Zoom Webinar Guide for Staff

Before & Starting the Webinar

Day-Of: Before Going Live

- Start the webinar early (30-15 minutes before)
- Use the Practice Session to:
  - Test panelist audio/video
  - Confirm screen sharing
  - Review agenda
- Assign co-host(s) (if applicable)
- Remind panelists to mute when not speaking

Setting up the YouTube Streaming (Staff Setup)

- Expand the More menu at the bottom
- Hover over “Livestream” to reveal the list
- Select “Live on Custom Live Streaming Service”
- Use GovTV-provided information to complete the following fields:
  Streaming URL
  Streaming key
  Live streaming page URL
- Click “Go Live!”
- Contact GovTV when ready to begin

Starting the Webinar

- Click “Start Webinar”
- End the Practice Session when ready
- Start recording (unless you have enabled automatic recording or streaming through YouTube)
- Panelists are correctly labeled
- Attendees can see/hear the host

Managing the Webinar

Audio & video

- Mute /unmute panelists as needed
- Turn off participant video if necessary
- Address feedback or echo immediately

Q&A and Chat

- Use chat for logistics with panelists (chats are public records and must be retained until the minutes are approved)
- Monitor Q&A continuously
- Read questions aloud

Panelists Control

- Promote/demote panelists or presenters if needed
- Rename panelists for clarity (Name – Title)
- Remove disruptive participants if necessary

Ending the Webinar

- Confirm all final remarks are complete
- Stop the recording (if applicable)
- Click “End Webinar for All”
- Do not leave the webinar running unattended

After the Webinar

- Confirm the recording saved successfully
- Contact GovTV to end the YouTube stream (if applicable)

Troubleshooting

(Common Issues)

- **Panelist can’t speak:** → Check mute status → Confirm panelist role → Ask them to rejoin
- **Echo or feedback:** → Ask panelist to mute → Use headphones → Identify duplicate connections
- **Screen share won’t start** → Confirm share permissions → Stop other shares → Retry

Setting Up the Webinar Checklist

Scheduling

- To create a webinar, you must log in to Zoom.com, not the app.
- Confirm that the webinar is scheduled as a Zoom Webinar, not a meeting
- Verify the date, time, and time zone
- Enable:
  - **Require Registration:** If you want to collect attendee contact information. Required fields (such as email, phone number, or neighborhood) can be customized.
  - **Recurring webinars:** Use a single Webinar ID. All sessions in a recurring series share the same link.
  - **Q&A (if applicable):** If using Q&A, disable anonymous questions so all submissions are attributed to a named attendee.
  - **Chat:** Set panelists chat to panelists-to-panelist or panelist-to-host only.
  - **Practice Session:** Enable the Practice Session when scheduling — this allows hosts and panelists to test audio, video, and screen sharing before attendees can see or hear anything.
- Branding is available but must follow the CABQ Style Guide and receive PIO/marketing manager approval before use.

Host Roles

- Starts and ends the webinar
- Controls all settings
- Manages panelists and attendees
- Manages Q&A, chat, and technical issues (if applicable)

Panelist

- Add panelist in advance using their email address
- Send panelist links separately from attendee links
- Confirm panelists understand:
  - When to join
  - Whether they will speak or present

YouTube Streaming (if applicable)

- Email govtv@cabq.gov to confirm your meeting

Don't Skip These Tips

- **Recommended to disable attendee chat entirely.** Direct them to use the Q&A feature for questions instead.
- **Set the view for all attendees.** Zoom allows the host to control what attendees see. The recommended default is Gallery View, so all panelists are visible.

Workflow