Drop-In Hours Reference Guide

Process Steps & Descriptions

Zoom Set-Up

- Use a private Zoom room – do not use your department Zoom room
- Set-up Zoom room 5-10 minutes prior to start time
- Three people per room – 2 technicians, and 1 monitor
- Technicians will each be assigned a breakout room
- Monitor will have hosting capabilities and administer room/direct traffic
- Monitor will display PowerPoint background
- Important: If office hours are active, Monitor must remember to work only on screen that is NOT being shared
- When video is on the background should be the official GMHEC Zoom background

How to Assign a Breakout Room

- The Host is the only one who can assign attendees to a breakout room
- At the bottom of your Zoom screen select "Breakout Rooms"
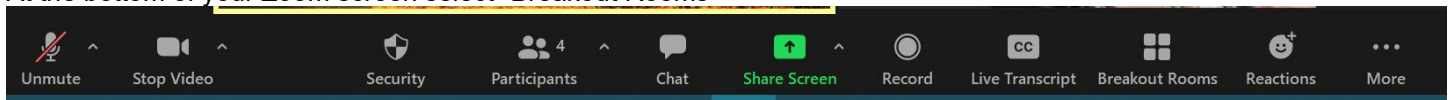
- Assign each Technician to a different Breakout Room by choosing "2" in the dropdown box, and choose "Assign Manually"
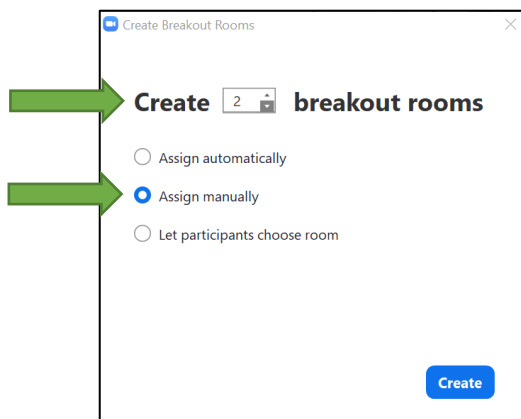
- A Breakout Room pop-up appears with two rooms for assignment. Assign one Technician per room.
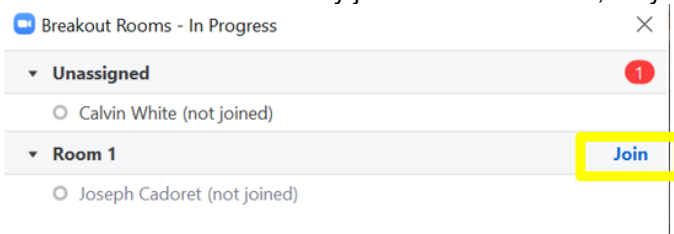
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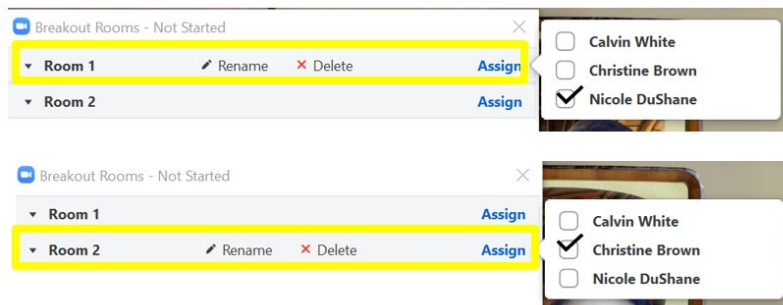
- Each technician will receive the following message. Click the "Join" button. This is the same message that an attendee will receive when joining a breakout room.
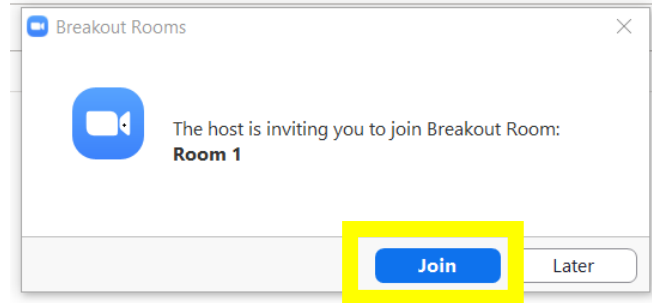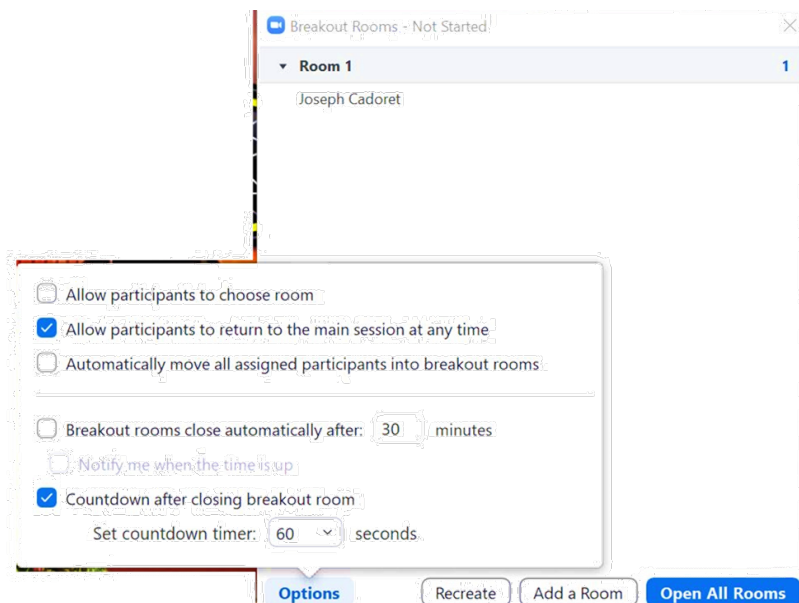

Other Helpful Tools

- If the Monitor needs to briefly join a breakout room, they can do so by clicking "Join" from the list of open breakout rooms.
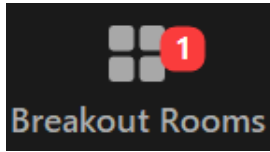

- Options: In the Breakout room pop-up window, you can choose options. The options to the right are your default options. Recommended to choose 90 minutes for "Breakout rooms close automatically after…".

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Broadcasting A Message

- Monitor can broadcast a message to all Attendees and Technicians by clicking the Breakout Rooms icon

- The Breakout Room pop-up will appear. Click "Broadcast Message to All"

- Monitor can type a message and "Broadcast" it to everyone in all Breakout rooms

- Example message:

From Cheryl Foster to everyone: Drop in hours end in five minutes

Breakout Rooms - In Progress

▼ **Unassigned**   1

   ○ Nicole DuShane (not joined)

▼ **Room 1**   Join

   ● Calvin White

   ● Joseph Cadoret

Broadcast Message to All   **Close All Rooms**