't received them yet - we'll get them out to you ASAP.   We will also post our slides to the www.gsa.gov/ces site after the session, so you can always find them there.

How do I adjust my view?

You can see from our registration process and our classroom today that we have moved to the Zoom for Government virtual platform for this session. If you've never participated in a Zoom webinar before - a few thoughts on optimizing your session experience… **All of these options are in your control.**

At the top, center of your screen, you'll see **View Options.**

If you click on that, you'll see three options:
First is the **Zoom ratio** - this where you can zoom in or out, making the presentation the size you would like

The second option is **Exit Full Screen** - this is just like other "exit full screens" you may have used. You can toggle back and forth, again, to help with seeing the presentation.

The third option is *Side By Side* and this is probably already checked. If you turn this off, the video of the Presenters disappears from your screen and you'll just see the Presentation.

You can also use your individual controls to open our *Chat pod,* there at the bottom of your screen - which is where we'll post helpful tidbits and where we welcome your comments and questions. The Chat will appear on the lower part of your screen or the right side of your screen, depending on what "View Option" you have selected.

We may also be using a *Q&A pod*, where you can type questions for our Panelists. Depending on your session, one or both of these pods will be made available for you to interact with our presentation team and your fellow attendees.