



**Association of Public Sector  
Information Professionals**  
Developing Professionalism in Informatics

**Association des professionnels  
de l'information du secteur public**  
Développement du professionnalisme en informatique

## Zoom Best Practices - Tips for Meeting Attendees

Zoom Support Link: <https://support.zoom.us/hc/en-us>

To help ensure a successful mentoring session, consider using the following tips when you connect:

- For the best user experience, it is recommended that you use the desktop version vs a mobile version so that all features are available for your use.
- Arrive early! This will give you time to ensure you're set up and ready to go when we begin.
- Make sure you have the latest version of Zoom.
- If you are experiencing difficulty signing onto a DPI Event, please contact [technology@dpi-canada.com](mailto:technology@dpi-canada.com) and/or [info@dpi-canada.com](mailto:info@dpi-canada.com) for assistance.
- Include your full name and department when joining the call. To do this:
  - Click the "Participants" button at the top of your Zoom screen
  - Hover your mouse over your **name** in the "Participants" list on the right side of the **Zoom** window. Click on "Rename".
  - Enter the name and department you'd like to appear in the Zoom meeting and click on "OK".
- If you are experiencing issues or have a question, use the chat feature.
- Mute your microphone when you are not speaking to help keep background noise to a minimum.
- When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers.
- Position your camera properly and check the lighting.
- Have your camera on unless you need to turn it off briefly.
- Use the "chat" to enter comments and questions. You can chat to everyone or privately to one participant. Our moderators will help manage question volume.
- Limit distractions, stay focused, and avoid multi-tasking.
- Take notes – have a pen and paper ready, or use your favourite note software.