Joining our online Zoom events

How do I get Zoom?

You can access Zoom through the webpage **zoom.us/**.
You can also download the app:

What equipment do I need?

- A laptop, tablet or phone. Bigger screens work better.
- Mobile internet or a broadband connection.
- A video camera (means you can chat face-to-face if you choose).
- A mic (if you prefer to ask questions with your voice).
- Headphones (let you listen if you are at work or in a noisy room).

How do I join the session?

- We will send you Zoom meeting joining details by email.
- Click on the link and it will take you to the meeting.
  or
- If you have the app already downloaded, enter the meeting ID and passcode.
- You may be asked to download Zoom when you first join and it only takes
  a few seconds to do so with a normal internet or mobile data connection.
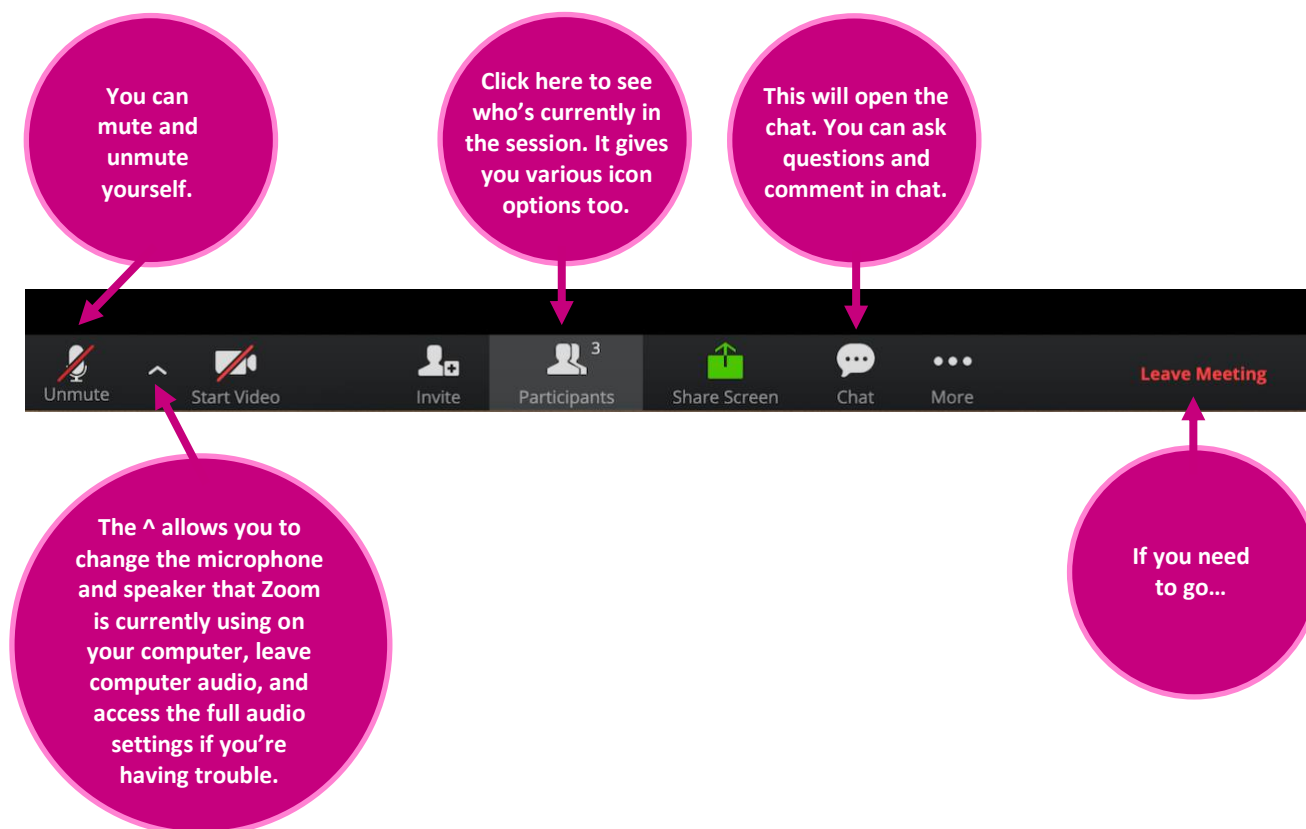
What happens when I log in?

- The virtual waiting room is where everyone goes when they log in before
  the session starts.
- You need to wait here until you are let into the session at the start time.
- We can send messages to you there to let you know when we'll be starting.

What is the waiting room?

- You will enter the meeting automatically.
- Your video and mic will be on.
- You can mute your mic using the button on the toolbar (we often ask you
  to at the start).
- You can leave your video on or off.

The Zoom toolbar

You will see this toolbar when using Zoom on your computer.
For further information on using Zoom with other devices visit:
https://support.zoom.us/hc/en-us/articles/201362193

You can mute and unmute yourself.

Click here to see who's currently in the session. It gives you various icon options too.

This will open the chat. You can ask questions and comment in chat.

Unmute	^	Start Video	Invite	Participants ³	Share Screen	Chat	More	Leave Meeting

The ^ allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings if you're having trouble.

If you need to go…

How to rename yourself on Zoom?

- You will be asked to make sure your name matches the one you booked on with. This is so we can send information to you after the session.
- Click on the three blue dots top right of your Zoom box or in the app settings if you have this downloaded.

Using our communication support

- British Sign Language or community language interpreters can be 'pinned'. Click on the three dots in the corner of the interpreter's screen and 'pin' them.
- If you want to pin more than one person, you can do that too, for example the host and two interpreters.
- We have closed captions available through Zoom. You can access these through the Closed Caption button on the toolbar and captions will appear on the screen.

CC
Closed Caption
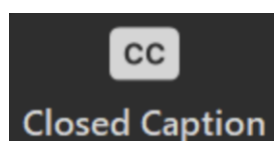
Zoom session community rules

1. Please be respectful of each other's questions and views.
2. Please don't worry if you have your baby/child with you during the sessions or if they are making noises as your sound should be off, and in our chat rooms we understand your children may be with you.
3. Please try and talk one at a time to make it easy for everyone to join in.

Some helpful tips

- If someone is sharing a **presentation** you can make it bigger or smaller by clicking on the line between the presentation and other participant's videos and moving it across.
- You can switch between **speaker and gallery view** to see just the speaker or all the participants.
- Sometimes there are too many people to see on one screen, you can **scroll** across between screens if there are more than one, to see everyone.
- You can use the **chat** to message everyone.
- You can message staff privately by clicking on our name in the list on chat.
- A member of our team is always available at online sessions to **help** you.
- You may be invited to join a **breakout chat** with a smaller group. Once you accept the request, you'll join automatically.
- Sometimes we use **polls** to see what you thought about the session. Do take part and help us improve the sessions.

More information

- Zoom has lots of videos you can watch to see how it works.
- The videos can be found here: **https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials**

We look forward to you joining one of our Zoom sessions very soon.