SOCIAL ENTERPRISE ACADEMY

ZOOM GUIDE

Before you Start

You will need:
- An internet connection – broadband wired or wireless
- Headset/earbuds with microphone
- Webcam – built-in or USB plug-in
- Either download the Zoom application or use the Chrome browser

Zoom is best accessed through a desktop/laptop but can also be accessed via your phone

TIP: If you use a headset or earbuds with a mic, be sure to plug those into your computer before joining the Zoom meeting.
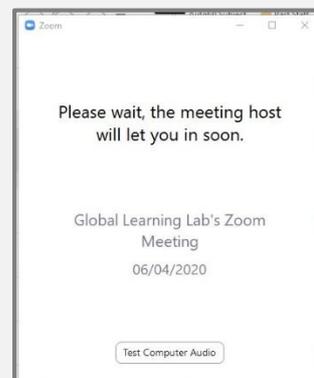
Joining a Session

Option 1: Via Zoom application

Open the Zoom application.

Click 'Join a meeting' and enter the meeting ID number and input the meeting password both of which can be found on the session invitation.

OR Click 'sign-in' if you have your own Zoom account and enter the relevant account details. Once signed in, select 'Join' and enter meeting ID and password

Please note: You will be taken to a waiting room and then the facilitator will admit you into the main room.

Option 2: Via Chrome browser

Click the url meeting link the host has sent you. This will open the meeting automatically in your browser, you may be asked for the password at this stage. *You do not need to have the Zoom application downloaded for this.*

This section will explore settings commonly used during a Zoom Session. Please familiarise yourself with them at the start of the session.

Mute and Unmute

It is recommended that during a larger session you have your mic muted. This will prevent background noise. During a 1-1 meeting, you can usually have your mic unmuted for the duration of the meeting.

Join audio by phone

This function is helpful if your laptop doesn't have a microphone or you can't connect to internet.
Follow this link for a full guide: https://bit.ly/2ZJ8ZZB

Video

Select the Start Video button to begin sharing your webcam. If any video problems occur, please use this guide on Zooms website to troubleshoot: https://bit.ly/2X7aa8w

Chat

Use the chat function at the bottom of the screen to ask questions, share thoughts etc, when it's not possible to speak. You can also use the chat function if your microphone is not working well or you cannot hear. You can message all attendees publically or individuals privately.

Share screen

Use the green share button to share the screen with the Zoom participants. Top Tip: select the first option to share your whole screen not just a window. That way you will not have to keep swapping.

Participants List

The participants list shows all the active members in the meeting. To open the participants list, click "Participants" in the toolbar. This will open a list on the right-hand side of the meeting screen. You can mute yourself or change your display name by hovering over your name in the participants list.

Raise and Lower Hand

Let the facilitator know you have a question by raising your hand. This will place a hand icon next to your name in the participant list until you choose to lower it.

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BEST PRACTICE / SUPPORT

Before a session

Make sure your microphone and camera are working on your device.

Support

The co-host of a session will always share a contact email or telephone number in the session invitation. If you're looking for some help using Zoom please get in touch with them directly.

In addition to that, Zoom also have a number of excellent resources available on their website. You can click here to find out more >

Staying safe

Zoom is known for being a safe, internally video conferencing tool. However, like all collaborative systems, there can be the risk of hacking / phishing. To improve security, please:

Be aware of uninvited guests and take this seriously. In could be a phishing attempt to obtain confidential information.

Tips for confidentiality

The share screen feature on Zoom is a fantastic tool for collaborating remotely. Although there might be some situations that your personal data can be compromised.

If you are invited to share your screen, you can choose to share a specific programme or your entire desktop view. Please be prepared when sharing the entire desktop view and ensure no confidential data is on show.

If you are unsure, the best option is to share the **specific programme** instead of the full desktop view.