




# Become a Pro Zoomer: Top 10 Tips for Lawyers

## Mass LOMAP

By Charity Anastasio, AILA Practice Management Advisor

AILA Practice & Professionalism Center

December 2, 2020, 12:00PM EST



We will  
cover...

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Looking your best with what you've got

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Creating a secure meeting or inviting on the fly

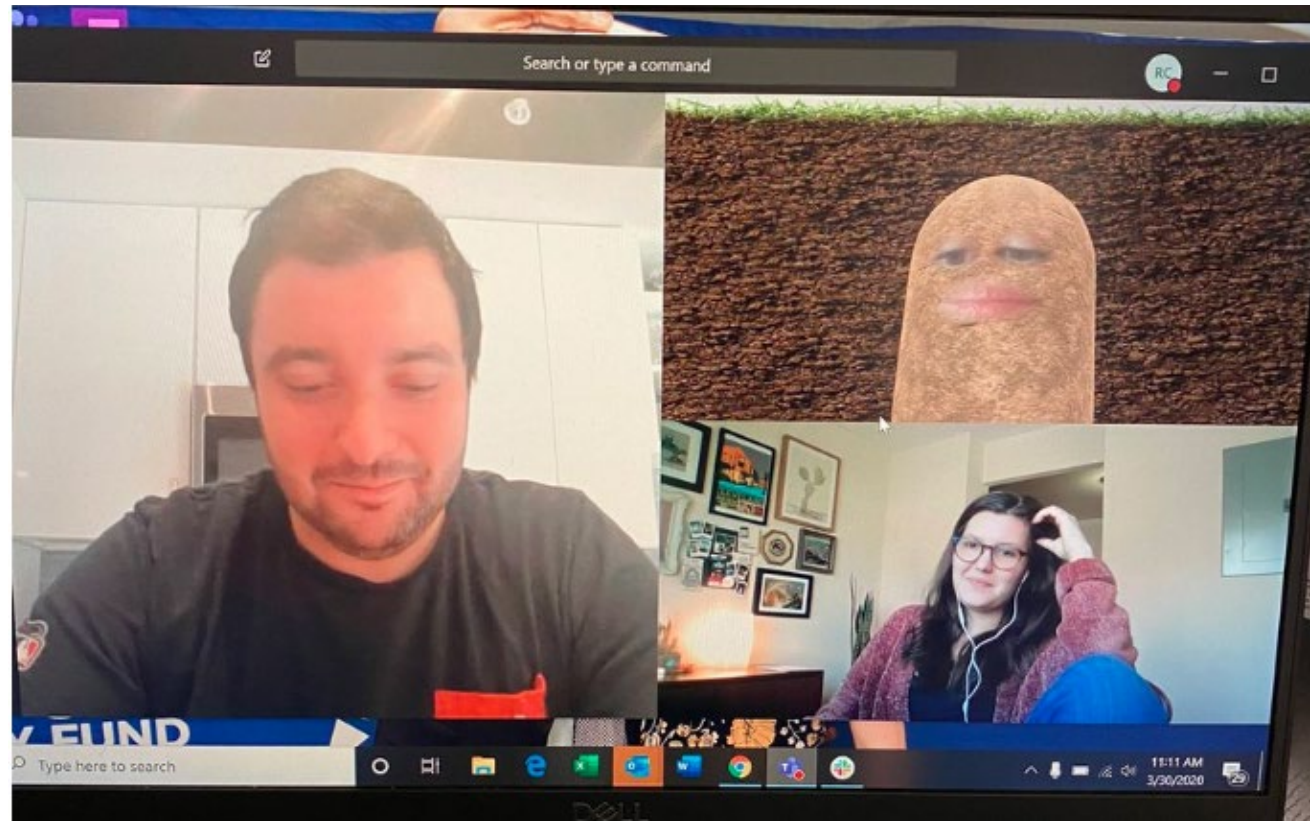
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How to effectively share your screen and get things done

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Helping your clients, staff, and yourself overcome technical challenges with poise

# This Woman Accidentally Turned Herself Into A Potato For A Video Meeting And Couldn't Figure Out How To Fix It



"I just kind of gave up and stayed as a potato for the rest of the call."

This is the look of a potato resigned to its fate.



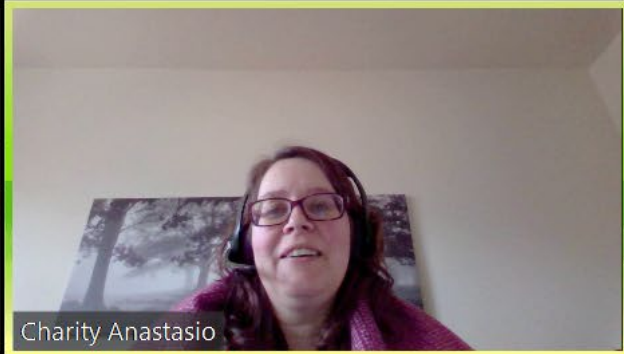
Twitter: @PettyClegg

# Practice to Become Adept

- Play with features when you aren't hard at work
- Understand what the others' connectivity possibilities are and what they are struggling with
- Stay calm, patient when they struggle
- Be helpful in chat
- Give them options within the platform



AILA Administrator



Charity Anastasio



Dellon



Trina Realmuto



Joy Hardy



Janet's iPad (2)



Blanca



erinlynum

Participants (8)

Find a participant

- CA Charity Anastasio (Host, me)
- JH Joy Hardy
- Jl Janet's iPad (2)

yes no go slower go faster more clear all

Mute All Unmute All More

Zoom Group Chat

To: Everyone

Type message here...

## Design Your Space

- Lighting
- Microphone (Headset)
- Video camera
- Audio speaker
- Stable Internet connection
- A Look

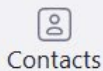


This Photo by Unknown Author is licensed under [CC BY-SA](#)

# Security

- No technology is 100% safe
- This is safer than Word Documents
- Safer if not recording (or record with 3<sup>rd</sup> party product)
- Safer since Zoom was publicly shamed
- *Cost – Benefit Analysis*: weigh price, usability, security features, what experts and similar users find reasonable now
- Decide based on client, uses, whether recording or not
- Alternatives for confidential information
  - <https://legaler.com/>
  - <https://doxy.me/>





Search



New Meeting ▾



Join



Schedule



Share screen ▾

03:59 PM  
Tuesday, March 31, 2020

**Charity Anastasio's Z...** ⋮ [Start](#)

3:30 PM - 4:30 PM | [Now](#)

Meeting ID: 628-346-7534

New Mtg

Join

Schedule

Share  
Screen

Settings



## Schedule a Meeting

### Topic

Charity Anastasio's Zoom Meeting

Start: Thu April 2, 2020 01:00 PM

Duration: 1 hour 0 minute

Time Zone: (GMT-04:00) Eastern Time (US and Canada)

Recurring meeting

### Meeting ID

Generate Automatically  Personal Meeting ID 628-346-7534

### Password

Require meeting password

### Video

Host:  On  Off    Participants:  On  Off

### Audio

Telephone  Computer Audio  Telephone and Computer Audio

Dial in from United States [Edit](#)

Schedule

Cancel

# Making a More Secure Meeting Invite

- Generate Automatically – new code every time
- Creates instant password, but you can change it
- Turns off camera and voice upon being admitted

**Topic**

Charity Anastasio's Zoom Meeting

Start: Thu April 9, 2020 05:00 PM

Duration: 1 hour 0 minute

Recurring meeting Time Zone: Eastern Time (US and Canada) ▾

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**Meeting ID**

Generate Automatically  Personal Meeting ID 628-346-7534

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**Password**

Require meeting password 027786

---

**Video**

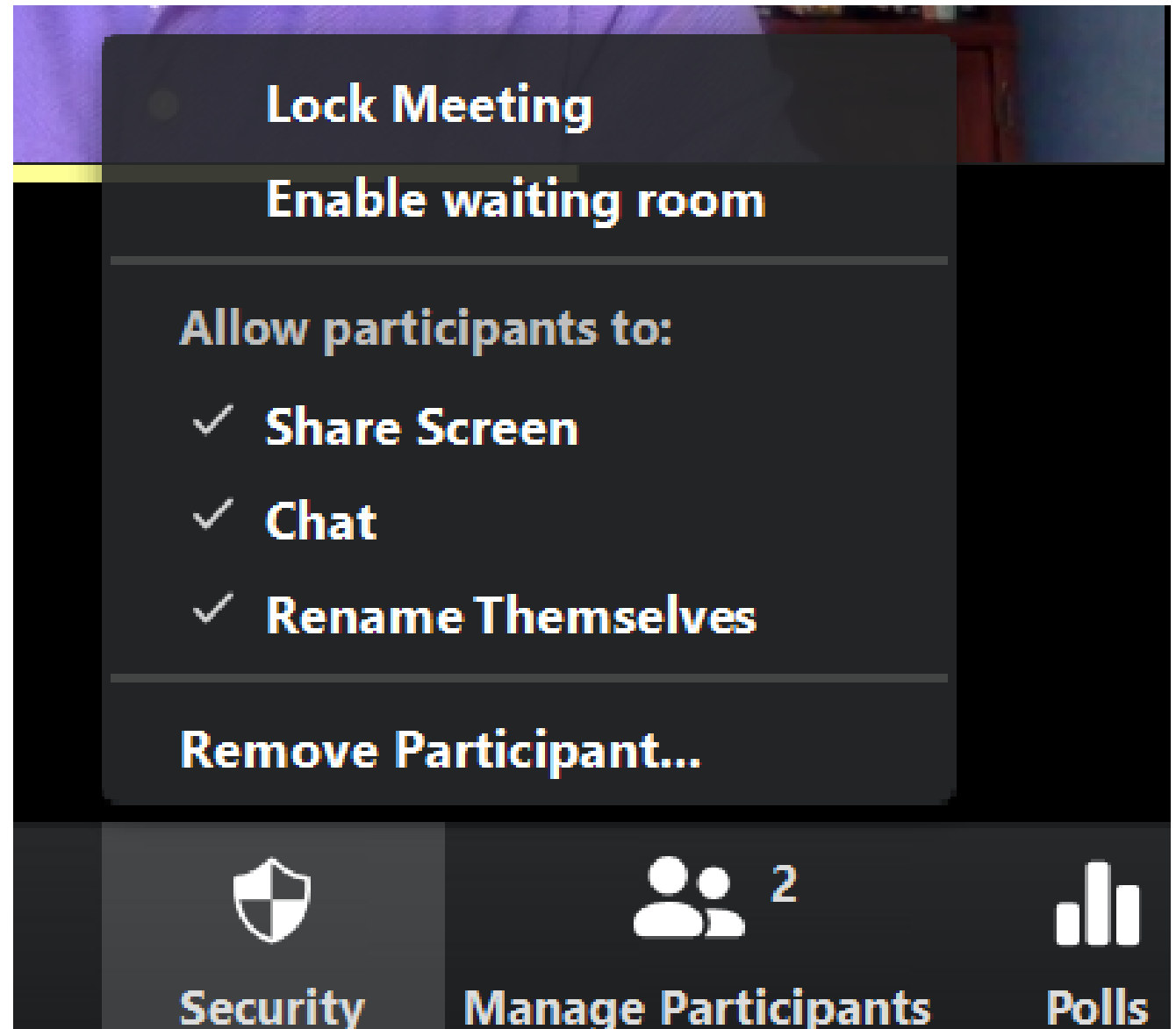
Host:  On  Off Participants:  On  Off

**Enter meeting password**

Meeting password

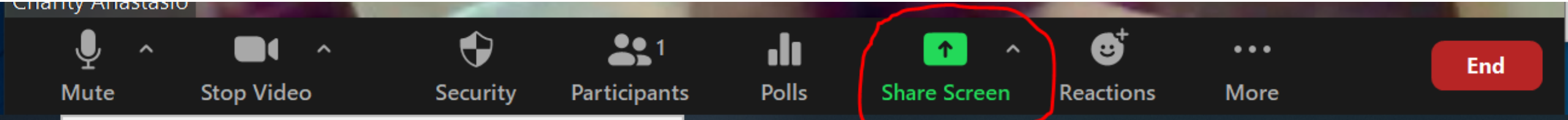
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# Other Security Features



# Sharing Your Screen

Charity Anastasio



Select a window of an application that you want to share

Basic Advanced

- Screen
- iPhone/iPad
- Snipping Tool
- File Explorer
- Zoom Intro and QandA AILA - P...
- Calendar - CAnastasio@aila.org - ...
- New Tab - Google Chrome
- Virutal Practice TS 2020 - PowerP...
- tech pop up series email - Word

Share computer sound  Optimize Screen Sharing for Video Clip

Share

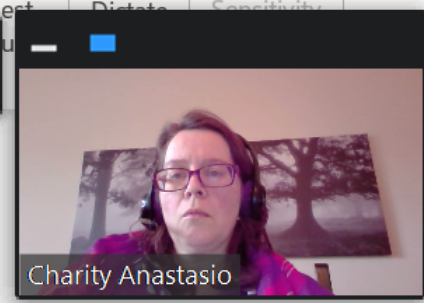
Calibri (Body) 14 B I U x<sub>2</sub> x<sup>2</sup> A Replace Create and Share Request Dictate Sensitivity

Mute Stop Video Manage Participants Polls New Share Pause Share Annotate More

ID: 628-346-7534 Stop Share

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COVID-19 RESPONSE SAMPLE TO DO LIST

# Zoom Looks Like This to You

In share mode

# Wait Room Protects Confidentiality

## Participants (1)



Charity Anastasio (Host, me)



## Participants (1)

1 person is waiting

[Message](#)



[Admit](#)

[Remove](#)

1 participant in the meeting



Charity Anastasio (Host, me)



yes



no



go slower



go faster



more



clear all

[Invite](#)

[Mute All](#)

[Unmute All](#)



- Mute Participants upon Entry
- Allow Participants to Unmute Themselves
- Allow Participants to Rename Themselves
- Play Enter/Exit Chime
- Enable Waiting Room
- Lock Meeting

Mute All

Unmute All

More 



## Zoom Group Chat

To: Everyone 

Type message here...

 File



Save chat

Allow attendees to chat with:

No one

Host only

Everyone publicly

Everyone publicly and privately



# Breakout Rooms

Create Breakout Rooms

Assign 0 participants into  Rooms:

Automatically  Manually

0 participants per room

[Create Rooms](#)

are ^ Chat Record Breakout Rooms End M

Breakout Rooms - Not Started

▼ Breakout Room 1	<a href="#">Assign</a>
▼ Breakout Room 2	<a href="#">Rename</a> <a href="#">Delete</a> <a href="#">Assign</a>
▼ Breakout Room 3	<a href="#">Assign</a>

Recreate ^ Options ^ [Add a Room](#) [Open All Rooms](#)

# What People Hate Most in Videoconferencing

- 76% said Background noise or distractions
- 70% said Late-joining participants
- 67% said Participants talking over each other
- 57% said Repeating information
- 48% said Using filler words like “um” and “er”
- Feeling incompetent or uncertain





Follow an  
agenda

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# Know where your mic is at

Don't rustle paper  
or click keyboard  
while your mic is  
hot

Mute when not  
"on"



Slow down

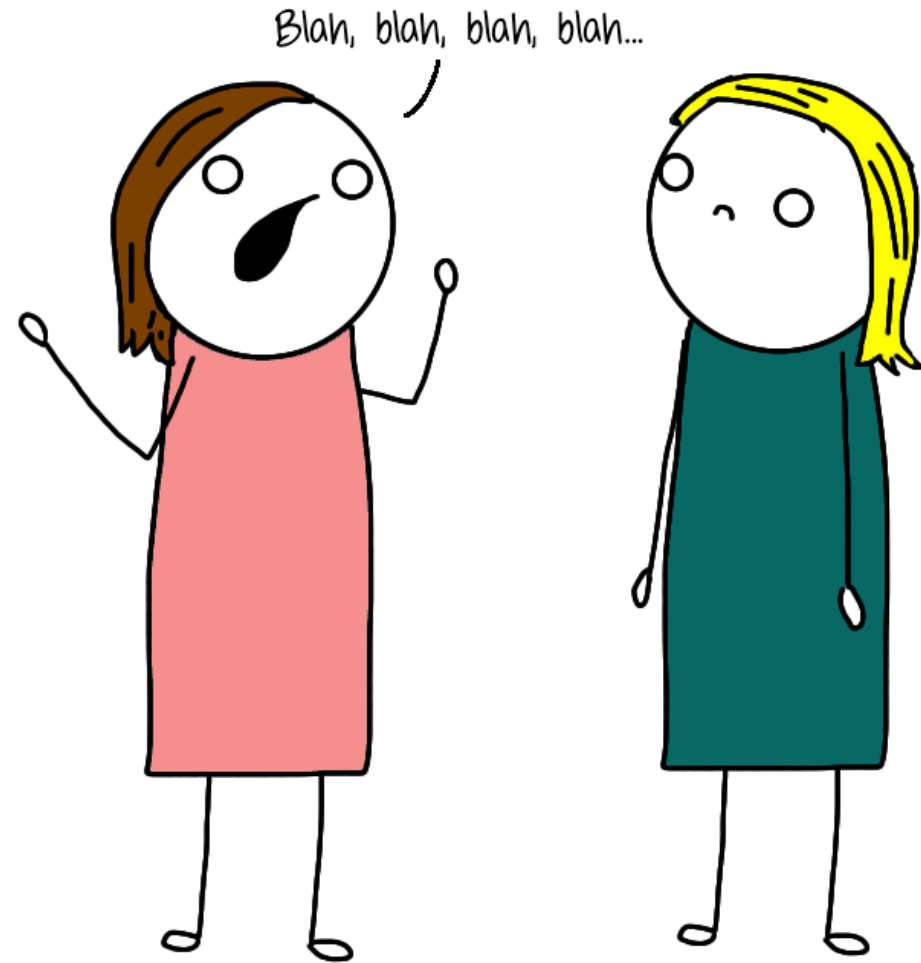
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Avoid  
(exclusionary)  
small talk and  
chatter \*



Use names to  
address  
people  
directly



Take time to check understanding

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Reiterate assignments in chat and task management platform or client portal later





# When Working With Clients

- Overcome *your* self-consciousness
- Become a swift navigator
- Plan your call
- Prepare to have a **working meeting**



Q&A