

What is Zoom?

Zoom is a video conferencing service that allows you to meet and talk with other people online.

What do I need to be able to use Zoom?

You will need a smartphone or tablet or a computer or laptop that has a camera and microphone. Most modern computers and laptops come with cameras and microphones built into them.

How to sign up to Zoom

Write your email address in the box outlined in bright blue on the screen, then click on the orange 'sign up for free' next to the box.

You will then be asked to fill in your date of birth, do this by clicking on the downward pointing arrows and then clicking on the correct information. Once you have done this click on 'continue'.

A new box will appear asking you to confirm your email address, click on the blue box that says 'confirm'.

You are now ready to start using Zoom.

To ensure a pleasant experience with your first Zoom group, we recommend downloading and installing the Zoom application beforehand.

To download and install the Zoom application onto your computer or laptop:

Go to <https://zoom.us/download> and from the Download Centre, click on the **Download** button under "Zoom Client For Meetings".

This application will automatically download when you start your first Zoom meeting.

Once the download is complete, proceed with **installing** the Zoom application onto your computer by clicking on the box in the bottom left-hand corner of your screen.

Once the download is complete, you are ready to join a meeting.

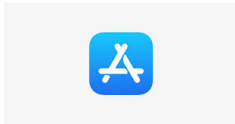
To download and install the Zoom application onto your smartphone or tablet:

Go to your App Store.

If you have an Apple phone, the App Store icon will look like this:

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On an Android phone, your the icon may vary but will likely look like one of these:



Click on the app icon and type Zoom into the search bar. Choose the option that says Zoom Cloud Meetings and has this icon:



Tap on the button that says 'Get' and again when it changes to 'Open'.

This will put the Zoom app onto your phone or tablet. You are now ready to start using Zoom.

Joining a group

We would suggest you join the meeting about five minutes before your group is ready to start so you are relaxed at the start time.

Click or tap the Zoom icon on your computer or phone / tablet.

Click on 'join a meeting', which is written in blue at the top of the page.

Type in the meeting ID that you have been given by Pilgrims Hospices.

Your may then be asked to 'open zoom meetings'; click on the box stating 'open zoom meetings'.

You will then be asked for a password; please put in the password given to you by the Pilgrims Wellbeing team.

The next box will ask you to confirm that you agree to Zoom's terms of service and privacy policy, please click to confirm that you do.

A new box will appear, click on 'join with computer audio'.

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If you are unsure about the microphone on your computer you can click on 'test microphone', which will allow you to record yourself speaking and play back so you can check volume levels.

You will then be placed in a 'waiting room' on your screen. Your microphone and camera will be off at this point so you cannot be seen or heard by anyone else. When the facilitator is ready to start the group, they will release you from the waiting room and you will be able to see them and everyone else who is attending.

Zoom etiquette

Try to position the camera on your device so other group attendees can see you clearly. This might mean balancing your device on some books or you changing where you sit to ensure everyone has a clear view of your face and not the ceiling! Try not to sit in front of a window as this will make it very bright and difficult to see you.

Eliminate distractions and focus on the group. Try not to have other people in the room or, if this is not possible, try not to get distracted by them or have conversations with them. Think about silencing your phone or asking people not to call during the time you are attending your group. Consider background noise, for instance don't have the washing machine going in the background as it's harder for other people to hear you!

Be aware of your audio and video settings:

The microphone icon looks like this when it is switched on:



There will be a line through it when it is switched off:



When your microphone is on everyone in the group will be able to hear you. It is usually good practice to switch your microphone off when you are not speaking as this helps minimise background noise. You can do this by clicking or tapping on the icon.

The video icon will look like this when it is switched on:



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There will be a line through it when it is switched off:



Please ensure your camera is switched on so everyone can see you. You might want to warn anyone you share your home with that they will also be on camera if they walk behind you during the group!

Please contact the Pilgrims Wellbeing team if you have any other questions.