

Guide to setting up and using Zoom for online support groups

This guide may seem long, but there aren't many steps, there's just lots of pictures. There are instructions for Phone/Tablet and Laptop/Desktop, depending on your choice of device. Please work through this carefully and try to make it work for you. If you've tried that and still need help, that's fine – just email emma@tourettes-action.org.uk leaving your email and phone number so I can contact you and do my best to talk you through it.

WHAT YOU NEED:

- A computer, laptop, tablet or phone.
- To fully take part, you need a camera and microphone
 - Tablets and phones usually have these built in, as do laptops. Your desktop PC may require a separate webcam/microphone.
 - You can take part without a camera or microphone, but you'll only be able to see and hear what's going on, you won't be able to chat to your team.
- Headphones are best, but not essential. If you don't use headphones, your voice may echo, which makes it difficult for people to hear you.

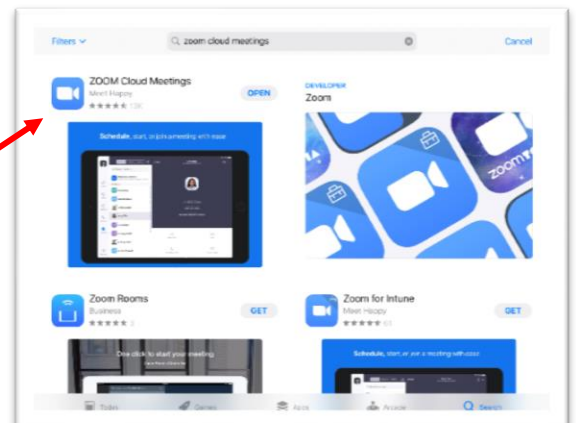
INSTALL ZOOM ON YOUR DEVICE:

It's a free program to get and use, so if you're asked to pay for anything, you're in the wrong place.

TABLET/PHONE:

Go to your app store and search '**ZOOM Cloud Meetings**'
Install **ZOOM Cloud Meetings**.

Be careful not to click on 'Zoom Rooms' or anything else like that

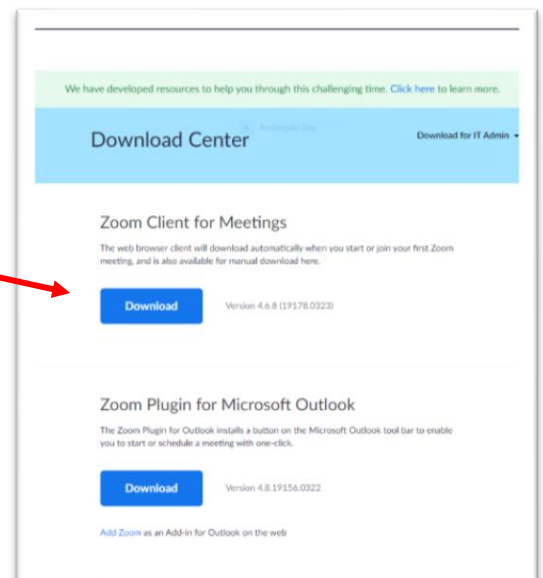


LAPTOP/DESKTOP COMPUTER (Windows or Mac):

Go to <https://zoom.us/download>

Download '**Zoom Client for Meetings**' and install it.

Do not download 'Zoom Plugin...' etc



IMPORTANT:

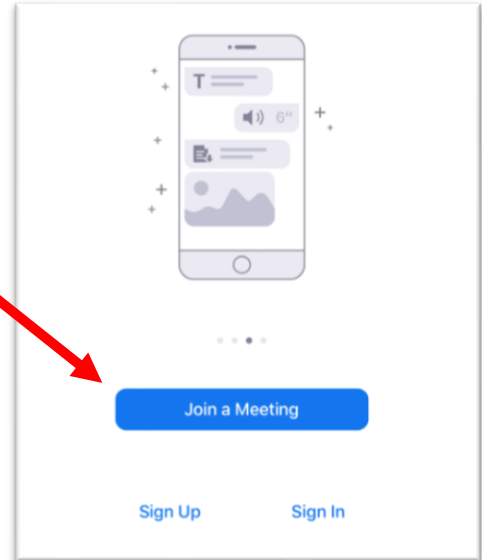
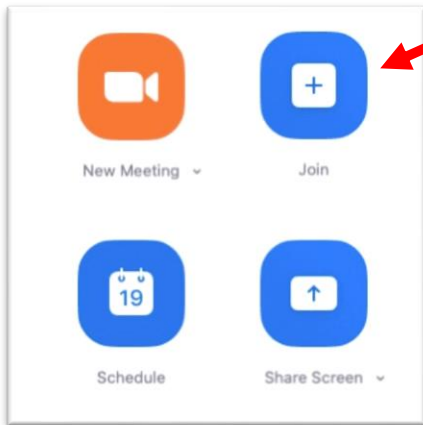
When you first start Zoom, your device may ask you to allow Zoom access to your camera and microphone – **Click/Tap 'yes' or 'allow' to both.**

NOW THAT YOU HAVE THE SOFTWARE, YOU NEED TO JOIN THE SESSION.

Start the Zoom app.

Click the 'Join' button or 'Join a Meeting'

You do not need to sign up or sign in.

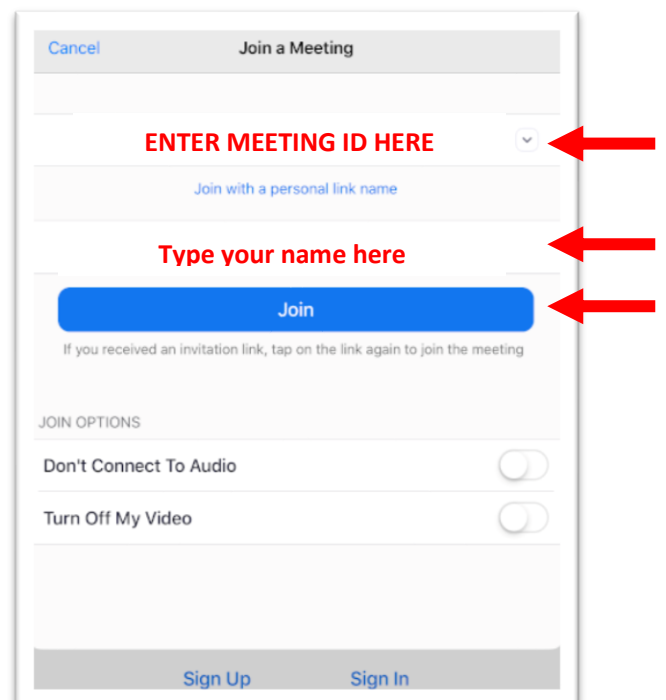
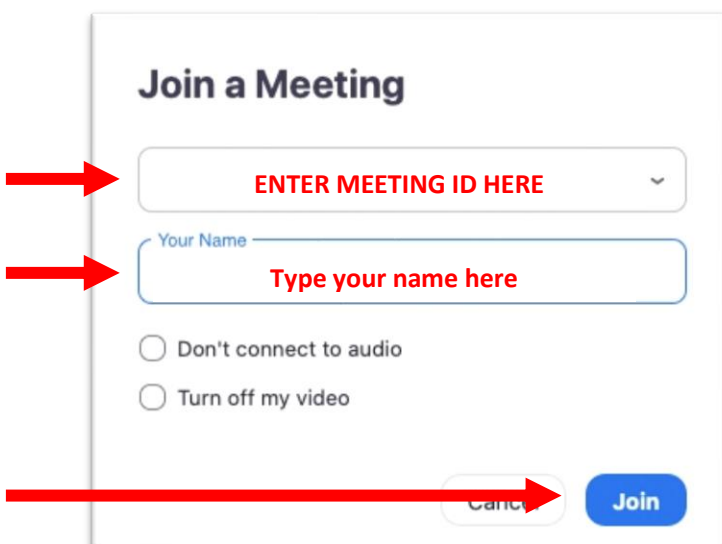


You'll be asked to enter a MEETING ID:

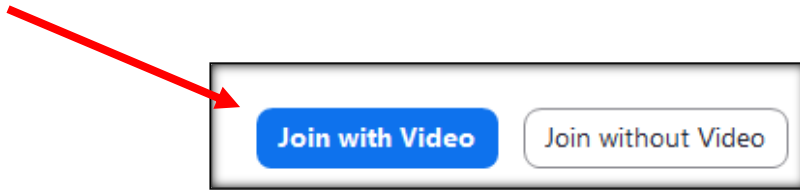
We'll tell you what this is nearer the time. It's a 9- or 10-digit number.

Type your name in the next box and leave the two options ('Don't connect to audio' and 'Turn off my video') unticked

Then Click/Tap 'JOIN'



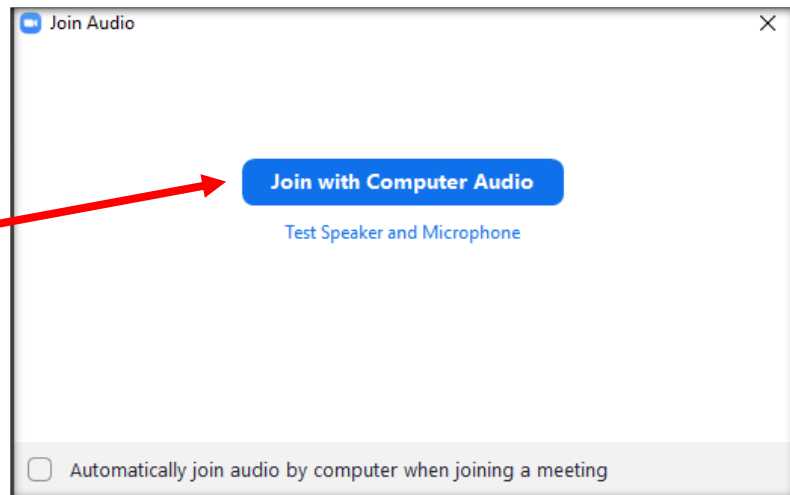
then **'Join with Video'**



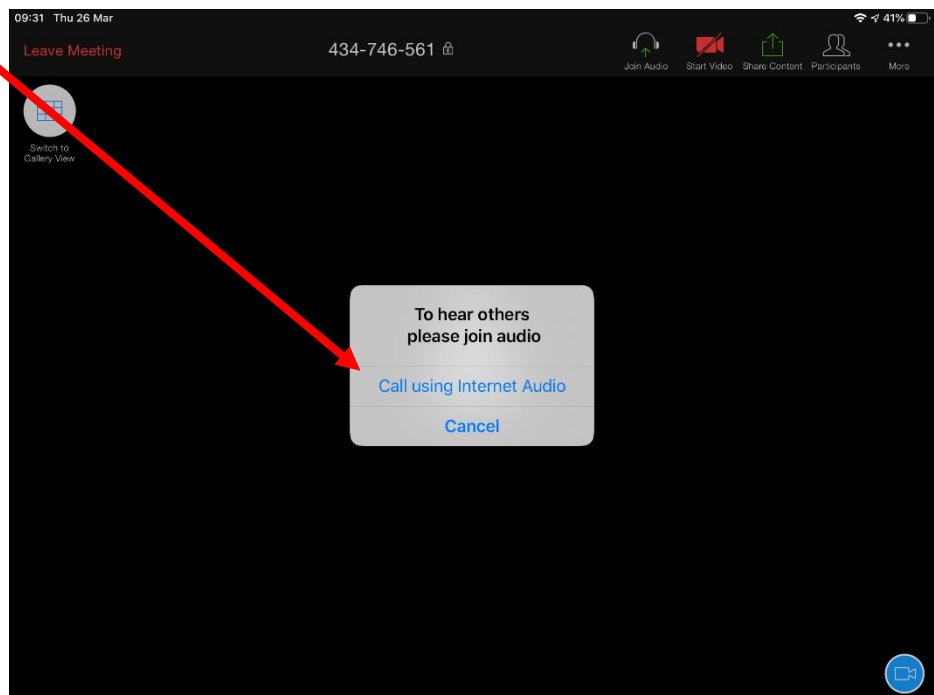
and then

'Join with computer audio' or **'Call using Internet Audio'**

(ie the option that isn't 'Cancel' – depending on your device)



OR



ONE THING YOU NEED TO SET UP:- MEETING CONTROLS

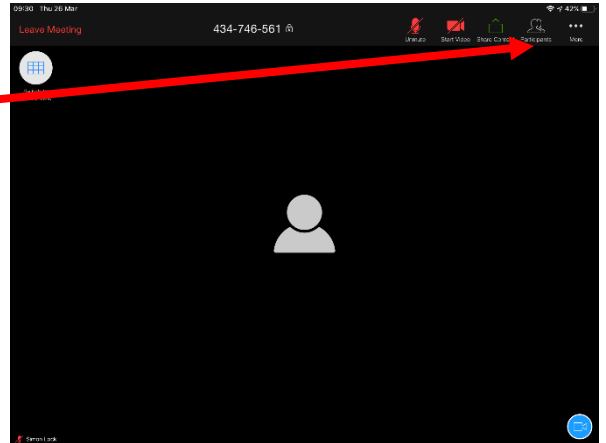
You need 'meeting controls' to mute/unmute your microphone.

Meeting Controls is a bar of buttons which are available once you have joined the session

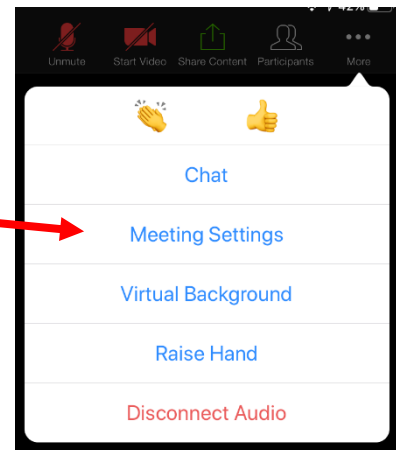
You will then be able to see **mute/unmute, video on/off, gallery or speaker view** (see below) and some other options.

On a phone/tablet:

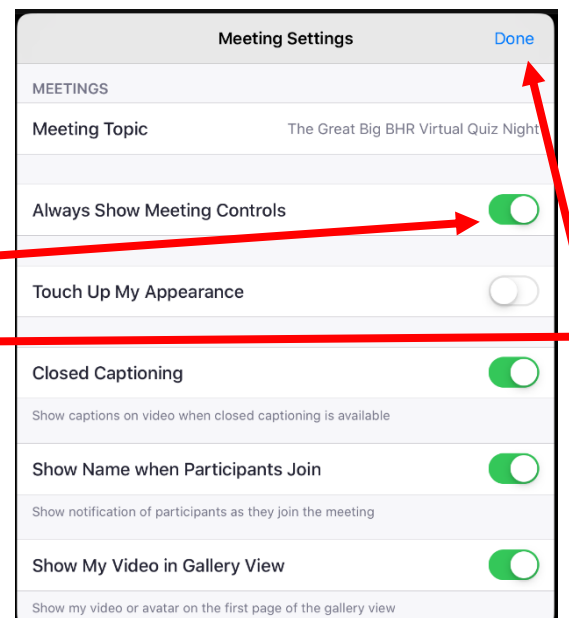
1. Tap the screen and you will see a bar drop down at the top.
2. Tap '... More' in the top right corner



3. Tap Meeting Settings



4. Find the second line: 'Always Show Meeting Controls'. Toggle it ON (so it's green)
5. Click 'Done'



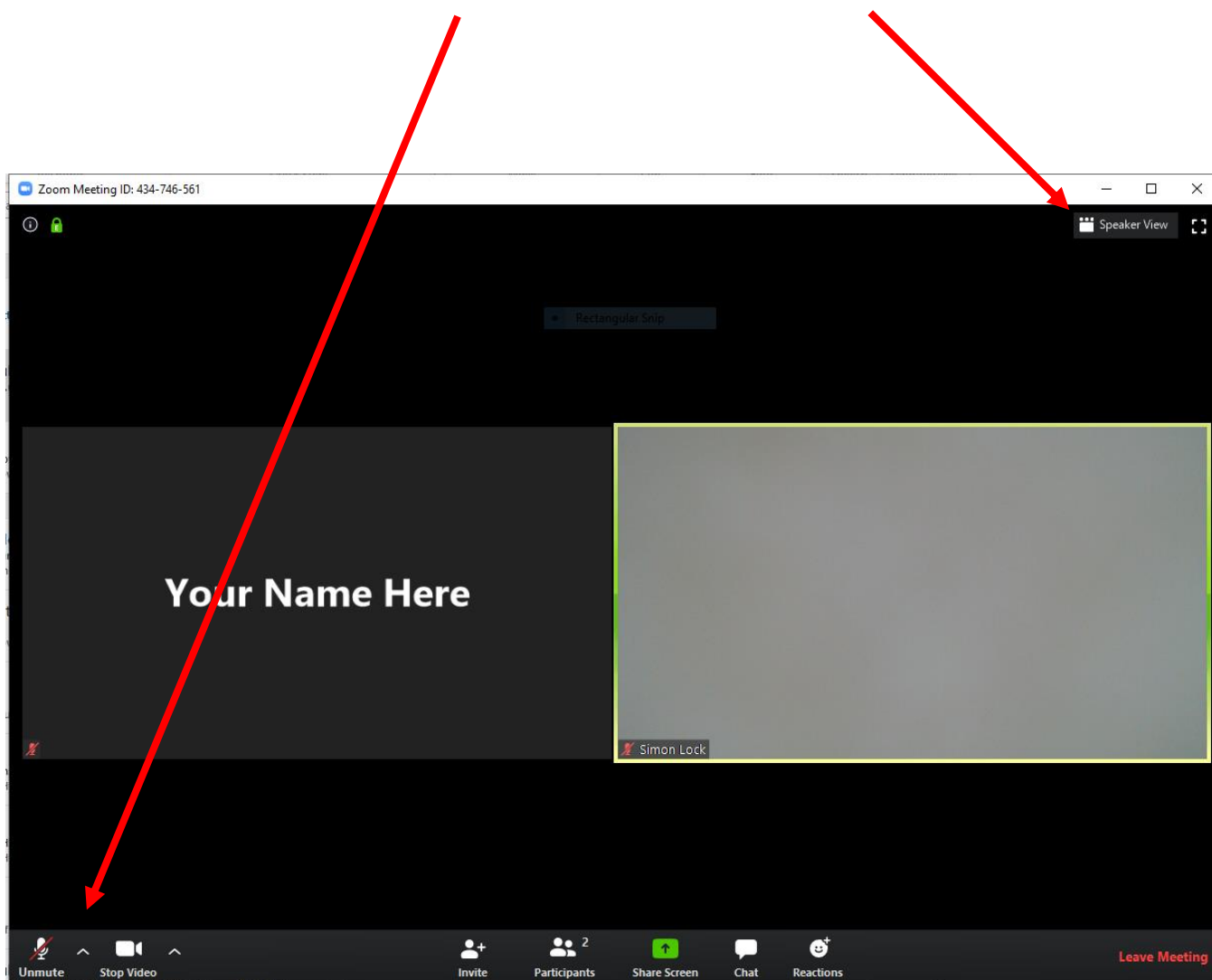
On a PC/Mac

Wiggle the mouse and the 'meeting controls' bar will show at the bottom of the screen. They will disappear after a few seconds, so just move your mouse whenever you want to change something.

Or, you can have them show all the time:

Windows: Press the 'Alt' key (usually just to the left of the space bar on your keyboard)

Mac: Press **CTRL** and **** at the same time



WHAT YOU NEED TO KNOW:

If, during the session, your connection starts to break up but everyone else is ok, turn your video (camera) off. This solves most bandwidth problems.

When you join, your camera will be ON. If you prefer not to be seen, that's fine, just turn your camera off. When you want to speak, unmute your microphone.

Microphone mute/unmute – In the meeting controls bar, you will see a mute/unmute button. Click/tap it to change from mute to unmute.

Camera on/off – is the same as for microphone – in meeting controls, click/tap to toggle on/off.

PLEASE: Always mute your microphone when you are not speaking. Background noise is very distracting. When you are in your team breakout rooms, you can leave your microphone unmuted.

CHAT:

This can be useful if you're having trouble being seen or heard.

Tablet/Phone users: Tap the '...more' button in meeting controls and tap **CHAT**.

Laptop/PC users: **Chat** is in the **meeting controls** bar. Click it.

Please try to reserve 'chat' for tech support questions so we can help everyone to join in.

WHO TO LOOK AT? – Gallery and Speaker View

During the session, you can switch between 'gallery view' (see everyone in a small window) or 'Active Speaker View' which means the person speaking at the time will show big in your window.

On a tablet/computer, press the 'Gallery View' or 'Speaker View' button to switch between views. On a phone, swipe left/right to change the view.

When we're all together, you might prefer Speaker View, so you can see the host in a big picture.

THAT'S IT – YOU'RE READY TO GO