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# How to use zoom: a LINK crib sheet

## Booking an online meeting:

LINK has a zoom account which enables LINK to host online meetings for up to 100 people. To use zoom, please send a booking request to karen@scotlink.org or lisa@scotlink.org. They will confirm if a booking can be made for your time slot and will send you a meeting link for you to distribute to those attending.

## Joining an online meeting:

Click on the link you have been sent. It has the following format: https://zoom.us/j/long number

You will need a Wi-Fi connection, a laptop, tablet or mobile phone with a camera and a set of headphones with a microphone. Mobile phone headsets work fine. You can use zoom from a land line but it is harder for you to engage in the meeting and for others to engage with you. Try and use a mobile phone with wifi instead. Only use a land line as a last resort.

When you click on the link you’ll be automatically connected to the online meeting. You do not need to download any software. If this is the first time you’ve used zoom, you’ll be asked to accept cookies. You’ll need to check the cookie conditions and accept them to be able to join.

Once you’ve joined, click the video icon in the bottom left hand corner of the zoom window: this enables other participants to see you. This is important: online meetings work best when everyone can see everyone else. It enables you all to know when people are speaking and when you can politely come into the conversation. If it is difficult to join in, raise your hand so the meeting chair can see you wish to say something.

When you are not speaking, mute your microphone using the microphone icon in the bottom left hand corner of the zoom window. This ensures a higher sound quality for everyone on the call and means people can hear each other speak without interfering background noise from each participant. This is especially important if you are in a noisy place.

If you are on your own, use a laptop, tablet or mobile phone with headphones and microphone. If there is more than 1 of you, use the laptop camera or an external camera plus, if possible, an external microphone. Laptop microphones are very directional and are not good at picking up sound unless you are sat directly in front of them.

## Chairing an online meeting:

There is a skill to chairing online meetings that all meeting chairs need to acquire. You need to remind people to use their cameras and headphones and to mute when they are not speaking. Encourage people to raise a hand if they want to come in and discussions move too quickly for them to be able to do it themselves. Bring them in as quickly as you can.

You need to keep looking at the screen while you are chairing so you can see when people wish to come in. As long as everyone has their video working this makes your job much easier. If you have people who join by land line phone, first check that they cannot join online using the link from a mobile phone or laptop. If they only have access to a land line, you won’t be able to see who they are, so you will need to ask at the start of the meeting and you will need to regularly check if they wish to come in.

## Hints and tips:

Chat: There is a chat column: anyone on the call can use this to post links to documents or website etc. To see the chat column, click on the icon at the bottom of the zoom screen. This chat disappears at the end of the call and is not recorded.

Screen sharing: anyone on the call can share their screen using the share screen button at the bottom of the zoom window. You ned to click start screen share at the beginning of your presentation and end screen share at the end.

Hosting: the first person to join the call will automatically become the host. If this person needs to leave before the end of the meeting they will need to transfer the host. To do this, click on the participants icon at the bottom of the zoom window then right click on your icon to find transfer host. Transfer the host to whomever will be at the meeting until the end.

Recording: zoom meetings can be recorded by the host. You need to click on the record button at the top left-hand corner of the screen. It is worth remembering that recordings take up space on the local computer

## LINK Staff: to schedule a meeting:

Send the meeting details to the meeting chair and remind them to use the zoom link and not the phone number. Discourage people from using a landline phone because it is much harder for phone participants to engage and it is also much harder to chair. If they use a mobile, they should use the zoom link over their wifi or data connection.

Make sure the ‘Enable join before host’ box is ticked and all the others are unticked.

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