

## Instructions to join ABN's virtual meetings

1. The platform to be used for ABN's virtual meetings is Zoom. You can join from computers, by installing the Zoom application or via supported Internet browsers, or from mobile devices by installing the Zoom Cloud Meeting app available for all mobile platforms. Even if you have used Zoom before, we kindly ask you to read these instructions. The following are the key things to remember:

- a) You can only join the meeting from one device. If you join from more than one device the meeting moderator will have the option to remove one of your connections.
- b) When asked to enter your name, please enter your name and your company, i.e.: **Sam – ABC Distributors**.
- c) Zoom supports the option of joining using audio via a "Phone call" or "Audio by Computer". The option we will use the later: **"Audio by Computer"**.
- d) If you join the meeting before the moderator has started it, you will get a message. Just wait and you will join in:  

The meeting has not started  **Please wait for the host to start this meeting.**

The page will refresh in 5 seconds, or reload the page now.
- e) Most likely all ABN's virtual meetings you join, your audio will be muted upon joining. If this is not the case, we kindly ask you to please mute your own audio unless otherwise instructed by the moderator.
- f) To ask to be heard, we kindly ask you to use "Rise Hand" described in [2.o.4](#). For questions not related to the meeting or to ask for help, we kindly ask you to please use the WhatsApp group chat.
- g) If you want to get familiar with and/or test Zoom, please visit <https://zoom.us/test>. If you are planning to use a mobile device, download the Zoom Cloud app and please continue to step [3](#).

2. **If you are reading this section, it's because you want to join the virtual meeting using your computer.** If you will be using a mobile device, please continue to step [3](#).

- a. If you do not want to install the Zoom application into your computer, which is a valid position, you will have to use Google Chrome or the New Microsoft Edge browser. Those will be the browsers supported for ABN's virtual meetings.
- b. Go to <https://zoom.com> and click on "JOIN A MEETING". If you have a Zoom account, you can login if you want but you do not need to.



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**JOIN A MEETING**

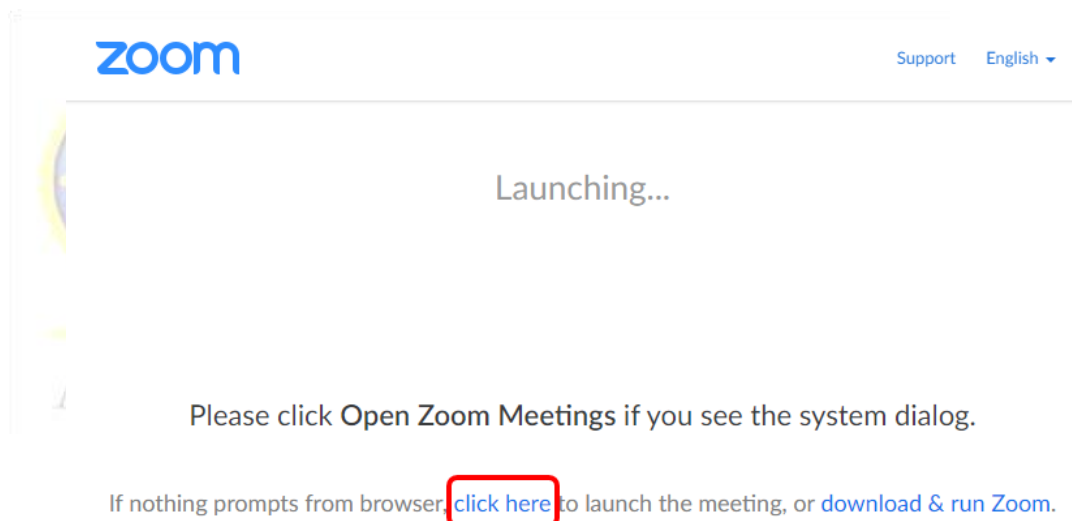
- c. You will be asked for the "Meeting ID or Personal Link Name". This will be given to you before each meeting via e-mail or through the WhatsApp group chat.
- d. You should be taken to a page like the one below. If you want to install the application, click on "download & run Zoom" and follow the installation instructions. Then, please continue to step [2.i](#).

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

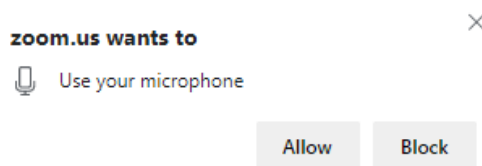
- e. **If you are reading this section, it's because you want to join the virtual meeting using your browser.** Otherwise, please continue to step [2.i](#).
- f. On step (d), you could have been asked or be presented with a window to save the Zoom application on your computer. If that's the case, cancel or close that window to get back to:



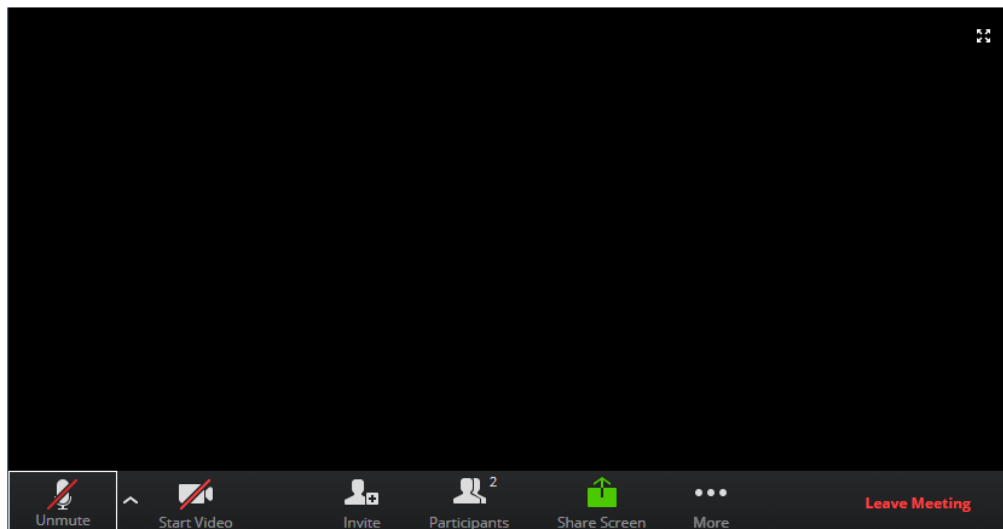
- g. Click on “click here” and a new line will appear right under it:

If you cannot download or run the application [join from your browser.](#)

- h. Click on “join from your browser” and on the next page, you will be asked to enter your name. Please enter your name and your company, i.e.: **Sam – ABC Distributors**. Click on “Join” and then click on “Join Audio by Computer”. The first time you join a meeting using your browser and want to use audio and/or video, you will be prompted to “Allow” the Zoom website to access your microphone and/or web cam. The prompt will look like this:

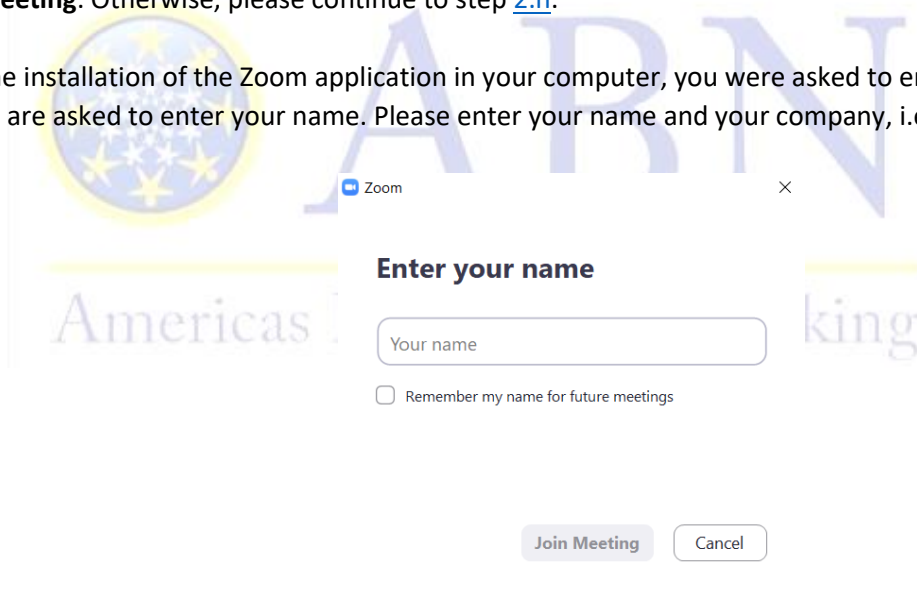


After that you will be taken to the meeting area:



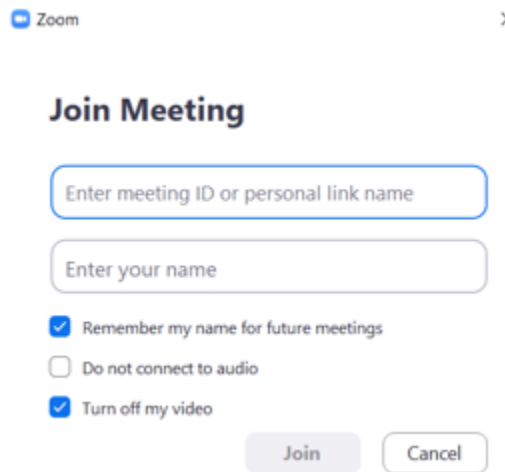
- i. Please continue to step [2.n](#).
- j. **If you are reading this section, it's because you have installed the Zoom application in your computer to join the virtual meeting.** Otherwise, please continue to step [2.n](#).

- k. During the installation of the Zoom application in your computer, you were asked to enter the meeting ID and now, you are asked to enter your name. Please enter your name and your company, i.e.: **Sam – ABC Distributors:**

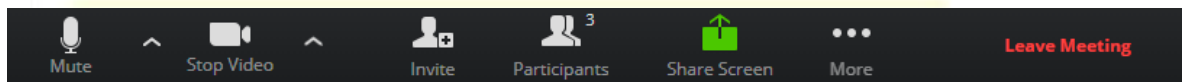


- l. After that you will be taken to the meeting area. The look is practically identical to the meeting area shown above in step [2.h](#).

- m. If you already have the Zoom application installed in your computer, upon launching it the window will look slightly different as you need to enter both, the meeting ID and your name. The mechanics are the same:



- n. Before exploring the “Meeting Controls” of the meeting area, please be aware that:
- Most likely all ABN’s virtual meetings you join, your audio will be muted upon joining. If this is not the case, we kindly ask you to please mute your own audio unless otherwise instructed by the moderator.
  - Most likely all ABN’s virtual meetings you join, your video will be off/stopped upon joining. If this is not the case, we kindly ask you to please stop your own video unless otherwise instructed by the moderator. If you are called to start your video, please dress accordingly.
  - Most likely all ABN’s virtual meetings you join, chat among participants whether publicly or privately will be disabled. If this is not the case, we kindly ask you not to use chat at all as this will be the equivalent to texting in our in-person meetings.
- o. The “Meeting Controls” bar is shown at the bottom section of the meeting area and looks like this:



From right to left:

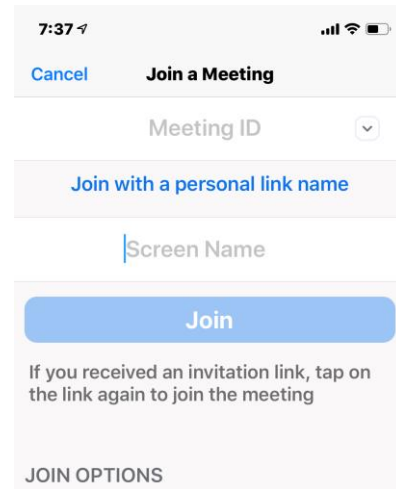
- “Leave Meeting”: Will disconnect you from the meeting.
- “More ...”: Only allow you to disable the reception of video from the meeting. Once disabled, use it again to enable it back.
- “Share Screen”: This is to **ONLY** be used by the moderator and/or the presenters. The use of this feature may get you from being removed by the moderator. Once removed, you can’t rejoin the meeting.
- “Participants”: Allows you to see the list of the participants in the meeting on a pane on the right. Once displayed, use the “down-pointing” arrow to close it. At the bottom of the participant’s list, there is an option to “Raise Hand” to call the attention of the moderator. If you use this option, we kindly ask you to be patient as the moderator is focused on running the meeting. Once you “Raise Hand”, you can “Lower Hand” in the same way.
- “Invite”: Will allow you to invite a “guest” to the ABN’s virtual meeting. We kindly ask you to let the moderator know via a message in the WhatsApp group chat.
- “Start/Stop video”: Allows you to start/stop transmitting your web cam video to the meeting’s participants.
- “Mute/Unmute”: Allow you to mute/unmute your microphone. As mentioned before, keep it muted unless otherwise instructed by the moderator.

3. If you are reading this section, it's because you want to join the virtual meeting using your mobile device. Otherwise, please continue to step 4.

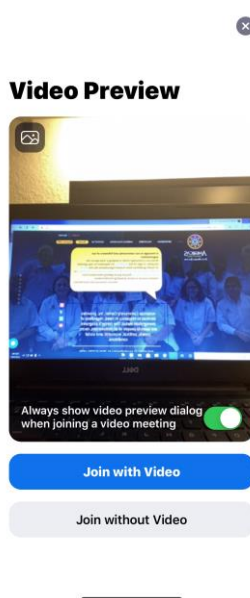
a) Open the Zoom Cloud Meetings app and tap on "Join a Meeting". If you have a Zoom account, you can sign-in if you want to, but you don't need to.



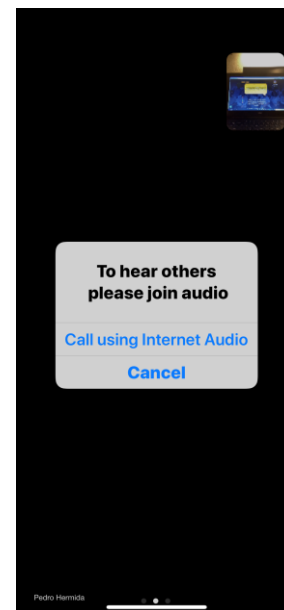
b) Enter the meeting ID and your name. Please enter your name and your company, i.e.: Sam – ABC Distributors. Tap on "Join".



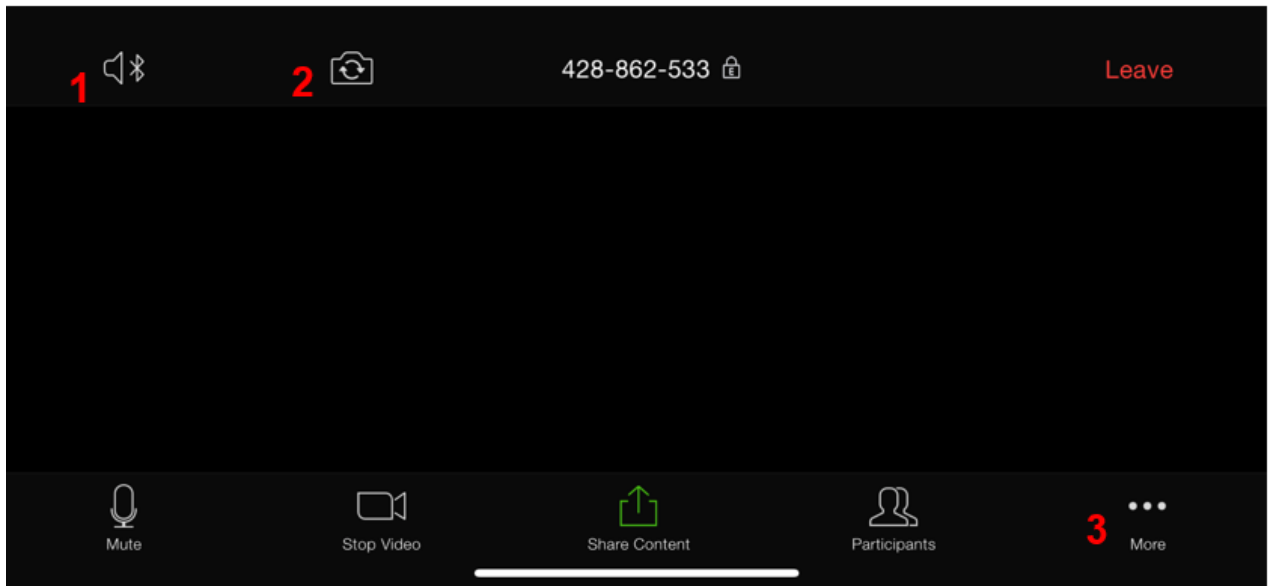
c) Tap on "Join with Video".



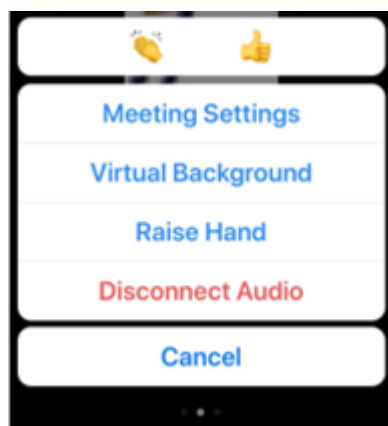
d) Tap on "Call using Internet Audio".



e) After that you will be taken to the meeting area:



- f) The “Meeting Controls” options are very similar to the computer’s interface and that are shown on step [2.0](#) above, with the following differences:
- The “Leave” in the top-right corner will disconnect you from the meeting.
  - Through the icon with the **1** , you can select where to hear the audio in your mobile device.
  - Through the icon with the **2** , you can select switch to your mobile rear-facing camera, if one is available.
  - Through “More ...” the most important function is the “Raise Hand” described above in [2.0.iv](#). Tab on “Raise Hand” or “Lower Hand”:



- If you want to practice before the next ABN’s virtual meeting, feel free to do so at <https://zoom.us/test>.
- If you need help before or during the meeting, please post a message in the WhatsApp group chat.