

Crib sheet for joining and participating in a Zoom meeting

If you are using Zoom for connecting with just one or two other people then a lot of the detailed information in this document, such as things like 'Raise a hand', 'Mute/unmute' and 'Chat' won't really be necessary for you to use, so you might not want to take time reading them!

Apologies that this is long. Although it sounds complicated on paper, it isn't at all so difficult once you start using Zoom and have found our way around it a little.

If you read through this crib-sheet before attending a meeting and have it to hand when you join a meeting, it will make beginning to use Zoom for the first time much easier.

You can also watch a very short video on YouTube on joining a Zoom meeting by copying and pasting this url into your browser: <https://www.youtube.com/watch?v=hkCmbvAHQQ&feature=youtu.be> - this is probably the quickest and easiest way to get a sense of how Zoom works but does not give you as much information on things you might be struggling with as you'll find in these notes.

Practical things:

What device to use:

- You can connect to Zoom meetings using a PC or Mac, ipads/tablets or 3G phone.
- BUT computers let you see all participants and all the menu options at the same time. Tablets/phones hide some options unless you touch to open them, so it can be a harder to navigate the Zoom space at first. On computers it's also easier to see written message to the group via the 'Chat' option (more below). So I strongly advise using a computer if possible. It does make it easier and less fiddly.
- As you read this crib-sheet you'll find different information on what to do, depending on whether you are using a **PC** or a **Tablet/phone**.

Headphones/earphones:

- It's far better if you **use headphones or earphones** (I'll just use 'headphones' from here onwards) to participate. Without, there can be loud feedback that everyone in the Zoom meeting hears.
- If you don't have headphones you aren't really able to 'speak' to others. Speaking without headphones creates the feedback. But you can still comment. It's best if you do this by using Zoom's 'Chat' feature – this sends a written message from you to the meeting screen. Everyone can see this if they've clicked the 'Chat' button on their toolbar. However, 'Chat' messages only stay on **tablet/phone** screens for a very brief time so can easily be missed.

Joining and getting your screen set up for a Zoom meeting:

Entering the zoom meeting:

- One person will host the Zoom meeting. This person will invite all the participants by email.
 - Usually, they host will send you an invitation well ahead of the meeting time,
 - The invite will tell you the time of the Zoom meeting. It will also contain two other pieces of information that you need:
 - a **web link** that you click or copy and paste into your browser when the meeting is about to start.
 - a **'Meeting ID'** number that you will need to copy and paste into a box that asks for this.
- It might also contain a **password**, but this depends if the host set one up. If so, you will only need this if you go directly to Zoom to join the meeting rather than clicking on or pasting into your browser the link in the Zoom meeting invitation email.
- However, you get to the meeting, a 'Launching' screen and a small 'Open zoom meeting' box appears with a button on the left at the bottom that says the same. Click this button. If you have not previously used Zoom you might need to install and run zoom if nothing happens. This option will be on screen in the launching box.

- A zoom meeting box for your meeting will appear. If the 'host' has not yet signed on from their end you will pause at a box saying 'Waiting for the host to start this Zoom meeting'.
- Once the host starts the meeting you may be let straight into the Zoom space or, if the host has set up a 'Waiting room', **PC users** will see a screen asking you to wait and **Tablet/Phone** users will see a little black box mid-screen saying 'Waiting'. As soon as the host sees you 'waiting' on their screen, they will allow you into the Zoom space.
- When you join the Zoom meeting your microphone may or may not be on MUTE. If it's muted no-one will be able to hear you speaking. Don't worry about this. The host will unmute you, either pretty soon or if you're part of a larger group, when you 'Raise a hand' (see below).

Toolbar:

- Once on the Zoom meeting screen you need to enable the toolbar.
 - PC's:** Wiggle your mouse. Your toolbar appears at the bottom of the screen. Re-wiggle to re access! Click on 'Participants' in the middle of the toolbar. A white panel appears on the right hand side of the screen. It gives access to functions to participate.
 - Tablet/phones:** Touch the screen. The toolbar will appear at the top. Touch where it says 'Participants'. A drop-down box will appear on the on right hand side. Touch your own name. The options you need to participate will appear. These go off screen after a while, hence it's easier to use a computer.
- Video and microphone: You may need to enable these yourself.
 - PC's:** If the host can't see you, look for the video camera symbol on the left side of your toolbar and click this so that there is no longer a line crossing it out. If the host asks you to unmute yourself, do the same with the mic symbol on the left of the video camera symbol.
 - Tablet/phones:** If the host can't see you touch the screen to get the toolbar. You will then have a list with video and mute/unmute as word and symbol. You can enable mic/video by touching these in the list.

Speaker view or Gallery view:

- These change how your screen appears: There are two options: Speaker View or Gallery View. Whether using a **PC** or a **Tablet/phone** you can move/toggle between these at any time. Everyone has control of their own screen, so see which option you prefer. Speaker view may be best.
 - PC's:** Your button to move between views is in the top right, next to your 'Participants' sidebar but on main coloured screen.
 - Table/phones:** Your button is in the top left. Touch this and a little white circle says 'Switch to Speaker view' or 'Switch to Gallery view'.
- About Speaker View and Gallery View:
 - 1) *Speaker view:* the person speaking is shown in a large sized window in the middle of the screen. You can see everyone else in small windows along the top, or sides as well, depending on how many people are meeting. The difficulty with Speaker View is that as the speaker changes, the large, central box switches to the new speaker. Some people find this disorientating.
 - 2) *Gallery view:* this keeps everyone's video box as the same size image. It puts a yellow margin around the person who is talking.

Joining in with the discussion:

Using 'Raise a hand':

When there are more than three people it's easy to end up talking over the top of each other.

The 'Raise a hand' option stops this and is the most orderly way for Zoom meetings to run.

Although it takes some getting used to, and causes lots of laughter and some frustration, this helps the Zoom meetings to function better.

- When you join the Zoom meeting your microphone may well be on MUTE. If so, no-one will be able to hear you speaking.
- When the host asks Yes/No response questions, like 'Can you hear me?', try to nod or shake your head to reply.
- If the host has muted everyone (in larger gatherings this is likely) , you need to click a button to 'Raise a hand' whenever you want to speak to others.
Everyone will then see a white hand in a blue square appear next to your on screen video image or next to your name in the Participant panel if there are a lot of participants in the meeting.
- When the host sees your hand they will invite you to contribute and will lower your hand. This will **Unmute** your microphone. Everyone will see your hand disappear.
- After you have finished contributing please re-mute yourself (see below). If you forget, the host will try to remember to do this so that the meeting doesn't end up with people talking over each other.
- Everyone can see if they are muted, or not, in the participants list.
A microphone in red and crossed through is muted; black and not crossed is unmuted.

To 'Raise a hand' and then re-mute (headphones only, please):

- The two buttons you need (Raise hand and Mute me) are in different places on devices.
PC's: These are in your 'Participants' white panel on the right of your screen.
Bottom right: 'Raise hand'. Bottom left 'Mute me'. Click as appropriate.
Tablet/phones: Touch screen. At the top right click where it says 'Participants'.
A drop down box appears on the right hand side. Click your own name.
Raise hand and Mute/Unmute appear in a list. Click as appropriate.

Chat option:

- If you don't have headphones you can share your thoughts by writing a message in the chat box.
- People who want to contribute to the meeting but without saying something (often whilst someone else is talking) might send a written message that everyone can see via the 'Chat' option.
- To enable and use the 'Chat' option:
PC's: Wiggle mouse to see toolbar at the bottom of the screen.
Click the 'Chat' bubble (towards the right).
In the bottom ½ of the white box on right of screen, 'Zoom Group Chat' appears.
Type your message in the box and send.
Anyone using a computer will see your message appear in their white box – as long as they've already clicked 'Chat'. For where **Tablet/phones** see messages, see below.
If people haven't enabled the Chat box, they see the first few words of your message just above the tool bar on **PC's**.
Clicking 'Chat' in the toolbar also moves 'Unmute me' & 'Raise hand' up to the middle of the participant white box. You can see more of the participants list again by hovering with your mouse over the line under the 'Raise a hand' bar and dragging the to-headed arrow that appears down the page.
Tablet/phones: Touch the screen anywhere to get the toolbar to appear.
At the top, far right of toolbox it says 'More'. Click this.
A dropdown menu appears, with 'Chat' at the top.
Clicking 'chat' allows you to write a message.
If you are using a tablet/phone, when someone sends a message it appears as a text box at the top right of the screen. It doesn't stay long.

Leaving and disconnecting from the Zoom meeting:

PC's: wiggle mouse and click 'Leave meeting' in red text at bottom right of screen

Tablet/phones: touch screen and touch 'Leave meeting' in red text in top left of screen