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OF SHEFFIELD

# USING ZOOM FOR ON LINE MEETINGS AND TRAINING

## FOR PARTICIPANTS

*Above all do not to worry! Most things can be sorted! The absolute top tip is that if something is not working then leave the meeting and come back in using the same link or meeting information. If that does not work, close down your device, restart it and try again – this works in most cases!*

<b>Before the meeting</b>	<p>You will need somewhere quiet to access the meeting. If at home, you need to make sure your family know you are in a meeting/training and ask them to try not to interrupt you!</p> <p>If at work, you need a quiet space as you will need to be able to interact without disturbing colleagues.</p> <p>You can use zoom on a desktop, laptop, tablet or phone - to be honest you do get the best experience on a laptop or desktop if you have one or can borrow one from someone – but we will support you on whatever device you come in on.</p> <p>If you have not used Zoom before:</p> <ul style="list-style-type: none"><li>• If you're using a phone or tablet, download the app</li><li>• If you're on a laptop or desktop allow time for the computer to access Zoom</li></ul> <p>The quality of the sound is massively improved if you wear headphones – even if they are cheap ones - so have a look around to see if you have an old pair anywhere that you can plug in – make sure they have somewhere you can speak into.</p>
<b>How to get to the meeting or training</b>	<p><b>Allow plenty of time – without fail when you log in late, either windows, Microsoft or zoom decide to do an update – allow time for this!</b></p> <p>Before the meeting, close your device and restart it. Then <b>ONLY</b> open the programmes you need to access zoom. The more you are trying to do on the device at one time the worse your zoom experience will be – for example - if you try and do emails while on zoom it will slow you down.</p>



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	<p>You will have been sent a link for the meeting. About 10 minutes before the time, click on the link. It may want to add an 'add on' to your device, then it logs you in. That extra time gives you a chance to check your sound is on and that your video is playing – <b>top tip</b> you <i>may want to check what we can see in the background!</i></p> <p>There is a useful clip at: <a href="https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-">https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-</a></p> <p>If you have lost the link, contact the meeting organiser for help. You may have an app to access and this will want the meeting number and passcode to get you into the meeting – the facilitator should have sent you this with the link.</p> <p>Once you get in, your device will give you a chance to select audio – click or touch that you want to use internet audio.</p> <p>Depending on what version of zoom you are in, you may find you automatically enter with your video off and sound muted. Look on your screen for a picture of a microphone and camera – if they have a red line through them try taking this off.</p>
<b>As the meeting or training starts</b>	<p>You will begin to see people arrive as they come up on the screen. While you are waiting, it is a good time to have a look round and see if you can find the 'reactions' button which lets you put a thumb up, and clap! You should also be able to find a chat bar and a facility to raise your hand. This is found on the participant's tool bar. These might be used in the meeting.</p> <p>The chat function is really useful to find early on – test it out by saying hello in it!</p> <p>On a tablet or phone you may have to tap to find these – there is often a 'more' tab</p> <p>Check how your name is showing – it often comes up as something like 'Dad's Ipad...'. Click on the participants symbol and it will let you rename yourself.</p> <p>You might want to have any materials you were sent up front printed out or on a different device.</p>
<b>During the meeting or training</b>	<p>The host will usually mute you while they talk. This is NOT because they like the sound of their own voice – it makes it easier for everyone to hear as it cuts out background noise. They will be plenty of times for discussion and questions, but you can put your hand up virtually or</p>



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	<p>wave on the screen if you need to ask something. You can also use the chat bar. Please DON'T feel silly to wave and say you don't understand something, or you have got lost and need some things repeating.</p>
<p><b>I can't hear/I can't get in/the quality is poor/I have poor WIFI</b></p>	<p>Some tips picked up over the last three plus years:</p> <ul style="list-style-type: none"><li>• Turn your speaker and microphone up to full volume before you start – you can always turn down if it is too loud</li><li>• You will have the best experience with minimal background noise – it is amazing how even rustling papers sounds really noisy on-line!</li><li>• A pair of headphones really helps</li><li>• If you can't hear us or we can't hear you look for the microphone on the screen and click the little arrow next to it – this will show you where the sound is being picked up from – try changing it</li><li>• If you are having Wi-Fi problems first of all make sure everything else on your computer is turned off except zoom – it is amazing what can be running in the background which you don't notice. If you press ALT and the tab button (with 2 way arrows on it) you see everything which is open</li><li>• If your Wi-Fi is really poor and you have plenty of data on your phone, turn off wifi on your phone then use your phone for the event</li><li>• If you have good phone reception and plenty of free data another option is to tether your laptop to Wi-Fi via the phone</li><li>• Again, the better the Wi-Fi (or phone reception if you are on a phone) the less likely you are to freeze up! Zoom uses less bandwidth than many online meeting apps, but some hints:<ul style="list-style-type: none"><li>- If you have wifi through a router (i.e. box which brings it into the house) get as close to this as you can</li><li>- Try different parts of your house or office to see where the reception is best</li><li>- The router will have a socket for an ethernet cable – if you have one of these and plug this into a laptop this gives you the best connection</li><li>- If at work, ask if you can have an ethernet connection</li><li>- If at home, discourage everyone else in your home at the time from using loads of the bandwidth by streaming TV programmes etc – games consoles gobble up your internet bandwidth!</li></ul></li></ul>



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<b>Any other tips?</b>	<ul style="list-style-type: none"><li>• If you do get a request for a windows update during a meeting turn it down – it might happen a few minutes later. It is very rare but if this does happen you will be logged out then you need to use the same link to come back in</li><li>• It is really useful to know how many people are in the training or meeting with you – look for the picture of little people which says ‘participants’ and that will tell you. The number of people you can see depends on the device you are using – the maximum is on a desktop or laptop which will show you up to 25. On most devices, if you swipe right you can usually see other people</li><li>• Try looking for the speaker/gallery view. This is usually at the top of the screen and is depicted by a grid (gallery view) or a picture of one person (speaker view). Gallery view means you can see more people. Speaker view is useful to be able to see the trainer or meeting chair more clearly.</li></ul>
<b>If the facilitator uses breakout rooms</b>	If you are in a meeting or training where there needs to be discussion, you may be moved to a virtual breakout rooms – with other people. The software does everything for you, just sit tight! At the end of the time, the room closes and you end up back in the main room.
<b>If you think you might need extra practice....</b>	You can sign up to Zoom for free – the site is <a href="https://zoom.us">zoom.us</a> and you can have a meeting for up to 40 minutes. If you sign up have a go at looking at some of the different functions there is an excellent range of min video clip tutorials on there <a href="https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials">https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials</a>