"How to Guide on Using Zoom"

This aim of this guide is to provide you with guidance on how to use Zoom, this includes creating an account, hosting a meeting, as well as accepting and sending invitations, thus allowing you to interact with family, friends and work colleagues.

The basic version of Zoom allows you to host your own meeting or attend for 40 minutes.

There are options to upgrade from the basic free account, for more details please see page 40.

"Hosting" means that you have created a meeting and are the host, you will need to send an email invite out for those people you wish to attend.

"Attending" means that you have been invited to a meeting and have received an email from a host and will need to press the links within the message to attend a meeting.

So instead of going to the coffee shop for your regular catch up with friends and family why not make a cuppa and join in a Zoom meeting??? You can have a cuppa and a catch up together, and although you can't actually be with each other you will be able to visually see each other.

Zoom allows up to 100 participants within any meeting/session for 40 minutes, you can see up to 49 participants at one time on your screen dependent on device and screen size. You can have up to 500 participants with large meeting add more details can be found here

Contents:

This guide will show you how to:

Zoom Web (This means accessing and using Zoom through a web address rather than an app)

- Open your browser this could be Google Chrome or Internet Explorer it is whatever option you use to access the internet normally
- Use your mouse or touch pad depending on device being used and click twice on the left-hand side button
- If using a touch screen device like a tablet or smartphone then press either Google Chrome or Internet Explorer

Mouse icon   Laptop touchpad icon   Google chrome icon   Internet Explorer icon
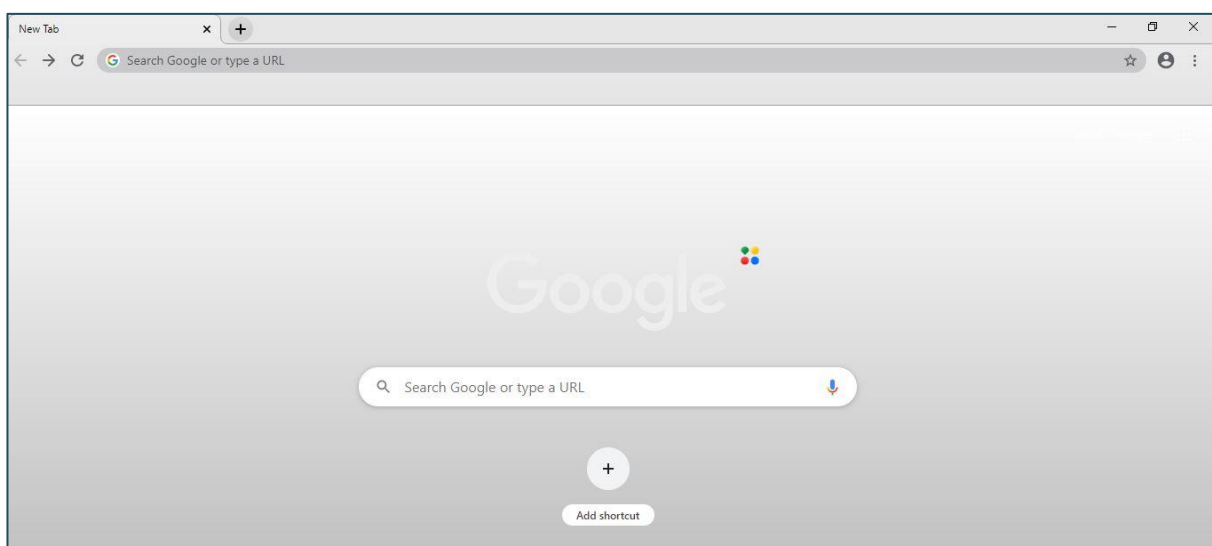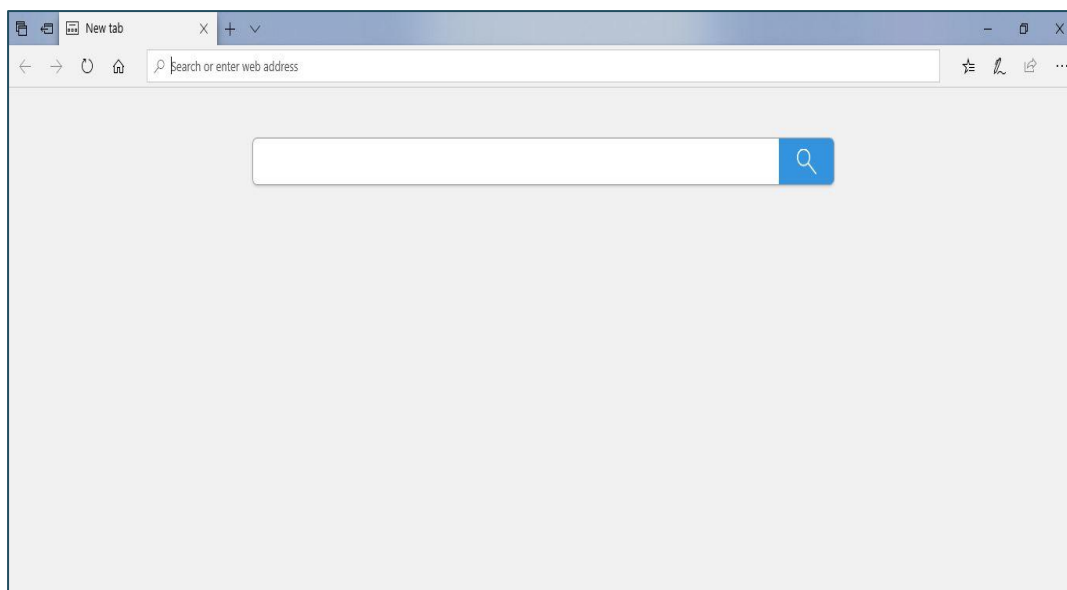

Tablet device icon   Smartphone device icon

Google Chrome Search Page

Internet Explorer Search Page

In the search field, type Zoom and then press the "Return" or "Enter" key on your device or press the magnify glass found at the end of the search bar.
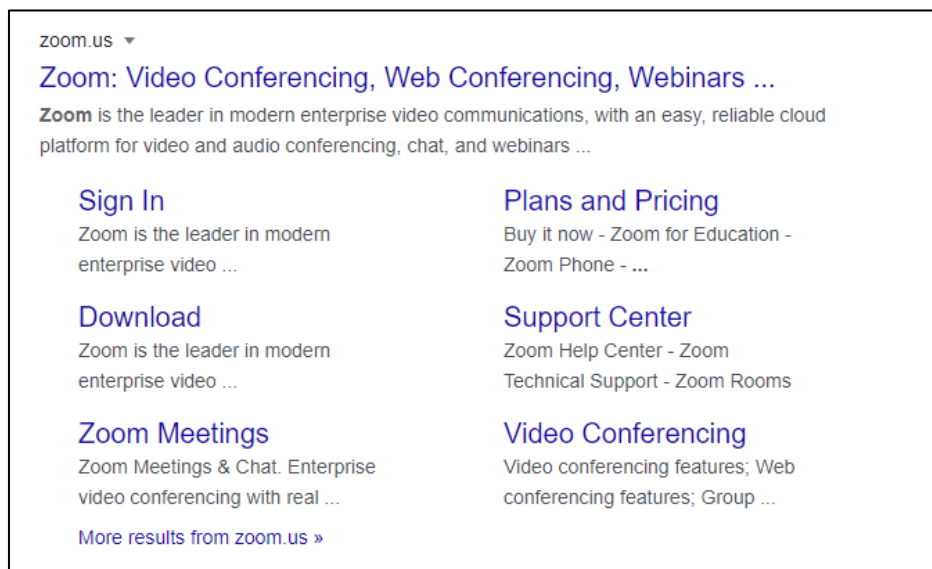

| Search bar magnify glass | Keyboard enter/return key | Smart device enter/return key |

When the search has completed there should be an option to select 'Zoom.us'

Completed search "Zoom.us"

Select "Zoom.us" website by pressing or clicking on the blue words, blue always indicates a link.
You will then be directed to the Zoom homepage where you can proceed to create an account.

Do not select anything that has "Ad" by the side of it as this is usually an advert and will not necessarily take you to the correct site or be a secure site.

Example of "Ad" site to avoid

Creating an account (Zoom Web means accessing and using Zoom through a web address rather than an app, you would normally do use this option when using a laptop or desktop computer.)

Now you have the Zoom website homepage on your screen, looking at the top right-hand side of the page select 'SIGN UP, IT'S FREE'
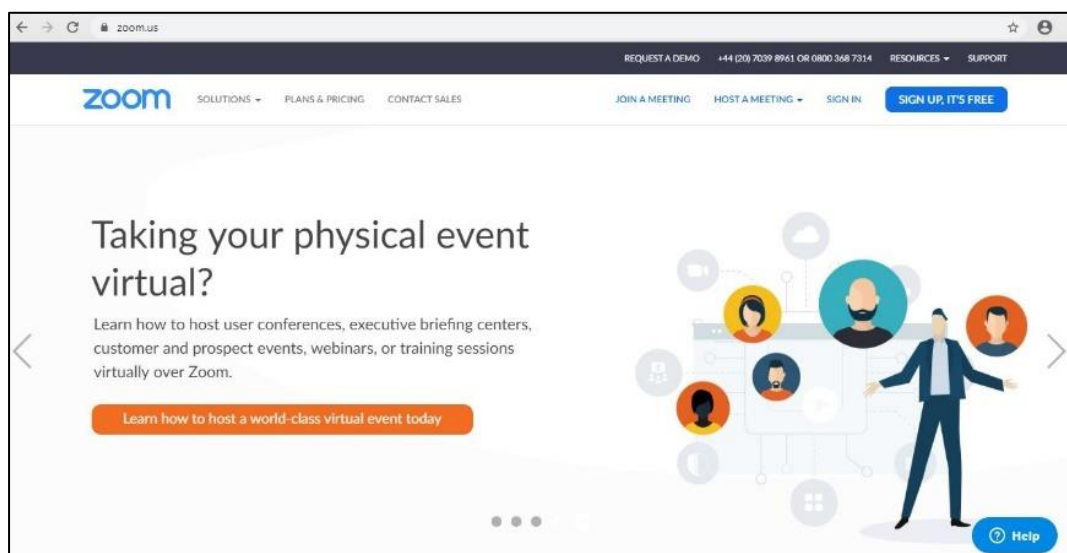
Zoom homepage

Upon pressing the 'SIGN UP, IT'S FREE' button another box will populate which requires you to provide your email address, or you can sign in using your Google or Facebook accounts. To do this you just press the relevant button and enter your account details: username and password.
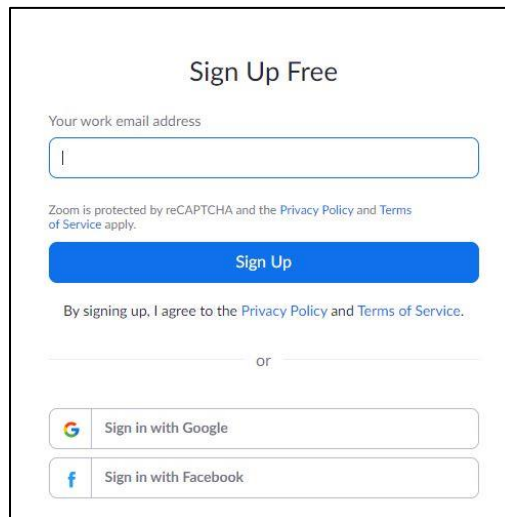When you have entered your email address, this does not have to be a work email address it can be personal as well as professional email address, select 'Sign Up'

Sign in and Sign up screen

When you have entered your email address and selected 'Sign Up' a message will appear on your screen asking you to check your email inbox as a verification email has been sent to the email you have signed up with.
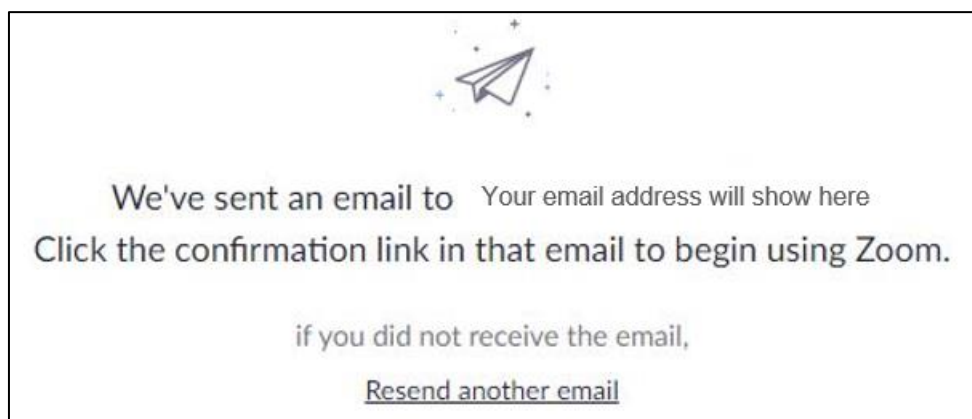
Confirmation email message

Go to your email inbox and check your messages you are looking for a message from Zoom, if you are unable to see it in your inbox check your junk/spam account.

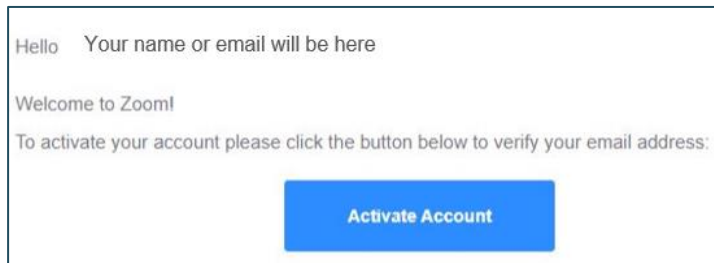When you find and open the "Zoom" email, within the body of the message you will see "Activate Account"

Select "Activate Account" to verify your account and then it will redirect you back to the Zoom homepage.

Screenshot of message shown in your email

If you are unable to find the confirmation email, then go back to the web browser and select "Resend another email" from the confirmation email message, this will re send the email message.

If the message has not appeared it could be you need to refresh your inbox, you can do this by pressing your screen device and pulling the screen down while in you emails.

You can also select the refresh icon next to the word inbox it looks like an arrow going round in a circle or you can click or touch 'Resend another email'
Please also check you have entered your email address correctly
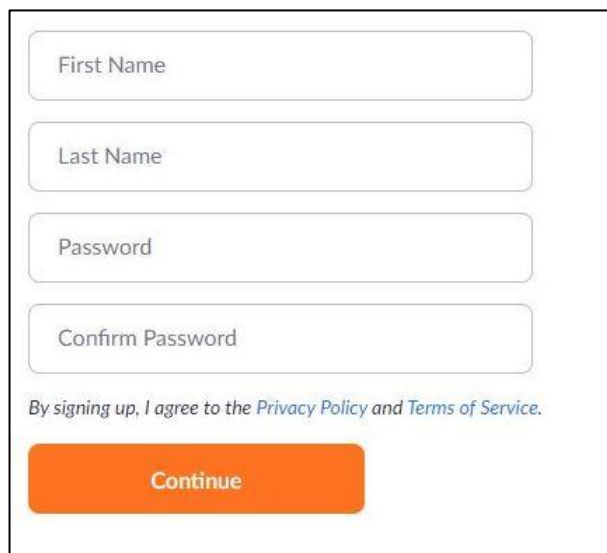
Refresh Icon
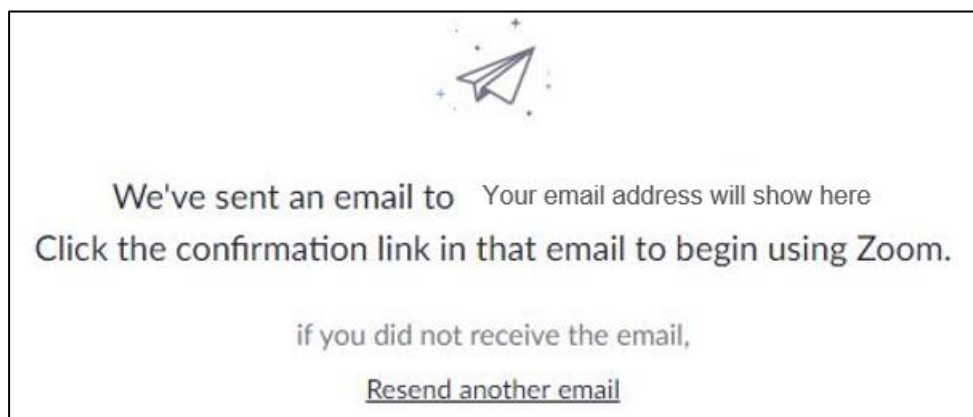
Screenshot of onscreen message

The final part to creating your account is to enter your first and last name into the white text box that populates on your screen followed by a strong password.

We recommend that you create a strong password with 8 characters or more, which includes upper case, lower case, numbers, and symbols.
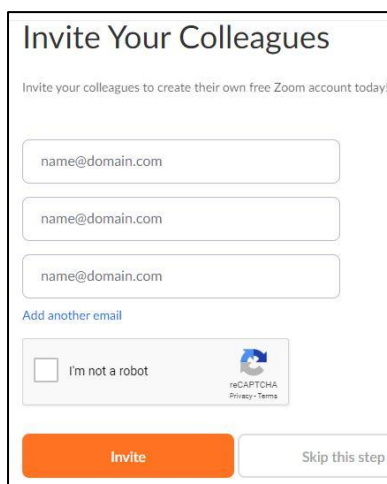
Screenshot of creating an account your details

Once you have typed your name and password click or touch "Continue" to complete this process.

Congratulations you have now created an account.

You can now invite people to a meeting or skip that step and have a look around Zoom to get to know it a bit.

Invite Your Colleagues screen

If you have selected "skip this step" you will be directed to your account page where you can familiarize yourself with available options and settings.
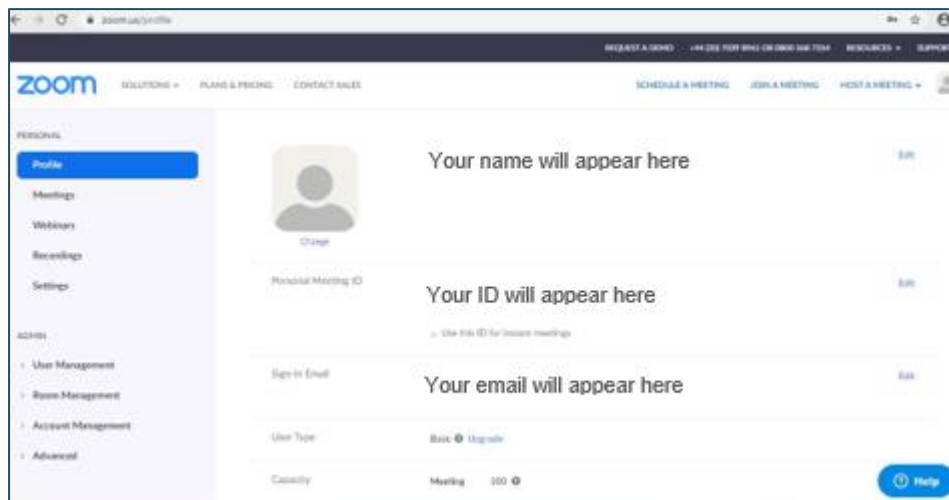
Screenshot of your account page

Inviting People to a meeting.

Invite 1
As soon as you have selected continue when creating your account, the next step will automatically take you to the next screen which is "Invite Your Colleagues"

Invite Your Colleagues screen

On the "Invite Your Colleagues" screen type in the details of who you would like to invite to your Zoom meeting.

Each box that says name@domain.com is a new line for a new email address, if you need to add more people select the "Add another email" which is at the bottom of these boxes in blue writing this will populate new boxes for you to add peoples email addresses.

When you have added everyone, that you wish to send an invite too, check the box "I'm not a robot". This is to ensure you are a human and not an algorithm or computer program.

Then select "Invite" and this will send an email invitation to everyone you have entered.

Invite 2

When hosting a meeting you can send an invite by selecting 'manage participants' and then click or select 'invite' at the bottom of the participants panel.
You will see at the bottom of the screen you can select or touch copy URL (Uniform Resource Locator) or copy invitation.
Now you can send the link via your email or text and the other person can then enter your meeting.
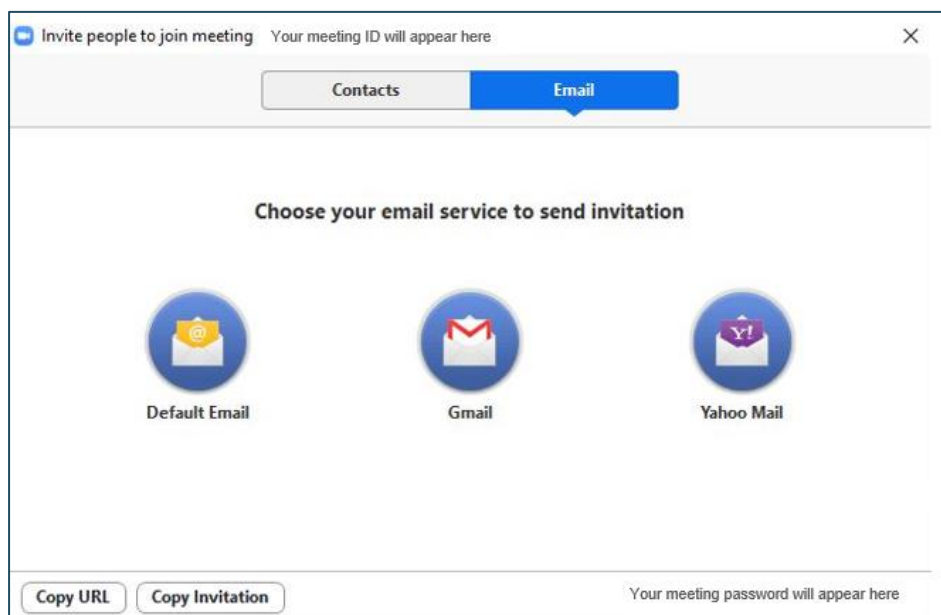
Screenshot of Invite option copy invitation or URL

You can choose to start a test meeting see screenshot for reference, you may want to do this so you can familiarize yourself with the settings and functions in live video.

If you want to start a test meeting, see from step 13 for guidance

If you do not want to start a test meeting now, then click or touch 'Go to My Account' see screenshot for reference
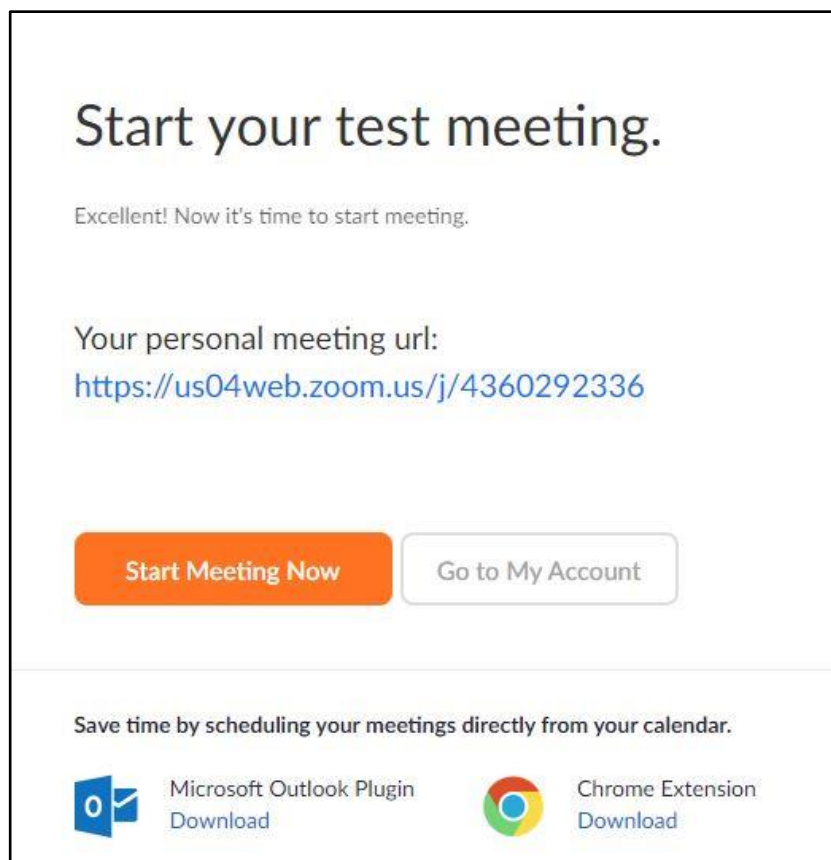
Screenshot of Test meeting options

Congratulations your Zoom account should now be ready to use.

The following steps will guide you on how to host a meeting, access other meetings and keep safe while using Zoom

Zoom - My Account:
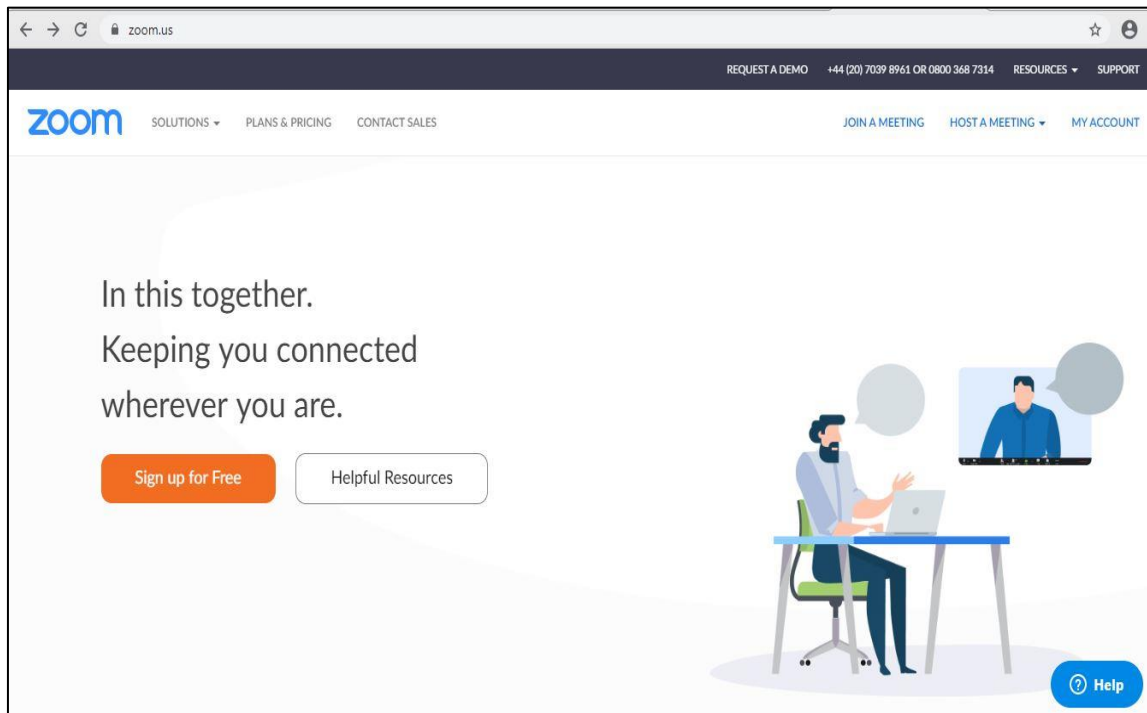
Zoom homepage

When you are on the Zoom homepage click or touch "My Account" which is located on the top right-hand side of your screen it will take you to your Zoom account details.
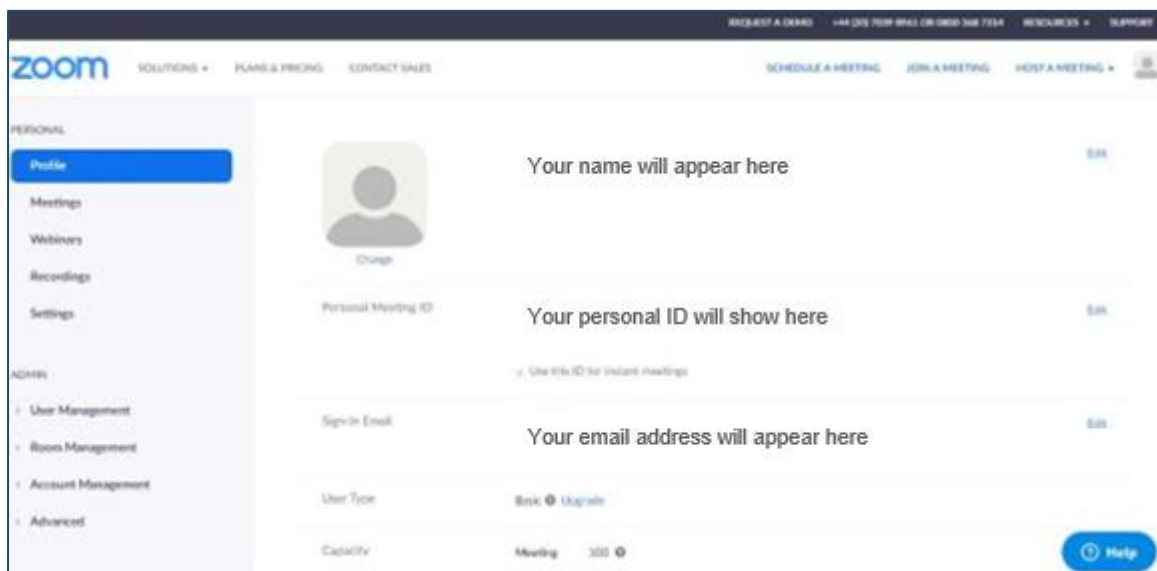
Zoom My Account page

Within this page you will see all your details, on the left-hand side of the page there is a menu "Profile, Meetings, Webinars, Recordings, Settings, Admin: User Management, Room Management, Account Management"

These are the different options you can select:

Profile: Account information like password, email address, user ID and meeting link
Meetings: You can create meetings, see previous meetings, access meeting templates and start personal meeting
Recordings: Access cloud recordings and local recordings of previous meetings if enabled
Settings: You can access and manage meetings, recording and telephone settings
Admin: Covers User management, Room management, Account management and Advanced options
User Management: Users group, role management and group management all Options let you add your bank card details for if you want to add extra chargeable services to your account
Room Management: Zoom rooms, Calendar integration, Digital signage content, Cisco/Polycom rooms
Account Management: Account profile shows your account type and billing gives you options to upgrade your current account package

Whichever area of the menu you are on will highlight in blue, for example in the picture below "Profile" is showing as the page currently on
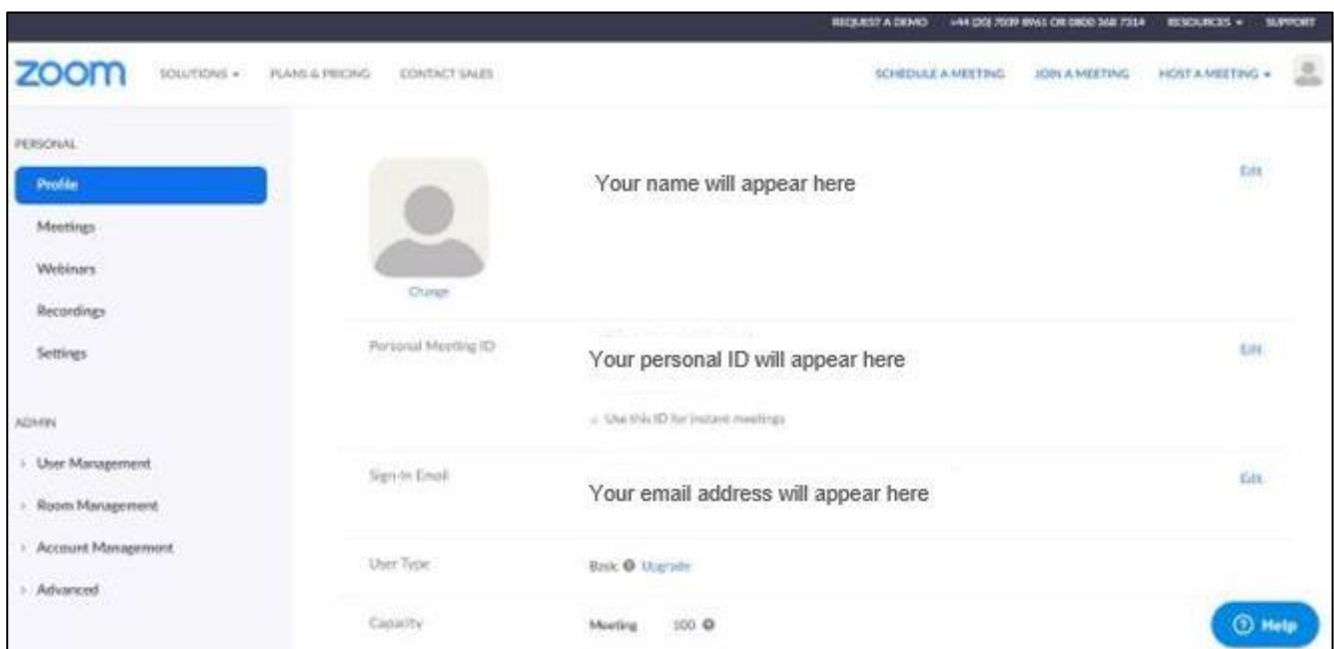
Profile Current Page

In the centre of the "Account" page you will see your name and email as well as the option to add a photo. To add your picture, select "Change" which you will find written in blue just under the grey person, follow the instructions and upload a picture from your device's gallery.

Change photo icon

Also, in the in-between your name and email there is "Personal Meeting ID" this is your Zoom accounts person ID. A "Personal Meeting ID" is an ID that is assigned to you so you can have a permanent virtual room that you can use at any time. You can customize your "Personal Meeting ID" by logging into your account and visiting your profile.

Screenshot of profile page showing Personal Meeting ID

Then at the bottom of the middle area of the screen you will see "user type" and "capacity".
User Type: Shows your current account status and gives you options to upgrade your account.
Capacity: Shows the maximum number of participants that you can have in a meeting, to add more you will need to upgrade your account.

Hosting a Meeting:

You can Select "HOST A MEETING" from the top right hand side of the screen, this option is always visible so doesn't matter what you are currently looking at on the website.

Home page Host a meeting top right

When you select "HOST A MEETING" three options will populate:

1. With Video on
   This means your device camera will be turned on and all other participants will be able to see you

2. With Video off
   This means your device camera will be off therefore no one will be able to see you

3. Screen share only
   This means you can only share the contents of your screen and your device camera will be off.
   Participants will only be able to see what you are sharing on the screen of your device

Select the relevant option you require, and a small pop up screen will appear at the top of the page, this encourages you to either "Open Zoom" or "Cancel"

"Cancel" takes you back to the home page and "Open Zoom" launches the "Zoom app" on your device.
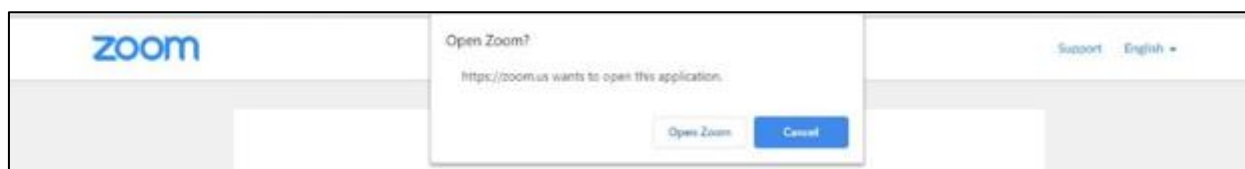
Open Zoom or Cancel

If you cannot see the pop-up box showing the options to 'open Zoom' or 'cancel' you can click or touch "click here" which you will find near the bottom of the page, this will refresh the page and re-populate the "Open Zoom" option.
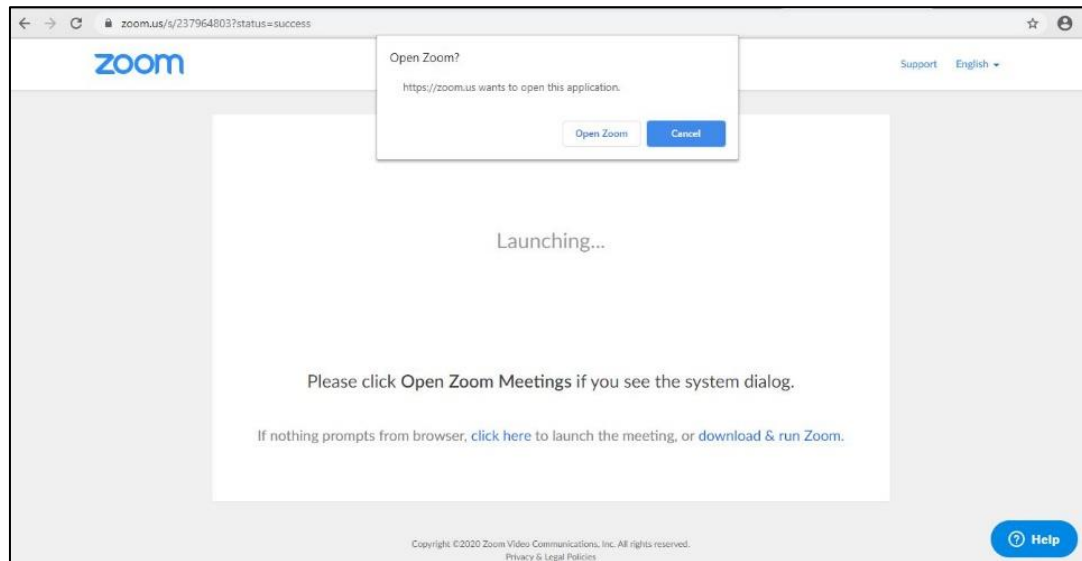
Refresh page

If You have chosen to refresh the page by selecting 'click here' and the option to open Zoom meetings has not appeared, you will need to select 'download and run Zoom'. This is so you can access the meeting through the application. See the screenshot for reference.

When you select 'Open Zoom' in the pop-up or 'download and run Zoom' in the page the program will run and populate in the bottom left-hand side of the screen. This is a small box and can be missed

Zoom program

Press the upwards arrow and select either run or open this will then open the Zoom application up for you to proceed.

1.   Once you have chosen one of the three options available you should see a message appear to open Zoom or cancel see screenshot for reference

2.   You can now click or touch 'Open Zoom' shown in the pop-up box in the middle of the screen see screenshot for reference
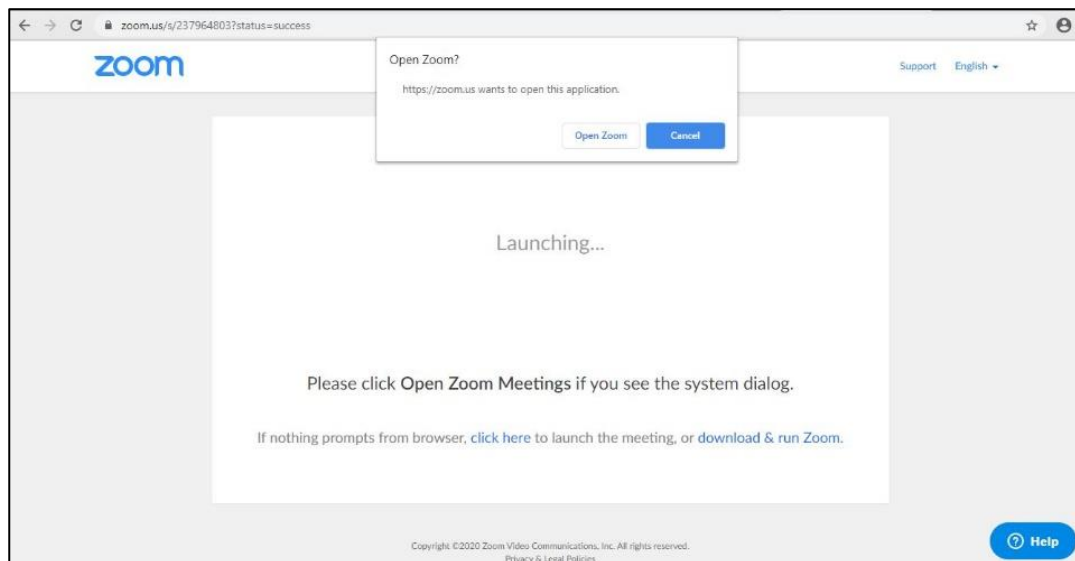
Screenshot of option to open Zoom

If you are not able to 'Open Zoom' click or touch 'Cancel' see screenshot for reference
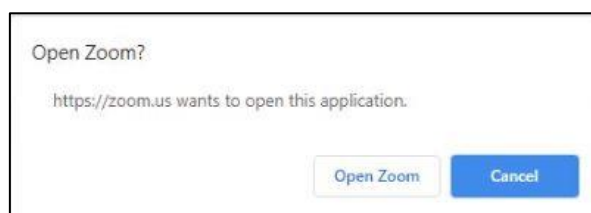
Screenshot of Zoom application options

If you cannot see the pop-up box showing the options to 'open Zoom' or 'cancel' you can click or touch 'click here' which will refresh the page see screenshot for reference
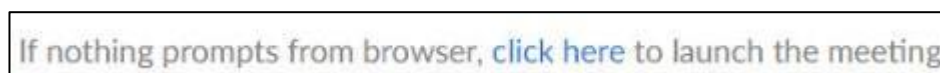
Screenshot of Click here option

If You have chosen to refresh the page by selecting 'click here' you will need to select 'download and run Zoom' seen in the screenshot for reference

download & run Zoom.

Screenshot of Action

Click or tap twice on either 'Open Zoom' shown in the pop-up or 'download and run Zoom' see screenshot for reference

Looking at the bottom left hand side of the screen you will see the 'Zoom' program appear which is what you have just downloaded, see screenshot for reference

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, **click here** to launch the meeting, or **download & run Zoom.**

If you cannot download or run the application, **start from your browser.**

⑦ Help

☐ Zoom_o42l8sofizk....exe ⌃   Show all
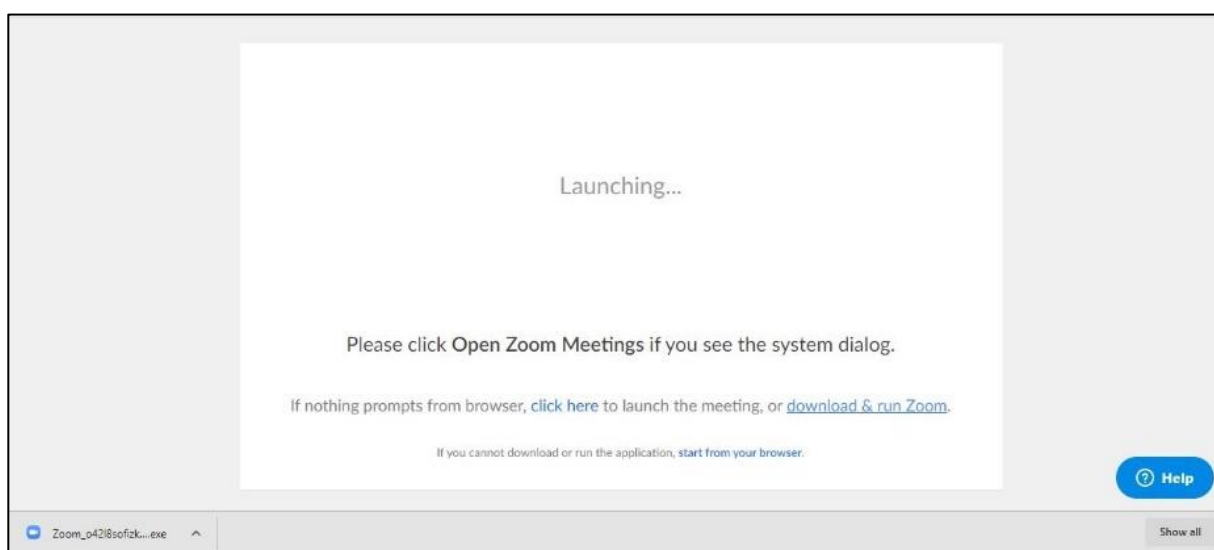
Screenshot showing download bottom left

Click or touch twice the 'Zoom' application you have just downloaded see screenshot for reference

☐ Zoom_o42l8sofizk....exe ⌃

Screenshot of downloaded file

Once you have downloaded and opened the Zoom file, the app will open and you will need to type in your account details and select 'Sign In'. If you want to stay signed In click or touch the small square next to 'Keep me signed in' you will see a tick appear

App Sign In screenshot

Attending a Zoom meeting:

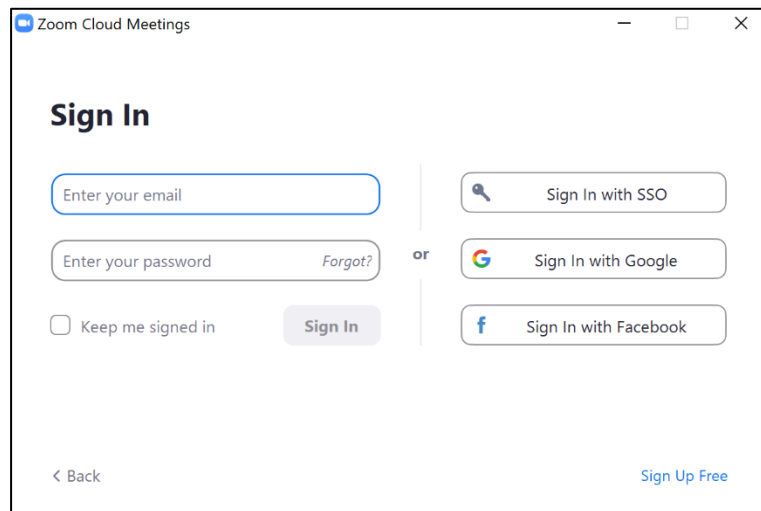When you have run and opened Zoom a dark blank screen will appear, this is only for a short time as the program wants you to select how you would like to open it.

- "Join with Computer Audio"
  Opens Zoom with your microphone on and working, you can talk to other participants and they will be able to hear you

- "Test Speaker and Microphone"
  Before opening Zoom test that your speaker and microphone are working
  To do this select this option and follow the instructions

Whichever option you choose if you would like this to be the default and always open in this way, check the "Automatically join audio by computer when joining a meeting" and this screen will not populate again.
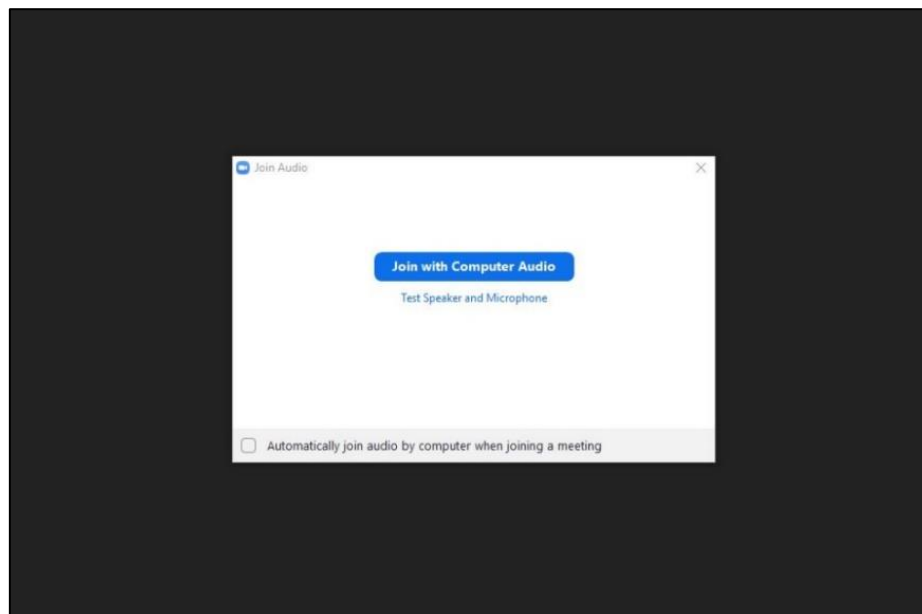
Join Audio blank screen

Selecting "Join with Computer Audio" you will enter a live meeting as either a participant or the host.

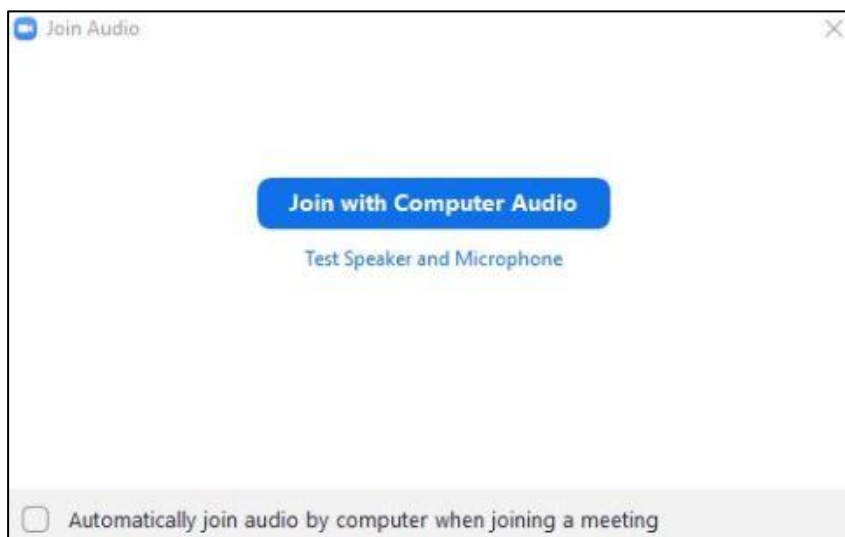'Join with Computer Audio' this means your device speaker will be accessed and you can talk to other participants and they will be able to hear you

'Test Speaker and Microphone' this will enable you to try both before entering a meeting

Screenshot of Join Audio options

You can click or touch the small box next to 'Automatically join audio by computer when joining a meeting' this will be saved for future meetings the other options will no longer appear, see screenshot for reference

Upon selecting 'Join with Computer Audio' you will enter a live meeting as either a participant or host
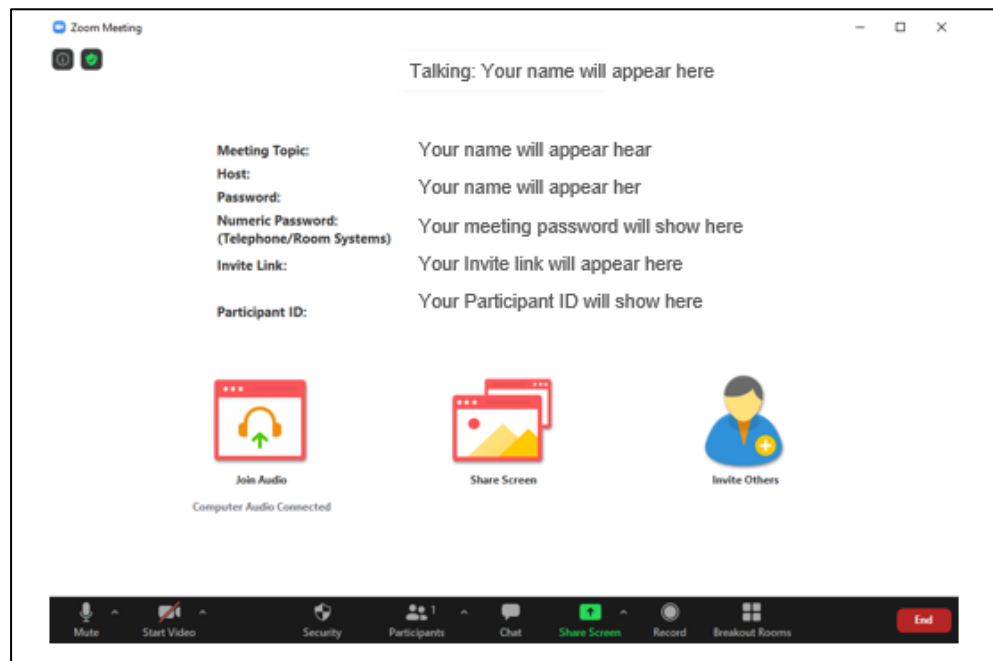
Screenshot of live audio Zoom screen

Using Zoom:

When you open Zoom, it will open to a black screen and various options to select around the edges of the screen:
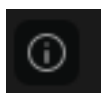
This is the meeting information icon when selected you can see your meeting details including, Meeting ID, Host (You), Password, Invite link and participant ID.
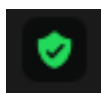
Security Icon stating you are using enhanced encryption if selected will show you the statistics for the meeting and various other options.

The microphone "Mute" icon means you are able to turn the microphone on or off at any point by clicking or touching this. This will mute your microphone so you cannot be heard, or it will open so you can be heard.
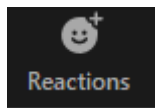
While in a meeting you can click or touch the "Reactions" Icon two pictures will appear which are clapping hands and a thumbs up. You can only use this option if you have your video (camera) turned on.

The "Start Video" icon means you can turn your camera on or off at any point by clicking or touching this. This will turn your video off so you cannot be seen, or it will turn it on so you can be seen.

The "Invite" icon means you can invite other people to your meeting by clicking or touching the 'invite' icon.
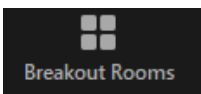
The "Breakout Rooms" Icon gives the option to create rooms and assign participants to them.

The "Enter Full Screen" Icon is only visible when you have the video (camera) turned on.

When you have chosen "Invite" another screen will populate that allows you to choose a default email option.

Select "Email" to manually type in the email address of who you want to invite.

"Invite" screen

Stay at Home | Protect the NHS | Save Lives

"Default Email": You can use this option if you have an email account set up as default, you can do this is your chosen email account settings. See screenshot for how invite by email would look.

To:		⚇ Cc & Bcc

Please join Zoom meeting in progress

Join Zoom Meeting
https://us04web.zoom.us/j/72940277562?pwd=dEhYK3htaHRIeE9neG5oQ2ZISjl5QT09

Meeting ID: 729 4027 7562
Passcode: k0KpDT

Sent from Mail for Windows 10
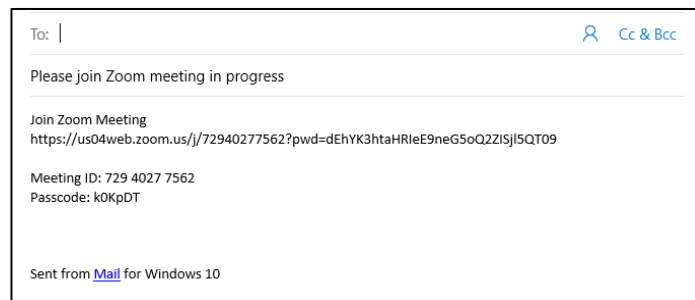
Microsoft Windows Email invite

"Gmail": Select this option if you already have and use a Google mail account, a new window will appear, you may need to sign into your account as shown in the screenshot.

Google

Sign in

Continue to Gmail

Email or phone

Forgot email?

Not your computer? Use a private browsing window to sign in. Learn more

Create account   Next
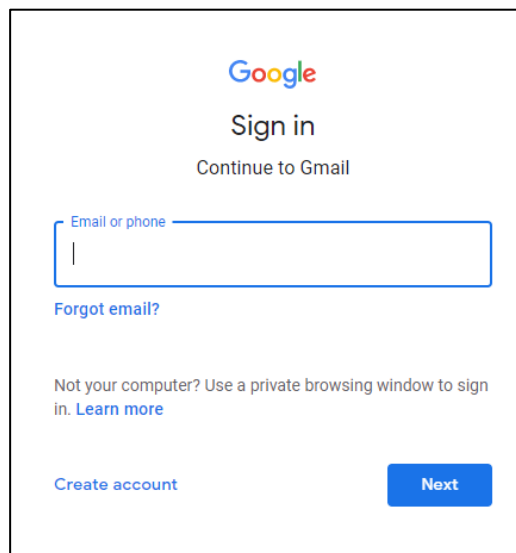
Google account sign in

''Yahoo Mail'': Select this option if you have a Yahoo mail account a new window will open and you may need to sign into your account as seen in the screenshot.

Yahoo Mail sign in page

''Copy URL'': Selecting this option will save your meeting URL which is the link in which the receiver can click or touch to join the meeting in your clipboard so when you open your email and compose a new message you can easily copy it into your email by right clicking or pressing down on the screen and selecting paste when the options populate.
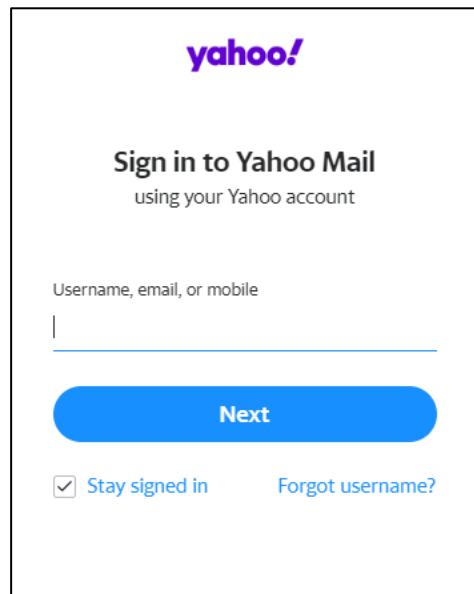
''Copy Invitation'': By selecting this option the invitation link will automatically be saved to your clipboard so when you open your email account and compose a new message you can easily copy it into your email by right clicking or pressing down on the screen and selecting paste when the options populate.

"Meeting Password: 4LCK1A": & "Invite people to join meeting 732-3406-9344": (**This information is important to have as you may be asked to enter the password to join the meeting and the 11 digit number is your personal ID**).

Once you have chosen the email preference to invite people, a new page will open showing your chosen email preference.

Please note that you may need to sign into your account again.

From here you need to compose your invitation.

Now you will need to type the email address of the recipient who will receive the invitation. Then in the body of the message, the white space you can add a personalized message, if you click or touch in the white space you will see your cursor and keyboard appear.

Type the recipients email address in the white space next to "To". Then Right click on the mouse, touch pad or hold the screen until you see a list of options appear, select 'paste' from the options provided screenshot shows how message will appear once ready send the email they can now use the link to join the meeting.

To	CC / BCC

Please join Zoom meeting in progress

Join Zoom Meeting https://us04web.zoom.us/j/74089869985?pwd=czJBMmhGdlc5NFVkK0pJNEdLL3lCUT09 Meeting ID: 740 8986 9985 Password: 6mywVX|

Zoom meeting email invitation

''Manage Participants'' means that as the host you can manage the participants, as any meeting participant can share their screen, video and/or audio, this option will let you limit who do this and when can share their screen, video, and audio
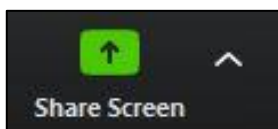

"Share Screen'' means you are able to share your entire desktop screen or application with other participants, you will have a box appear in the middle of the screen with options
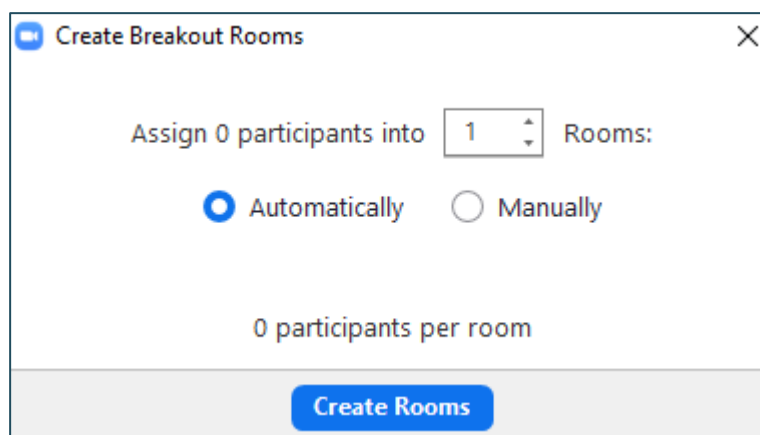
Creating Breakout Rooms

If you are hosting a meeting and want to separate your participants into groups, you can use the "Breakout Rooms" feature. This enables you assign each participant into separate rooms as the host you can enter each room separately to engage with them.
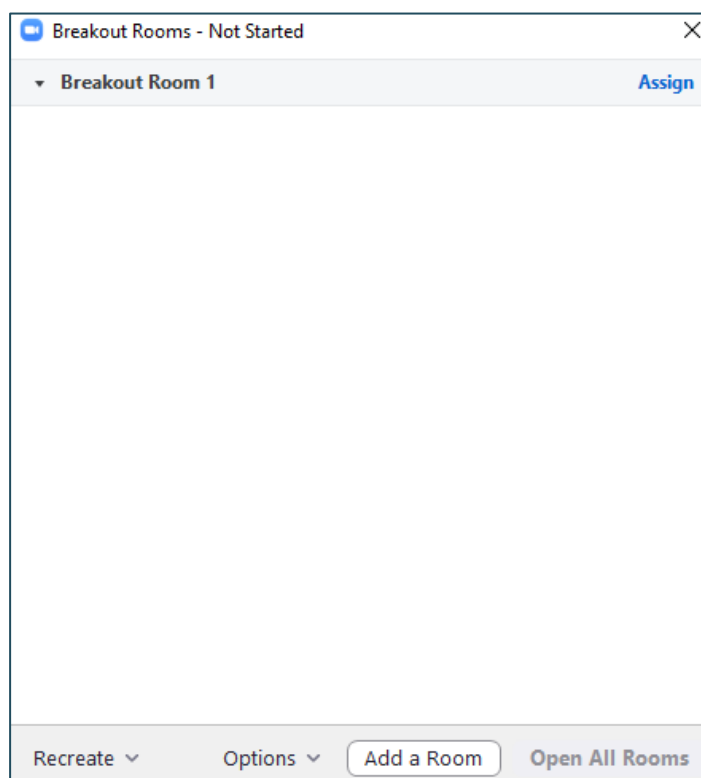
You can choose when participants reenter the main meeting in the settings option, this can be set manually or automatically.
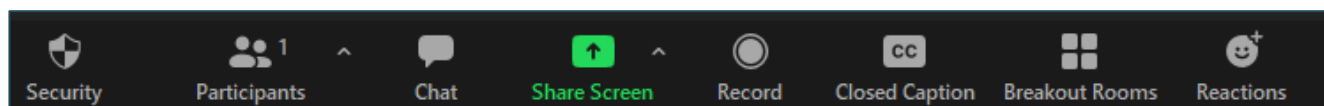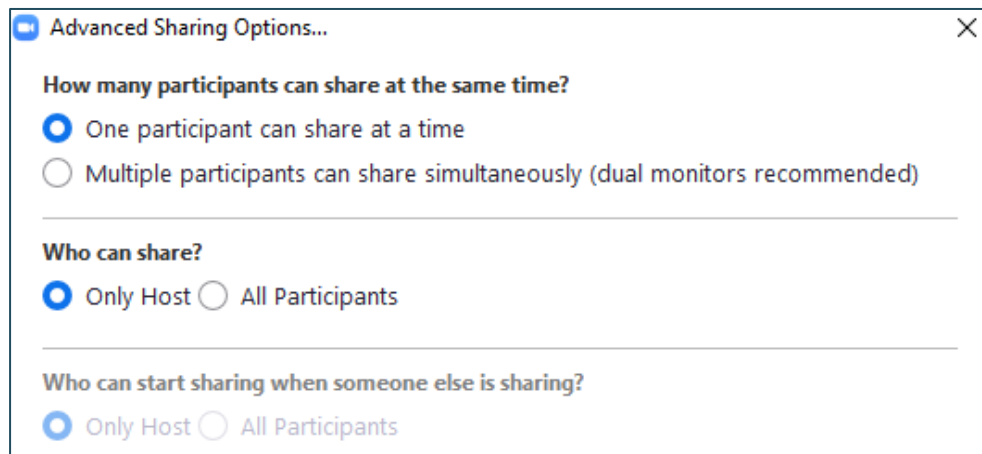
Live meeting screen options

Creating Breakout rooms


Assigning participants to rooms

Advanced Sharing Options screen

"Advanced Sharing Options" means you are able to choose how many participants can share at any one time, who can share the screen and who can share when someone is too. This advanced option gives you control over sharing the screen in your meeting.

When in 'Advanced Sharing Options' you may want to select the first option for all as these selections give you control over the meeting

Once you have selected your choice click or touch the small x on the screen see screenshot for reference
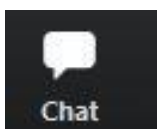
 "Chat" allows you to send messages to other participants while in the meeting, a text box will appear on the right of your meeting screen. You can choose to send a message to everyone or individual participants as shown in the screenshot.
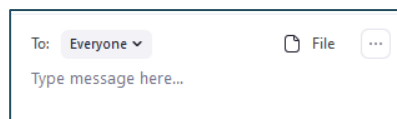
Screenshot of chat option

 "Record" allows you to record the meeting if you need to perhaps refer to later or share it with anyone who was unable to attend, or just for fun…
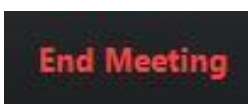
 "End Meeting" allows you to end the meeting and when you press this as the host it ends the meeting for everyone. When you press this as an attendee it will only end the meeting for yourself.

Screen when meeting closed

Once the meeting has ended you will see a white box appear asking you to ''Sign In'' or ''Join a Meeting'' as seen in the screenshot.
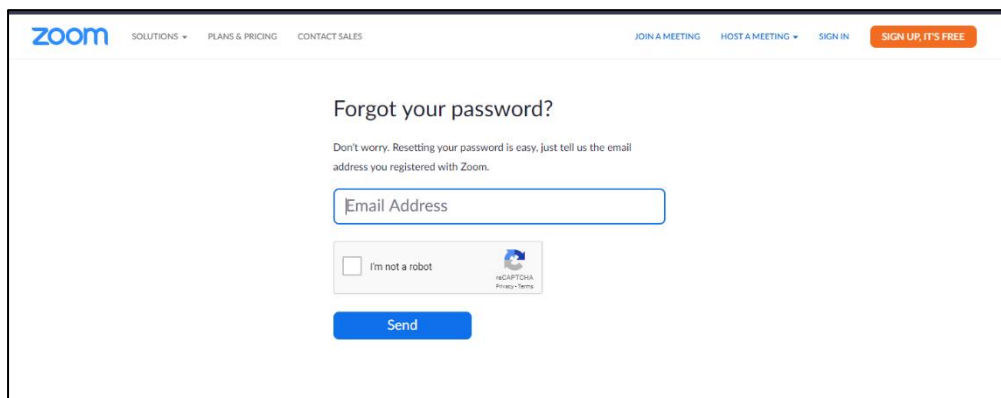
Now you are signing into your new Zoom account using the app you have downloaded rather than using the website.

Click or touch "Sign in" you will need to enter your details into the white text box provided see screenshot for reference.
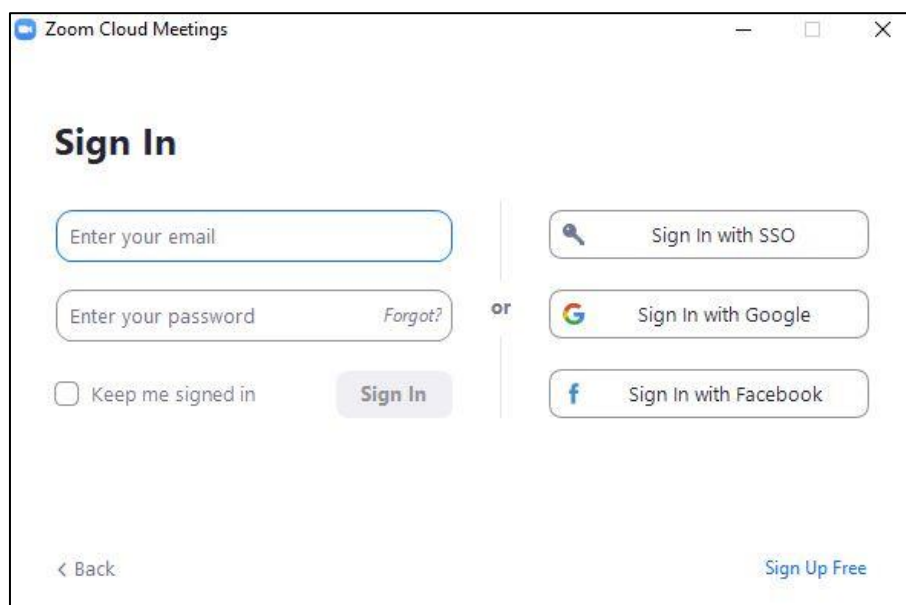
Screenshot of Zoom Sign In section

If you have forgotten your password or would like to change it select 'Forgot? In the 'Enter your password section. A new page will open asking you to type in your email address and select 'I'm not a robot' and then click or touch send.

Screenshot of password reset

Screenshot of 'I'm not a robot'

Screenshot of confirming email has been sent

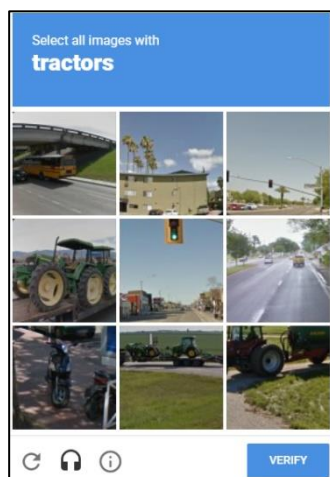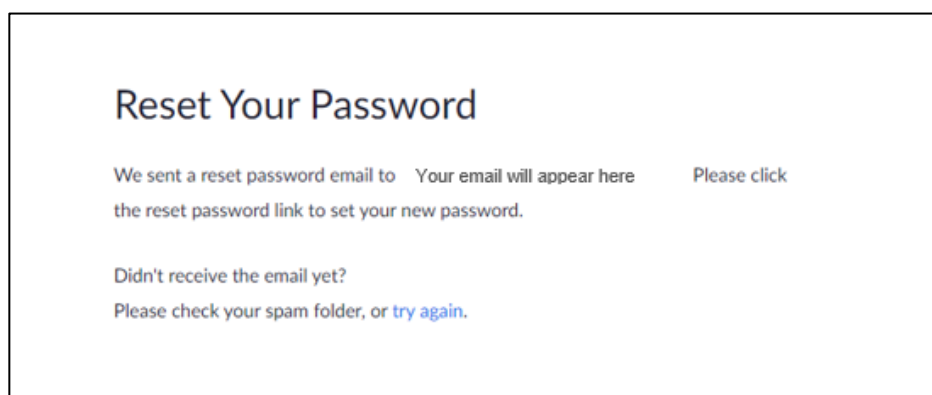Upon logging onto your account, you can select or view:

"**Home":** Where you can navigate your account options from

"**Chat":** Create and send new messages to contacts, find files shared with you, save files, links and create ideas and drafts

"**Meetings":** Start new meetings, see previous recordings, see upcoming meetings and copy invitation

"**Contacts":** Create contacts and see existing ones

"**Search":** You can Search for messages, contacts, and files

"**Settings":** Access settings for video, audio, share screen, chat, virtual background, recording, profile, statistics, keyboard shortcuts and accessibility

"**New Meeting":** Selecting this option will start a new meeting with camera on automatically

"**Join":** Select this option to join another meeting you will be asked to enter the host ID

"**Schedule":** This option enables you to schedule meetings with date, time and length of the session and add meeting to your chosen calendar.

"**Share Screen":** Selecting this option enables you share your current screen with another person, you will be asked to enter their personal ID first
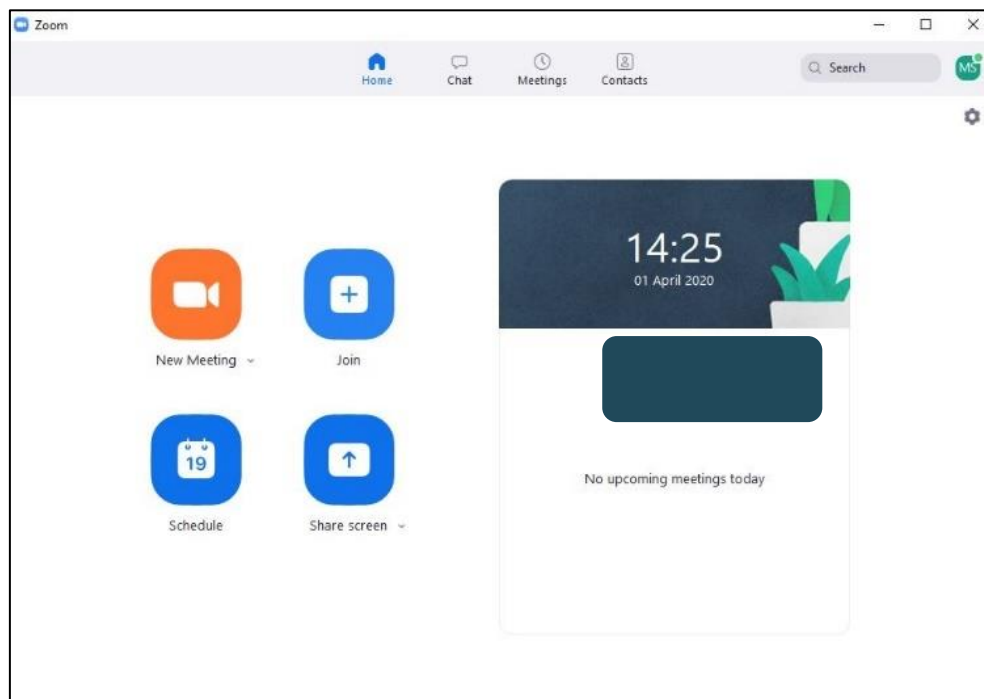
Zoom App homepage

Join Meeting:

When you have clicked or touched ''Join'' + a page will appear requesting some details, type in your friends, family members or work colleagues Meeting ID or Personal link name as seen in the screenshot.

Description and details of options:

"Enter meeting ID or personal link name"
This is needed to connect to the meeting, there is also an arrow you can select which will show a drop down list of saved meeting IDs

"Enter your name"
This is the host knows who is entering the meeting and whether they want to let them enter

"Do not connect to audio"
Selecting this is so you can join a meeting without interrupting if it is already in process
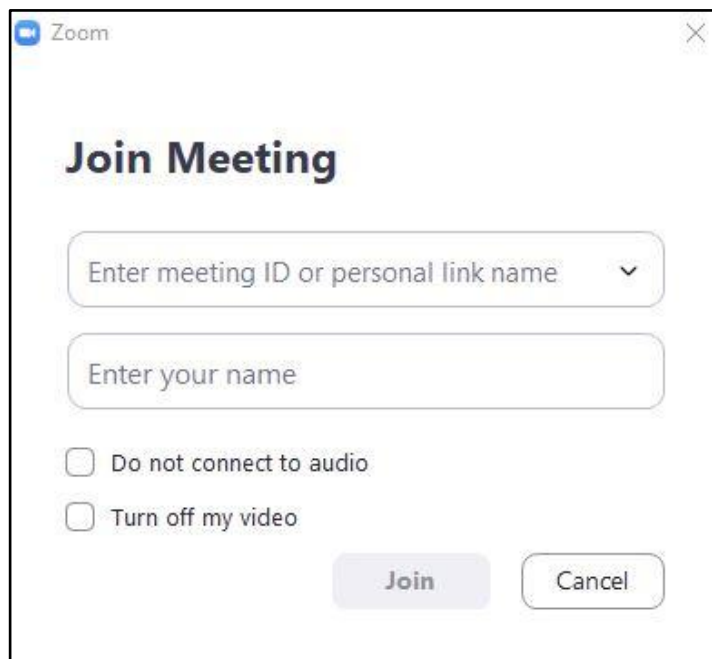
"Turn off my video"
Selecting this option means you can join a meeting and the other participants can't see you

"Join"
By selecting this option, you are confirming you are ready to join the meeting with the settings you have chosen

"Cancel"
This option allows you to return to your account and not join the meeting if you have changed your mind
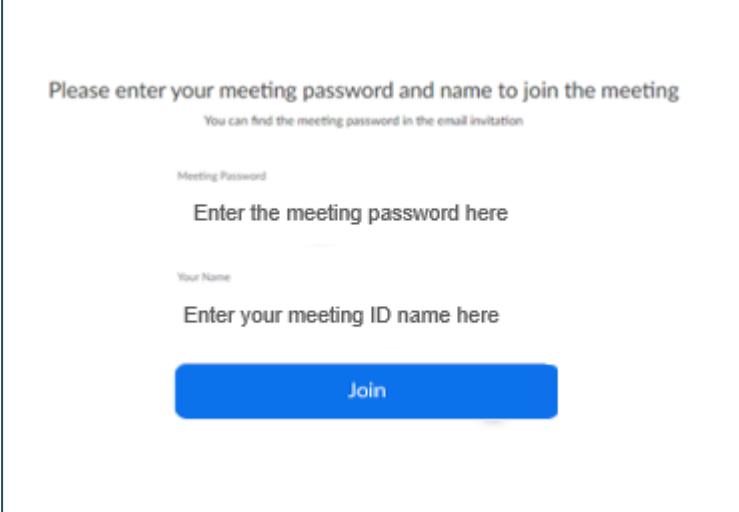

Join Meeting

Joining a meeting with a password

When joining a meeting you may be promoted to enter your "Meeting ID" and the meeting password which you will find in your invitation.
This is so the host knows who is trying to join and they can decide whether to accept your request to join.
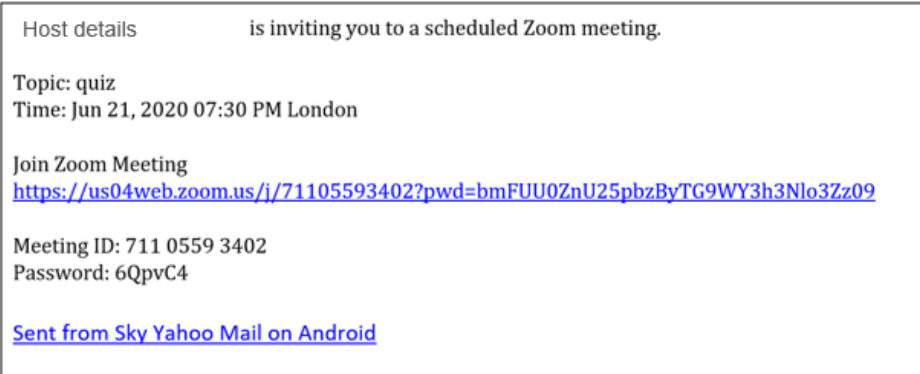This is also for security so only those invited can join the meeting or session.

Joining meeting with password

Joining a meeting using a link sent to you

When you are sent an email invitation you will find details of who has sent you the invitation, a subject title of the meeting and then in the body of the message you will find details of who has invited you to the meeting, the topic and time of the meeting, followed by a link to press to attend the meeting under a header of "Join Zoom Meeting" then there will be a meeting id and password which maybe be required to log into the meeting.

Email invitation

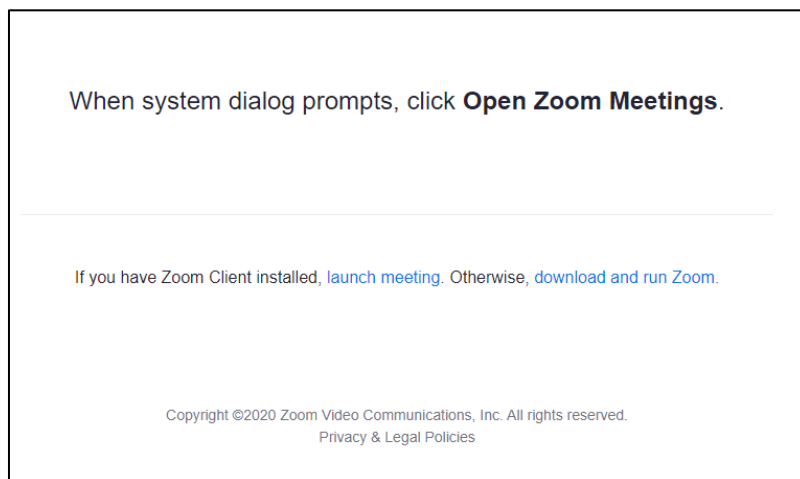Press on the link under Join Zoom Meeting at the time of the meeting and It will go to the Zoom webpage and at the top of the screen a pop up will appear in order to "Open Zoom Meetings" click or touch on this.

Open Zoom Meetings?

https://us04web.zoom.us wants to open this application.

Open Zoom Meetings   Cancel
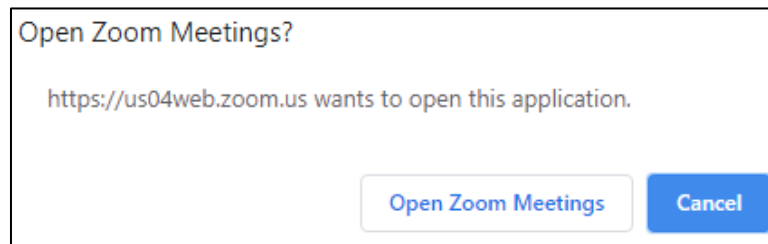
Pop up screen

The body of the page will have alternative ways to log on incase the pop doesn't appear, you can select "launch meeting" or "download and run Zoom"

When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, launch meeting. Otherwise, download and run Zoom.

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Privacy & Legal Policies

Alternative ways to open Zoom

When you have selected "Open Zoom Meetings" the Zoom app will open on your PC if you look at the toolbar at the bottom of the screen you will see

Another pop-up screen may appear that says "Please wait for the host to start this meeting" this will stay with the buffer circling round (the buffer is)

DIGITAL ACCESS
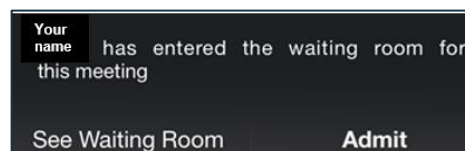supporting you to get online
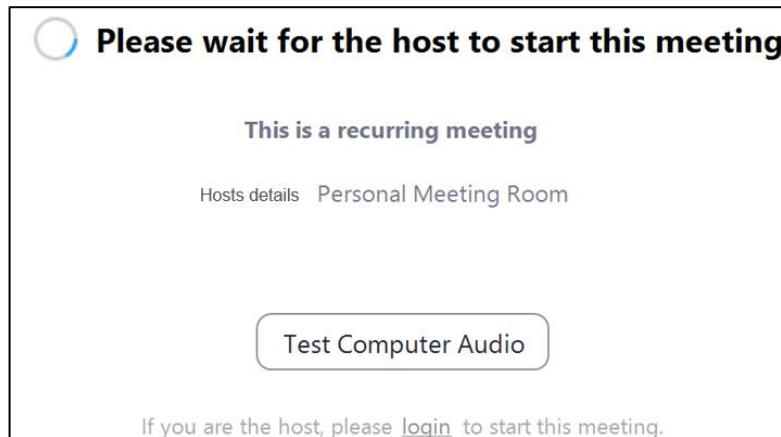
Wait for host pop up
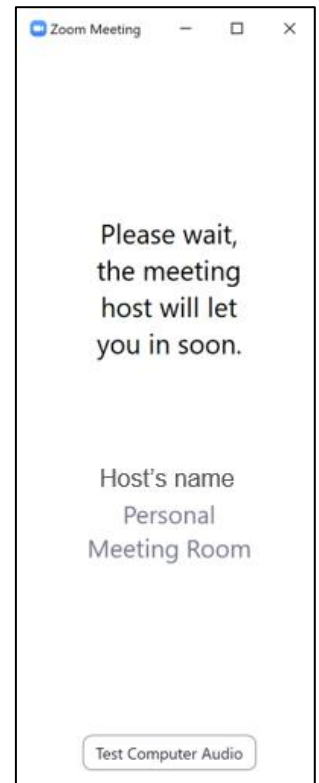
When the host begins the meeting two things will happen:

The host will be informed that you are waiting to be admitted to the meeting and the pop-up box will change "Please wait the meeting host will let you in soon"

Host notification

The host is able to "See Waiting Room", so if there is more than one person waiting you will be able to admit them all at once, or you can admit just the person who is waiting. The host will also receive an email to inform them you are waiting.

As the attendee whilst waiting you are able to select "Test Computer Audio" this will open the settings and you select the "Test Speaker" or "Test Mic" options
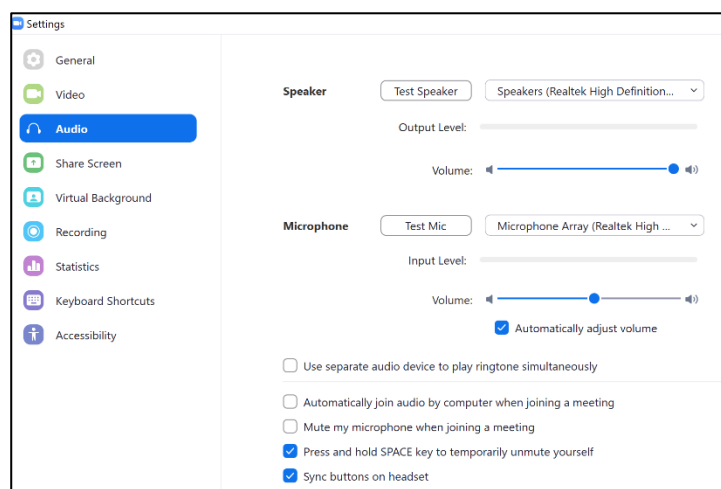
When the host has admitted you to the meeting, another pop up will appear asking if you would like to "Join with Computer Audio" select this if you plan to speak, you can always change this during the meeting as well.

Join with Computer Audio
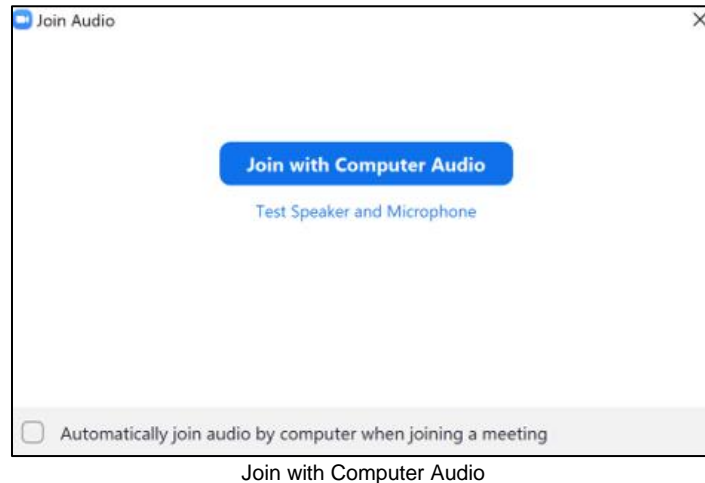
Then the Zoom meeting will open and you if you have your video on you will be seen or your name will be visible.
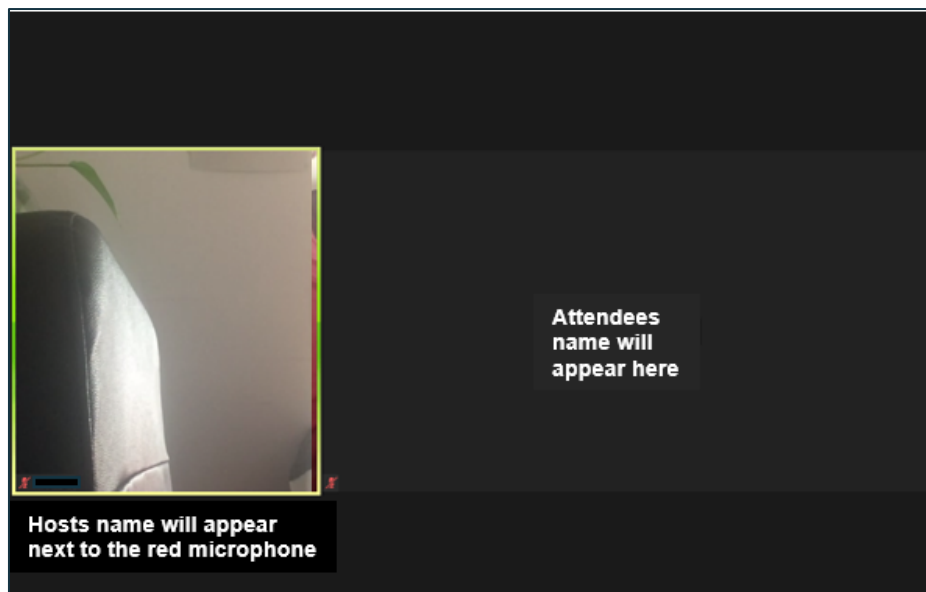
If you have turned off your microphone there will be a very small red image of a microphone with a line through it at the bottom left hand side of your particular box.

To participate within the meeting, you may need to unmute, start video, or even share your screen. If you use your mouse and press anywhere on the screen a bottom toolbar will appear that enables you to do just this.

To "Unmute" press on the icon of a microphone with a red line through it

To mute select the same icon but now it will say "Mute"

To "Start Video" press on the icon of a camcorder with a red line through it

To stop showing video select the same icon but now it will say "Stop Video"

Zoom Toolbar
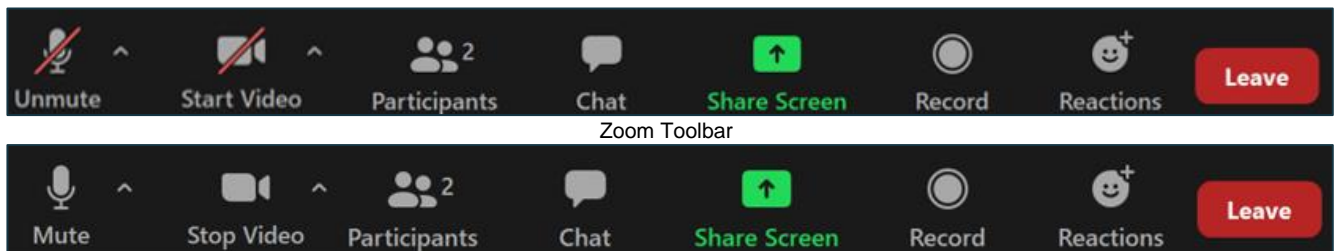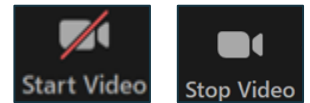
The other icons on the toolbar are:

Participants: This shows how many people are in the meeting, in this example there are 2, to see who they are press on the icon and it will open a side screen up, at the top of this screen you will see a full list of participants and at the bottom of the screen you have further options.
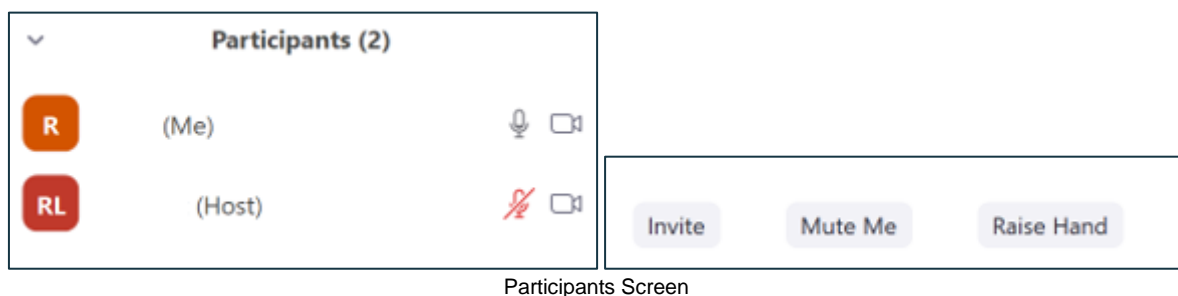
Participants Screen

Invite: This allows you to invite further people into the meeting

Mute Me: If you are not muted you can press this to mute yourself

Raise Hand: If you wish to say something you can raise your hand to show the host and other participants that when the time is convenient you would like to say something. The hand may appear on the screen or in the participants screen.
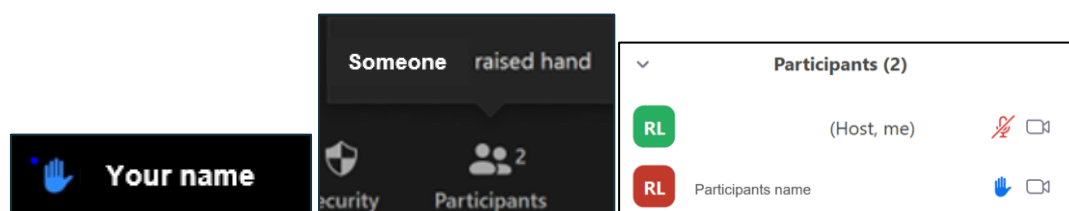

Various way you may see Raise Hand

To close the participants screen just press on the participants icon in the toolbar.

Chat: Throughout the meeting you can text message with the other participants freely by selecting the "Chat" function. When you open it any chat that has already taken place will show from the top down, at the bottom of the screen you will see that you can select who to send a message to

Everyone – the entire group will be able to see it
Other – you can select an individual from the attendees to privately message so that only they see the message
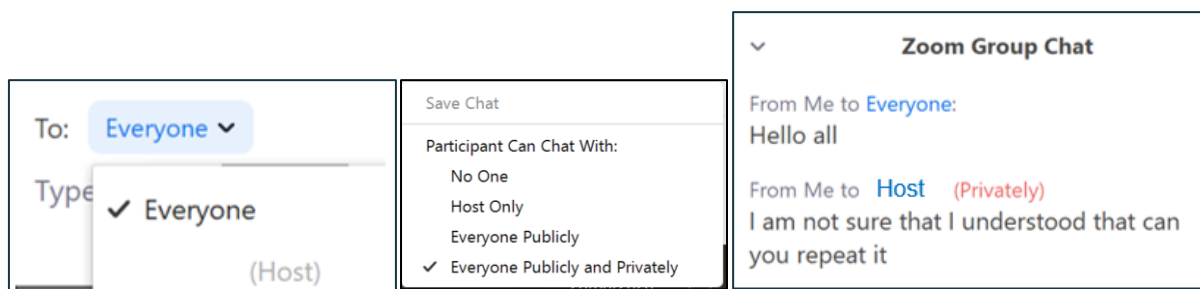
Zoom Chat Side Screen

Share Screen: Anyone within the meeting can share their screen to show the other participants something in particular, a document, a video, a picture, etc. Just select the option and then your screen will be shared.

When you have shared your screen, all participants can now view what is on your screen.
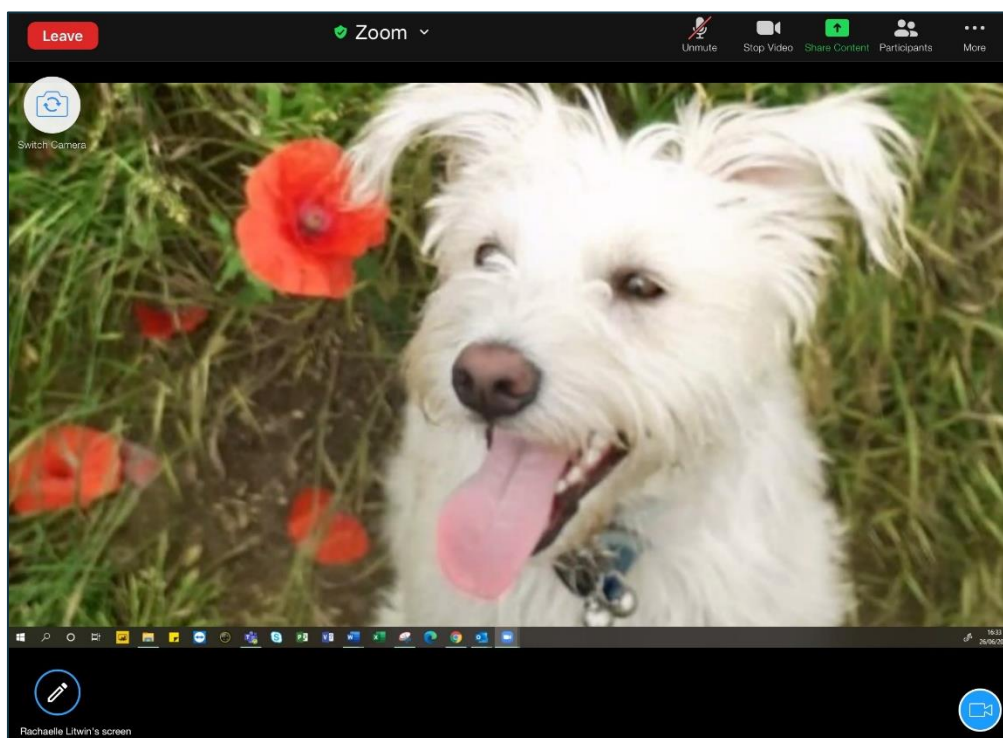
Participants view – shared screen

To stop sharing select "Stop Share" or to get to the options that are now hidden because you are sharing your screen move your cursor to the top of the screen to enable a hidden option bar to fall down.
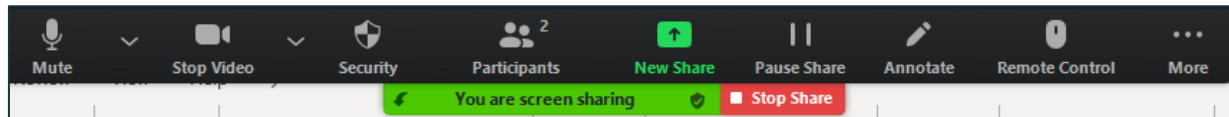

Stop Share – hidden tool bar

Record: If you want to record the meeting select this button, all recordings are saved and can be accessed and viewed by selecting Meetings on the app or Zoom cloud. The recordings will be stored for 30 days before being deleted. To turn subtitles on visit your account and select settings then from the list shown click or touch meetings and the "In Meeting Advanced.

Reaction: If you agree with something someone is saying you can select the "Reaction" option and a thumbs up and clapping hands will appear in the top left hand side of your video box.
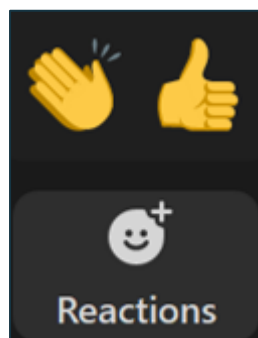
Reaction hands

Leave: To the leave the meeting you select this or the "End" button and as the host the option for you to end the meeting for everyone is available and everyone has the option to leave the meeting or cancel.
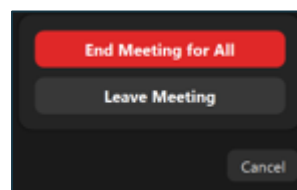
Leave/End button

View: To amend the screen layout you can have
"Speaker View": This allows you to view only those participants who are speaking
"Gallery View": This shows up to 49 participants in their own box on the screen
"Full Screen/Exit Full Screen": This allows you to have a full screen or to exit the full screen

Finally at the bottom of the screen you may find a video of yourself, if you do not wish to see this, then press on the – in the blue circle and it will disappear to bring it back press the blue camcorder icon that will appear there instead. If you press the + in the blue circle it will bring back the videos of other participants.
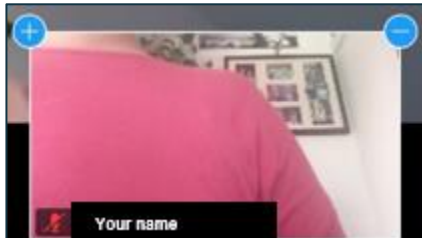
Your own personal link name will be in settings under profile. The link includes your personal ID number, anyone you invite will click or touch the link to join your meeting, see screenshot for reference

Screenshot of URL link to join meeting

If you have received an email from your friend, colleague, or family member the message will include a link please see screenshot for reference
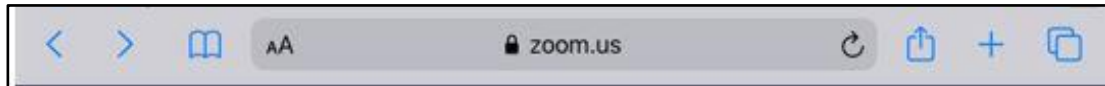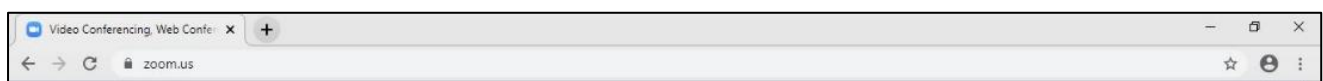

Screenshot of link in email from 'Zoom'

You can copy the web link by highlighting the text with your mouse or holding the text with your finger

An option will appear to copy the text, click or touch this option

Now open a new page by clicking or touching the "+" symbol see screenshot for reference

Screenshot of IOS device web bar

Screenshot of Android and laptop device web bar

Click or touch the address bar either right click your mouse and select paste or touch and hold the web address space and select paste once it appears

Now click or touch the search button or Enter button

See screenshot for reference, this is how you screen will look
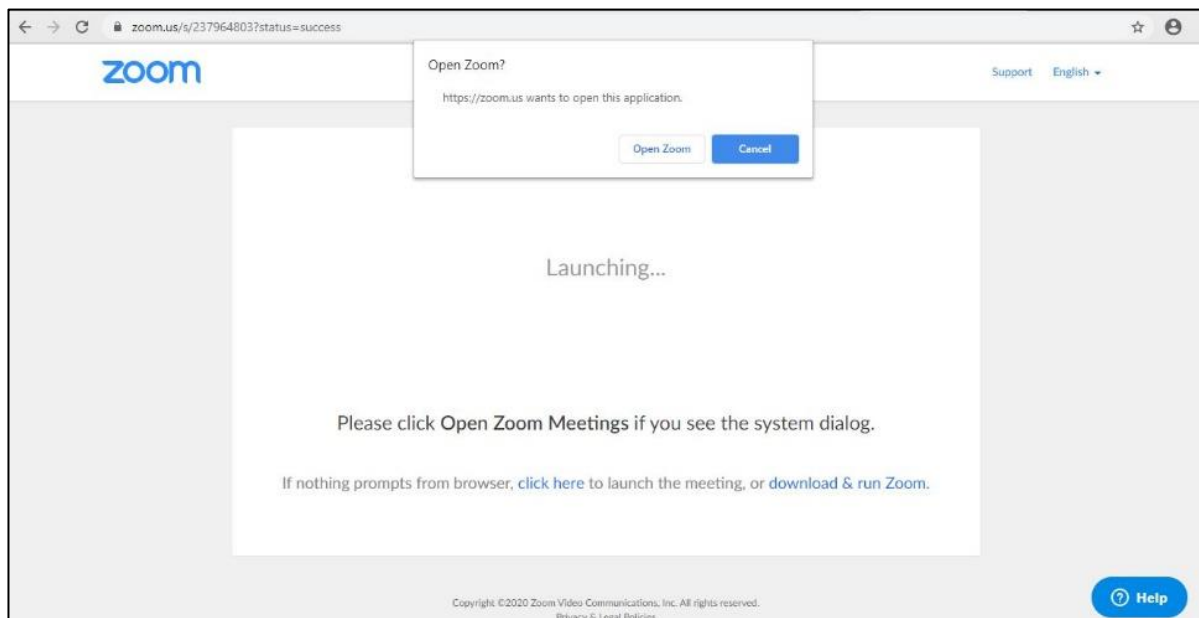
Screenshot of Zoom open or download options

Click or touch 'Open Zoom' please see screenshot for reference

Please see screenshot for reference of how the screen will appear now you
have joined the meeting
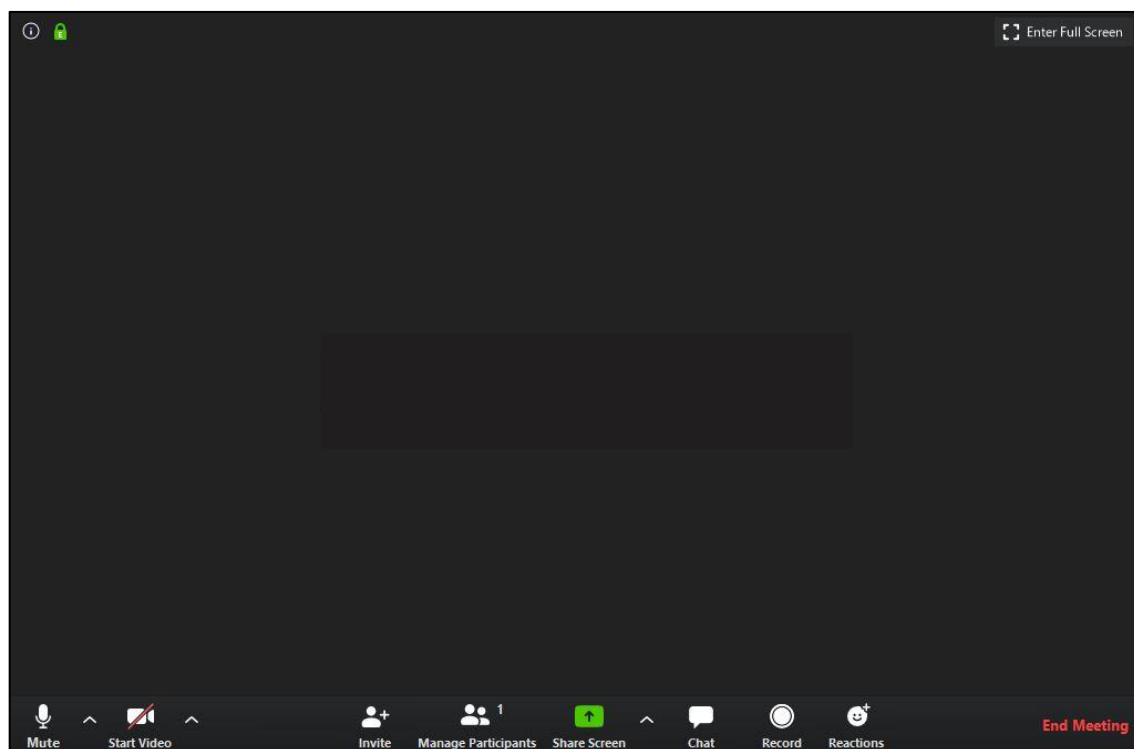
Screenshot of Live video screen

Using Zoom on an iPad
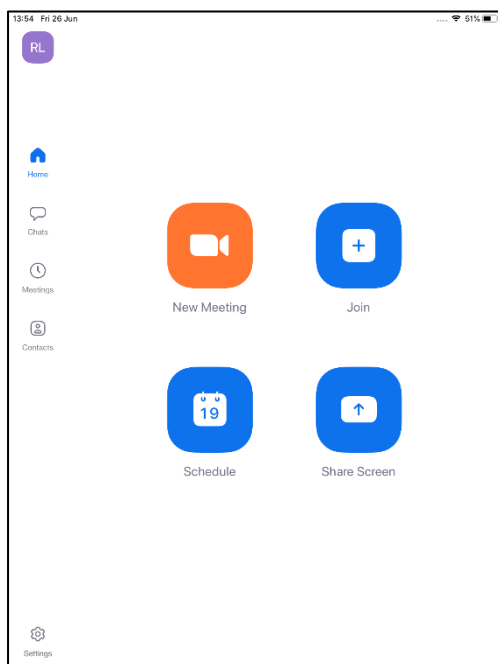
Screenshot of homepage on iPad
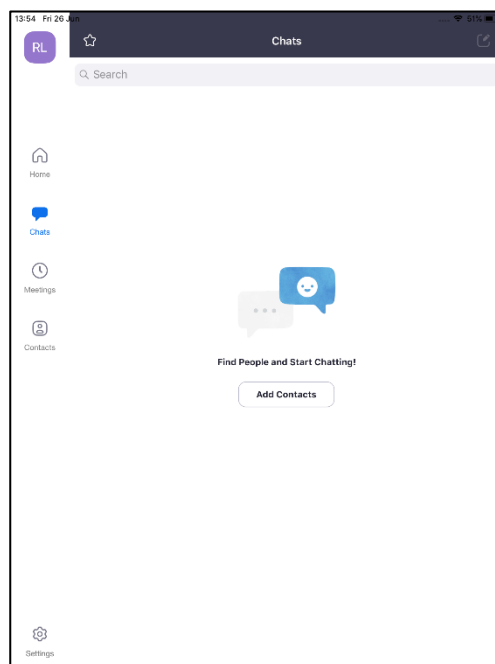
Screenshot of chats option on iPad
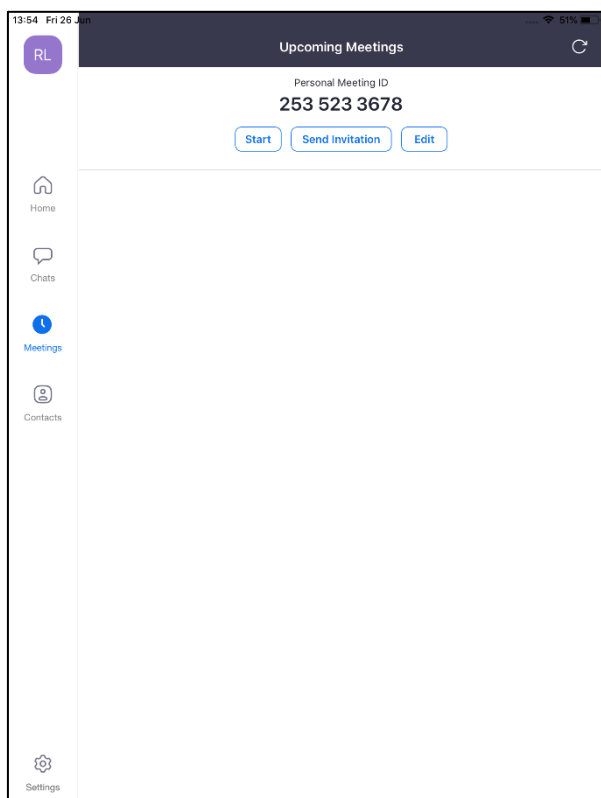
Screenshot of upcoming meetings in any scheduled
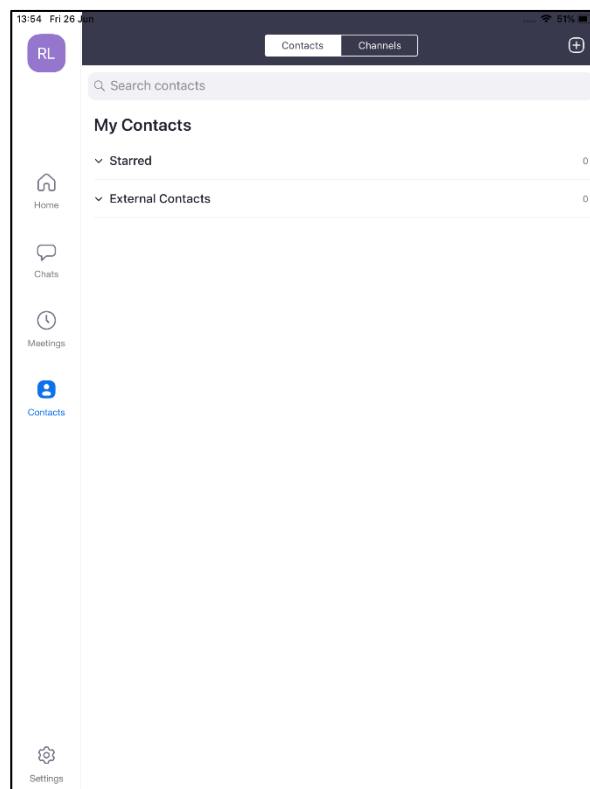
Screenshot of your contacts
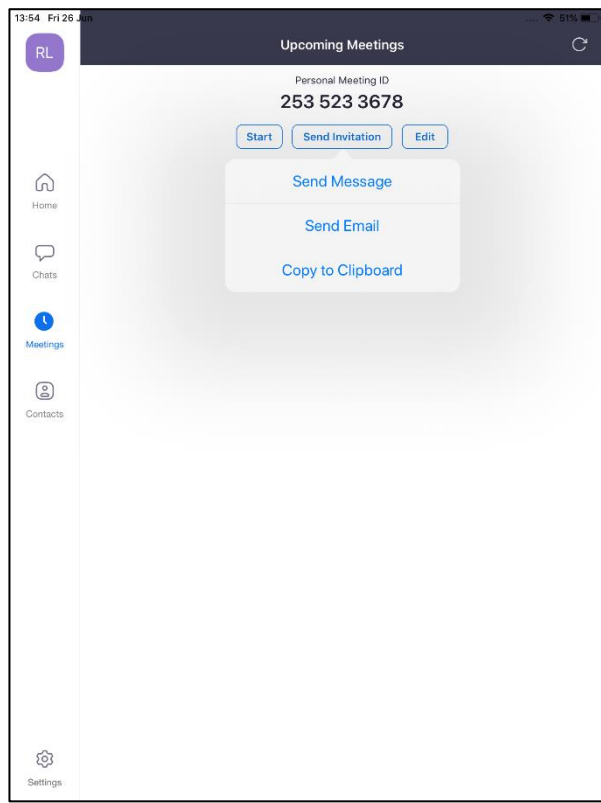
Screenshot of send invitation options
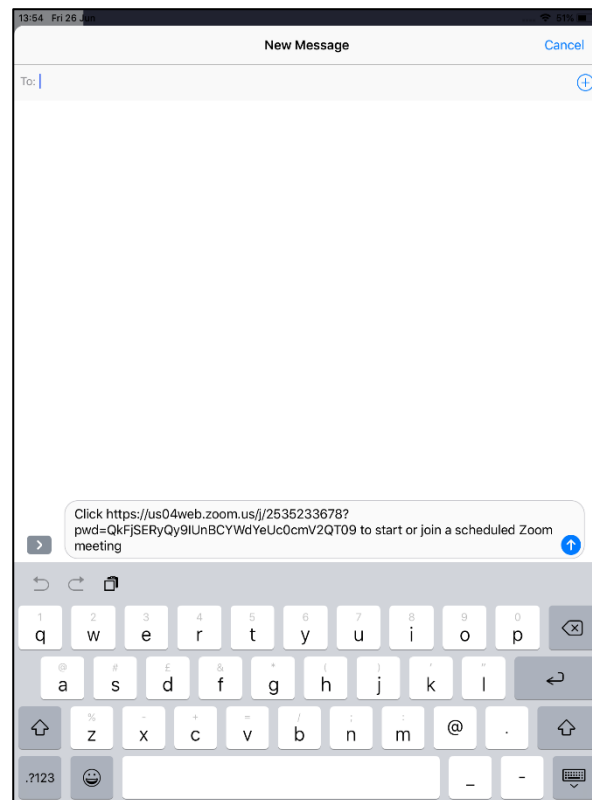
Screenshot of sending invite by message
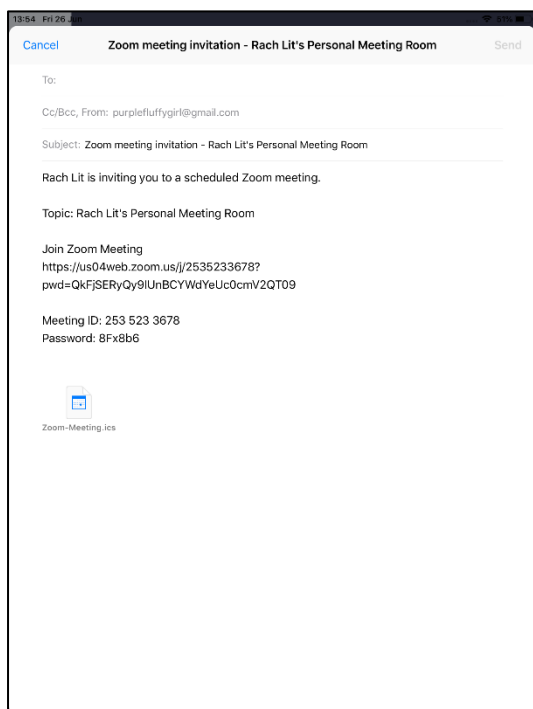
Screenshot of meeting invite by email
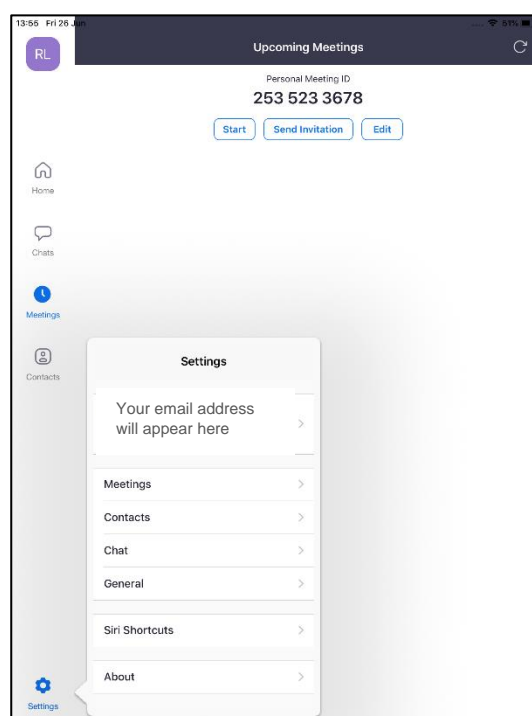
Screenshot of setting showing profile details
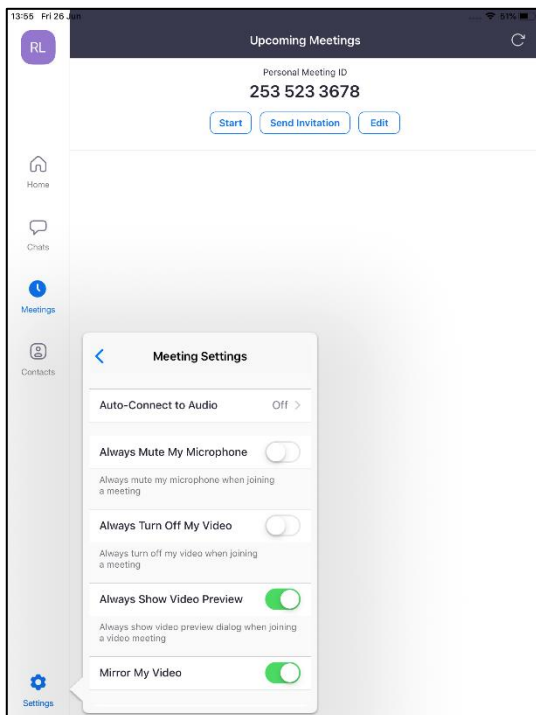
Screenshot of meeting settings
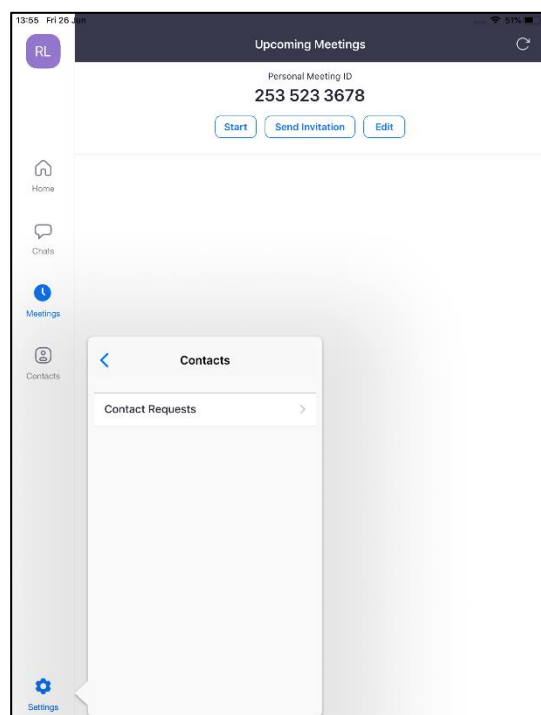
Screenshot of contacts option
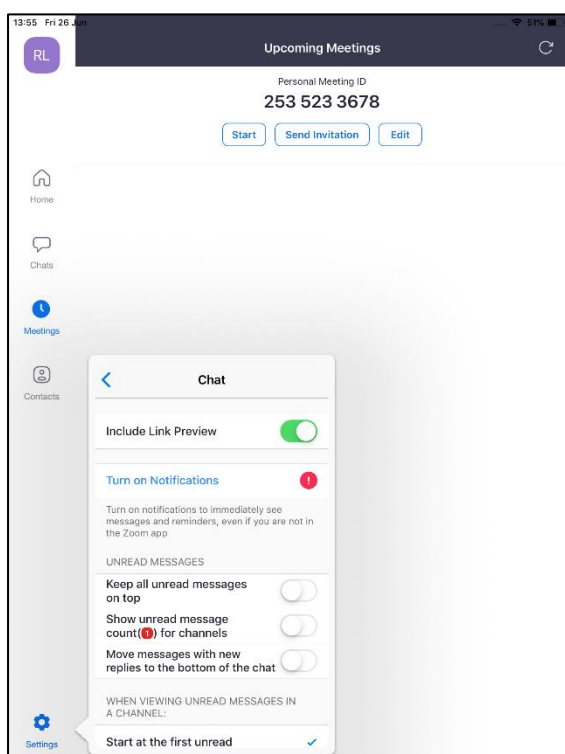
Screenshot of chat view in settings on iPad
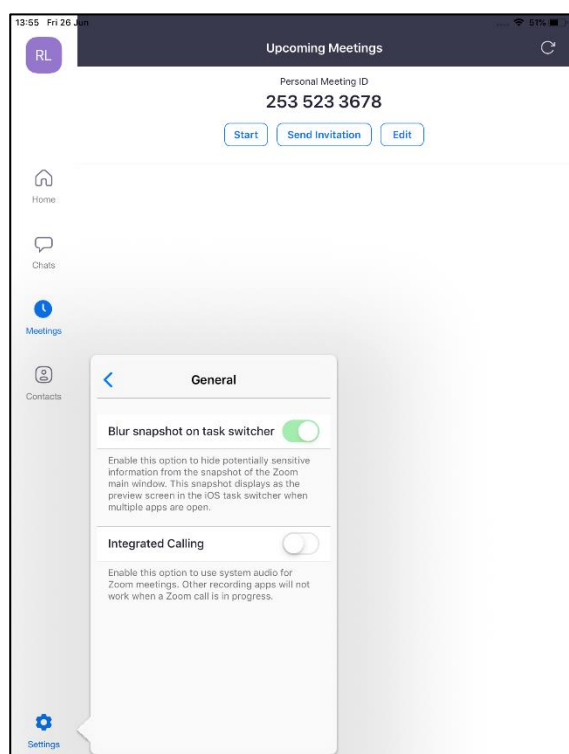
Screenshot of general settings on iPad
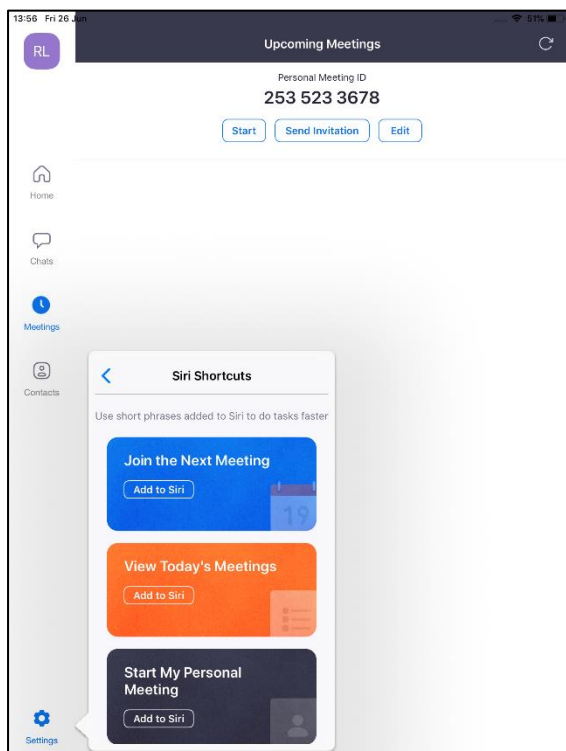
Screenshot of iPad settings meeting options
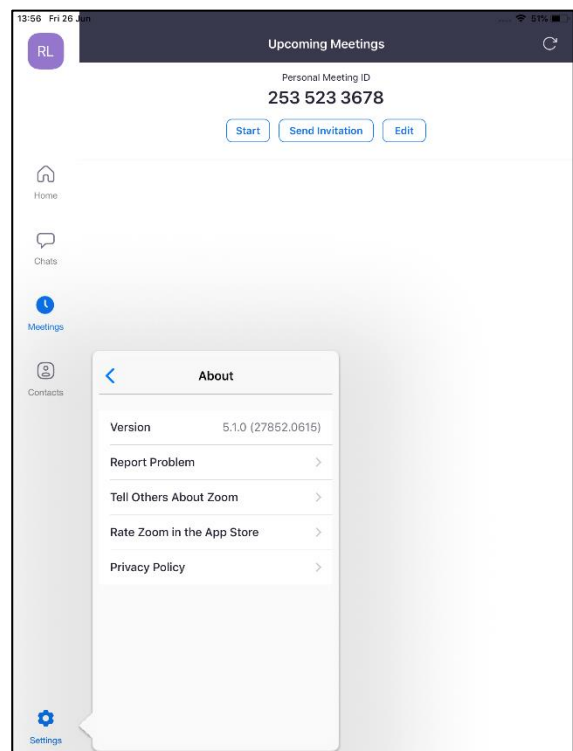
Screenshot of iPad settings information about the app
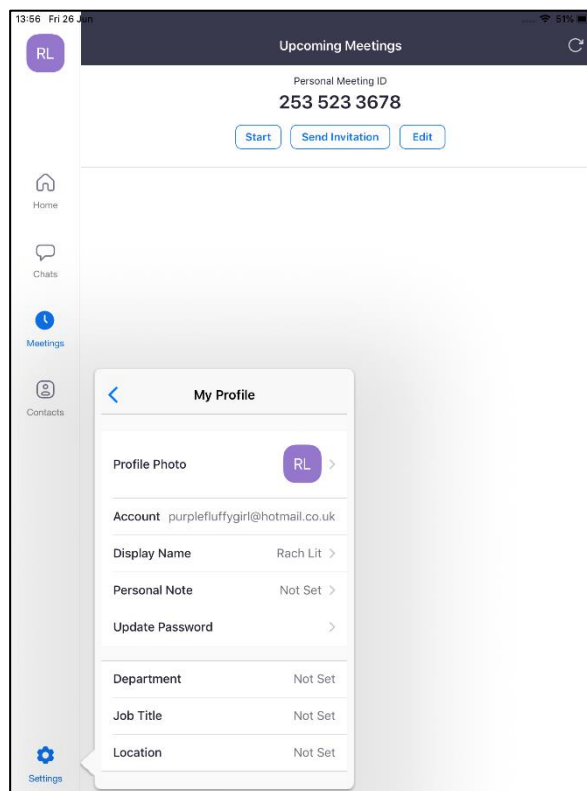
Screenshot of iPad settings option

Joining Zoom by phone:

Please note that Zoom have put the following information on their website: (as of July 2020)
Important Notice: Due to increased demand, dial in by phone audio conferencing capabilities may be temporarily removed from your free Basic account. During this time, we strongly recommend using our computer audio capabilities. If you require dial in by phone audio conferencing, please see our other package options. For more information please visit Zooms homepage https://www.zoom.us/

Joining Zoom by phone may be useful if you do not have a smart phone or your device may not have a microphone, speaker, or camera.

Using your mobile or landline telephone to join a Zoom meeting can be more convenient for some as there is no need to worry about accessing the internet, downloading the app or installing the software.

The only difference is that by using Zoom by phone you will only be able to hear those in the meeting, you will not be able to see them, and they won't be able to see you.

You can find the numbers on your meeting invitation if received by email, you can also click or touch this link or visit https://zoom.us/zoomconference for the full list of international dial-in numbers

United Kingdom	+44 330 088 5830
	+44 131 460 1196
	+44 203 481 5237
	+44 203 481 5240
	+44 208 080 6591
	+44 208 080 6592
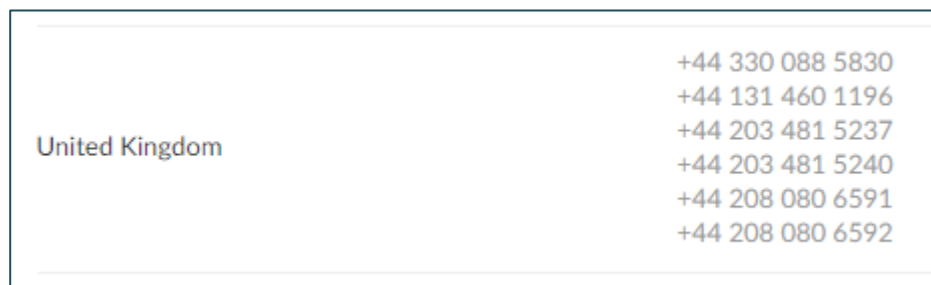
Dial in Country numbers

Please note that it does not matter which number you call from the list. It is perfectly reasonable to always call the first number and only try an alternate if that does not work.

When attempting to join a meeting by phone, you will be prompted to enter the meeting ID details, which you will have received from the host.
This number will be either 9,10 or 11 digits long, it is important that once you have entered the number that at the end of the number you add a hashtag which looks like this # and is usually found to the right of the number 0 on a keypad.

If the meeting has not already started you may be asked to enter the host key to start the meeting, or to press hashtag/ # and then wait if you are participant.

You will be asked to enter your unique participant ID this only applies if you have joined on your computer or smart phone. This can be found on the invitation you receive and is 11 digits long.

Entering a password:

If the meeting requires a password, a phone-specific numeric password will be generated.

Your host will provide you with the password, usually within an invitation.

Understanding the symbols

On a standard keypad, you need to replace the +44 with 00 44

is the hashtag symbol

With-holding your number:

If you wish to withhold your telephone number keeping it private, you will dial 141 before entering the rest of the number.

This works when calling from a mobile too. If you did this in a meeting you name would not appear it would say user and show a number next to it. This is an option for those who wish to join the meeting anonymously.

Making a call

Enter the dial-in number you received with the invite on your chosen phone and wait for a few seconds.

You should hear "Welcome to Zoom" message, upon hearing this you should enter your meeting ID followed by the hashtag #
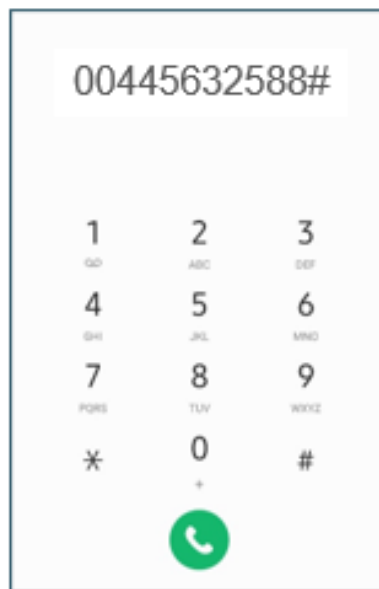
Screenshot of entering ID number

Press the # / hashtag again to continue if you are a participant.

You may be admitted to the meeting immediately, or you may need to wait until the host is ready. You will not need to do anything else at this stage.

PLEASE NOTE: That once you have completed these steps, and you are in the meeting. Your host and other participants can see your telephone number unless you made private with 141 in front.

Screenshot of entering second # hash tag if joining as participant

Will I be charged for using a dial-in number to join a Zoom Meeting?

When your host sends you a Zoom invitation, you should check with your host whether the dial-in number is a free number or not, this will depend on the hosts Zoom account package.

- If your host has an audio-conferencing plan, your call to the Zoom meeting by phone will be free of charge please ask the host

- If they do not have this account, you may be charged by your phone service provider. Using the dial-in number will be treated as a regular phone call.

You may wish to speak to your phone service provider for details of potential costs for using Zoom.

Some contact details for providers:

- BT dial 150 from your landline (free to phone)
- Sky dial 0333 7591 018 (11.5p/min) from landline
- Virgin dial 150 from your landline (free to phone)
- 3 dial 333 (free from a 3 provider mobile)
- O2 dial 202 (free from an O2 mobile)

iOS Apple Devices Downloading App Only

If you have an iOS Apple device, when trying to access Zoom on the web browser Safari you may see the screenshot below for reference

Safari Icon
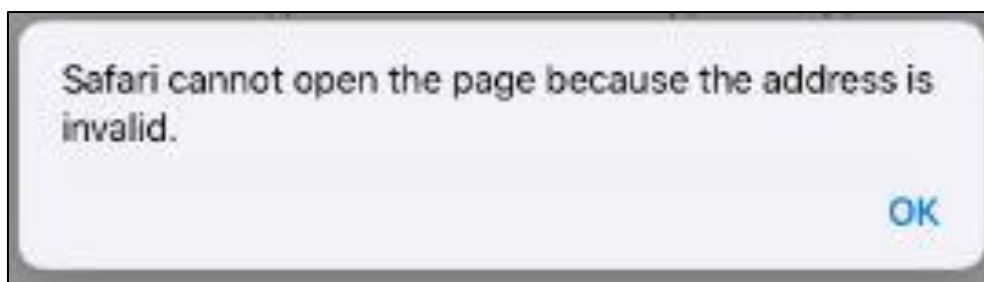
Screenshot of Safari on screen message

You will need to open the App store on your device look for below Icon

App Store Icon

Once you are in the App store touch the search button (Magnify Glass) which is located at the bottom right of the screen

Magnifying Glass Icon

Type 'Zoom' into the search box and press the enter button on your keyboard

Enter Button Icon

From the options that you can see Look for 'Zoom Cloud Meetings' see screenshot for reference

To begin the download touch, 'GET' see screenshot for reference

Screenshot of App Store Search Result

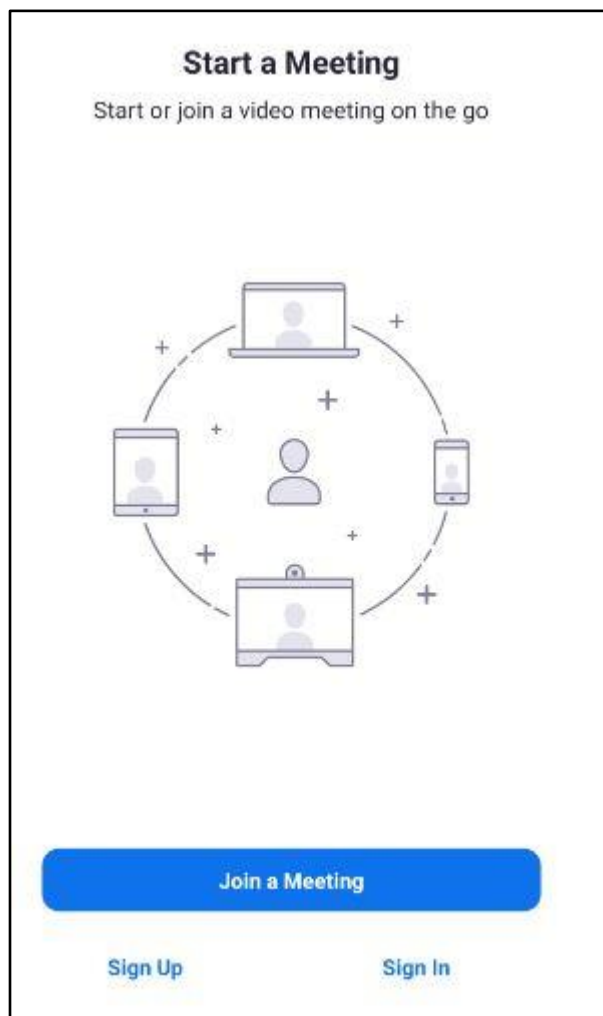Once downloaded you will see the 'Get' change to 'Open' click or touch to open Zoom app

Once opened please see screenshot for reference, either click or touch sign in
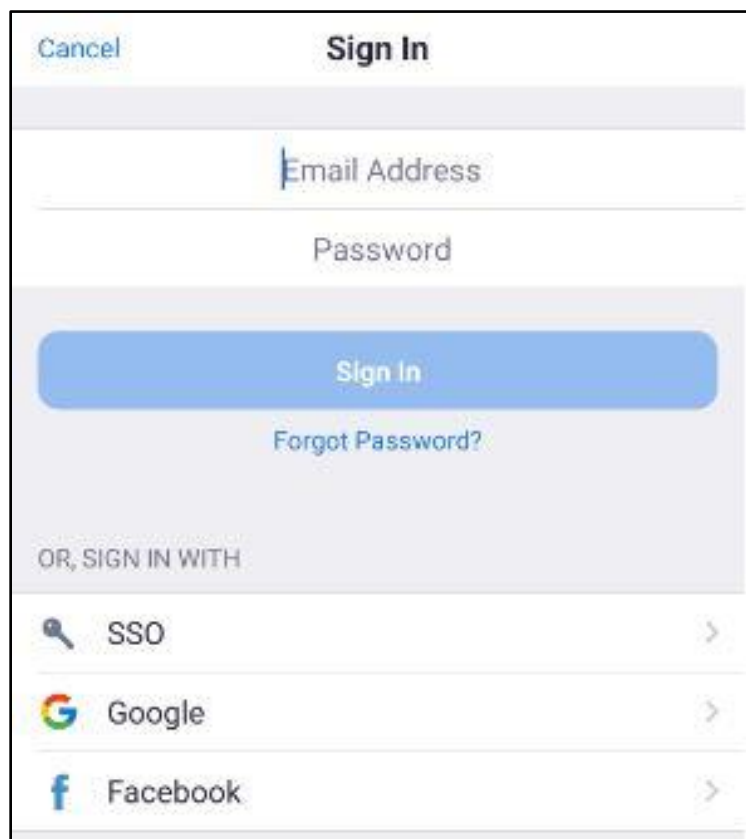
Screenshot of Zoom App

You will then be asked to type in your email address and password see screenshot for reference

Once you have typed in your details click or touch 'Sign In' see screenshot for reference

Screenshot of IOS App Sign in

Please see pages for accessing your account information and settings

Please see pages for more details and screenshot of live video

Zoom Security Guidance:

In order to ensure that the security of both yourselves and participants to your meetings, we advise that you do the following whilst using Zoom:

- Do not share your personal video link, Meeting ID or Personal link name on any social media or public forums.
  Any person with this information could join your meeting without you knowing and take over the screen.

- Prevent participants from screen sharing while you are hosting a meeting.
  this Is because others will be able to access the screen you are looking at and also share to others without you knowing.

- Only allow participants to join the session if they are a user and are signed in.
  This is so you can see who is participating in your meeting and decide whether to let them join or not.
  This is set as a default in your account settings, so be sure not to change it.

- Checking your privacy settings in your account is the best way to keep you and your account safe. Once you have signed into you account click or touch the profile icon and select your name. This will take you to your account, on the left hand side select settings and navigate down the page until you see privacy settings.

Profile Icon

Upgrade Options:

When you go into your Zoom account settings for the first time you may see the below message appear:

> Your Zoom Basic plan has a 40-minute time limit on meetings with 3 or more participants. Upgrade now to enjoy unlimited group meetings. Upgrade Now
>
> ☐ Do not show this message again

Zoom Account Info

This is basically telling you that for any meeting you host with 3 or more people it is only free for 40 minutes, for anything longer than that you will need to upgrade your account. Here are some of those options.

Option followed by bullet points of what you get for the money.

Free Basic:
- Host up to 100 participants
- Unlimited 1-2-1 meetings
- 40-minute limit on group meetings
- Unlimited number of meetings
- Ticket support – you can raise a ticket for any concerns you have or if there are any technical faults
- Video conference features (see website for details)
- Web conference features (See website for details)
- Group collaboration features (See website for details)
- Security – Secure socket layer (SSL) Encryption this means your conversions and chat while in the meeting cannot be intercepted as it will be coded

Pro Option is £11.99 per month & per host
- All Basic features

- Meeting duration limit is 24 hours
- User management option (See website for details)
- Admin feature controls (See website for details)
- Reporting (See website for details)
- Custom personal meeting ID
- Assign scheduler (See website for details)
- 1GB of cloud storage for recordings

Business option £15.99 per month
- All Pro features +
- Up to 300 participants
- Dedicated phone support
- Admin dashboard (See website for details)
- Vanity URL (See website for details)
- Option for on – premise deployment (See website for details)
- Managed domains (See website for details)
- Single sign-on (See website for details)
- Company branding (See website for details)
- Custom emails (See website for details)
- Cloud recording transcripts (See website for details)

Zoom Reference Sites:

Zoom Help Centre Page: https://support.zoom.us/hc/en-us

Zoom Help: Join a Meeting by Phone: https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone

Zoom Help: Getting Started: https://support.zoom.us/hc/en-us/categories/200101697

Zoom Help: Getting Started: Desktop: https://support.zoom.us/hc/en-us/sections/200305583-Desktop

Zoom Help: Getting Started: Mobile: https://support.zoom.us/hc/en-us/sections/200305413-Mobile

Zoom Help: Getting Started: FAQs: Users: https://support.zoom.us/hc/en-us/sections/200277708-Frequently-Asked-Questions

Zoom Help: Getting Started: FAQs: Admins: https://support.zoom.us/hc/en-us/articles/360042443452

Zoom Help: Video Tutorials: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Zoom Help: Plans: https://zoom.us/pricing