

Herefordshire Wildlife Trust



Zoom Guidance Pack



Now that lots of our engagement and events have moved online we want to make sure all of our supporters have the opportunity to take part. This Zoom guidance pack should give you information and skills needed to successfully use Zoom to access our online events, talks and meetings.

There is a lot of information in this pack but the most important sections are numbers 1 and 2 on the contents list. Downloading the app and joining a meeting via the app.

Many of our online meetings and events are recorded for people who can't be there so please keep this in mind when you decide whether you will keep your camera on throughout the event.

We look forward to seeing you online soon!

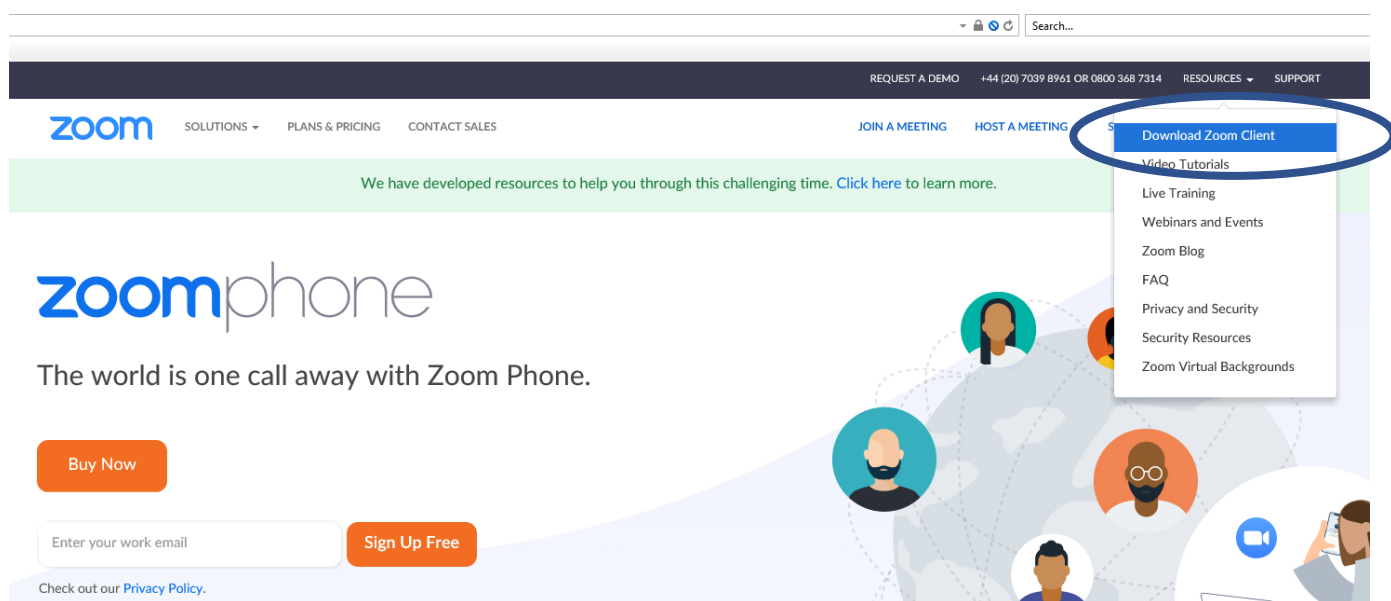
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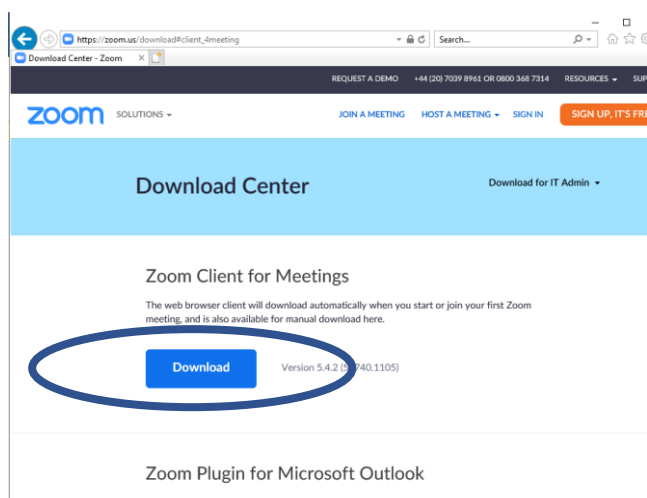
If you have any questions or would like to set up a practice zoom then email Annderley on: a.hill@herefordshirewt.co.uk

How to Download the Zoom app to your desktop

1. Go to your internet browser and bring up the zoom website. You can do this by typing zoom into your search bar or using this link: <https://zoom.us/>
2. Once you are on the homepage of the zoom website go to the top right-hand corner and click on the Resources tab. A drop-down list will appear with an option to 'Download Zoom Client', click on this.



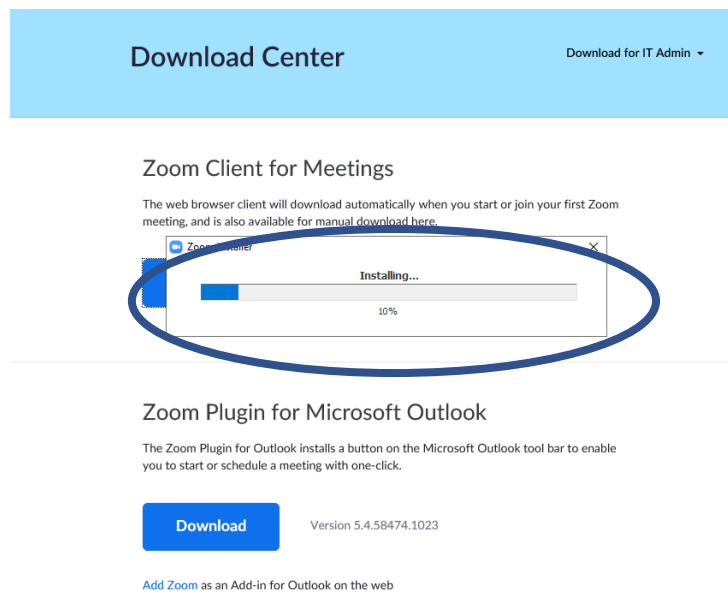
3. Once you have clicked on 'Download Zoom Client' a new window will appear called Download Centre. Look for the header called 'Zoom client for meetings' and press the download button below.



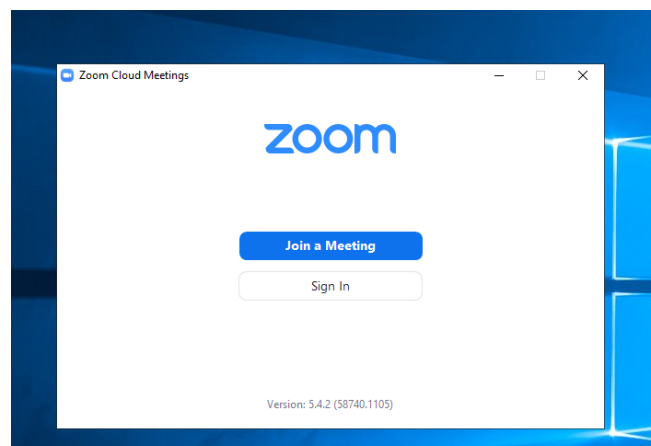
4. After you have pressed the Blue download button a pop up will appear at the bottom of your screen, press 'Run'. On some computers another pop up might also appear asking if the app can make changes to your computer – click yes.



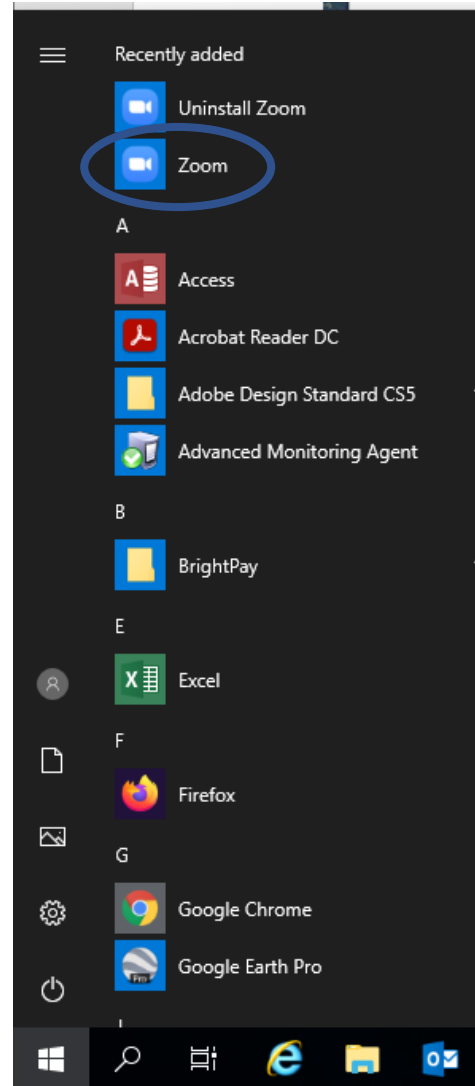
5. An Installer Window should now come up on your computer. Give this a few minutes to install zoom onto your desktop.



6. The Zoom window should now appear on your screen. The zoom app is now installed.



7. If you exit the Zoom app you can find it again in your start menu at the bottom left hand corner of your desktop.



How to Join a meeting via the Zoom app.

1. The person scheduling your meeting/event should send you an email prior to the start time which includes the following information. Depending on the invitation there may also be extra information but the two important parts are the Link and the Meeting ID/Passcode

Annderley Hill is inviting you to a scheduled Zoom meeting.

Topic: Annderley Hill's Zoom Meeting

Time: Nov 9, 2020 05:00 PM London

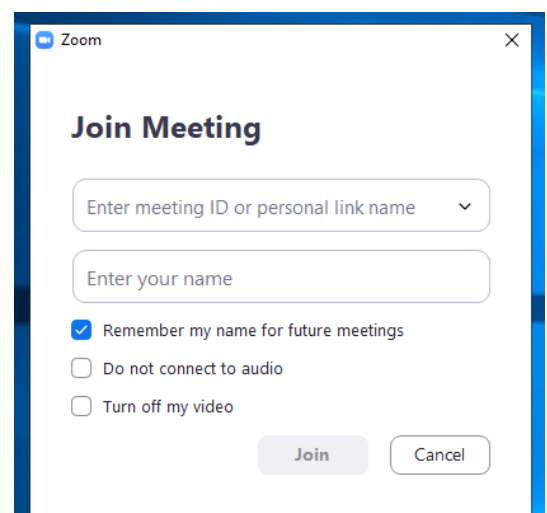
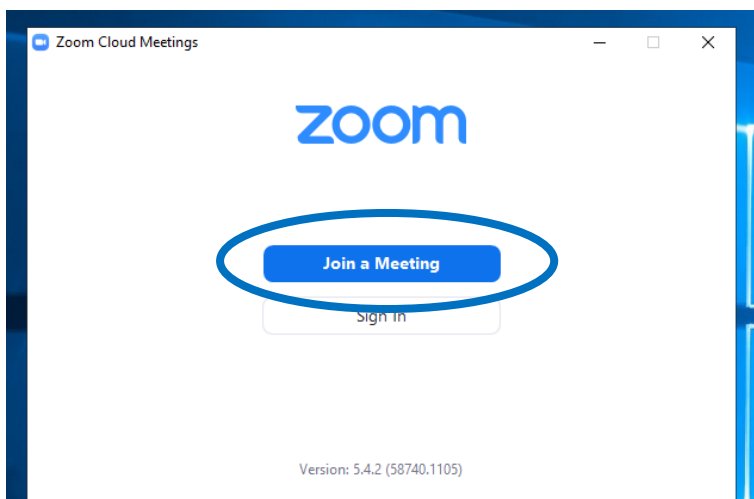
Join Zoom Meeting

<https://us04web.zoom.us/j/74652328439?pwd=NjVGNWgwNUN0SjZxYWsvZVVSaHFRQT09>

Meeting ID: 746 5232 8439

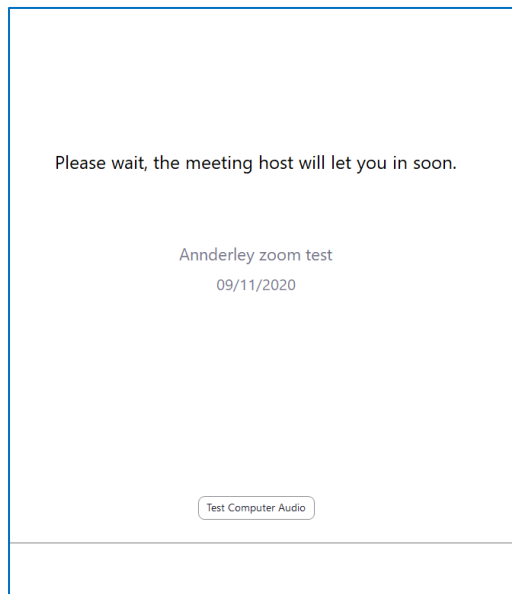
Passcode: F4yvnk

2. You have two options. Firstly, you could click on the link which should open the app if you have it downloaded onto your desktop.
3. Your second option is to open the app and click on the button that says 'join meeting' Once you have clicked on join meeting you can input the meeting ID from the email sent to you by the meeting host and your name. When you click join it will also ask you for the password and then you will be taken through to the zoom meeting



4. Once you are ready to join the meeting you may be presented with a 'preview' of your camera view so you can adjust accordingly. If you are happy with the view you can click 'Join with Video' and if you would rather your screen remained blank then click 'Join without video'

5. The next screen should be the hosts waiting room. From here the host will let you into their meeting room with the rest of the participants



6. Once you have been admitted into the meeting a box should appear that says 'Join with computer audio' – click this as that will allow zoom to access your computer microphone and speakers.

How to join a Zoom meeting through your web browser

1. The person scheduling your meeting/event should send you an email prior to the start time which includes the following information. Depending on the invitation there may also be extra information but the important part is the Meeting ID/Passcode

Annderley Hill is inviting you to a scheduled Zoom meeting.

Topic: Annderley Hill's Zoom Meeting

Time: Nov 9, 2020 05:00 PM London

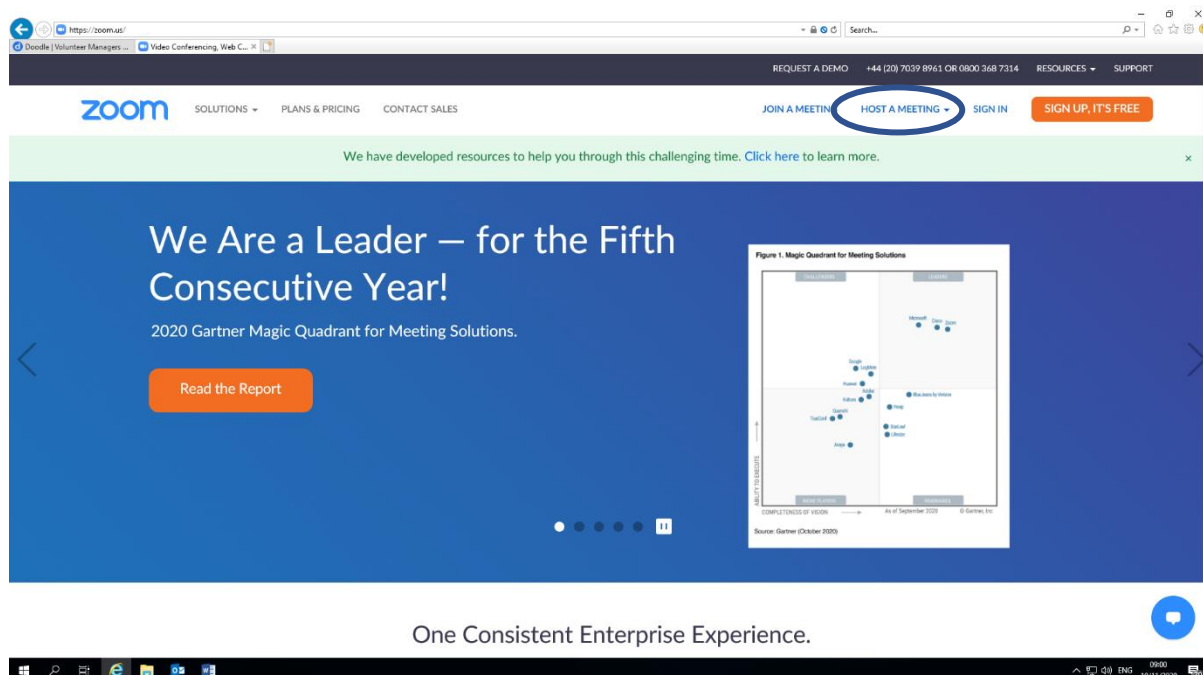
Join Zoom Meeting

<https://us04web.zoom.us/j/74652328439?pwd=NjVGNWgwNUN0SIZxYWsvZVVSaHFRQT09>

Meeting ID: 746 5232 8439

Passcode: F4yvnk

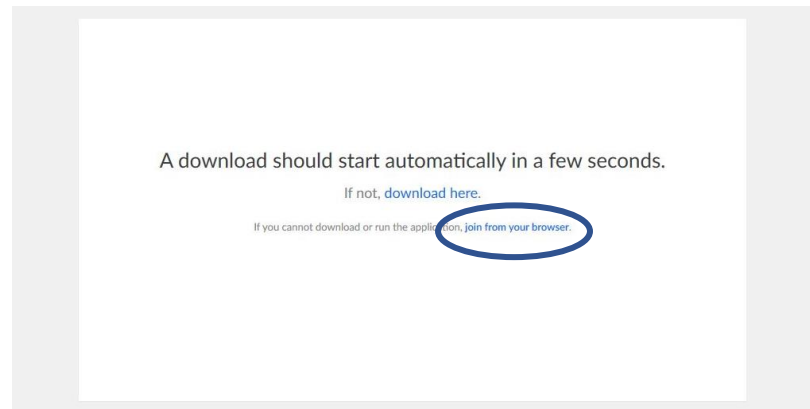
2. To join through your web browser go to the Zoom website <https://zoom.us/> and click on the button in the top right hand of the screen called 'Join a Meeting'



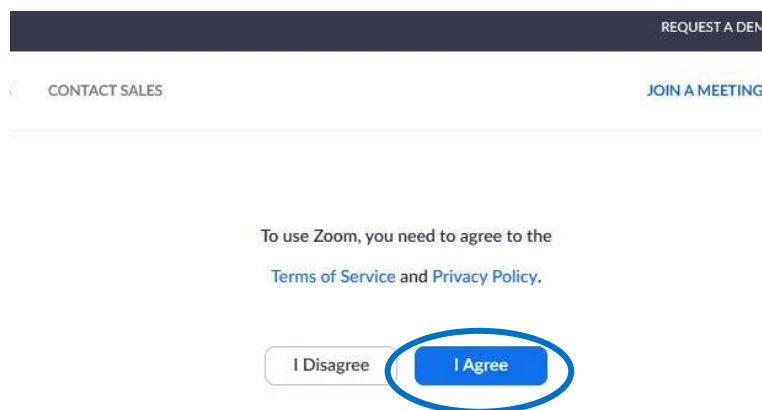
The screenshot shows the Zoom website homepage. The navigation bar at the top includes links for 'JOIN A MEETING', 'HOST A MEETING' (circled in blue), 'SIGN IN', and 'SIGN UP, IT'S FREE'. Below the navigation bar is a green banner with the text: 'We have developed resources to help you through this challenging time. [Click here to learn more.](#)'. The main content area features a blue background with the text: 'We Are a Leader — for the Fifth Consecutive Year!' and '2020 Gartner Magic Quadrant for Meeting Solutions.' Below this text is an orange button labeled 'Read the Report'. To the right of the text is a Gartner Magic Quadrant chart titled 'Figure 1. Magic Quadrant for Meeting Solutions'. The chart plots various meeting solutions based on 'COMPLETENESS OF VIDEO' (y-axis) and 'EASE OF USE' (x-axis). Zoom is positioned in the top-right quadrant, indicating high completeness of video and high ease of use. Other solutions plotted include Microsoft Teams, Cisco Webex, and others. The source is cited as 'Source: Gartner (October 2020)'. At the bottom of the page, there is a blue chat bubble icon and the text 'One Consistent Enterprise Experience.' The Windows taskbar is visible at the very bottom of the screenshot.

3. A box will appear for you to enter the meeting ID that has been sent to you by the Host. Then press Join

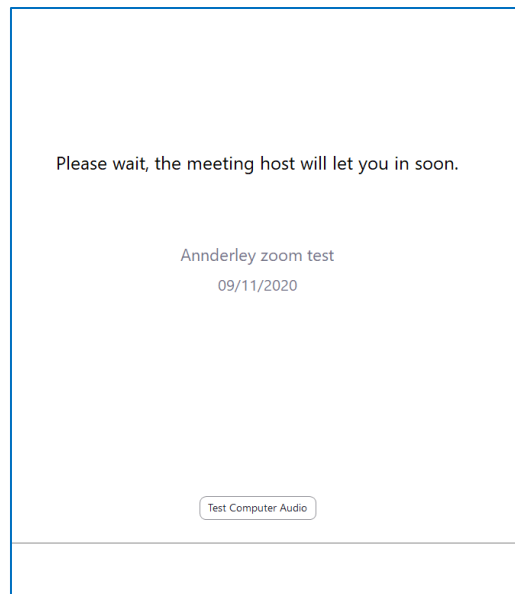
4. On the next screen (if you do not have the zoom app installed) a pop up may appear prompting you to download the zoom app. You can either press run to download the app or if you would like to continue in your browser press 'join from browser'



5. On the next screen you will be prompted to agree to the terms of service and privacy policy. You can read these documents if you choose by clicking on the blue links called 'Terms of service' and 'Privacy Policy' and then press 'I Agree'



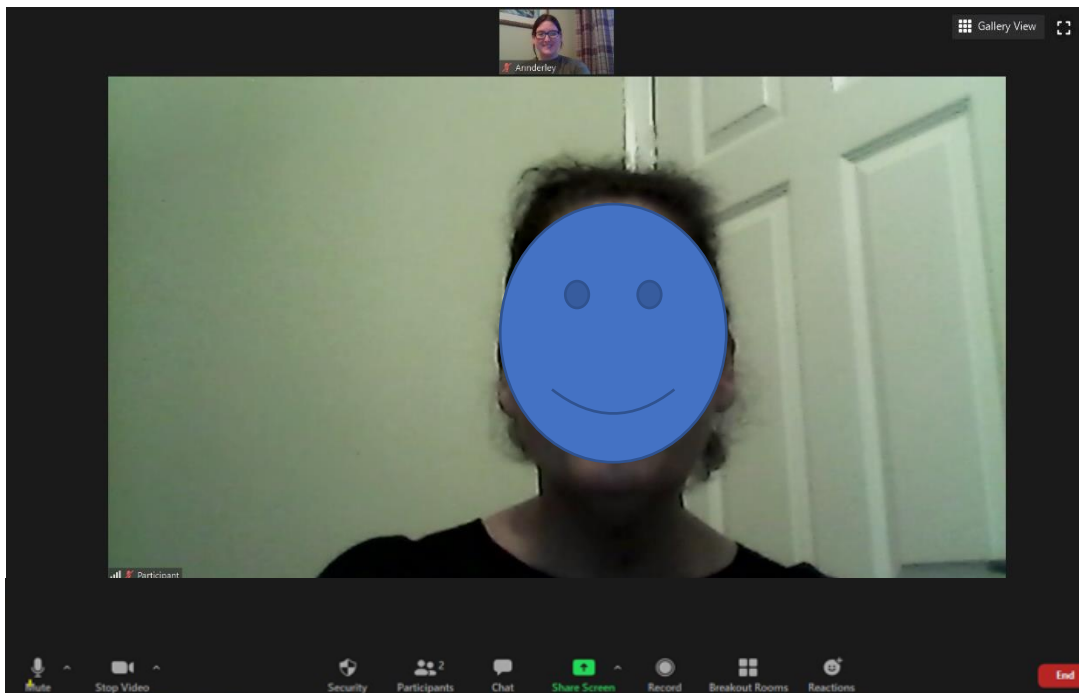
6. On the next screen you will be prompted for your name which will appear to other members once you are in the meeting. Tick the box that says I am not a robot and then click join.
7. The next screen will ask you for the password sent to you by your meeting host. Once you have entered the password click 'Join'
8. Once you have clicked join you will enter the waiting room for the meeting and your host should let you in soon.



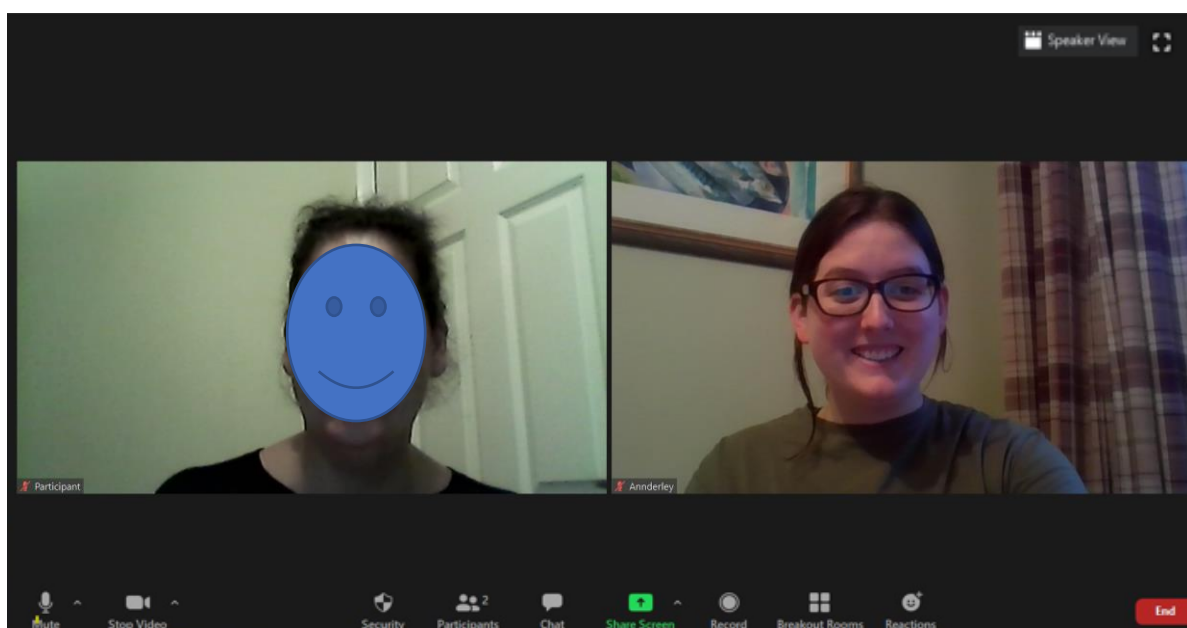
Participating in a Zoom Meeting

The Meeting layout

Meetings can be displayed in Gallery view or speaker view and you can change the view by pressing 'Gallery view' or 'Speaker view' in the top right-hand corner depending on which view you are already in. Speaker view will show the person who is speaking in the largest box:



Gallery View shows everyone's windows at the same size.



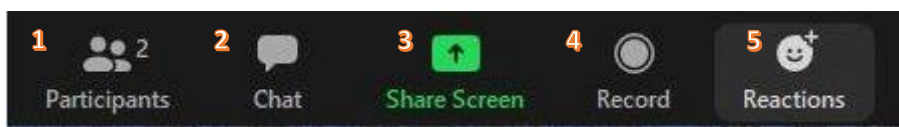
The Zoom Toolbar

Along the bottom of the zoom window in a meeting there is a toolbar of symbols. On the very left-hand side you will a symbol for a microphone and a camera. If there is a red line through these symbols it means you are on mute and you are not sharing any video. To change this simply click on each button and you will begin to share video and audio. If you wish to switch them off click on the symbols again so the red line appears.



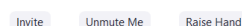
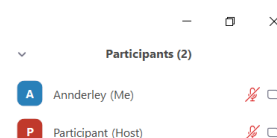
The person hosting the meeting can also control your video and microphone. They may mute the microphones of everyone in the meeting as it is best practice to have your microphone on mute until you would like to speak. If you are muted and the host of the meeting would like to unmute you then you should receive a notification saying 'the host would like you to unmute your microphone' and you can respond by clicking either 'unmute now' or 'stay muted'.

The middle of the toolbar looks like this. Lets go through each button.



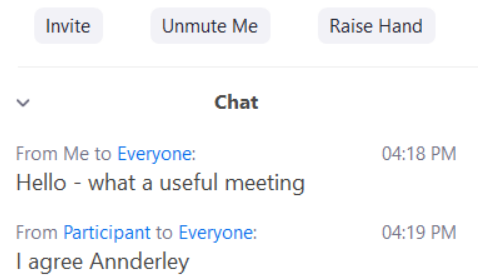
1. Participants

Clicking on the button will bring up a list of how many people are in the meeting and what their names are on the right hand of the screen. Along the bottom of the participant list you may see a range of symbols. Clicking on these symbols will cause that symbol to appear next to your name and clicking it again will remove them. The symbols are useful to allow you to respond to the host without unmuting yourself and the raise your hand symbol is particularly useful if you want to ask a question.



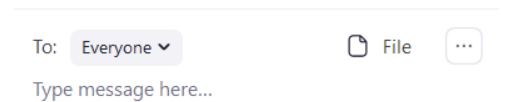
2. Chat function

When you click on the chat button a window will appear which allows you to write messages to the people in your meeting. You can also send files and photos through the chat function.



3. Share screen.

This button allows you to share a different window on your computer with participants. For example a webpage or a word document you had open. At online events or talks the meeting host may share a presentation with you.

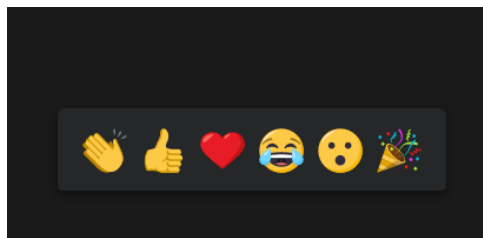


4. Record

The record symbol allows the host to record the meeting. You will know the meeting is being recorded because in the top right hand of the meeting screen there will be a red circle next to the word 'Recording'.

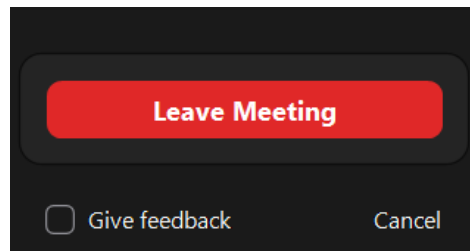
5. Reactions

The reactions button allows you to choose a reaction that will appear at the top left of your picture for a few minutes. Both you and the other people in the meeting will be able to see the reaction and allows you to react to the person speaking without unmuting yourself.




Leaving the Meeting

At the right-hand side of the tool bar is a red 'leave' button which you should press if you wish to leave the meeting. Once you have pressed it a second red button will appear that says 'leave meeting' which once you have clicked will exit you from the meeting screen. Please note the 'give feedback' button is for zoom not the meeting host.





Common issues and how to fix them

I can't hear other people in the meeting?

- Make sure your volume is turned up. In the bottom right hand corner of your screen there should be a symbol that looks like this:  Click on the symbol and make sure the volume is turned up.
- Make sure that you don't have anything plugged into your headphone port on your laptop or desktop.

Other people can't hear me

- Zoom does not run at full capability on a browser and your browser might not support audio. If this is the case try downloading the app or speaking to people via the chat function.
- You could be on mute. In Zoom there is a symbol that looks like this in the bottom left hand corner: 
- If there is a line through this  symbol that means that you are on mute. Clicking on the symbol should give you the option to turn your microphone on.
- There could be a fault with your laptops microphone that you need to get fixed. If you have headphones or a headset with a microphone try plugging those in instead (many headphones have an incorporated microphone)

Other people can't see me

- If you are joining zoom on an internet browser then video may not be supported. Try downloading the app instead
- Your camera may not be on. The camera is usually at the centre top of your laptop remove anything that is blocking the lens. There is often a light that comes on to signify that your camera is working. If you have an external camera like a webcam make sure that it is plugged in and turned on.
- Make sure that you are sharing video in zoom. In the bottom left hand corner of the screen in your zoom meeting there will be a button that says 'start video' which you can click to initiate your camera.

I can't see everyone but I can hear them

The most common reason for this will be your 'View' settings. In the top right-hand corner of the screen there should be a box called 'Speaker View' or 'Gallery view' Speaker view shows you the person who is speaking and Gallery view should show you everyone at once (up to 25 people)

The meeting keeps freezing or jumping

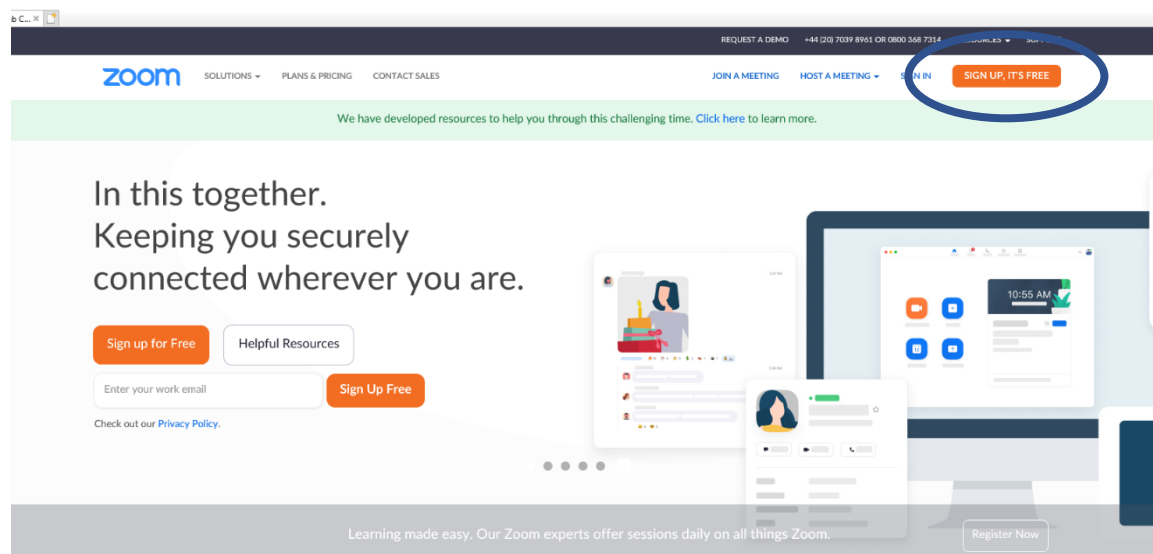
This is likely to be an issue with your Wi-Fi connection. If you are on a laptop consider moving closer to your router.

Best practice in Zoom meetings

1. If you haven't used zoom before make time before the meeting to download the app and familiarise yourself. If you would like to do a practice meeting before you attend your first event/meeting then email Annderley at a.hill@herefordshirewt.co.uk
2. Find somewhere to sit without interruptions and background noise
3. Make sure you are happy with your background – other meeting participants will be able to see it.
4. Remember to look at the camera when you are talking.
5. All attendees should mute their microphone when they aren't talking to reduce background noise and feedback.
6. If you would like to speak consider one of the following rather than interrupting the speaker – if numerous people try to speak at once it wont work:
 - Use the 'Raise your hand' button in the participant window
 - Physically raise your hand so it can be seen on the screen
 - Write your comment in the chat screen
7. Remember that if your video is on then participants can see what you are doing. If you are talking to someone or looking at something off screen it could be distracting.
8. If you find yourself distracted by seeing yourself on screen, click on the three dots at the top of your screen and click "Hide Self". You'll still be part of the meeting, people will still be able to see you, but you won't be able to see yourself.

How to set up a Zoom account

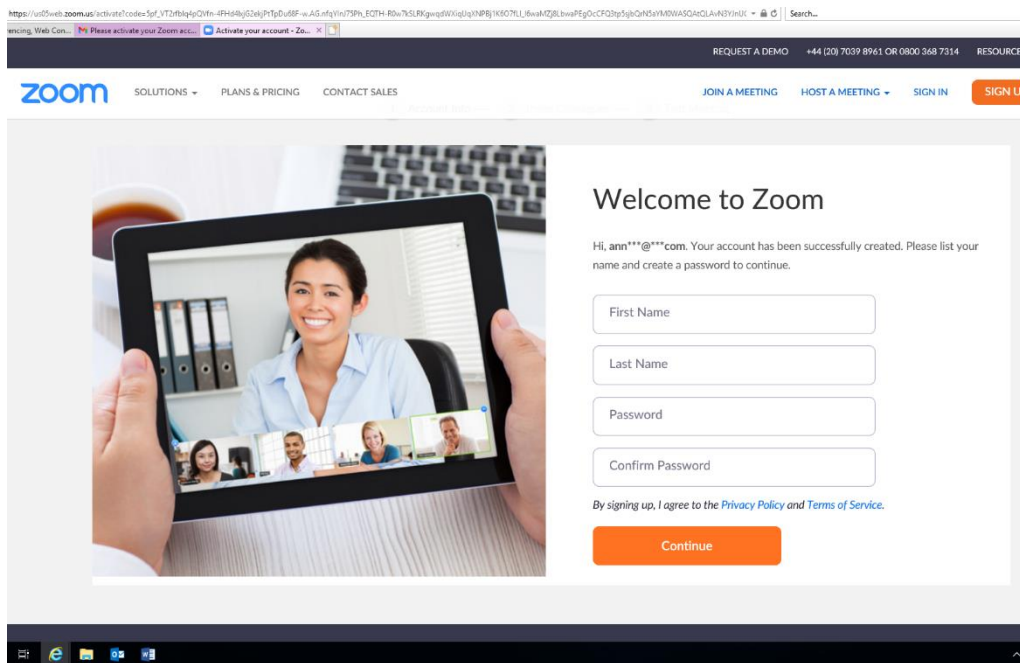
1. You can join a zoom meeting without having an account but having an account gives you more options and control as well as allowing you to create your own meeting invitations.
2. Go to the Zoom website: The web address for Zoom is: <https://zoom.us/>
3. Once you are on the Zoom homepage click on the box in the top right-hand corner that says 'Sign-up, Its Free'



4. Once you have clicked on this box you will be taken to a screen to put in your date of birth and email address. Once you have clicked through and input all the necessary information you will be sent an email with a link to 'activate' your account. This may take a few minutes and make sure to check your spam folder if it doesn't arrive.

A screenshot of the Zoom 'Sign Up Free' registration form. The form is titled 'Sign Up Free' and includes a field for 'Your work email address' with the example 'a.hill@herefordshirevt.co.uk'. Below the email field, there is a 'Sign Up' button. A link for 'Already have an account? Sign in.' is provided. The form also offers social login options: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'. At the bottom, there is a checkbox for 'By signing up, I agree to the Privacy Policy and Terms of Service.' The footer of the page contains links for 'Download' (Meetings Client, Zoom Rooms Client, Browser Extension, Outlook Plugin, Lync Plugin, iPhone/iPad App, Android App, Zoom Virtual Backgrounds), 'Sales' (+44 (0) 7039 8961 or 0800 368 7314, Contact Sales, Request a Demo, Webinars and Events), 'Support' (Test Zoom Account, Support Center, Live Training, Feedback, Contact Us, Accessibility, Privacy and Security), and 'Language' (English, Currency, British).

5. Once you have clicked the link in the email you were sent you will be taken back to the Zoom website where the next phase is to enter your name and a Password. Make sure your password has at least 8 characters, one number and upper case/lowercase letters.



6. Once you have done the above you can click the button that says 'Continue' and you will have finished creating your own zoom account. You will be asked if you want to do a 'Test meeting' or if you want to 'Go to my account'. You can try either.