



2020 Virtual Leadership Summit FAQs

1. Why are we doing the summit virtually?

The coronavirus pandemic and Alameda County, California have made our usual in-person Gratitude Summit impossible for 2020. Of course, we will miss the in-person experience of previous years' Summits, but we have constructed an agenda and sessions in such a way that we anticipate everyone will get to know one another, develop relationships, bond and connect, learn A LOT, come away stronger leaders and more.

2. Why did we create this FAQ?

We've prepared this document to help smooth out any factors/complications that could arise as a result of the technology. Please review them and keep them handy for the duration of the Summit, so that if you run into ANY issue, you are armed with the tools to resolve them and have a great Summit experience.

3. Why are we using Zoom?

We chose Zoom as our Summit platform because it is the Gratitude Network online meeting platform. Most of our Fellows, Alumni, Expert Advisors Coaches, etc. use Zoom regularly in meetings with the Network. Of course, the technology can be a bit daunting for any of us. We do not want the technology to interfere with your Summit experience.

If you are not familiar with Zoom we recommend that you familiarize yourself with it prior to the start of the Summit. Please make sure that in advance of the Summit that you have downloaded it to whatever devices you plan on using during the Summit, and that you have downloaded the recent updates.

4. What is the event URL/link?

<https://bit.ly/GratitudeSummit2020>

5. Is the event URL/link the same for each session?

Yes, the URL is the same for each session, every day.

6. Can I dial in, rather than log-in via the internet?

Yes, the full access information is here:

Topic: Gratitude 2020 Virtual Leadership Summit

Join Zoom Meeting

<https://us02web.zoom.us/j/81646303108>

Meeting ID: 816 4630 3108

One tap mobile

+16699006833,,81646303108# US (San Jose)

+12532158782,,81646303108# US (Tacoma)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 929 205 6099 US (New York)

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

Meeting ID: 816 4630 3108

Find your local number: <https://us02web.zoom.us/j/81646303108>

7. I can't find the URL for the event; what should I do?

The event URL is listed in multiple places:

- On the Leadership Summit agenda
- On the private Leadership Summit webpage
- On the Gratitude Network internal website
- In your calendar invite for the event

If you CANNOT locate it in any of the above sources, and it is NOT during Summit hours please email Ann Singer (ann@gratitude-network.org); she will respond to your email as quickly as is feasible with the link.

If it is during Summit hours:

- Please send Ann a What's App message at 415-876-9718
- Please, do not phone her for the link
- If Ann does not respond within 5 minutes please send a What's App message to Bruce Dos Santos at 714-745-6764

We do NOT want you to miss any portion of the Summit, but please bear with us. It may take a few minutes to resend the link.

8. What is the agenda? When do the sessions start?

Sessions are as follows (NOTE: all times are **Pacific Daylight Time**):

Wednesday, June 17, 2020	7:00 am – 12:15 pm
Thursday, June 18, 2020	7:00 am – 12:30 pm
Friday, June 19, 2020	7:00 am – 1:00 pm
Saturday, June 20, 2020	9:00 am – 12:00 pm

Details for activities in each of the session are found on the Leadership Summit agenda which all participants were emailed. In addition, it is posted on the Leadership Summit private web page

(<http://gratitude-network.org/2020-virtual-leadership-summit/>). Finally, the agenda and FAQs will also be on The Gratitude Network's internal website.

9. What time zone is the Summit scheduled for?

The Leadership Summit is scheduled for Pacific Daylight Time.

10. I can't connect for any number of reasons (bad URL, a password is needed, the host isn't letting him/her into the room, ...)

A password is not required for the entry to the Summit sessions. When you click on the link you will be placed in a waiting room. A host will give you access to the Summit from the waiting room. We have over 80 participants registered for the Summit. It may take the host several minutes to admit you. Don't worry; all registered participants in the waiting room will be admitted to the sessions. **This means you should plan to log on early for every session, to make sure you don't miss anything.**

11. My screen is freezing.

Unfortunately, the technology is not completely under our control. Our suggestion is you exit the session, and re-enter. You will need to be admitted from the waiting room again. If that doesn't resolve the situation, try turning your video off and then back on.

12. Who do I tell if I can't make it?

Please email Ann Singer (ann@gratitude-network.org) as soon as you are able to let her know that your plans have changed. Please do NOT expect a response to your email in real time. Ann will see all the emails, but will be very busy managing the sessions. Do not worry if you do not receive a confirmation from Ann.

13. Who do I tell if I can now make it?

Great—we are thrilled to have you join us! Please email Ann Singer (ann@gratitude-network.org) as soon as you are able to let her know that your plans have changed. Please do NOT expect a response to your email. Just join the Summit session. A note on this—we are doing multiple small group activities where assignments and matches are being made ahead of time—to the best of the team's ability. If you did not register for a session that has small group activities, you may receive chat messages from Arwen or Bruce asking about needs and preferences in order to find the best breakout room for you.

14. Can I participate without video?

We would prefer you to be on video during the Summit, but we understand that sometimes bandwidth issues are a problem. Please adjust your participation (video / non-video) as you need.

15. Can I use my phone or tablet with Zoom?

Yes; please download the Zoom app ahead of the Summit.

16. Can the phone or tablet be Android or iPhone (ios)?

Yes, zoom works on both Android and ios devices.

17. How can I change the view that I'm seeing on the screen?

On a computer, in the top right corner of your screen (on the desktop application) are small icons that allow you to see the participants in "speaker view" (where the speaker appears large with the other participants in small snapshot frames) or "gallery view" (where you see multiple participants on a screen and you can scroll to the left and right to see the others in the session. We recommend you use gallery view for all your small breakout sessions, and speaker view for the workshop-type sessions. The Zoom platform looks a bit different on Mac vs. PCs. And tablets and phones (and Android and ios) are different visually as well. Again, we recommend familiarizing yourself prior to the Summit start.

This document is a good Zoom overview. <https://itld.psu.edu/training/participating-zoom-meeting-quick-start-guide>.

18. How do I mute myself? And how do I unmute?

You can mute and unmute yourself by clicking the little microphone icon at the bottom left of the screen on a desktop. If you are already muted you can also unmute yourself by clicking and holding the space bar.

19. How do I turn my video off and on?

Next to your microphone icon at the lower left of your screen is a video camera icon. If it has a slash across it, your video is off. Click to turn it on. When you want video off, click the camera icon again to turn it off.

20. What is good Zoom etiquette?

Please mute yourself in large sessions when you are not speaking to reduce background noise and interference. Please keep your video on, unless you leave your computer briefly. If you leave your computer, switch your video and audio off.

When you log into Zoom your name appears in your Zoom window UNDER your picture. Please make sure that your name is correct, and reflects the way in which you would like to be addressed. To do this

21. I can't find my breakout session.

You will be moved in and out of breakout sessions by the host. You will need to accept the invite to enter the Breakout Room each time. If you are having trouble, think that you are in the wrong room, or think you are in "Zoom" limbo, send a personal chat message to Arwen Thiel via the chat function in Zoom. There is a small chat icon at the center bottom of the Zoom window, click that. When it opens up you will have the option to send a chat to everyone, or to designate who your chat will go to.

22. My video and audio show that they are on, but the other participants cannot see or hear me.

If you have no voice or video or inability to connect when your Zoom has worked before, it is time to reboot your computer... especially on a PC and but it can also happen on a Mac. Also, as advised elsewhere in this FAQ, please make sure you are using the latest Zoom version by checking that you are fully updated.

23. How do I ask questions during the presentations on Zoom?

You can ask questions through the chat function, someone will be monitoring the chat. The presenters will also ask for questions or discussion—you can ask your question by using the raise hand icon (click on participants at the bottom of your Zoom window and on the lower right side, you will see a raise hand prompt), wait to be called on and unmute yourself.

24. I've been kicked out of my session.

It is not likely that Zoom will throw you out of the session, but it could happen. If it does, please click the original link to get back in.

The Gratitude Team does not anticipate having to “boot” any one out of any sessions, as everyone is internal to us; we will mute people that are un-muted if there is background noise.

25. Where can I get the agenda?

The agenda was emailed to all the participants. You can also access the agenda on the private Leadership Summit webpage (<http://gratitude-network.org/2020-virtual-leadership-summit/>). The agenda and FAQs will also be on The Gratitude Network's internal website. If it is prior to the Summit start, you can email Ann Singer (ann@gratitude-network.org) for an additional copy. Once the Summit has started, the Gratitude Team will post the link to the private Leadership Summit webpage in the chat at the start of each session. You can access the agenda there.

26. Where can I get a list of the rules?

There are no specific “rules” for the Summit. Please mute yourself in the large sessions for the duration, unless you are asking a question. Please actively participate in all the sessions but, particularly during the small group / breakout sessions. If you need help during a session, put it in the chat; a Gratitude Team member will be monitoring the chat.

27. Can I have a friend attend with me/instead of me?

No. If you would like a teammate or colleague to attend a session, you must clear it with Ann Singer. Please email her (ann@gratitude-network.org). Only registered participants will be admitted from the waiting room.

28. I have a suggestion.

Great! We are always excited for feedback and ideas. Please email any thoughts you have to Ann Singer (ann@gratitude-network.org).

29. Should I log out between sessions?

You should definitely log out at the end of each day's sessions. You do NOT have to log out for breaks. In fact, you are welcome to stay online during the break. There may be some surprises, and you are welcome to engage with the participants informally.

30. Should I log out if I have to do something during a session?

If you are going to be gone briefly (bathroom break, grab a glass of water, quick something) just turn your video and audio off. If you will be gone for a substantial period of time, feel free to log off or remain on with your video and audio off. If you log off, you will need to be readmitted from the waiting room when you log back in and there could be a delay in that.

31. I need to contact the Gratitude Team during the Summit—what should I do?

See the answer to specific reasons above that you might need to contact the Gratitude Team. You can always email Ann (ann@gratitude-network.org).

32. I need help during the Summit—what should I do?

See the answer to specific reasons above that you might need to contact the Gratitude Team. You can always email Ann (ann@gratitude-network.org).

33. Can I get a list of the Summit participants?

Yes. Participants registered prior to June 11, 2020 are included on a google sheet that you can find [here](#).