

Dear Participants,

Thanks again for registering to our virtual design thinking solutions lab on "Improving Service Delivery Through Security Sector Governance" together with Protellus.

We wanted to provide you with a quick guide on how to use zoom in case of need.

First of all, we would appreciate if you could make sure to **change your display name in Zoom** as "Name Surname" (e.g. "James Smith").

How to change your display name in zoom:

1. From the Zoom Room click on the "Participants" icon in the control panel at the bottom of the window (shown circled below).
2. A Participants window will appear. Click the "Rename" button (shown circled below).
3. Enter your new name in the "New Screen Name" field.
4. Click on the "OK" blue button.

For more details, please have a look at [this website](#).

When you are in the Zoom meeting, you can choose from different video layout on the top right of your screen.

How to change the video layout:

1. **Speaker view** is the default video layout. It will switch the large video window between who is speaking. If it is a one-on-one meeting, it will display your video at the top, and the other participant's video below.
2. **Gallery view** allows you to see up to 49 participants at a time. Click Lower Hand to lower it if needed.
3. If the host is presenting a PowerPoint presentation, you will need to switch to the Side-by-Side Mode. To do so, click on View Options at the top of your screen and choose Side-by-Side mode.

How to add a comment/ask a question:

1. To send a chat message, click the "Chat" button to open the chat window.
2. In the chat window, you can use the dropdown menu to choose whether to send the message to everyone or only to the host or a participant.

How to write or add comments in the Presentation:

1. Click View Options then Annotate at the top.
2. You will see these annotation tools and are able to add text and comment directly in the presentation.

