

Use this guide to set up and run your event online without technical issues.

Work through each section in order. Contact ISCP PDU if you need a Zoom licence or account access.

BEFORE THE EVENT — ZOOM SETUP (complete 48 hours before)**1 Log in to your Zoom account**

1 Use the ISCP shared account if available — contact PDU to confirm access

2 Schedule your meeting or webinar

2 Title, date, time, registration on/off, waiting room on, recording: automatic to cloud

3 Copy and save your meeting link

3 Paste into your run-of-show and share with co-host and speakers

4 Enable waiting room

4 Settings > Security > Waiting Room — keeps uninvited attendees out

5 Set co-host

5 Assign a co-host to manage chat and admit attendees while you present

6 Test screen share

6 Open your slides, click Share Screen, confirm resolution looks correct

7 Enable automatic cloud recording

7 Settings > Recording > Automatic recording — cloud only, not local

8 Send link to all speakers

8 Include meeting ID, passcode and dial-in number as backup

ISCP PDU TIP: Request a Zoom licence at least 5 working days before your event — professionaldevelopment@iscp.ie

ON THE DAY — ZOOM CHECKLIST (30 minutes before start)**1 Open Zoom and start the meeting**

1 Join 30 min early — do not click 'End Meeting' until all participants have left

2 Admit your co-host first

2 Right-click their name > Make Co-Host

3 Admit speakers from waiting room

3 Give speakers 10 minutes to test audio and slides before admitting attendees

4 Start cloud recording

4 Record > Record to Cloud — confirm the red dot is showing

MICROSOFT TEAMS — SETUP STEPS

1 Create a new Teams meeting

Calendar > New Meeting — add title, date, time, attendees or use 'Copy link' for wider sharing

2 Set up breakout rooms (if needed)

Rooms > Add Rooms — assign attendees or let Teams assign automatically

3 Enable recording permission

Meeting Options > Who can record > Organiser and co-organisers only

4 Share the meeting link

Copy from calendar invite — paste into your event confirmation email

5 Test audio and video before the event

Join from a second device to verify how you appear and sound to attendees

6 Manage presenter roles

Meeting Options > Who can present > Specific people — add your speakers

7 Enable live captions (optional)

... > Turn on live captions — useful for accessibility and recorded content

HYBRID EVENTS — IN-PERSON AND ONLINE TOGETHER

Hybrid events need two roles: one person managing the room and one managing the online participants. Never run a hybrid event alone.

1 Assign an online host

One person monitors Zoom/Teams chat and admits online attendees only

2 Test room microphone for online participants

Remote attendees must hear room clearly — use directional mic aimed at speaker

3 Position camera to show speaker and slides

Wide-angle preferred — test from remote device before start

4 Display Zoom/Teams on room screen

Show online participant gallery on secondary screen so room sees remote attendees

5 Brief in-room attendees on hybrid etiquette

Speak clearly, face the camera, repeat questions before answering

6 Test Q&A process for both audiences

Decide how online questions will be voiced in the room and vice versa

COMMON TECHNICAL ISSUES — QUICK FIXES

AV AND ROOM CHECKLIST

- Projector or screen confirmed with venue
- HDMI / USB-C adaptor for presenter laptop
- Presentation loaded on backup USB drive
- Microphone type confirmed (lapel, handheld, lectern)
- Microphone tested from back of room
- Slide clicker / remote tested
- House lighting level agreed with venue
- Emergency contact for AV technician on the day

ON THE DAY — ROOM SETUP

- Water for speakers at the lectern
- Timer or countdown visible to speaker
- Feedback QR code displayed on final slide
- Sign-in / attendance sheet at door
- ISCP pull-up banner positioned and visible
- Housekeeping slide displayed before start
- Room temperature checked
- Fire exit locations confirmed

POST-EVENT — RECORDING AND SHARING

1 Stop recording and confirm it has saved

Zoom: check your cloud recordings at zoom.us/recording. Teams: check meeting chat for link.

2 Download or copy the recording link

Download MP4 for Vimeo upload, or copy cloud link for sharing directly

3 Upload to Vimeo (ISCP preferred platform)

Log in to ISCP Vimeo account — contact PDU for access. Set privacy to 'Only people with password' or 'Only me' until reviewed.

4 Add recording link to member follow-up email

Send within 5 working days of the event — use the Email Template Library

5 Send CPD certificates

Confirm process with PDU — certificates must reference date, title and CPD hours

6 Archive slides and materials

Save final versions to your CIG shared folder or email to PDU for central records

CONTACTS FOR TECHNICAL SUPPORT

- ISCP PDU — Zoom accounts and CPD** professionaldevelopment@iscp.ie
- ISCP Communications — Vimeo and recordings** communications@iscp.ie
- ISCP HQ — General and venue payments** admin@iscp.ie
- Zoom support (paid accounts)** support.zoom.us — 24/7 chat available
- Microsoft Teams support** support.microsoft.com/teams