New to Zoom or need a refresher?

Technical recommendations:

A personal computer is recommended
(laptop or desktop)

Using a laptop or desktop, plus headset or earphones, log in to a Zoom test meeting:

www.zoom.us/test

A headset with microphone
(optional)

Following the test link will invite you to download and run Zoom.

It is best that you download and install the application and create a free Zoom account.

Webcam / video camera
(integrated or external)

Please do not plan to join on a phone (either on an app, or via dial in). Though it is possible, this will severely diminish the quality of your participation.

Though it is sometimes possible to join via a browser, this reduces functionality.

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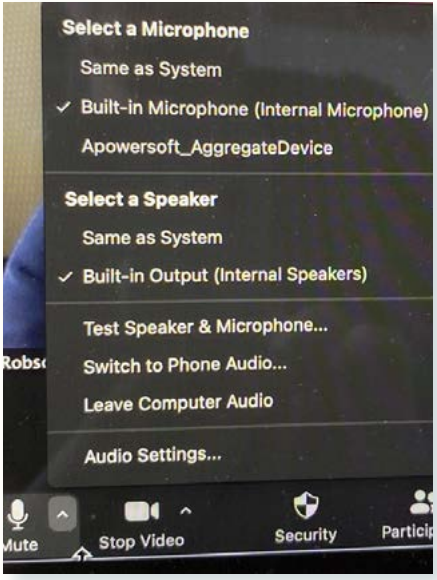
Before the meeting:

Check that you have the latest version of Zoom. It is good practice to check this weekly or enable automatic updates, as these regularly add features and improve participation.

Here's a link to show how to update it:

https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version

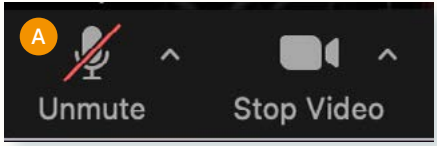


Once you have downloaded, installed and set up an account on Zoom, use the test link to enter a trial meeting. You will see a popout menu - choose 'Open zoom.us' to open your application.

There won't be anyone else in this test meeting, but you can test your audio and voice by choosing 'test speaker and microphone' from the dropdown menu beside the microphone.

Please use this speaker and microphone testing feature habitually whenever you first join a meeting to double check you can be heard: you then should have no need to ask 'Can everyone hear me?'!

During the meeting

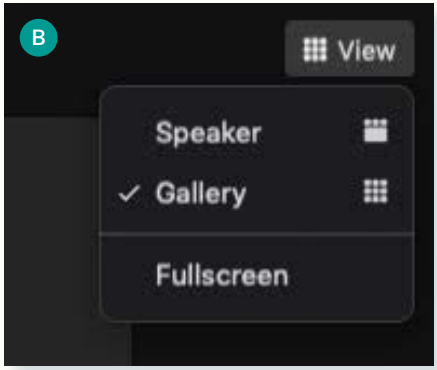


A Audio and video:

At the bottom left of the window, note you have two buttons to mute your sound and switch your video on or off and to control your audio and video settings.

These are toggle switches - press to mute and unmute and to start and stop video.

In a big group, while not talking, mute your microphone to eliminate background noise and remember to switch it back on again when you start to talk. You may wish to keep your microphone on in smaller groups. In a plenary session, the facilitator has control over your microphone and at times may switch your microphone off to help reduce background noise. This is not intended to silence *you* but just to reduce rustling and crackling!



B Screen view options:

To arrange the optimal view, at the top right-hand corner of the window, there is a toggle button to switch between “speaker view” and “gallery view” and also a button to enter full-screen mode.

Have a play to see which view you prefer.

You can also hide your self view. Hover over the three small dots in the upper right of your image and it will give you that option amongst others (you can mute and unmute from here). People can still see you and you can see others but you can’t see yourself. It makes a bit more room on the screen too.

During the meeting

Menu bar at the bottom of the screen:

A Participants:

Click on it and you will see a list of participants appear to the right of your screen.
Click on the top left of the list to close it or have it as a pop-out.

B Chat:

Click on it and you will see it appear to the right of your screen.

Click on the top left of it to close it or have it as a pop-out. You can send a chat message to 'everyone'. Also, usefully, you can send a chat message directly to an individual. This is often the best way of getting technical support from the meeting producer, who is there to help you troubleshoot.

The chat can be saved by clicking on 'File'.

C Reactions:

Click on it to reveal a range of reactions that you can use in session. In the settings for your account, you can select the skin colour of the hands.

To get the facilitator's attention, use the 'Raise Hand' button at the bottom of the panel.

Breakout Groups

When we want to hold small group discussions, you will be placed in a breakout room: press the blue 'join' button to enter.

Unmute your mic and introduce yourself. Turn your video on whenever possible.