

ZOOM GUIDE FOR PARTICIPANTS

This guide refers to “device” which is a PC/Mac, tablet or mobile phone. If you have a choice of devices, a PC/Mac or tablet is probably better for you than a mobile phone. It is also possible to join a Zoom meeting by dialling in with a landline or a mobile phone however this guide does not cover this option.

a) If you are new to Zoom before this session and you will be using a mobile phone or tablet, go to your app store and download the ‘ZOOM Cloud Meetings’ app. If you will be using a PC or Mac, visit <https://zoom.us/download> and download Zoom.

b) Before the session, whether or not you’ve used Zoom before, the following will help you have a better experience:

- Try to sit somewhere that your device can be as close as possible to the router. If you are using a PC/Mac and you can connect it to the router using an ethernet cable, you may have a faster and more stable connection. If you are on a mobile phone or a tablet, “landscape” is better than “portrait”.
- If you are using a mobile phone, find a way to support the phone to prevent wobbling and sea-sickness!
- Make sure that the camera on your device is showing your face (preferably level with it). You might try out a pile of sturdy large books or a music stand.
- Sit somewhere that you don’t have a bright light (even a window) behind you. If you are in front of a window, closing the curtains or blind helps.

To join the session, open the invitation email and click on the Zoom link that you will find in it. Open Zoom if prompted. When prompted, select ‘Join with video’. Select ‘use Internet Audio’ or ‘Computer Audio’ (NOT telephone audio).

Please stay muted when you are not speaking. If you need to ask a question, just raise your hand or write the question in the “Chat” box. Staying muted allows everyone to hear the speaker and prevents background noise, such as dogs barking, lawn mowers, other people in the house being heard.

The host will also be able to put you on mute and unmute you.

Common Problems

Common problems and solutions - you can't break Zoom, so don't worry if you encounter a problem.

If you can't hear anyone speaking, check that the volume on your device is turned up and the speakers are not muted. If we can't hear you, first try selecting to unmute your microphone, using the microphone icon at the bottom left of the screen. If that doesn't work, raise your hand. The host will be able to unmute your microphone.

If we can't see you, check that the camera is on and does not have a line through the picture of the camera, again found on the bottom left of your screen.

If it looks like everyone has frozen, try leaving the session and re-joining, using the link that was sent to you in the invitation. If that doesn't work and you are on a PC or Mac, shut down and restart and try to re-join the session.

If you have a different Zoom problem while you are in the session you can send a message to the host using the "chat" function (the "participants" list shows "host" against their name).