

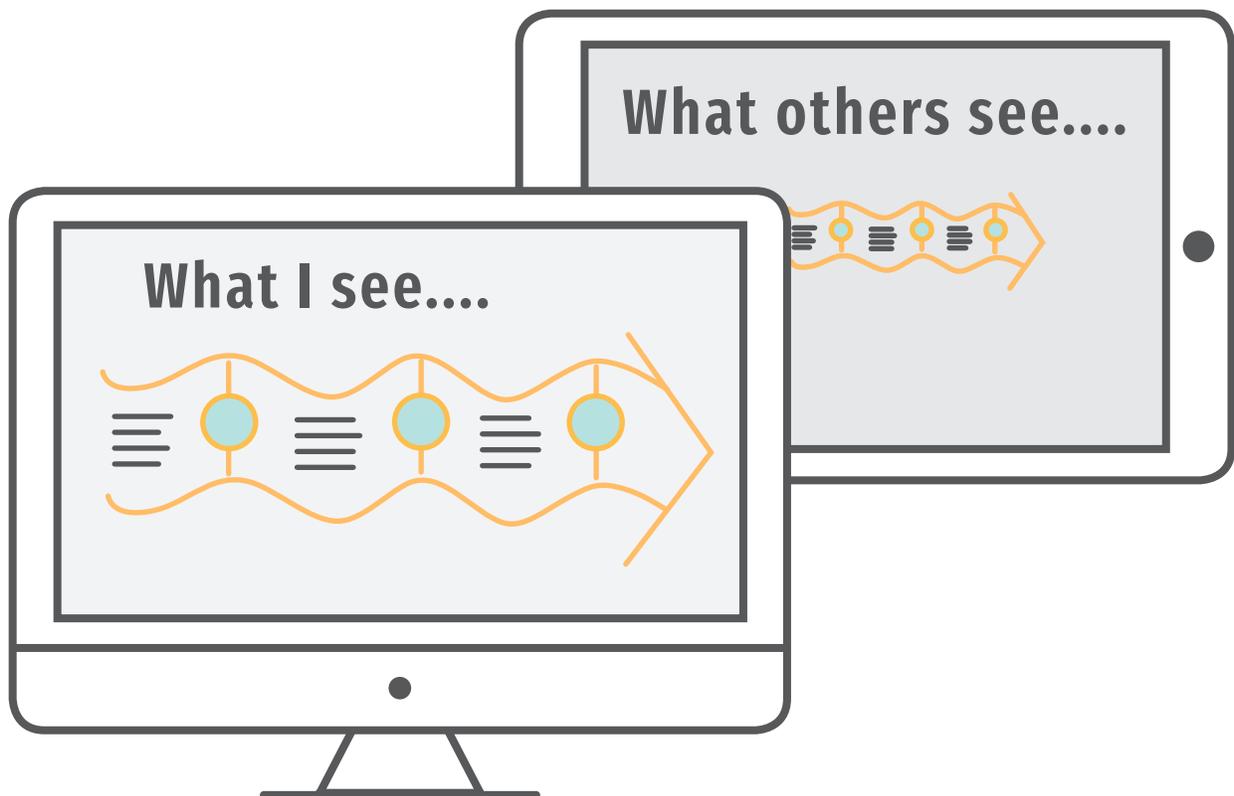
## VIRTUAL COLLABORATION BEST PRACTICE

# UNDERSTAND THE PARTICIPANT EXPERIENCE

**OUTCOME(s):** As the host, you know exactly what participants are seeing and you can help troubleshoot issues they have.

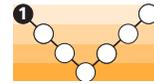
The host view and toolset in a remote meeting space is often different from a participant's experience. If you have access to a laptop, another computer, or even a mobile device, then you can use it to keep an eye on what's being shared and check your group settings. When technical issues come up, you can use the second device to describe where relevant settings and tools are displayed on the participant's screen.

If you don't have access to a second device of your own, then ask a colleague to run a test with you and potentially be your second set of eyes during the meeting.



**TIME**  
20 minutes

**Facilitation Model**  
**Stage 1**  
Orientation



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### Pre-Meeting Planning Steps

1. Set up a test meeting using web conferencing software. Send the test meeting link or invitation to yourself so you have a log-in other than the host's.
2. Open the test meeting link and join as a guest on the second device. You should be shown twice in the participant list: once as the host, and once as a guest.
3. With screen sharing enabled on the host computer, go through your agenda. Walk through the various screens, applications and activities you will be using in the meeting. Take note of how things look on the test participant computer. Are things large enough for others to see? Test the functionality of applications from the participant computer. If you will be asking the participants to interact with the screen, where are the controls that they will need to use? These may be in a different place than on the host's computer.
4. Following your successful dry run, make sure the actual meeting invitation has been sent, not only to your participants, but also to yourself.

### Meeting Steps

5. At least 10 minutes prior to the meeting, connect to the meeting and get comfortable as the host on your main device. Open the meeting link and join as a guest on the second device.
6. Position the second device to one side where you can easily see it. While in the meeting, glance over from time to time to be sure you are sharing the correct screen.
7. If someone has trouble or can't find a setting, reach over to the second device so you can see what they are seeing as you walk them through their options.

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### Tips

- Don't connect to the audio line on the second device, or be sure to mute your microphone and the device's audio output. Otherwise everyone will hear echoes and feedback.
  - If you are using a laptop or mobile device, plug it in to a power outlet and turn off the screen saver or auto-lock.
  - When you sign in from the second device, use a slightly different name or include the device name in your guest name so that attendees can tell the two apart in the participant list.
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