Contents

Introduction

ZOOM is flexible. Beside for online class teaching or meeting, you could use it for hosting webinar purposes. The Meeting and Webinar offer similar features and functionality but have some key differences.

Webinars are designed so that the host and any designated panelists can share their video, audio and screen. Webinars allow view-only attendees. They could interact via Q&A, chat, and answering polling questions. This user guide describes the suggested **setting options for Zoom Webinar**.

A. Different roles in Webinar

There are four different roles in Webinar, they are **Host, Co-host, Panelist and Attendee**.

	Host	Co-host	Panelist	Attendee
Join during practice session	✔	(see note)	✔	
Start the broadcast	✔	✔		
View attendee list	✔	✔	✔	
Share screen	✔	✔	✔	
Ask questions in Q&A				✔
View All Q&A and respond	✔	✔	✔	
Create or edit polls	✔			
Start polling	✔	✔		
Answer polls			✔ *	✔
Raise hand			✔	✔
End webinar	✔			

Features with an asterisk (*) can be disable by the host.

Note: Co-hosts cannot be assigned ahead of time. If you would like to designate someone as a co-host, invite them to the webinar as a panelist and then promote them to a co-host. Alternatively, you can assign them as an alternative host. Alternative hosts are able to start or join a practice session.

You click here to view the details, https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar

B. Post Survey in Webinar

Zoom provides you to ask the attendee feedback after the webinar.
You can create your online survey from in CUHK webform or other website. After you got the URL of the online survey.

1. Sign in to the Zoom web portal.
2. Click Webinars.
3. Choose to edit an existing webinar or schedule a new webinar.
4. Under Webinar Options, check Banding.
5. Toggle the **Post Webinar Survey option** to on (**blue**).
6. Enter the URL of the online survey
7. Click "Save"
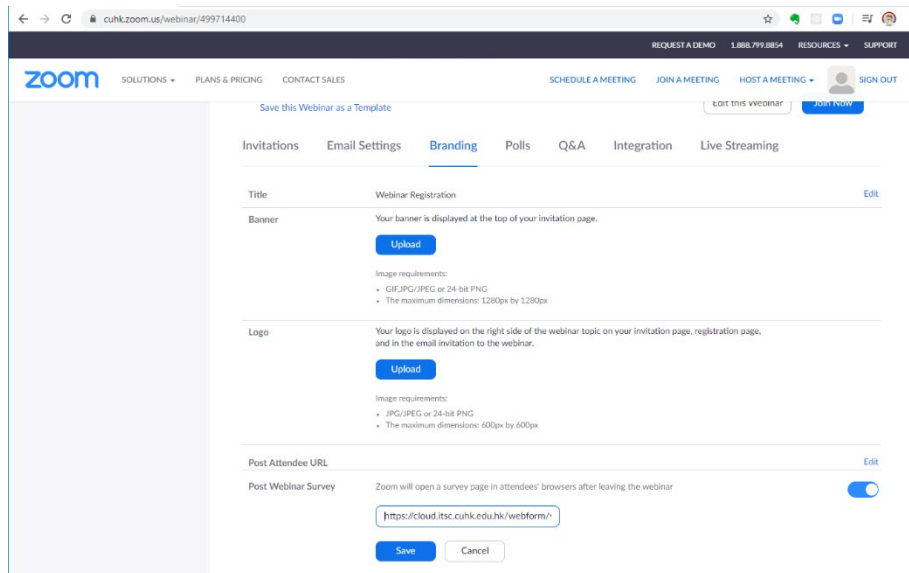
Once the webinar is ended, the Zoom Desktop Client Application in attendee will pop up (It will not be shown in host, co-host or Panelist) and ask them to visit your post webinar survey.
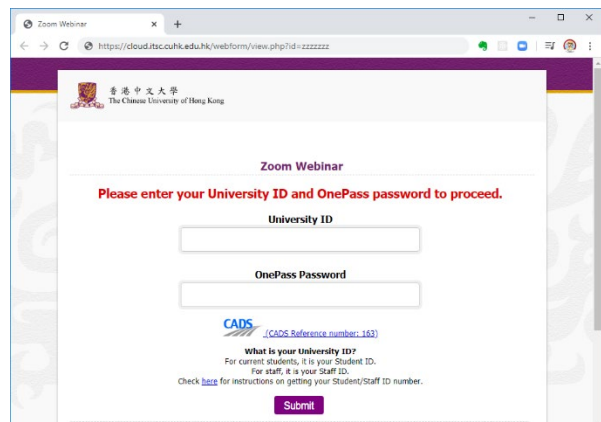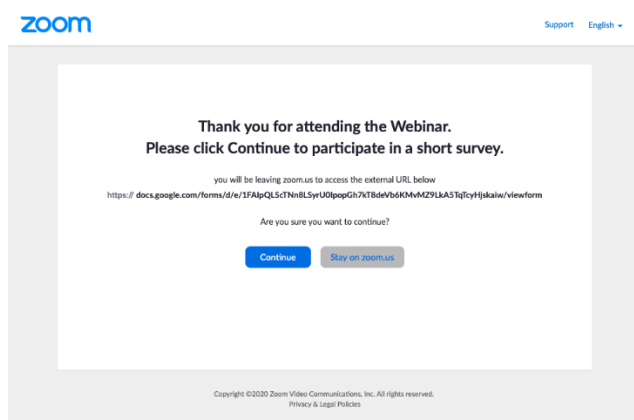
C. Enabling Webinar Practice Session

A webinar practice session allows you and your panelists to get set up and acquainted with Zoom webinar controls before starting your webinar. The practice session is only accessible by the host or alternative host.
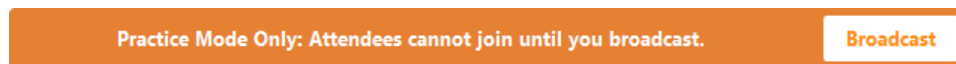
1. Sign in to the Zoom web portal.
2. Click Webinars.
3. Schedule a webinar, or click the title of a webinar that's already scheduled.
4. Click Edit this Webinar.
5. In the Webinar Options section, click the Enable Practice Session check box.

6. When the webinar start and host or panelist join it, it will start as Practice Mode with following orange banner at the top of window


Note:

a. Co-hosts cannot be assigned ahead of time (even you set them as Alternative Hosts during creating the webniar). If you would like to designate someone as a co-host, after they join the meeting as panelist, you can promote them to a co-host.
b. Attendees will not be able to join the practice session. There can only be one active practice session for each webinar. For example, if the host starts a practice session, then an alternative host starts one, they will be in the same practice session.

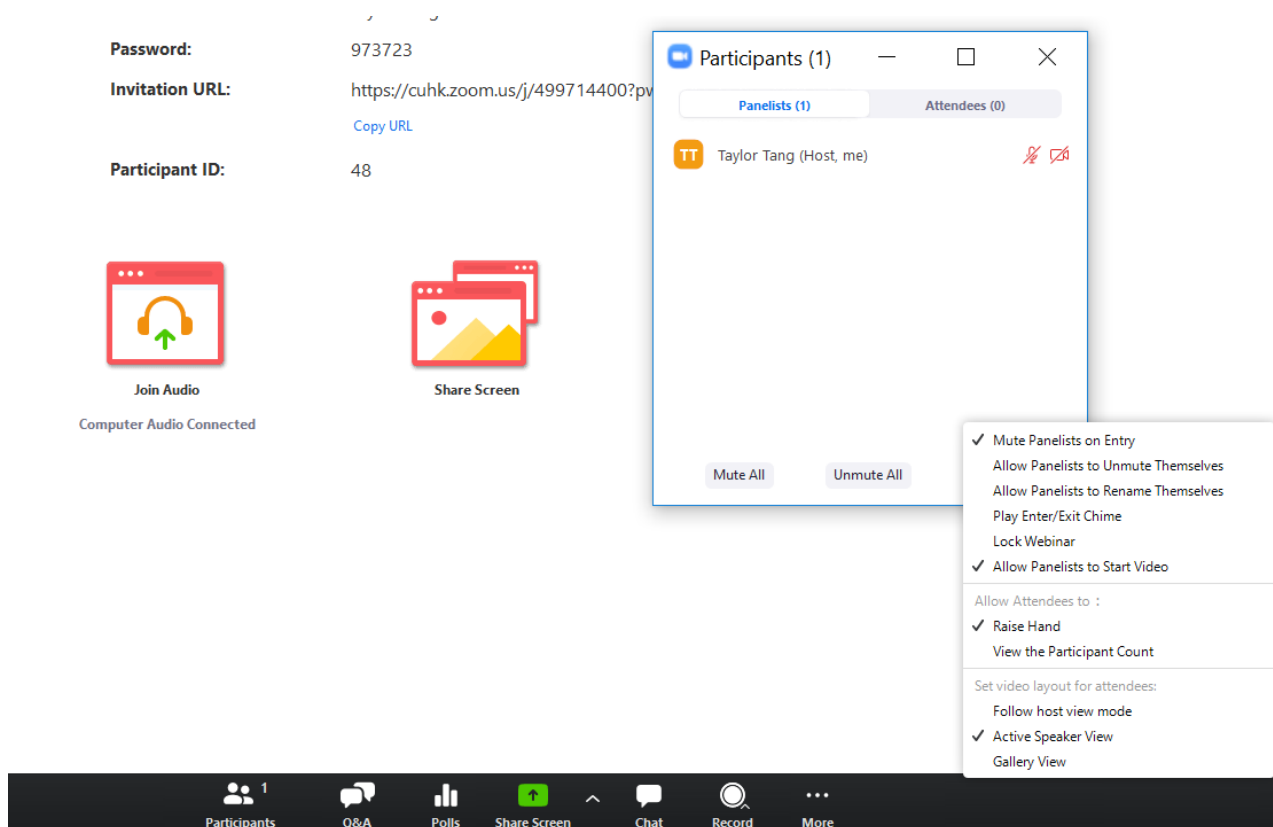You click the following link to view the details of practice Session, https://support.zoom.us/hc/en-us/articles/206316975

D. Broadcast

After the practice session, click **"Broadcast"** to start the webinar, attendee can join it.

Practice Mode Only: Attendees cannot join until you broadcast. **Broadcast**
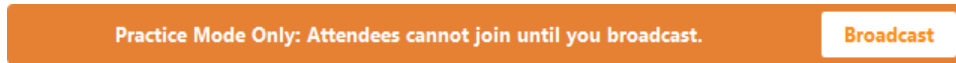
E. Editing Participants Recommended Options in Webinar

1. Start a meeting or webinar as host in Zoom Desktop Client Application.
2. Click **"Participants"** in the Meeting Controls.
3. **Zoom Participants windows** will show up and click **"More"** in the right bottom to set the recommended options
4. Check: Mute Panelists on Entry
5. Check: Allow Panelists to Start Video
6. Allow Attendees to: Raise Hand
7. Set video layout for attendee: Active Speaker View

Password: 973723

Invitation URL: https://cuhk.zoom.us/j/499714400?pv

Copy URL

Participant ID: 48

Join Audio
Computer Audio Connected

Share Screen

Participants (1)

Panelists (1)	Attendees (0)

TT Taylor Tang (Host, me)

Mute All   Unmute All

✓ Mute Panelists on Entry
Allow Panelists to Unmute Themselves
Allow Panelists to Rename Themselves
Play Enter/Exit Chime
Lock Webinar
✓ Allow Panelists to Start Video

Allow Attendees to :
✓ Raise Hand
View the Participant Count

Set video layout for attendees:
Follow host view mode
✓ Active Speaker View
Gallery View

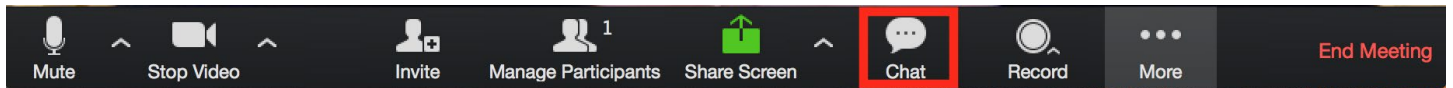Participants   Q&A   Polls   Share Screen   Chat   Record   More

## F. Disable Chat & Enable Question and Answer

It is sometimes difficult for the host to manage large volume of chat messages. Consider disabling the Chat and using the Q & A feature.

I. Disable Chat feature
1. Start a meeting or webinar as host in Zoom Desktop Client Application.
2. Click Chat in the Controls.

3. At the bottom of the in-meeting **Zoom Webinar Chat** window, click More, and then choose an option for **"No One"** to chat with.
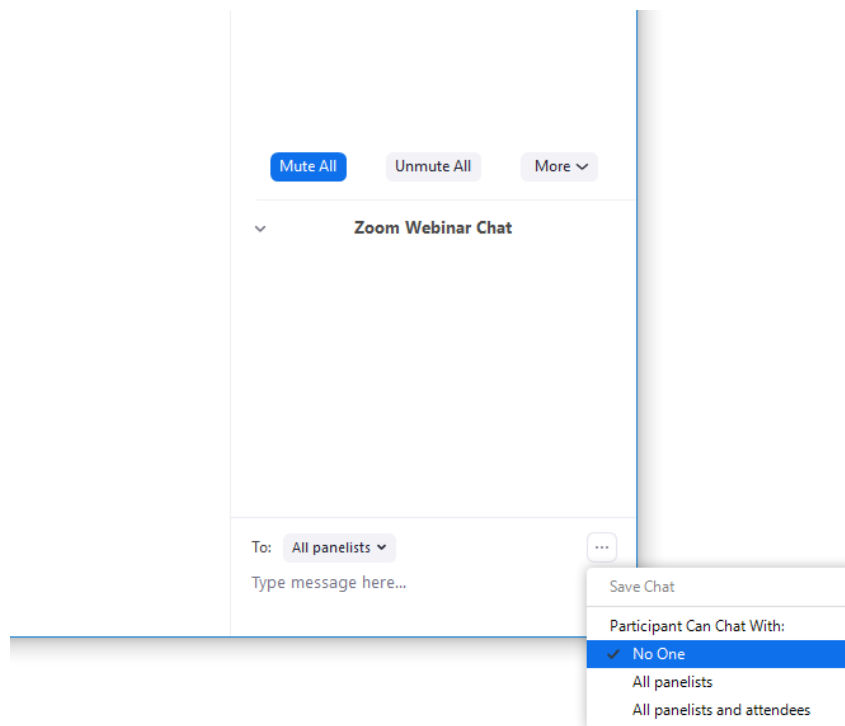
II. Enable Q&A
1. Sign in to the Zoom web portal.
2. Click Webinars.
3. Choose to edit an existing webinar or schedule a new webinar.
4. Under Webinar Options, check Q&A.
5. Click Schedule.

III. Editing Q&A recommended options

1. Sign in to the Zoom web portal.
2. Click Webinars.
3. Click the topic of your webinar.
4. Scroll to the bottom of the page and click the Q&A tab.

5. Click Edit.
   i. Check **"Allow anonymous questions"**

   Allow participants to send questions without providing their name to the host, co-host, and panelists.

   ii. In "Allow attendees to view"
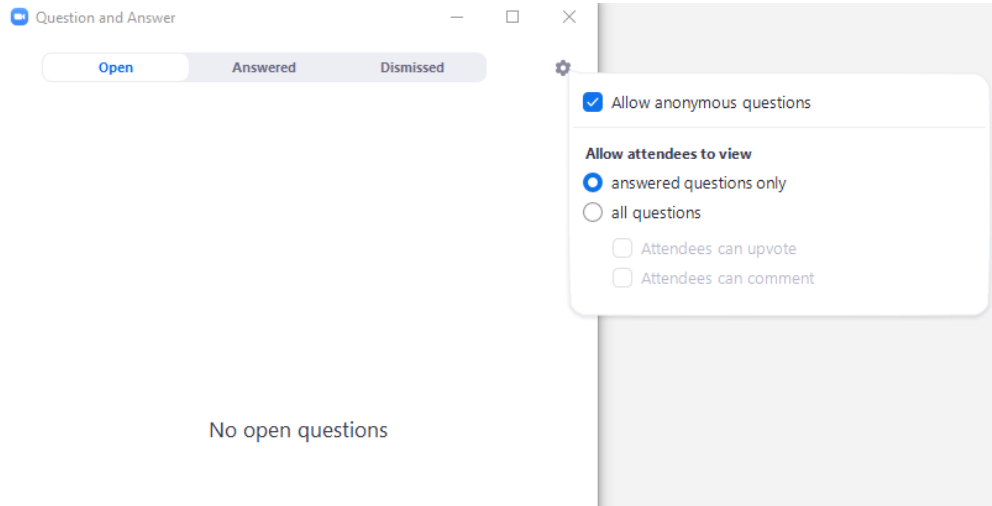   Check **"answered questions only"**

   Note: It can help to screen all questions before publishing to the public

6. Click **"Save"**.

IV. Review Q&A recommended options during the webinar
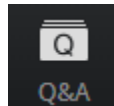
1. In Zoom Desktop Client Application, Click "Q&A"
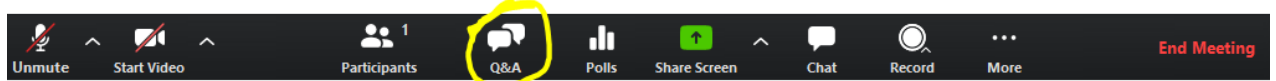
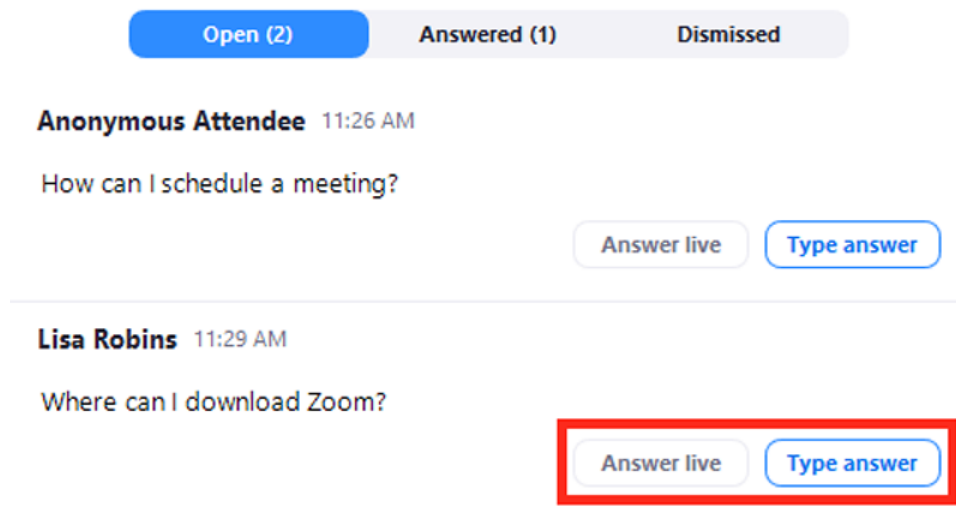2. Click the "Gear" icon on the top-right hand corner to review the option

V. Managing Q&A during a webinar

A. Answering questions

1. As the host, co-host, or panelist, click Q&A in the webinar controls.

2. Find the question you would like to answer.

3. Click Answer Live to answer by voice during the webinar or Click Type Answer to type out your answer for the attendee.

(Optional): Check Answer Privately before clicking send, if you would like to answer to the attendee only.
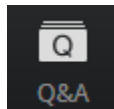
B. Dismissing questions

1. As the host, co-host, or panelist, click Q&A in the webinar controls.
2. Hover over the question that you would like to dismiss and click Dismiss.

Lisa Robins 11:31 AM

Thanks for the help!

Answer live   Type answer

C. Reopening dismissed questions

1. As the host, co-host, or panelist, click Q&A in the webinar controls.

Q
Q&A

2. Click the **"Dismissed"** tab.
3. Find the question you would like to reopen and click **"Reopen"** Question.

Lisa Robins 11:31 AM

Thanks for the help!

Reopen

You click the following link to view the details of Q&A, https://support.zoom.us/hc/en-us/articles/203686015

For further questions, please contact the support team at elearning@cuhk.edu.hk.

More: https://www.elearning.cuhk.edu.hk

Last updated on Mar 16, 2020