

TRAINING VIA ZOOM

HOW TO ACCESS ZOOM TRAINING SESSIONS

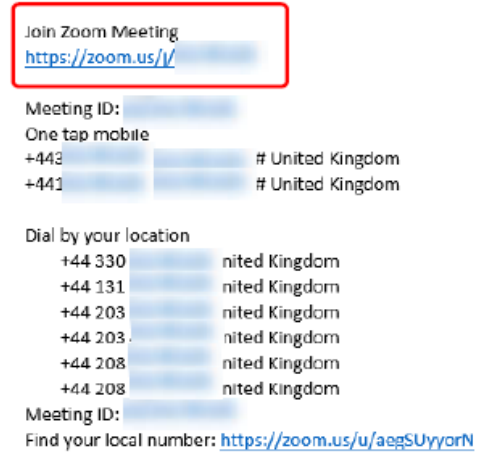
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JOINING THE MEETING VIA THE WEB APP

If you don't have the Zoom app installed on your device:

1. Open the meeting invitation email (if it's still in your Inbox), or open the meeting in your calendar
2. Click on the **Join Zoom Meeting** link
3. When prompted, open in **Zoom.us**

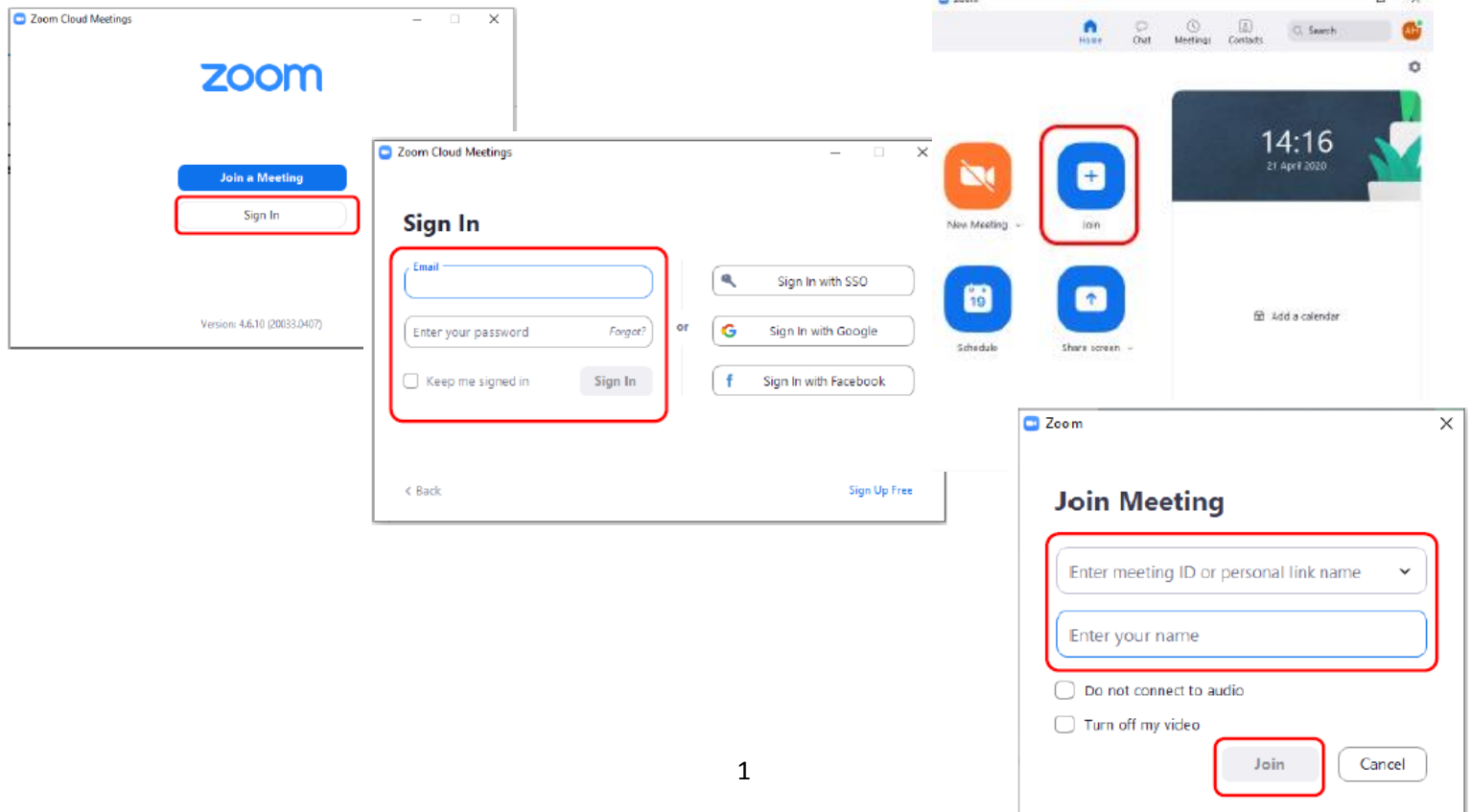
If you're having problems joining the meeting, or being heard, you can call into the meeting using one of the dial-in numbers (if provided) in the meeting invitation.



JOINING THE MEETING VIA THE DESKTOP APP

If you have the app installed on your computer:

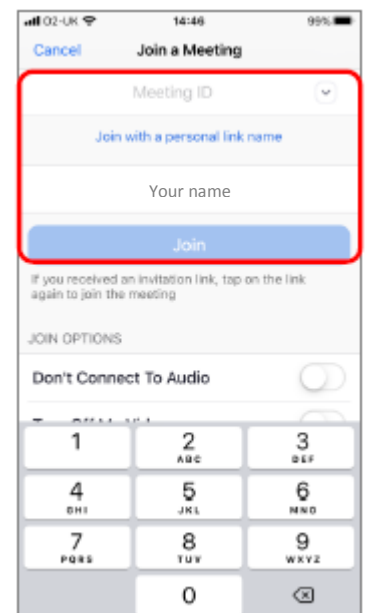
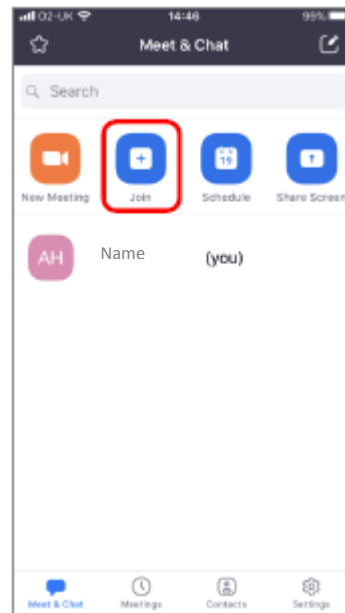
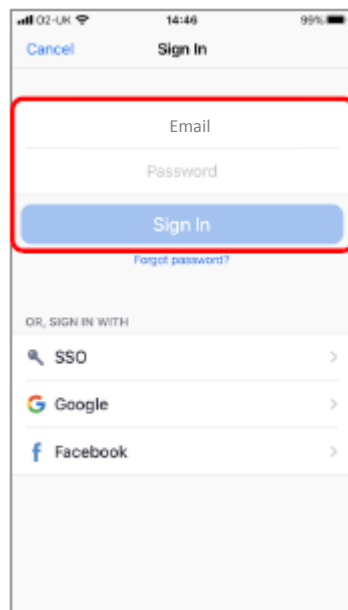
1. Open Zoom and click **Sign In**
2. Enter your **email and password** and click **Sign In**
3. Click on **Join**
4. Enter the **Meeting ID** (from the email invitation) and your **Name**, and click on **Join**



JOINING THE MEETING VIA THE MOBILE APP

If you have the app installed on your mobile device:

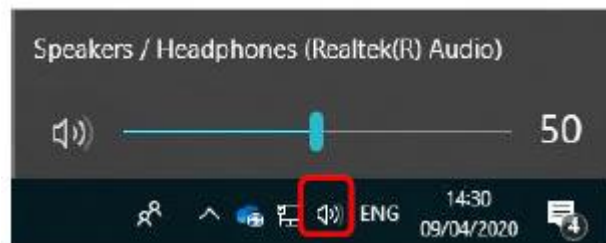
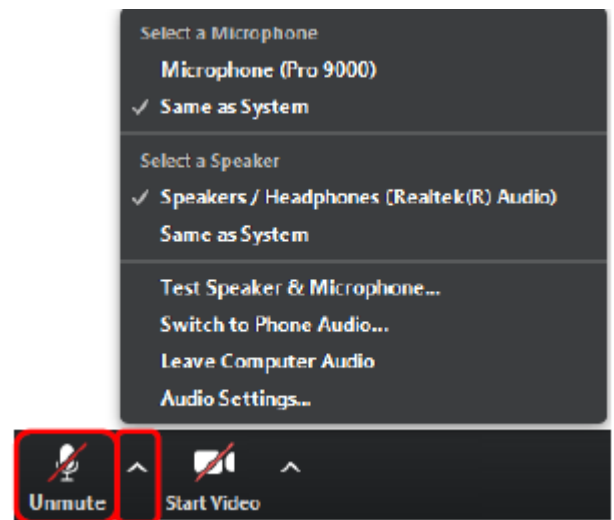
1. Open the Zoom app and tap **Sign In**
2. Enter your **email and password** and tap **Sign In**
3. Tap **Join**
4. Enter the **Meeting ID** (from the meeting invitation) and your **Name**, and tap **Join**



CHECKING THE AUDIO SETTINGS ON YOUR COMPUTER

Can't hear/be heard?

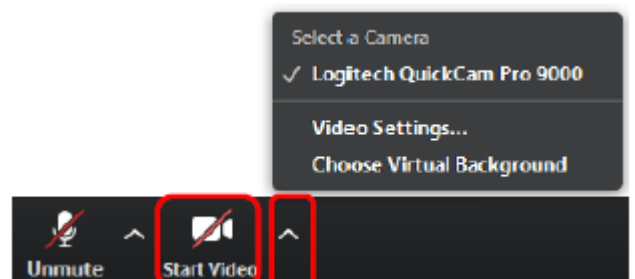
- Check the microphone is not muted on your computer, and ensure your volume is turned up to maximum
- In Zoom, check your microphone is not muted
- In Zoom, check your Audio settings
- Use a headset with a microphone for a better experience
- If you're using a computer that doesn't have a microphone, you should still be able to see and hear the facilitator, and you will be able to communicate using icons and chat
- If you don't have a microphone and you wish to speak to the facilitator, you can use your phone to dial into the session using one of the dial-in numbers (if provided/available)



CHECKING THE VIDEO SETTINGS ON YOUR COMPUTER

Can't see/be seen?

- In Zoom, check your video is not disabled
- In Zoom, check your video settings
- If you're using a computer that doesn't have a webcam, you should still be able to see the facilitator, but no-one will be able to see you
- If you have another device with a camera, such as a smartphone, you could join the meeting from that



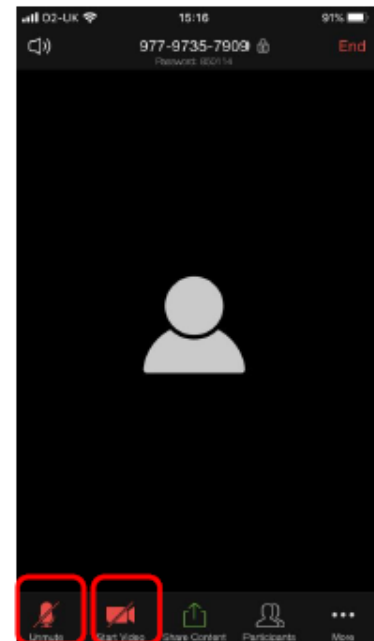
CHECKING THE AUDIO SETTINGS ON YOUR MOBILE

Can't hear/be heard?

- In Zoom, check your microphone is not muted
- Use earphones for a better experience

Can't see/be seen?

- In Zoom, check your video is not disabled



KEEP LOSING CONNECTION?

Wi-Fi dropping out?

- The Wi-Fi network in your region could be overloaded
- Plug your device directly into your broadband hub
- Close any other apps that are using your Wi-Fi connection
- Turn off your video to save the connection

GETTING THE MOST OUT OF YOUR SESSION



Switch off other mobile devices



Ignore your social media!



Close any programs you don't need – including your mail!

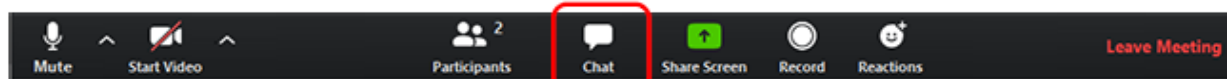


Keep your microphone close to your chin

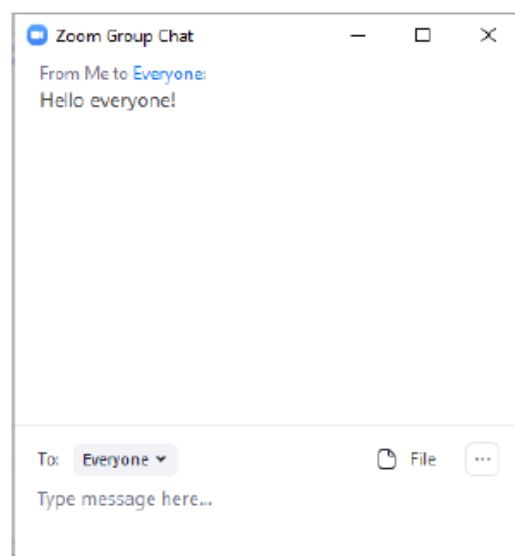


Be prepared to participate

ASKING QUESTIONS & COMMENTING IN THE CHAT PANE: WEB APP/DESKTOP APP

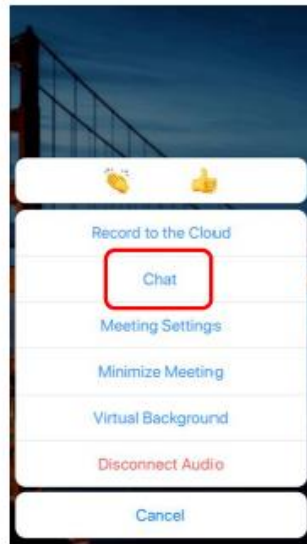


- In the meeting controls, select **Chat**
- Address your message to **Everyone** or to the **Trainer**
- Type your message and press **Enter** or **Send**

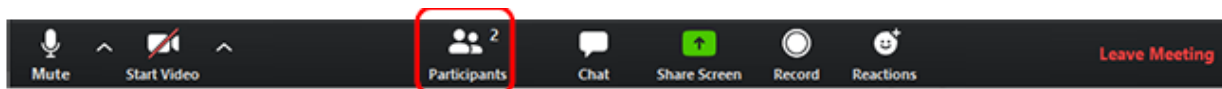


ASKING QUESTIONS & COMMENTING IN THE CHAT PANE: MOBILE APP

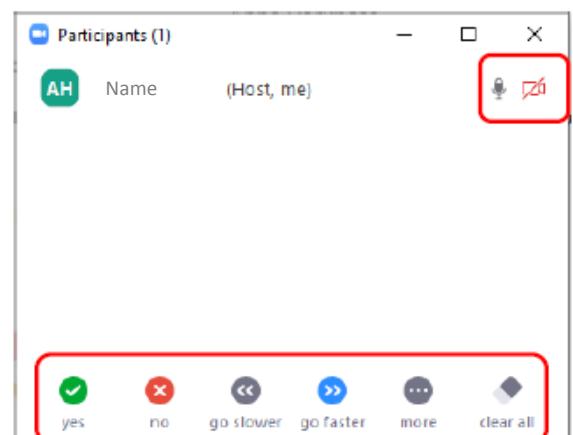
1. Tap the screen
2. In the meeting controls, tap **More...**
3. Tap **Chat**
4. Address your message to **Everyone** or the **Trainer**
5. Type your message and tap **Send**



RESPONDING TO QUESTIONS IN THE PARTICIPANTS PANE



1. In the meeting controls, select **Participants**
2. You can **Mute/Unmute** yourself
3. You can select the icons to respond to questions



GETTING FURTHER SUPPORT

- **Sign up for your own free account**
Visit zoom.us/ sign up and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click **Activate Account**.
- **Zoom quick-start guide for new users**
<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>
- **Support on joining a meeting**
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- **Support on using meeting controls**
https://www.youtube.com/embed/ygZ96J_z4AY?rel=0&autoplay=1&cc_load_policy=1