HELCOM Zoom Meetings
A quick guide for participants
v4 – updated 25 March 2020

Joining the meeting
For the best user experience and access to all functionalities, use the Zoom app, downloadable here (“Zoom Client for Meetings”).

The meeting can be accessed either via the meeting link or the meeting code, both through the app or web (https://zoom.us/join)

If joining via web, prefer Chrome. If not available, use Edge.

If joining via phone, dial-in using your country number (see above).

Liaise with your IT department on requirements to join a Zoom meeting or to install the Zoom app. A Zoom account is not required.

Test connections at least 15 minutes before the meeting starts.

When connecting to the meeting using a computer and prompted which audio connection to use, choose “computer audio.”

Audio and video issues can be resolved via the audio and video options (see above); a restart of the app/browser may also help. Allow the app or browser to access your microphone and camera.

During the meeting
To help identify participants, precede your username with the country abbreviation or, for observers, with the acronym of the organisation, for example "EU – Jane Doe" or "RU – John Doe." Renaming is possible during the meeting (see above).

Ask for the floor by using the “raise hand” function, accessed by clicking on the “Participants” tab (see above). When taking the floor, state the name of your Contracting Party, observer organization, or other affiliation. For the meeting, each Party should designate a head/spokesperson, identified by an asterisk (“EU* – Jane Doe”).

Use the breakout rooms to consult in private with your delegation.

In case of technical issues during the meeting, ask the facilitator for help via private chat, accessed via the “Chat” tab (see above). In the event of being disconnected from the meeting, reconnect using the same meeting link or code, and/or wait for instructions via email.

Parties need to confirm approval or disapproval. Silence cannot be considered as acceptance due to possible technical/connection issues.

Permission to share your screen during the meeting can be requested from the HELCOM Secretariat (facilitator).

1) On Edge, screen sharing only available on Windows 10 Pro or Enterprise