

Introduction

CSR Video Assisted Meeting (VAM) uses the Zoomgov platform. A Quick Guide for joining a ZOOM VAM is included below.



[Hardware Requirements](#) – [Network/Firewall Requirements](#) – [Web Browser Plug-In](#)
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Hardware Requirements

- **Computer/Laptop:** Both Windows-based and Mac-based (OS X) platforms will work with VAM. Older computers may not have the hardware capacity to handle the video bandwidth and can be tested ahead of the meeting with the meeting support personnel.
- **Video Camera (Webcam):** Any webcam that is hardware compatible with your computer will work. Most newer computers and laptops come with a built-in webcam, but connecting an external webcam is also possible. If you do not have a working webcam, CSR may ship you one. The webcam should be positioned to capture your face, with appropriate face lighting and a simple background (not a sun-filled window).
- **Microphone:** This can be the one built into the computer/laptop or a stand-alone/headset model. Bluetooth microphones are sometimes problematic and should be avoided. If you are using a built-in laptop microphone, please make sure the microphone is not blocked by the clamshell cover. Using a noise-canceling microphone/headset positioned close to your mouth improves the quality of your voice against the background (paper shuffling, keyboard typing). Please mute your microphone when not speaking.
- **Speakers:** The specifications are not particularly important and stereo is not required. Please be cognizant of confidentiality when adjusting the volume. Headsets are ideal for eliminating this issue.
- **Monitor Size:** You need sufficient screen real estate to see both the video stream and other programs that you may need during the review (NIH eCommons IAR, MS Word, etc.). A larger monitor, or even a second monitor, is helpful. A laptop will technically work, but you will need to be good at switching between programs on the smaller screen.

Network/Firewall Requirements

- **Internet Connection:** While a wireless connection to the Internet can often handle low-resolution (standard definition) video traffic, it is not recommended for VAM. Bi-directional video streaming is bandwidth-intensive and requires a consistent, robust connection. Please seek to tether your computer to an Ethernet jack with sufficient bandwidth to handle the load. The recommended bandwidth is 768 kbps upstream and downstream (1.2 Mbps upstream and downstream if you are using a 720p HD camera). DSL over the telephone line does not have sufficient bandwidth and should be avoided. An easy way to test your connection speed is to go to <http://speedtest.net>.
- **Firewall:** The bi-directional video signals that travel between your computer and the CSR video servers use some non-traditional network ports and many organizations block these ports because of security concerns. These ports can only be opened/unblocked by your own IT department and CSR will work with your IT staff as needed. Should it not be possible to remove these firewall restrictions, then the only options are to connect off-site (perhaps using your home Internet connection) or to connect to the meeting through a traditional telephone connection (audio only). You will be supplied with a toll-free conference number and access PIN should this be necessary.

Joining a ZOOM Meeting

CSR uses the ZOOM video platform within the zoomgov.com domain for virtual peer review meetings. This version of ZOOM is FedRAMP-certified that is secure to handle sensitive information. To join a CSR ZOOM meeting you will be provided a link and access information 1-2 days prior to the meeting. You can join a ZOOM meeting through your browser (use Chrome or Fire-Fox), using a cell phone or tablet, or by calling the ZOOM toll-free number with the meeting's ID and password (back-up only). It is preferred that you join with your audio and video through your computer browser. Phone access can be provided upon request by emailing the NIH support staff and SRO of the meeting. The phone line will also act as an emergency back-up and you will need to provide the phone number you will be calling from before being admitted into meeting.

You do NOT need to have a Zoom account to join a meeting. You only need the information provided in the invitation. The platform can be used without you having to install anything on your computer (e.g. no installation of malware) and meetings remain confidential.

All video traffic is highly encrypted and continuously monitored via stringent security controls in place. All video traffic is managed by a US based company and stays in the US.

1. Click on the ZOOM link that was sent to you in a separate email. This URL contains an embedded password specific to the meeting and will connect you to the virtual meeting room.
2. If prompted enter the provided meeting ID and Password. You may also get a message to wait for the host to join you into the meeting.
3. When you are entering the meeting, a video box will pop up on your screen. Select "Join with Video".
4. Another box will appear to "Choose ONE of the audio conference options".
 - a. Computer Audio: We recommend joining your audio using the computer audio option. Using a headset is also highly recommended.
 - b. Phone Call: You can join your audio with your video via phone by selecting this option. Phone access information will display directly on this option's tab. Dial the provided number. An audio recording will answer prompting you to input the listed meeting ID followed by the # sign and your participant ID followed by the # sign.
 - c. Call Me: This audio option allows you to input your phone number and have ZOOM call out to you. Once you answer the call it will prompt you to input the listed meeting ID followed by the # sign and your participant ID followed by the # sign.
5. Using a headset is highly recommended to reduce distracting back ground noise. Please be diligent about keeping yourself muted whenever you are not speaking. See the [Quick Guide](#) for additional information and visuals.

Pre-Meeting Testing

The SRO and Support Staff personnel at CSR are dedicated to making sure you are prepared for virtually assisted meetings. We will ensure that everything is set up properly, there are no connection issues, and you are able to use the platform effectively. Should you need equipment (video camera, headset, etc.) we can order these for you free of charge and delivered to a place of your choosing. Orders must be submitted 2 weeks or more prior to a meeting. It is important that we also schedule a short video test with you using the equipment and network environment that you expect to use during the meeting. On the day of the meeting, we ask that you join the meeting 30 minutes before the meeting so that we can ensure that everything is working before the scientific discussions start.

Quick Guide for Using ZOOM

Connecting to a ZOOM VAM Meeting

You can Join a ZOOM meeting 1 of 3 ways

1. Through your computer via the provided Link. This is the #1 preferred method.
2. Through the ZOOM App Using a cell or tablet (using a cell phone is not recommended).
3. By Phone (by request &/or back-up only).

Example of provided access credentials:

Link: <https://csrnih.zoomgov.com/j/jrmEXAMPLE>

Meeting ID: 000 000 0000

Password: 12345

Using the App:

Meeting ID: 000 000 0000

Password: 12345

By Phone: By Request or as back-up

+1 833 568 8864 US Toll-free

Meeting ID: 000 000 0000

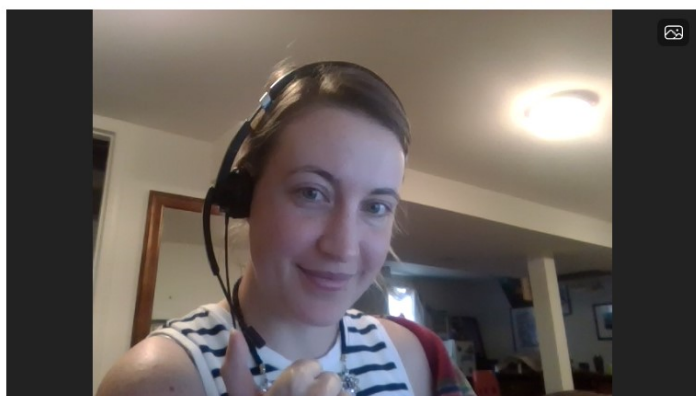
Password: 12345

Phone access can be provided upon request by emailing the NIH support staff and SRO of the meeting. You will need to provide the phone # you will be calling from ahead of the meeting.

Phone access will be provided at the start of the meeting to use as a back-up if technical issues occur.

Join with Video

Video Preview



Always show video preview dialog when joining a video meeting

Join with Video

Join without Video

- Clicking the link or copying it into your browser: will initiate your admittance into the meeting.
- If prompted enter the provided meeting ID and Password. You may also get a message to wait for the host to join you into the meeting.
- When you are entering the meeting, a video box like the one here will pop up on your screen. Select "Join with Video" as displayed.

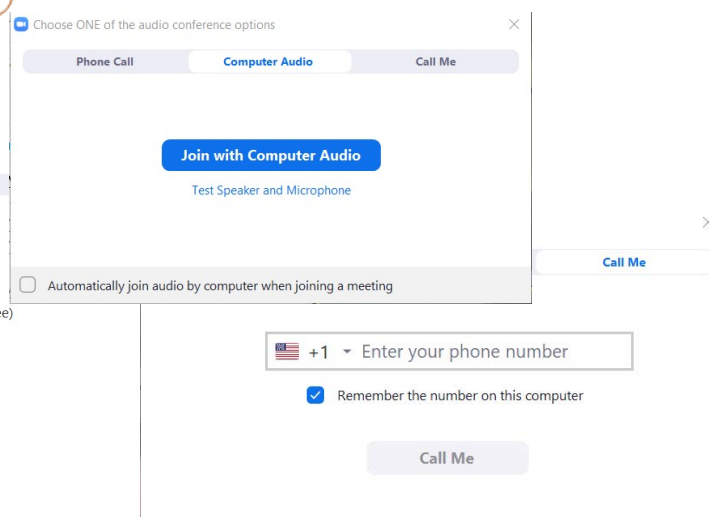
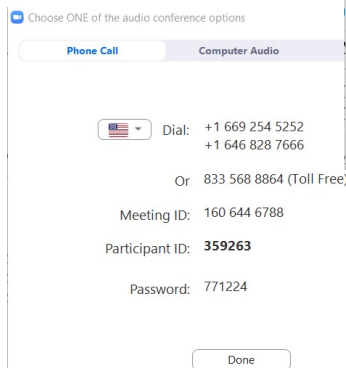


Joining Your Audio With Your Audio

The Preference is to have all participants join via the ZOOM Link connecting your computer's Video and Audio.

You can test your video and audio while waiting for the host to join you into the meeting.

1. To join your audio- We recommend "Join with Computer Audio" and using a Headset to reduce noise.
2. You can also join the audio by calling in.
3. Or, having ZOOM dial out to you.



Have a great meeting!