

Online Regional Meetings using Zoom

A Guide to accessing and using Zoom to make the most of online patient events

We appreciate that it can sometimes feel a little daunting joining an online meeting if you're not familiar with doing this, so here is a quick guide to using Zoom on your smartphone, tablet, laptop, or telephone. The Zoom website also has resources to help you on their website, and we have given links to some of these at the end.

What is Zoom?

Zoom is the name of a software package through which you are able to make voice and video calls between devices such as laptops, smartphones and standard telephones. There are free apps to download for your smartphone and some PCs and laptops but these are not absolutely necessary (more on this further on).

Use of an internet connection is essential if you are joining via a PC, laptop, tablet, or smartphone. Zoom can sometimes be 'glitchy' if your internet connection is not very strong, or there are a lot of people using the internet at one time in your home.

If your internet connection is unreliable, we would recommend that you join using a standard telephone using the number given in the meeting invitation. This does mean that your face won't be seen, nor will you be able to see the meeting attendees. However, others on the call will be able to tell that you are there, and you can still join in with the conversation!

Joining an Online Regional Meeting

First of all, you need to register for the meeting that you are interested in attending. Regional Meetings are listed here: <https://www.amend.org.uk/patients/support/events/regional-events/>

Once you have registered to join an online Regional Meeting, you will receive an email that details options for joining the meeting (internet link, phone number). You should also receive a reminder email with the same instructions the day before the meeting you are attending.

Joining Via the Internet

When it is time for the meeting to begin (or a couple of minutes beforehand), go to the email you received and click on the link. Follow the instructions as prompted to download and enable your computer audio settings (so that you can see, hear and speak, and been seen and heard).

Joining Via a Telephone Call

When it is time for the meeting to begin (or a couple of minutes beforehand), go to the email you received and phone the number that best fits your needs. Follow the instructions you hear and don't forget to say 'hi' when you get through!

Downloading Zoom

It is not essential to permanently download Zoom as you can do a 'quick join' (see above), but if you do, it can be more convenient than finding emails with joining instructions! If you do so, you will need to register for an account (there is a free version).

Downloading a Zoom App

Firstly, you will need to identify whether your 'device' (e.g. smartphone/tablet/laptop/PC) uses an Android or Apple system, and then download the appropriate app.

1. Open your Android's Google 'Play Store' or Apple 'App Store' on your smartphone or laptop
2. Tap the magnifying glass icon
3. Type Zoom into the search bar, then tap Go
4. Tap the "Zoom Cloud Meetings" item
5. Tap INSTALL
6. Tap ACCEPT when prompted
7. Wait for Zoom to finish downloading and then tap OPEN
8. Tap AGREE AND CONTINUE.

Downloading Directly from the Zoom Website

The following link takes you straight to the Zoom website where you can follow the download instructions for either your Apple or Android device (<https://zoom.us/support/download>)

Video Tutorials

Zoom has a number of video tutorials that you may like to view prior to joining an online meeting:

- Joining a meeting: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->
- Quick Start Guide: <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>
- Join a Test Meeting: <https://zoom.us/test>

Online /Telephone Meeting Guidelines

- Find a quiet place to sit when attending a meeting. It is important that it is somewhere that you can be comfortable, and able to speak freely. There should not be anyone else present, unless agreed in advance or you don't mind being overheard. Bear in mind that the other people in the meeting may prefer not to be overheard.
- Let family members know that you will be in an online meeting, and that you should not be disturbed for an hour.
- Why not grab something to drink (and a snack if you like!) for during the meeting? Try to have this organised at the start as it can be a bit distracting for other members if you get up and down. If you do need to leave the group for a moment, just let people know so no-one worries about why you might have left.
- Please try not to speak over other people. If necessary, refer to the facilitator for advice or an indication of who should speak first.
- It can be a good idea to have your microphone 'muted' if you are not speaking, but remember to unmute it when you are! This helps to keep the background noise and feedback sounds down.
- You may see a speech-bubble icon at the bottom of your screen. This is the chat facility and is often worth checking during the meeting as your facilitator may share links to information there.
- If connection is lost during the meeting, you may need to wait a short while for this to improve, or come out of the meeting and then try the link/phone number again.
- If you do have problems connecting and have to leave the meeting, do look through the Zoom tutorials online later on, as they include very helpful 'trouble-shooting guides'.
- The experience of using Zoom on a smartphone can be rather different. For instance, you may not be able to see everyone at the same time or have the same controls. Much of this comes down to screen size, so we recommend using a laptop if you have one.