# **Zoom How-to Guide**

More and more people are using Zoom these days to connect with each other. We’ll be using Zoom in the LAMP study, so we want to make sure everyone in the LAMP study is feels comfortable using it. We put together this guide to help you. We recommend keeping this guide in a safe place, with your other study materials, so you can refer to it later.

# Step 1: Click on the zoom meeting link

## Below is an example of what you will see in your email invite:

“LAMP is inviting you to a scheduled Zoom meeting.

Topic: Zoom Meeting

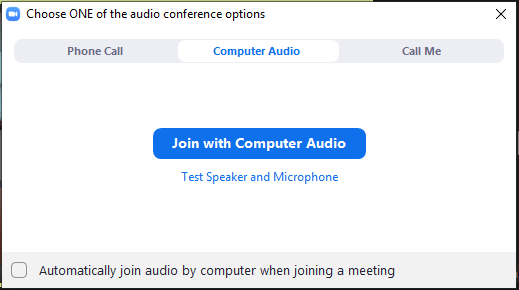
Time: Aug 7, 2020 11:00 AM Central Time (US and Canada)

Join Zoom Meeting

## (for example, the link in your email will look similar to this one (this is not a real link)):

https://umn-private.zoom.us/j/96177411522?pwd=anFLMXl1Q1JIS3BxY3ZDQWNMcFMrUT09  **Click here”**

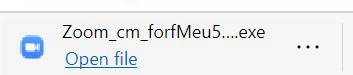
* Follow prompts to open meeting link: **Click “Join with Computer Audio”**



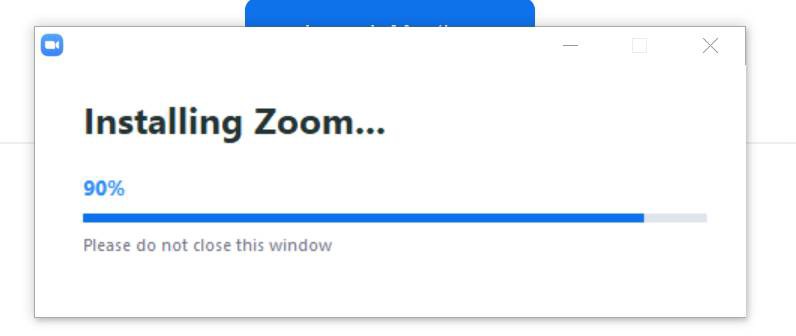
## Note: If this is your first time using Zoom, please download the Zoom software. If you already have Zoom installed, skip to item 4.  you may be asked to download Zoom software. Please follow prompts to download the Zoom software. (This should only take 2-3 minutes maximum). Zoom also occasionally updates their software, so it may ask you to update the software before a meeting. Please update the software when prompted (this usually only takes about a minute to complete).

1. **To download the Zoom software, click “Download now”**

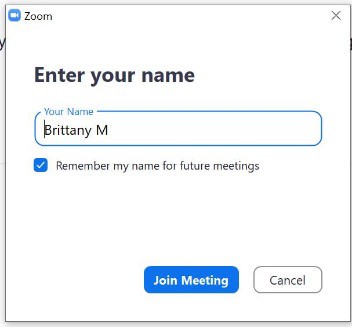
## Then a file will pop up somewhere on your computer screen (for PCs, it is often at the bottom left of the screen). Click “Open File.”



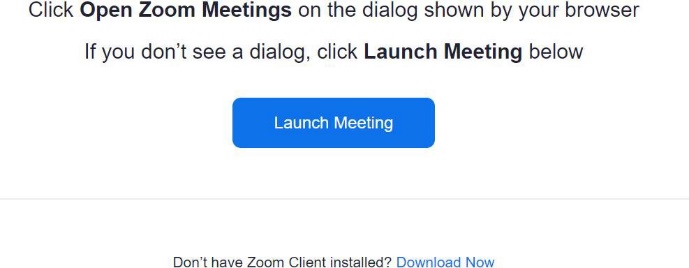
1. **Your computer will now install the Zoom software.**



* **Enter your name.** You will be prompted to type in your name. Preferably first and last, or first name with last initial (ex. Mariah B). *The name you type here is what others will see on your screen.*
* You can update your name at any time by hovering over your picture on the screen, clicking on the three white dots, and clicking “rename.”



## Click “Launch Meeting.”



**Note:** you may see a screen saying, “Waiting for the host to start this meeting,” or, “The host will let you in shortly.” No action is needed from you. The LAMP team will allow you into the meeting.

# Step 2: Adjust your meeting controls

* Below is the bar you will see at the bottom of your screen. These are your meeting controls.



* To mute/unmute yourself click the speaker icon on the far-left side. Here is a helpful video on how to mute/unmute yourself <https://www.youtube.com/watch?v=-nYIaBQpi60>



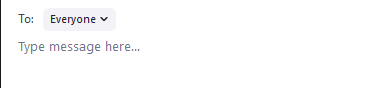
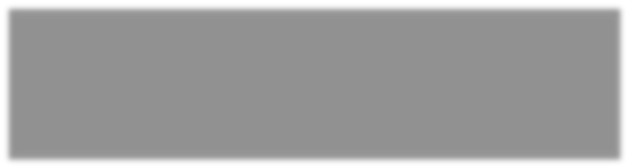
* Click on the little caret / “up arrow" (^) by the mute/unmute mic icon for more audio settings and options. If you need to change the microphone or speaker settings, you can do that here.
* To turn your video on or off click the video camera icon on the far-left side.

**Note:** Turning your video OFF can sometimes help fix internet connection issues due to reduced bandwidth.

Here is a helpful video on how to start/stop your video camera <https://www.youtube.com/watch?v=qsGiNKAlDJM>



* Click on the little caret / “up arrow" (^) by the start/stop video icon for more video settings and options. If you need to change the camera settings, you can do that here.
* To chat with the group, or with a specific participant in the group (ex. The group facilitator/leader), click on the “chat” button in the center with the chat bubble.

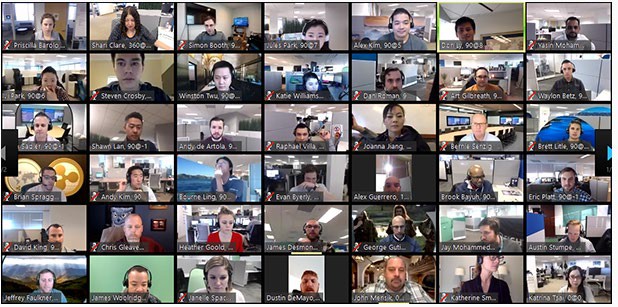


# Step 3: Adjust your visual settings

There are three different viewing options to choose from: Gallery view, active speaker view, and floating thumbnail view.

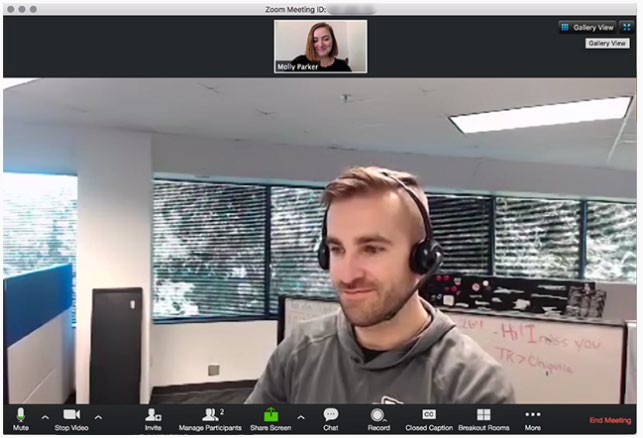
* Please select “Gallery View” on the top RIGHT of your screen during the discussion portion of the meetings so you can see everyone.



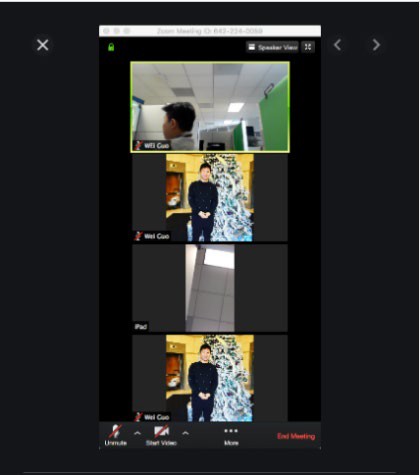


* During the presentation portion of the meetings you can choose which view you like best. Here are the other options:

Active Speaker View:



Thumbnail View:



Here is a helpful link for how to adjust visual settings: [https://support.zoom.us/hc/en-us/articles/201362323-Changing-the-video-](https://support.zoom.us/hc/en-us/articles/201362323-Changing-the-video-layout#%3A%7E%3Atext%3DOverview%2CSpeaker%20View%20or%20Gallery%20View) [layout#:~:text=Overview,Speaker%20View%20or%20Gallery%20View.](https://support.zoom.us/hc/en-us/articles/201362323-Changing-the-video-layout#%3A%7E%3Atext%3DOverview%2CSpeaker%20View%20or%20Gallery%20View)

# Step 4: To leave the meeting

* To leave the meeting you will use the RED “leave” button on the far-right side.

\*\*Note: The “share screen,” and “record” buttons can only be used by the host, or the host can give rights for other users to use these buttons during the meeting. The meetings WILL NOT be recorded.

**ACCESSING ZOOM IF YOU ARE USING A SMARTPHONE OR TABLET**

## Step 1: Click on the link to join the Zoom meeting.

**Below is an example of what you will see in your email invite:**

“LAMP is inviting you to a scheduled Zoom meeting.

Topic: Zoom Meeting

Time: Aug 7, 2020 11:00 AM Central Time (US and Canada)

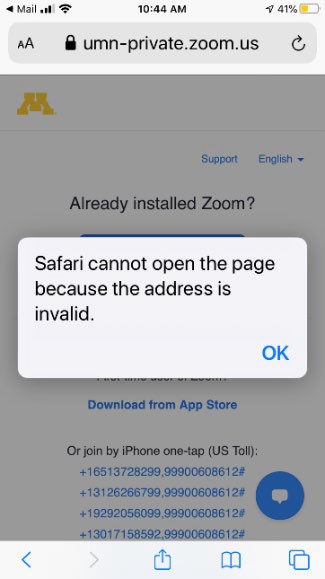
Join Zoom Meeting

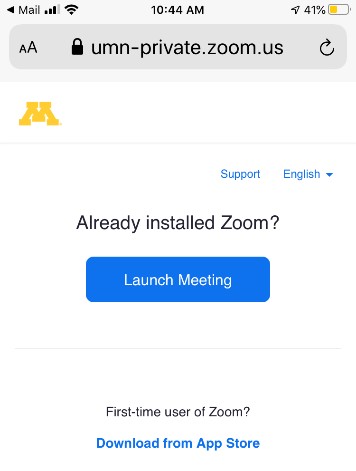
## (for example, the link in your email will look similar to this one (this is not a real link)):

https://umn-private.zoom.us/j/96177411522?pwd=anFLMXl1Q1JIS3BxY3ZDQWNMcFMrUT09  **Click here”**

## Step 2: If it is your first time using Zoom, please download the Zoom app. Note: if you already have Zoom app installed, skip to Step 3.

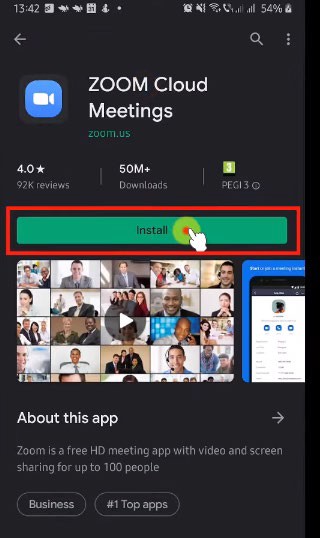
1. After you click the Zoom link in Step 1, you may receive the following message. Just click “OK.” **To download the Zoom app, click “Download from App Store.”**

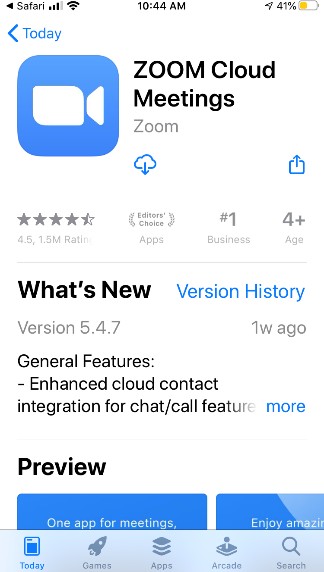




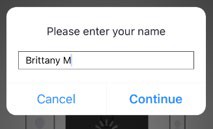
6

1. **Download the app.** Once the app is done installing, go back to your LAMP e-mail and click on the Zoom link again.



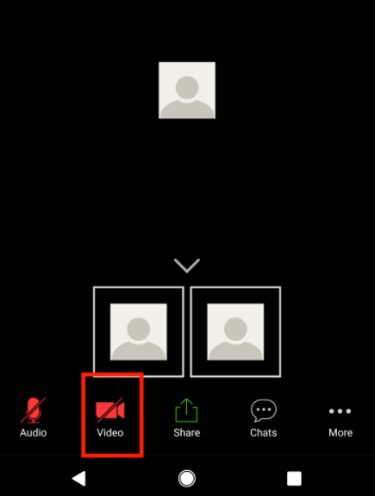


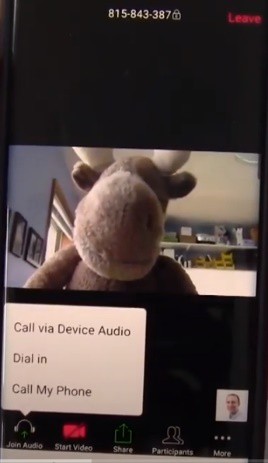
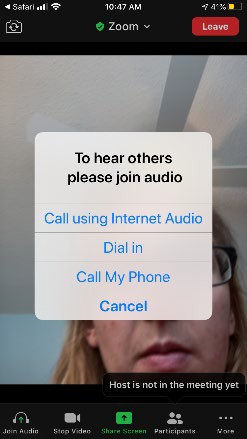
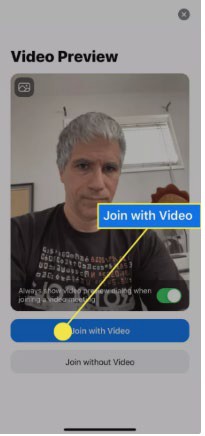
1. **Enter your name**. You can choose whether you would like to enter your last name or just a last initial (eg. Mariah B). This is what others will see on their screens. **Click “Continue.”** Note: Androids may not need this step.



## NOTE: you may see a screen saying “Waiting for the host to start this meeting.” No action is needed from you. The LAMP team will allow you into the meeting.

1. Once you enter the meeting, you will receive notifications asking for permission to access your camera and microphone, to send notifications, etc. **Please click “OK” for these notifications.**

**Step 3: Turn on your audio and video**

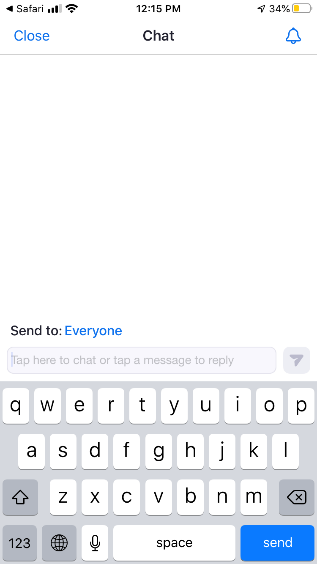
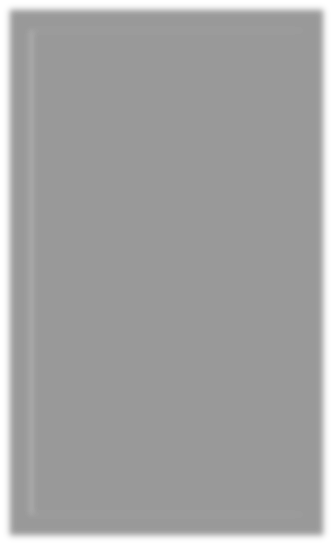
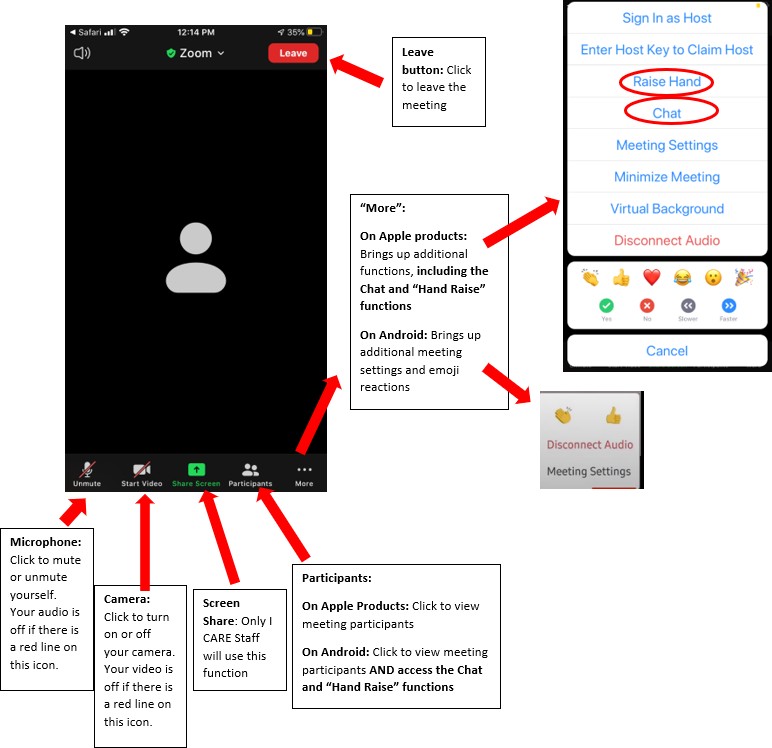


|  |  |
| --- | --- |
| **Apple Products** | **Android Products** |
| Click “Join with Video.” Then click “Call using  Internet Audio.” | Click “Call via Device Audio.” Then click the  “Start Video” icon to turn on your video. |

# ADJUSTING MEETING CONTROLS FOR SMARTPHONES

Tapping/touching your meeting screen will bring up user controls below:

NOTE: The screenshot below is for an iPhone. iPad controls are located on the top of the screen. Android controls may be slightly different.



**Screen Share:** Only LAMP staff will use this function

**Helpful Tips:**

* If you are having connection issues, try turning off your video.
* Use the volume buttons on your smartphone/tablet to control volume

ADJUSTING VIEW SETTINGS FOR SMARTPHONES

There are 2 view settings on Zoom: “Gallery View” and “Active Speaker” vi

**Notes on how to use the Chat**

* On an Apple Product
  + Click the “More” button. Then click “Chat.”
* On an Android Product
  + Click “Participants.” Then click “Chats”
* To chat with the whole group, make sure the drop down option next to “To:” says “Everyone.” Click “Enter” to send the chat.
* To send a private chat to someone, select the individual from the drop down. Click “Enter” to send the chat.

**Active Speaker View:** Shows only one participant. When you join the meeting, you will see one participant on default.

**Gallery View:** Shows 4 participants at a time. Swipe right to bring up Gallery View. Continue swiping right to see other participants.



To switch from Gallery View back to Active Speaker view, double click on the image of the participant. It will then only show the video of that participant.

To switch from Active Speaker View to Gallery View, swipe right again.

# ADDITIONAL RESOURCES AND SUPPORT

## Additional Resources

* In-depth instructions and video testing: [https://support.zoom.us/hc/en-us/articles/115002262083- Joining-a-test-meeting](https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-test-meeting)
* Zoom Help Center. Includes helpful videos, articles, and how to contact tech support: <https://support.zoom.us/hc/en-us>
* Link to test your internet connection using the ‘Zoom test meeting’: <https://zoom.us/test>
* Video on how to join a meeting (1 min view time): <https://www.youtube.com/watch?v=vFhAEoCF7jg&feature=youtu.be>

## Common Technology Glitches

|  |  |
| --- | --- |
| **Internet Connection Unstable AND/OR Screen(s) freezing up** | 1. Check for other webpages that are using the internet and close what isn’t needed. 2. Try going off video temporarily and   see if the connection improves |
| **Microphone/Webcam not working** | 1. Check to make sure your device is working using this test link: <https://zoom.us/test> 2. Make sure the correct device/option is selected by clicking on the caret (^) next to the mute or video buttons and going to Settings      1. If video is working but sound isn’t, dial into the meeting by phone using the phone number in the meeting invite e-mail |
| **Dropped off the meeting** | 1. Rejoin with the link in the meeting  invite e-mail |
| **If you are having technology issues that you are unable to resolve on your own, contact the Facilitator Assistant, first by chat and then by phone, if needed. Their contact phone number is noted in the chat and in their video box.** | |

**LAMP VIRTUAL GROUP PARTICIPATION TIPS**

**1. Participating in Virtual Sessions:**

* “Mute” when you are not actively speaking to the group
* Have video on, except for breaks or if directed to turn off
* Have screen on gallery view during discussions, unless on your phone
* Use the chat box to communicate any questions or issues privately with your facilitators
* Raise your hand by waving your hand or unmute to share

**2. Privacy & Safety:**

* Private and quiet space to attend sessions
* Do not share your log-in link & password for the sessions with anyone
* No recording (sound or video) or taking pictures of sessions
* Create a supportive learning environment:
  + Support each other
  + Engage fully in the program
  + Take care of yourself

**3. Expectations & Guidelines:**

* Treat the virtual group the same way you would treat an in-person group
  + Log in early
  + Avoid multitasking
  + Do not drive during a session
  + Silence your phones
  + Mute yourself when not speaking

**4. Setting Up Your Space:**

* Have your space set up before the session begins
* Private space with limited distractions
* Strong internet connection
* Make sure your device (computer/phone) is charged and keep plugged in if possible
* Have a sturdy chair