| 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> |