| Feature | Competency |
| --- | --- |
| Basic | * Know how to identify what meeting room you are in
* Terms: Account, Meeting, Breakout, Webinar
* Identify where to find in-meeting Settings menu.
* Know the difference between Zoom Web Client and Application
* Know how to identify version of Zoom
* Know how to upgrade you Zoom
* Orient to toolbar and floating toolbar

Ref: Join from Browser - <https://support.zoom.us/hc/en-us/articles/115005666383> |
| Audio | * Mute and Unmute
* Know where to find Audio Menu
* Select a microphone
* Select a speaker
* Test Speaker and Microphone
* Leave Audio
* Adjust Audio Settings (advanced)
	+ Suppress Background Noise
	+ Ensure you can press and hold SPACE key to unmute.

Testing Audio: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio> |
| Video | * Touch up my appearance
* Display names on Video
* Hide non-video participants
* Understand Virtual Backgrounds and Filters

Virtual Backgrounds: <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>Testing your Video: <https://support.zoom.us/hc/en-us/articles/201362313-Testing-your-video> |
| Views | * Understand the difference between standard view, speaker view, gallery view, and side-by-side.
* Understand what participants see
* Understand what spotlighting does
* Navigate View Options

Changing views: <https://support.zoom.us/hc/en-us/articles/201362323> |
| Participants | * Find Manage Participants button
* Identify status of each participant
* Mute and unmute participants
* Rename participants
* Spotlight participants
* Promote participant to co-host
* Enabled/Disable waiting room
* Enable/Disable chimes

Passing the Host: <https://support.zoom.us/hc/en-us/articles/201362573-Passing-host-controls-and-leaving-the-meeting>Roles in a meeting: <https://support.zoom.us/hc/en-us/articles/360040324512-Roles-in-a-meeting> |
| Screensharing | * Basic screen sharing
* Sharing an application
* Sharing sound
* Share a portion of your screen

Sharing a PowerPoint: <https://support.zoom.us/hc/en-us/articles/203395347-Screen-sharing-a-PowerPoint-presentation> |
| Chat | * Locate chat
* Chat to everybody
* Chat privately
* Save chat
* Control who can chat with whom
* Adjust chat font size (CTRL + / CTRL -)

Reference: <https://support.zoom.us/hc/en-us/articles/203650445-Using-in-meeting-chat> |
| Use Reactions | * Locate Reactions button
* Raise Hand / Lower Hand
* Use other reaction buttons to express emotions

Reference: <https://support.zoom.us/hc/en-us/articles/115001286183-Non-verbal-feedback-and-reactions-> |
| Polls | * Locate Polls
* Know how polls are created (only by host in web browser)
* If you are logged in twice, you may not be able to launch polls
* Understand the difference between what hosts/cohosts see/can do and what participants can do

Reference: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings> |
| Whiteboard | * Know how to launch a whiteboard
* Use tools to draw on the whiteboard
* Save the whiteboard
* Clear the whiteboard

Sharing a Whiteboard: <https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard> |
| Annotation Tools | * Know how to find annotation tools
* Use text tool, pen, and shapes to annotate on a slide
* Clear annotations

Reference: <https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard> |
| Breakouts | * How to create a breakout activity
* Understand techniques for creating an extra room
* Understand options when creating a breakout
* Know how to move/reassign participants from one room to another.
* Know how to move from breakout to breakout
* Know who can move from breakout to breakout
* Know ways to end a breakout
* Know how to broadcast message in breakout
* Know what chat is/is not seen in breakouts

Enabling Breakout Rooms: <https://support.zoom.us/hc/en-us/articles/206476093-Enabling-breakout-rooms> |
| Manage Security | * Know how to lock/unlock meeting
* Know how to manage participant permissions

Reference: <https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options> |