# Using Chat and Raising/Lowering Your Hand in Zoom

In a Zoom meeting, especially one with a larger number of participants, it can be hard to know who is asking a question of a speaker without talking at the same time as another person or disrupting the session. There are several ways to make this go more smoothly. Here are two that you can use when you are using the Zoom app:

A) Chat
When you join a Zoom session, it's very helpful to see a list of who is there—especially in a large group where it is hard to see everyone, let alone communicate.

1) Seeing Participants

a) <u>On a computer or a smartphone</u>, look for the Participants button at the bottom of the Zoom window (just left of center) and click it. You will see a list of participants on the right-hand side of your screen. This list will stay up until you click the Participants button again.

Computer

iPhone

b) <u>On a tablet</u>, tap the Participants button at the top right of your screen. This list will only stay up until you tap elsewhere on your screen.


iPad
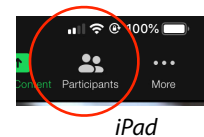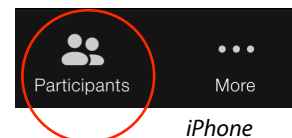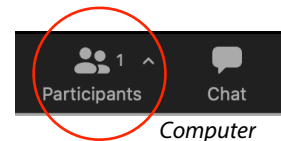
2) Bringing Up Chat

a) <u>On a computer</u>, look for the Chat button which is just to the right of the Participants button, and click it. The Chat area comes up directly under the list of Participants. If you click the button a second time, the Chat area goes away.

Computer

b) <u>On a smartphone</u>, tap the three dots (…) in the bottom right corner of your screen and select Chat. To get rid of the Chat window, you can tap outside it or simply tap Close in the upper left corner of the Chat window.

iPhone

c) <u>On a tablet or smartphone</u>, tap the three dots (…) in the upper right corner of your screen and select Chat. To get rid of the Chat window, you can tap outside it or simply tap Close in the upper left corner of the Chat window.

iPad

2/22/2021
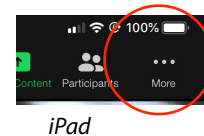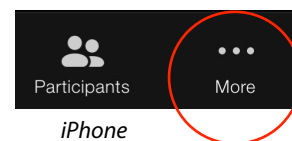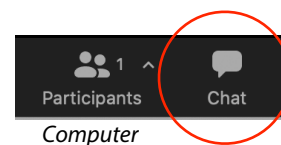
3) Using Chat

    a) In Chat, you can send messages to Everyone in the session or a private message to just one individual (that can be changed by the host). Please use the latter sparingly. Most questions will apply to Everyone and that is usually the choice that comes up in the little To: or Send to: menu.

    b) To send a message, just type in the space at the bottom of the Chat window, then press Enter/Return/Send. That's it.

    c) When you send a message to Everyone, usually a brief glimpse of it will appear on everyone's screen. The host will usually help the speaker keep track of these to help facilitate the speaker being able to answer the question or comment.

    d) On the computer, you can also send a file (if enabled by the host), but those on portable devices might not be able to receive the file, which is why that feature is not used in many sessions at this point in time.
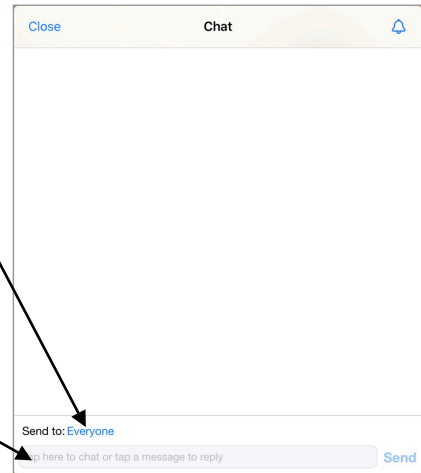
B) Raising and Lowering Your Hand

When you are in a Zoom meeting with a large number of people—especially if you cannot see them all on one screen—it is very helpful to use the ***Raise Your Hand*** feature. Many hosts will encourage you to use the feature as it will help keep the meeting from becoming a confusion of multiple voices. Raising Your Hand will work just like in school: raise your hand, and you will be called on (hopefully).

How To Raise Your Hand (Mac: Option+Y; Windows: Alt+Y)

1) <u>If you have updated your computer software</u> (Mac or Windows) program since late 2020, it's easier than ever to access the Raise Hand feature. As long as your Host has the Reactions button enabled, you are good to go.

    a) At the bottom of your screen, find the Reactions button. It will be to the right of center.
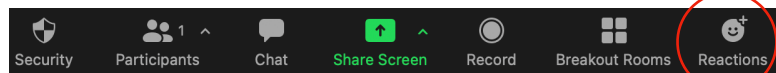
    b) Click the Reactions button, then click Raise Hand.
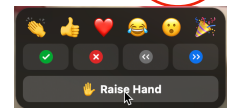
2) <u>If you haven't updated your computer software</u>, you can see the Raise Hand feature if you already have the Participants and/or the Chat window already open. The Raise Hand button will be at the bottom right corner, so give it a click.

3) <u>On a smartphone</u>, tap the three dots in the lower right corner. In the Menu that comes up, tap Raise Hand.

4) <u>On a tablet</u>, tap the three dots in the upper right corner. In the Menu that comes up, tap Raise Hand.

How to Lower Your Hand (Mac: Option+Y; Windows: Alt+Y)

Once you have raised your hand and have been called upon, etiquette requires that you Lower Your Hand if the host does not do it for you. To do this:

1) <u>If you have updated your computer software</u>, do the same as before, only Raise Hand now reads Lower Hand. Click Lower Hand and you are done!

2) <u>If you haven't updated your computer software</u>, the Raise Hand button has now changed to Lower Hand, so click that. You can also click the Lower Hand button that appears in the upper left corner of your personal window.

3) <u>On a smartphone</u>, tap the same three dots in the lower right corner. In the menu that comes up, tap Lower Hand.

4) <u>On a tablet</u>, tap the same three dots in the upper right corner. In the menu that comes up, tap Lower Hand.
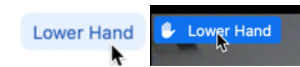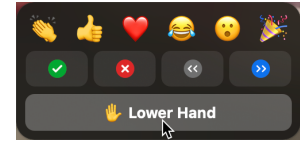
Note: If several participants raise their hands at almost the same time, the first one moves to the top of the participants list, the second one becomes #2, the third becomes #3, and so on, making it easier for the Host to see the order in which hands were raised.

One Caveat: Zoom changes things from time to time, so don't be surprised when directions get out of date! :-)