

## CASA Week Technology Guide & FAQs

Thank you for joining the Kentucky CASA Network for [CASA Week 2021!](#) We have compiled a brief technology guide and FAQ list to ensure that all of the virtual sessions run smoothly. If you have any questions about technology throughout the week, please don't hesitate to [contact us](#). If you are running into difficulties during a CASA Week session, please note that we may not be checking email; it would be best to send **Mary Turner-Scott** a private chat message during the session.

### CASA Week Virtual Platform

All sessions of CASA Week will be conducted on [Zoom](#). We recommend that you use the Zoom Client for Meetings, which is the desktop app that you can download to your computer. [Click here](#) or on the image to the right to access the download link.

#### Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 5.7.8 (1247) (32-bit)

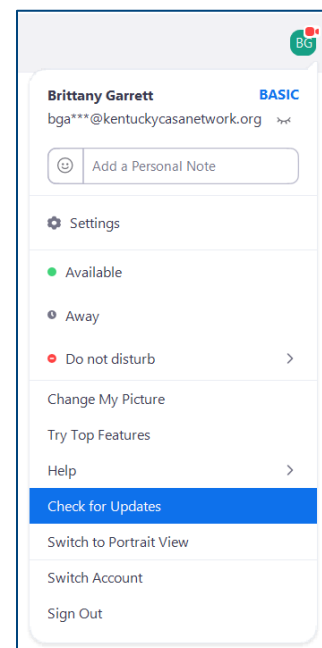
[Download 64-bit Client](#)

[Download ARM Client](#)

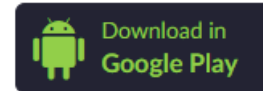
If you already have the Zoom Client for Meetings downloaded to your computer, we recommend checking to see that you have the latest version. You can [check for updates](#) by opening Zoom on your computer, clicking the icon in the top right corner, and selecting 'Check for Updates' (see graphic to the right for reference).

Installing the newest updates should just take a few minutes, at the most. You should not need to restart your computer to install updates.

The KCN recommends checking for updates **before** logging in to your first session of CASA Week.



You can also download Zoom to your phone and log in to the CASA Week sessions from that device. Click the images below for download links for mobile devices. This guide will focus primarily on the desktop app, but you can find [more information here](#) about using Zoom on your mobile device.



## Joining the CASA Week Sessions

You should have received a confirmation email when you signed up for the individual CASA Week sessions. The confirmation email came from Zoom and you had the option to add the event to your calendar. If you need help finding the email, we recommend you search for “no-reply@zoom.us” in your inbox. We will also be resending confirmation emails **one day prior to the upcoming session**. An example registration email is below.



To join the meeting, simply click the blue ‘Join Meeting’ button and Zoom should open on your device. Note that there will be a waiting room for each session, and you will have to wait for the host to let you in. We expect to let participants into the meeting approximately 5 minutes before the session begins.

Please also note that each registration link is **specific** to the individual who registered, so it is best to not share this link with others. Instead, please have them register on the [CASA Week website](#).

## Adding a CASA Week Virtual Background to Your Account

The KCN has created various virtual backgrounds that you are welcome to use to show your CASA spirit! There are 4 backgrounds specifically for CASA volunteers, 4 general CASA Week backgrounds, and 1 background for each CASA program. Click on the images below to access the folders for all the backgrounds.

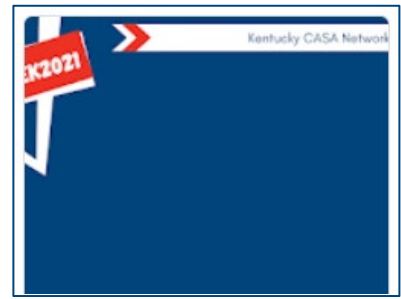
### CASA Volunteers



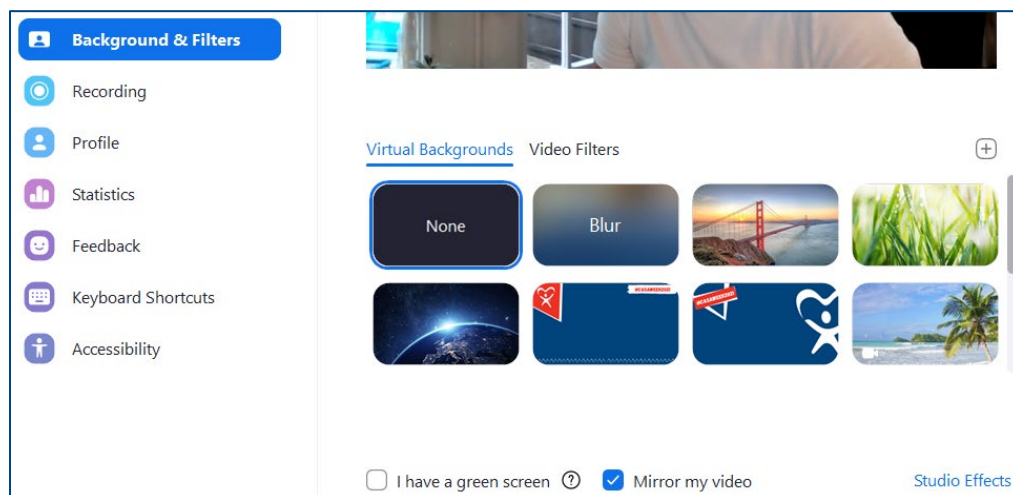
### General CASA Week



### Program Name



We recommend choosing and downloading your Zoom background(s) in advance of the sessions. You are welcome to use more than one throughout the week! Download the photos you want to use to your computer. Then, open the Zoom Client on your desktop, click on your icon in the top right, select 'Settings,' and 'Background & Filters.' To add your new [virtual background](#), click the '+' sign on the right and select the photo from wherever you downloaded it to your computer.



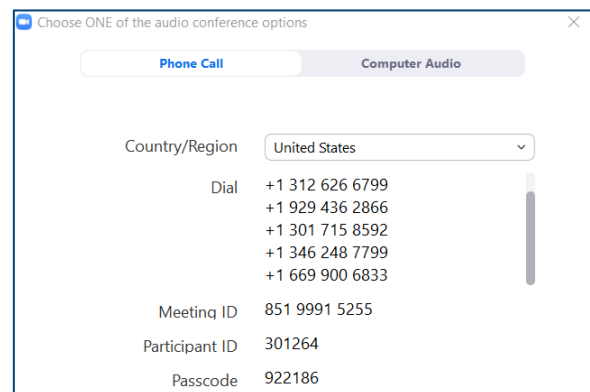
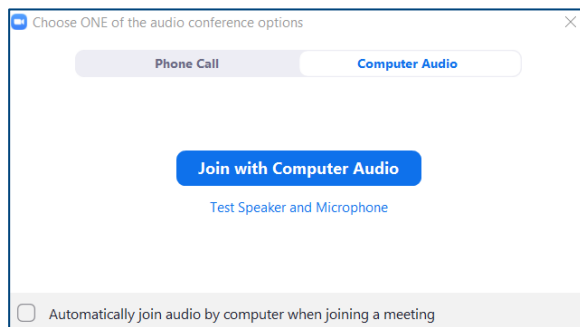
**Note:** If you have the 'Mirror my video' box checked, the virtual background will appear backward to you, but it will look normal to everyone else!

You can pre-select the background you want to use by selecting one now, while you are in the Settings feature. Or, you can add a background while you are in a meeting ([more information here](#)).

## In-Meeting Features: Audio, Video/Backgrounds, Reactions, Chat

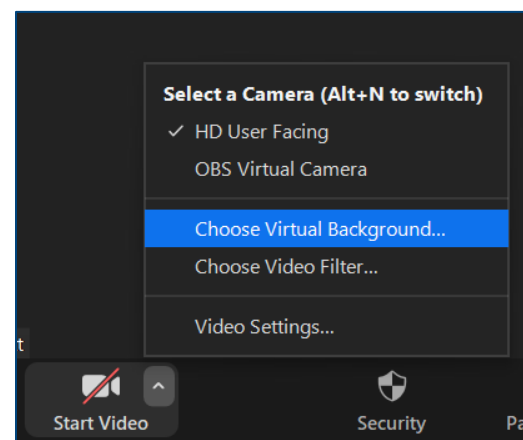
### Audio

When you join a CASA Week session from your desktop, you may be prompted to [join the meeting with audio](#) – either using your computer audio or phone. Typically, the default is to join by computer audio. However, if you choose to join by phone, dial in the phone number, meeting ID, and participant ID. You may also be prompted to enter a passcode. All of these should show up on your screen. See **example** information below. Please note that most sessions will ask for participants to stay muted throughout the meeting. The host has control to mute participants at any time.



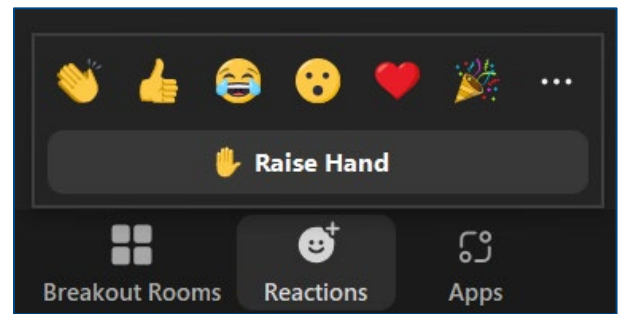
### Video & Virtual Backgrounds

We encourage all CASA Week participants to turn their video on and to use a CASA Week virtual background to show your CASA spirit. As mentioned in the previous section, you can enable a [virtual background](#) while you are in a session or change it from what it is currently set to. Click the arrow next to your video icon and select 'Choose Virtual Background.' If you have already uploaded the CASA Week virtual backgrounds to your account, they should show up in this menu.



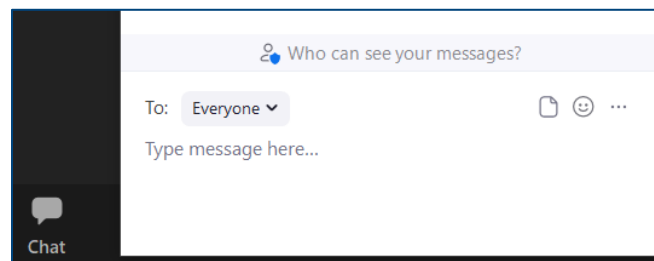
## Reactions

Throughout the sessions, you may want to use your [reaction buttons](#) to clap, give a thumbs up, or to raise your hand if you have a question. If you have the latest Zoom update (see this section to learn about checking for updates), you should see the 'Reactions' button on your main menu. If you click on the '...' button on the right, a full menu of emojis will appear.



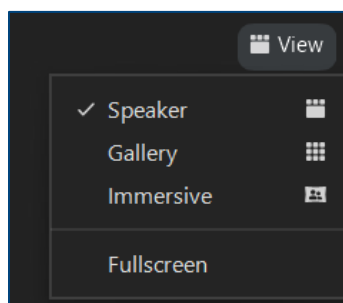
## Chat Feature

The 'Chat' feature is a great way to ask a question that you may have throughout a session. Most often, the chat is set to 'Everyone' by default, so if you wanted to ask a specific question just to the host or co-host, you can click the down arrow next to 'Everyone' and select the appropriate person to [send a private message](#). Note that some sessions may have the chat feature enabled differently; please note any differences during the housekeeping information at the beginning of the meeting.



## Speaker vs. Gallery View

One additional feature that may be useful is to switch between '[Speaker](#)' and '[Gallery](#)' view. You can do so by clicking the 'View' button in the top right of your screen. Speaker view makes the primary screen only the speaker's video, whereas gallery view displays everyone's videos in a grid.



## Frequently Asked Questions

### Where do I locate the link to log in to the sessions?

The login information for CASA Week sessions should have been emailed to you when you registered. Please note that each session has a **different** login link, so be sure to register for all of the sessions you plan to attend individually. The KCN will be resending confirmation emails **the day prior to each session** to be sure you have easy access to the links. For more information about logging in to each session, [click here](#).

### What do I do if my sound or video doesn't work?

First, check your Zoom menu to make sure that you are connected to audio. If you see the 'Join Audio' option, click that button and select either computer or phone audio. If you choose phone audio, you will have to use one of the call-in options and enter the meeting information. For video, if you see the 'Start Video' option, click that to get your video going. For these sessions, it is most important that you can see the presenter's screen and hear what is going on, so if you can't get your video to work, that is okay!

If you can't hear anything but are able to log in to the meeting, please send **Mary Turner-Scott** a private chat message for additional troubleshooting tips. Note that the Tuesday, Wednesday, and Thursday sessions will be recorded so if we can't fix the technological issues, you will at least be able to watch the recording afterward.

### I want to add a CASA Week virtual background. Do I have to wait until I'm in the meeting to add one?

You can add any CASA Week virtual background to your account either prior to the week or during the meeting, but we recommend adding them before so you have less to worry about! You can get more information about where to find the virtual backgrounds and how to add them [by clicking here](#).

### I've added a virtual background, but the text is backwards on my screen. Is that normal?

Yes! If your [video is mirrored](#), the text on your background will look backwards to you, but it will appear normal to everyone else. You are welcome to un-mirror your image, but just a heads up – it's a little freaky to see your head moving a different direction on screen! 😊

### How do I change my name on my video and in the participant list?

Sometimes technology is goofy and it looks like you are logged in as someone else. We appreciate you wanting to let us know who YOU are! You can change your name by opening up the 'Participants' menu. Hover over your name and you should see a blue button that says 'More.' If you click that, you have the option to rename yourself.

You can also add your role (i.e., Volunteer, Board Member, etc.), CASA program name, and/or pronouns (i.e., she/her, they/them, etc.) to your name, as well. There's also a shortcut to display your pronouns if you edit your settings! [Click here to learn more](#).

**There's so many faces on the screen! How do I change it to just see the speaker?**

If you'd prefer to just see the speaker, click on the 'View' button on the top righthand side of your screen. You should likely see 'Speaker' and 'Gallery' as options. Gallery view will display everyone's videos or thumbnails in a grid, whereas speaker view will show the person speaking as a large video. For more information on changing views, [click here](#).

**I have a question but don't want to interrupt the speaker. What's the best option?**

Please note the housekeeping information at the beginning of each session to know the best way of asking a question. If you are invited to unmute to ask a question, please **first** use your 'Reactions' button to raise your hand ([more information here](#)). You are also welcome to use the 'Chat' feature at any time to ask a question ([more information here](#)). Note that for some sessions, you may be able to send a question to the entire group, whereas others, you may be prompted to message the host/co-host.

**I want to participate in CASA Week but can't attend all of the sessions live. Will they be recorded?**

The sessions on Tuesday, Wednesday, and Thursday will be recorded. The recordings will be sent out directly to those who registered and will also be posted to the [Members Only portal](#) on the KCN website. If you don't yet have an account for the Members Only portal, you can [create one here](#).