

How to set up and use Zoom for the first time

Introduction

Zoom is a website or application that enables you to connect with people over the internet. You are able to see and hear others in the same session as you and interact in a normal conversation with them. You can also share documents so that others can see what is on your screen or look at the same agenda etc.

What do I need?

- You will need a device that is connected to the internet and has a microphone and camera – most smartphones tablets and laptops have this already
- The device can be a smartphone, tablet or computer
- You will need the Zoom app. You can either download the app before you start your first session or go to the zoom website and access it there <https://zoom.us/>
- You can set up a free account (which allows you to participate in meetings hosted by others and host meetings of your own (up to 40 minutes) or a paid for account (which allows you to host meetings for up to 24 hours duration and for up to 100 people). You do not need to set up an account just to participate in meetings.
- Download the app and complete any prompts that your store asks, you should now have the Zoom app on your device

What happens now?

- The organiser of the Zoom session will usually send a link to you. This link will give you access to the session. The link will look something like this

<https://zoom.us/j/99473238003?pwd=c0xCMWVtQkxOU2FOaEJBaVhpQXQwQT09>

- They will also send you a Meeting ID which will look something like this

Meeting ID: 994 7323 8113

And a meeting a meeting Password which will look something like this

Password: 8BEfyX

- A few minutes before the meeting is due to start click on the link you have been provided with

- The next screen should show an option to **Join a Meeting** and you need to click it
- You may then be asked to type in the **Meeting ID** and then the **Password** which you will have been given by the session organiser
- You are nearly there now!
- The next screen will ask if you want to **join with video** this will allow you to see others in the session and for them to see you, this can be turned on and off during the session if you wish
- You will then be asked if you want to **join with audio** this will allow you to hear others in the session and for them to hear you, again this can be turned on and off during the session if you wish
- You should now have gained access to your session

During the session

- At the bottom of the screen there are some icons of a video camera and a speaker, by clicking those you can turn the video or sound on or off.
- If more than one person is talking at once or there is background noise this can make the conversation break up and be a little frustrating. Try and take it in turns to talk rather than all at once.
- There are some other controls that you can explore the more you use Zoom but for now enjoy connecting with people

Problem solving

- If you have not downloaded the Zoom app first and just click the link the session host has provided you may be prompted to download the Zoom app. Follow the instructions on your screen to do this. If this does not happen follow the instructions at the start of this sheet to download the Zoom app.
- If you can't see or hear the other people in the session your video and/or your microphone is switched off. Find the **video camera icon** and/or **microphone icon** at the bottom of the screen and turn the relevant one on.
- If you are still unable to hear and/or see the people in the session there may be an issue with your settings. Here you will need to come off the session and open up the **settings** on your device. Find the **apps** option and find **Zoom** in the list of apps. Open this up and look for permission and ensure that camera and microphone are selected

Online Videos to help

There are some really good step by step guides on youtube to go through if you prefer to learn in that way. Here are a few

<https://www.youtube.com/watch?v=FnFSBJFvK2o>

<https://www.youtube.com/watch?v=QOUwumKCW7M>



For the latest information and news from HVA head to: www.hastingsvoluntaryaction.org.uk

For support with setting up or running a group:

<http://www.hastingsvoluntaryaction.org.uk/service/running-group>

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