

Zoom Meeting User Guide

For attendees



Basics

Zoom is a video conferencing app that allows participants to see and hear the content of a meeting – and to be seen and heard and interact in other ways.

Zoom can be used on either a laptop, computer, tablet or smartphone and works on Windows, Mac, Android and iOS.

Although it is not compulsory to download any software, you will have a far better meeting experience if you download the basic Zoom app for your device (you only need to do it once on each device you want to use). The easiest way to do this is to click the link the host will send you to join the meeting. When you do this, Zoom will invite you to download the appropriate app (for free) – it can take a few minutes so, if you haven't used Zoom before, do it well in advance of your meeting.

When you click the link in the email invitation the host has sent you, you will be directed to the Zoom website/app and a screen will show as “Launching...” and click on the link below it that says “if nothing prompts from browser, download and run zoom”.

If you've already installed Zoom, but haven't used it for a while, be aware that occasionally Zoom will force you to update to the latest version of the software (for security purposes) which means the app will be re-installed on your device. Again, this can take a few minutes.

Despite recent bad press for Zoom, they have really upped their game when it comes to security and you can consider the app safe – though never give out any financial information on it.

When you join a Zoom meeting hosted by another user, you are considered an attendee.

The user who scheduled the meeting or was selected as the alternative host (if the host is unable to join) will have host controls, including muting audio, using video, sharing their screen and more.

What you need to get started

You will need:

- An internet-connected computer or laptop (with speakers, microphone and camera), tablet or smartphone
- The meeting ID number or link to join the meeting
- Preferably, a headset or ear buds (better than having the meeting on speaker). If you are unable to join via computer, or if you are unable to receive audio or don't have a microphone and speakers, there is an option to listen via telephone – details should be included in the invite, but in case of any queries speak to your host in advance of the meeting for details.

You should have received an email with a link inviting you to the join the meeting.

When it's time to join the meeting, click on the link you have received.

Accessing Zoom as an Attendee

What do I need to do when joining a Zoom meeting?

When you have clicked the link in the email, you will be directed to the Zoom website/app and a screen will show as "Launching...".

Please allow a few seconds for the meeting to launch.

If the meeting is password protected, this will be embedded in the joining link and you don't need to worry about it. However, if you enter via the app and it asks you for the meeting ID and password, simply enter both when prompted (the password will be included in the invite).

At this point, a pop-up box will open asking you to complete your full name - this is so that the meeting host can identify who has joined the meeting and so that other attendees know who you are. It may also be that the host does not let you into the meeting if you do not say who you are!

Sometimes, you will see a message saying that the meeting has not yet started – it will begin once the host opens the room. Sometimes, you may be allowed to join before the host – and find yourself to be the first attendee... don't worry, others will join you in time.

Or you may see that you are waiting to be let into the meeting. In this case, the host admits each person individually or all together. This is to stop unauthorised people joining a meeting.

Zoom will invite you to test your audio before you join – this will ensure your microphone and speakers are working before you join the meeting.

Once in the meetings, how it looks on your screen will depend on the device you are using.

Quick tips

- Make sure you have good light in the room and that your face is illuminated
- Do not position yourself with your back to a window – otherwise you will be seen in silhouette
- Try to position your device/camera at eye level. Don't have it low down – others will be seeing under your chin or looking up your nose!
- Ensure your device is in a stable position – a moving picture during the meeting can be very distracting
- Ensure you aren't in earshot of the TV, washing machine or dishwasher – loud ambient noises can be a problem in meetings so try to be in a quiet room.

On a computer or laptop (Windows or Mac):

When you have joined the meeting, look to the bottom left of the screen and click/unclick the video camera icon to turn your camera on/off and the microphone icon to do the same.

It is **good virtual meeting etiquette** to remain muted (microphone off) whilst participating until you need to contribute. To mute/unmute yourself, click the same microphone icon in the bottom left-hand corner of the screen. Your host may feel it appropriate to mute all attendees except the person presenting (to prevent extraneous audio), so you may find yourself muted – remember to unmute yourself before speaking, if invited, and mute yourself again when you have finished speaking.

You will see either several rows of attendees on your screen (Gallery view), or you will see one large picture showing the person who is talking (Speaker view). To switch between these two options, look for the button in the top-right of your screen that says either ‘Gallery view’ or ‘Speaker view’ and click it. You can switch back and forth as much as you like.

If there are many people in the meeting, they probably won’t all fit on one screen and you will see direction arrows allowing you to scroll along the list of attendees.

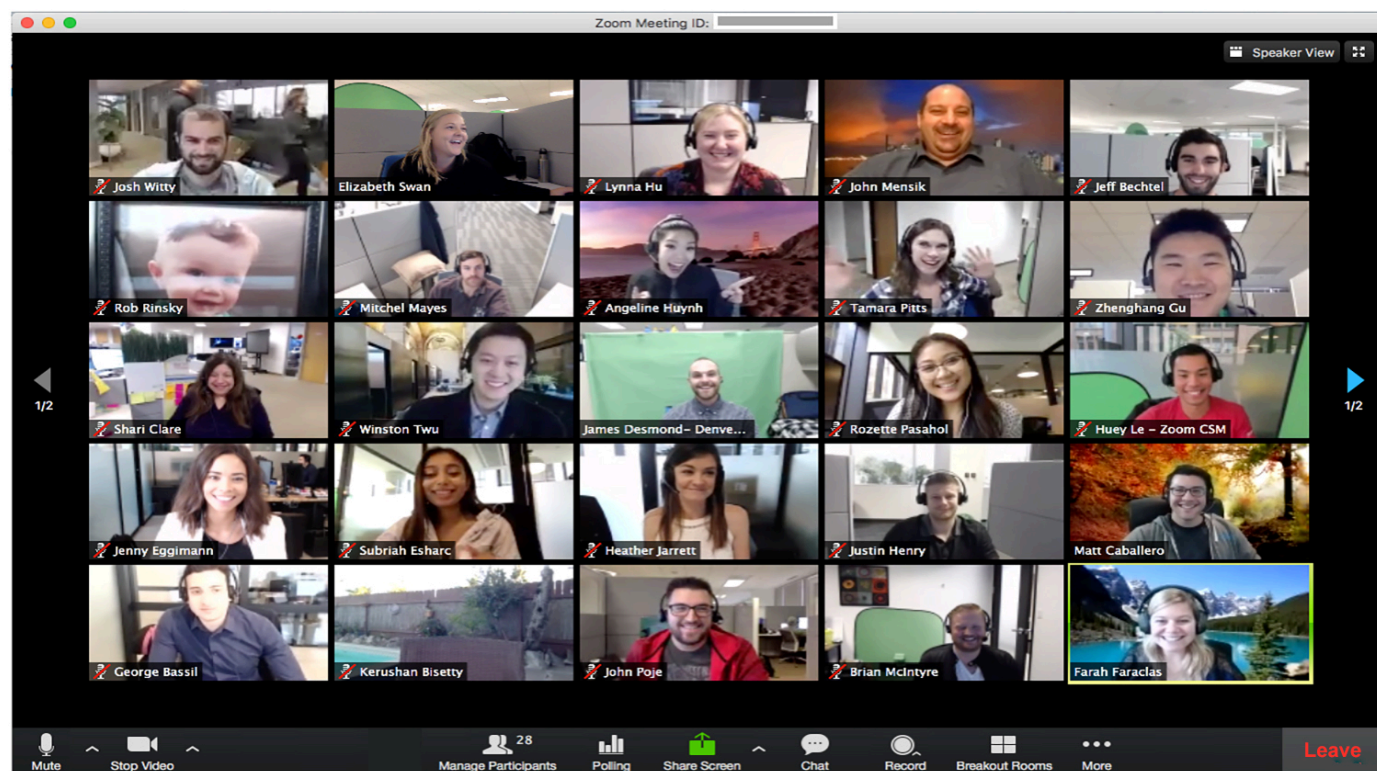
On your screen, you will see various icons that you can click to access functions available in the meeting. The functions available will be determined by your host.

To react to speakers, you will find ‘thumbs up’ and ‘applause’ buttons under the Reactions icon at the bottom of the screen.

If you want to **raise your hand**, you will find this option by clicking the Participants icon.

When the meeting is finished, or if you need to leave early, click the red ‘Leave’ button on your screen. You will be asked to confirm you wish to leave.

Speaker/Gallery view



Turn your microphone and video on/off

Leave

On a tablet or smartphone:

The whereabouts of the audio and video buttons will depend on your device and operating system. Generally, they will be across the bottom of the screen. If you don't see them, try tapping the screen to see if they appear.

You may get a little pop-up icon that says "Join audio via device" and "Dial in" – choose "Join audio via device" to use your phone/tablet microphone to join the meeting. Once you've done that, the icon will change to a microphone and you can use this to mute/unmute yourself.

It is **good virtual meeting etiquette** to remain muted (microphone off) whilst participating until you need to contribute. Your host may feel it appropriate to mute all attendees except the person presenting (to prevent extraneous audio), so you may find yourself muted – remember to unmute yourself before speaking, if invited, and mute yourself again when you have finished speaking.

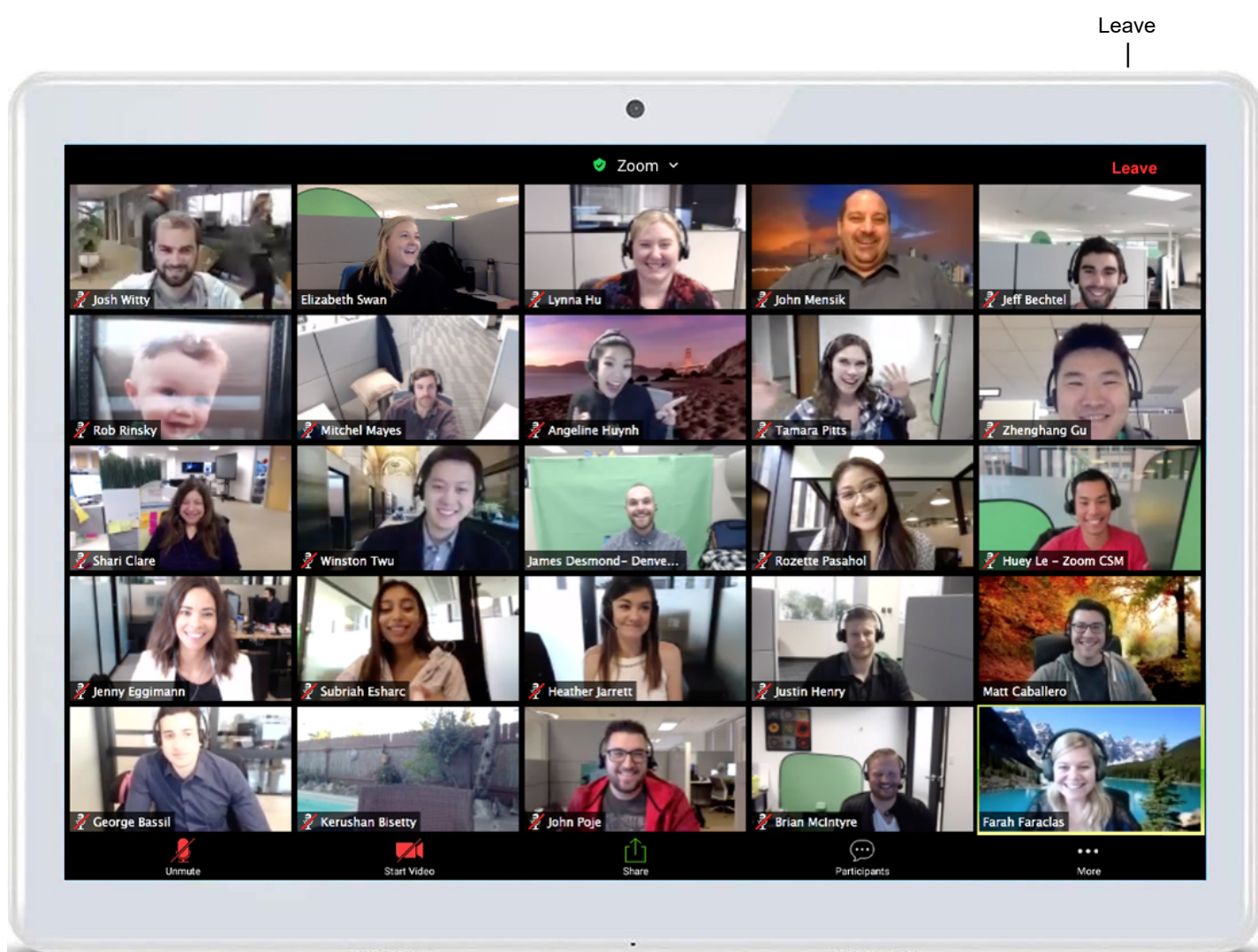
You will see either several rows of attendees on your screen (Gallery view), or you will see one large picture showing the person who is talking (Speaker view). How you switch between these two options may depend on your particular device – but, usually, swiping left or right will take you to the other view.

You will also see various icons that you can click to access various functions available in the meeting. The functions available will be determined by your host.

To react to speakers, you will find 'thumbs up' and 'applause' buttons either under the Reactions icon or by clicking the 'More' icon (the one with the three dots).

If you want to **raise your hand**, you will find this option either by clicking the Participants icon or you will find it by clicking the 'More' icon (the one with the three dots).

When the meeting is finished, or if you need to leave early, click the red 'Leave' button on your screen.



Mute/unmute

Video on/off

Swipe screen right/left to switch between speaker/gallery view

Problem-solving

I am having trouble joining a meeting. What can I do?

- If the meeting space indicates that the meeting has ended or has not started, verify the meeting time. The meeting may have been scheduled for a different timezone.
- If you are asked to sign in to your existing Zoom account and you have forgotten your password, select the “Forgot” link and follow the instructions on your screen.
- If the meeting window isn’t loading, close your browser and try to join the meeting again. Be sure to accept or approve any alerts requiring your approval to install the Zoom meeting application and turn off any pop-up blocker that could be preventing the Zoom meeting window from opening.