



Using Zoom

Zoom is free to use. It is like Skype. This lets you join any meeting run on zoom and allows you to host one-on-one meetings for free (larger groups time out at 40 mins, unless you pay for Zoom). We have found that this has been the most stable online meeting platform and allows for everyone to see everyone else's faces as they speak (very Brady Bunch style). It offers end-to-end encryption.

Setting up¹

To get started, go to www.zoom.us and click the 'Sign up, it's free' button on the top right.

Please enter your email address, and then you will be sent a link to your email to verify the address is correct. Click the 'activate your zoom account' button and this should click back to zoom.

Then go back to www.zoom.us and proceed to download the app. This will give you a more stable platform and lots of features (as opposed to the web browser version). You can also download the app to your phone or tablet and enter your email address and password and then you can zoom from virtually anywhere.

If you want to join a meeting or set up a meeting with anyone, just get them to download the free software, give them your personal address link and off you go!

Joining a meeting

When you are sent a zoom link, it will look something like:

<https://zoom.us/j/201189782> In order to join a meeting, all you do is click this link and zoom will open for you. You will then be prompted to select your audio and video settings. It will ask can Zoom use your camera and audio. You say "yes" to this. You can use headphones to block out other noise, if you like.

¹ thanks to Sally Mussared for her notes

You can click the 'mute' button if you are not talking. You can still hear everyone else. This means the meeting is quiet and we only hear who is talking (don't forget to click it again before you want to speak).

You can choose Gallery view (all the faces lined up like in the Brady Bunch TV show) or Speaker view, where the main person speaking is large on the screen and everyone else is smaller.

You need to look into your computer camera, so people feel you are talking directly to them. Move the gallery view bar up near your camera so it always looks like you are looking at everyone.

If you are using a laptop, think of how the screen captures your image. Are you too dark to see your face, are you too close, can we see only half your face down the bottom of the screen – please move around so everyone can see you well. But then, once you have a good position, don't change. It is quite distracting to have people forget they are being seen and wander off, brush their hair (yes, I have seen it), eat on camera and so forth.

Locking the meeting

Zoom allows you to lock the meeting so that no-one else can join. It is a good idea to use this feature for added privacy with your client – or clients once everyone has joined. When you're in the meeting, click 'participants' at the bottom of your Zoom window. In the participants pop-up box, you will see a button that says, 'Lock Meeting'. When you lock the meeting, no new participants can join, even if they have the meeting ID and password.

Troubleshooting

If you are having trouble connecting, and people can't hear you, firstly check that your microphone and video button are not 'crossed'. If they are, then click on them to make them active and in use. You may need to 'leave the meeting' (bottom right) and then click on the link and try to connect again.

If others still can't hear or see you, you may have to go through:

Mac: 'systems preferences' and 'security and privacy' and make sure in 'microphone' and 'camera' have access to zoom.us

PC: Click the 'windows' button (bottom left) and then type 'settings' and open and then type 'sound' or 'camera' to check the settings are correct.

If your internet connection is very poor, you may like to stop sharing your video (click the button on the lower left) and participants will then only see your name on a blank

black screen. It will be audio only (sometimes this helps your connection as video takes up bandwidth).

Sharing the Screen

Zoom allows you to share whatever you want on your own computer with the person in the meeting. You can share your desktop view (not advised) or a specific page (a piece of art perhaps) or the whiteboard feature of Zoom (explained next).

1. Click the 'Share Screen' button located in your meeting tool bar
2. Select the screen you want to share. You can also choose an individual application that is already open on your computer, the desktop, or a whiteboard
3. Click 'Share Screen'. Zoom will automatically switch to full screen to optimize the shared screen view.

Using the Whiteboard feature

The whiteboard feature is handy in Zoom and both you and your client can use it to draw. You can also share the whiteboard and add to it together, as long as your computer and that of the client have the specifications to do so. See more [here](#)

1. Once you have joined the meeting, click on 'Share Screen'
2. Select the 'Whiteboard' and click on Share Screen
3. When you click on the Whiteboard, the annotation tools will become available
4. You can save the Whiteboard as a PNG file. It will then be stored in the Zoom folder as 'whiteboard. png'

Breakout rooms

Another feature of Zoom which is useful if you are hosting a group is 'breakout rooms'. See more about how to use them [here](#)

1. Start an instant or scheduled meeting
2. Click 'Breakout Rooms'
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms: Automatically: Let Zoom split your participants up evenly into each of the rooms. ...
4. Click Create Rooms.

Using a virtual background

This is a handy feature to add privacy, so that clients do not see the work environment of your home and they can do this too. See how to set this up [here](#).