



**Dementia
Australia™**

Using Zoom Guidelines

Key information on using the Zoom video conferencing tool to participate in meetings

12 August 2020

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Contents

Introduction	1
Before we get started	1
Getting started with Zoom	1
Equipment required.....	1
Accessing Zoom	1
Testing out Zoom	2
Creating an account.....	2
Security measures.....	2
Password protected meetings.....	2
Virtual Waiting Room Turned on by Default	3
Joining a meeting	3
Joining via a web browser.....	3
Joining via email	6
Joining via Zoom desktop client.....	7
Joining a meeting by phone	7
Meeting etiquette.....	8
Useful tools in Zoom.....	8
Chat function.....	8
Screen sharing.....	9
If things go wrong.....	9
Unstable internet or low bandwidth	9
Sound issues	10
Connecting via the phone	11
Helpful resources	11
Feedback and comments	11

Introduction

Zoom is a communications software that provides a platform for video and audio conferencing, collaboration, chat and webinars across a range of devices.

We developed this resource for use by people living with dementia, carers and family members, Dementia Australia staff and anyone else who finds this resource helpful to support Zoom use and engagement.

This resource aims to provide easy to read information for people who are participating in Zoom meetings, with links to the relevant Zoom articles.

These guidelines and the accompanying tip sheets were developed with the **Dementia Australia Advisory Committee**. We would like to acknowledge and thank them for their time, expertise and collaboration in the development of these resources. In particular we want to thank Dennis Frost for leading this work.

Before we get started

Please note the information below is general instructions for Zoom. The exact messages you see on your computer may differ or look a little different to the pictures depending on what platform you are using.

Zoom has a subscription based service from free to a range of paid accounts. Some features may not be available depending on the subscription used by the meeting host and the version of Zoom downloaded.

Getting started with Zoom

Equipment required

Before you get started you will need a computer or device with a webcam and microphone to participate in a Zoom meeting.

Accessing Zoom

There are a number of ways you can access Zoom. This includes on a web browser, through the Zoom desktop client, and/or through the Zoom mobile app. The Zoom desktop client is the Zoom application. When installed it appears as an icon on your desktop.



Testing out Zoom

Before joining a meeting you can join a test Zoom meeting to familiarise yourself with and test Zoom. Visit <https://zoom.us/test> and click **Join** to run a test session.

Creating an account

You do not need to have a Zoom account to attend a Zoom meeting. However, if you would like to join Zoom visit <https://zoom.us/signup> for more information.

Security measures

In the wake of COVID-19 more people are using Zoom. Zoom have increased some of their security measures due to this. Some important things to consider are:

- If you are a host, the security of your meetings
- How your information is stored
- Confidentiality in an online setting.

If the meeting is with Dementia Australia staff, we adhere to robust privacy and confidentiality policies and procedures. We will provide you with information about confidentiality and consent prior to any online Zoom meetings and discuss this information with you and answer any questions you might have.

Dementia Australia is continually monitoring how using Zoom as a communication tool is working.

From April 2020 part of the new security measures by Zoom include:

Password protected meetings

Zoom have made changes so that scheduled meetings have passwords enabled automatically.

Virtual Waiting Room Turned on by Default

The virtual waiting room feature will be automatically turned on by default. This is a virtual staging area that prevents people from joining a meeting until the host is ready. Only the host can accept participants into the meeting.

More information about Zoom security can be found here: <https://zoom.us/security>

Zooms privacy policy can be found here: <https://zoom.us/privacy>

Joining a meeting

There are many ways to join a meeting, but the easiest way is to click the join link that the meeting host provided. Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting.

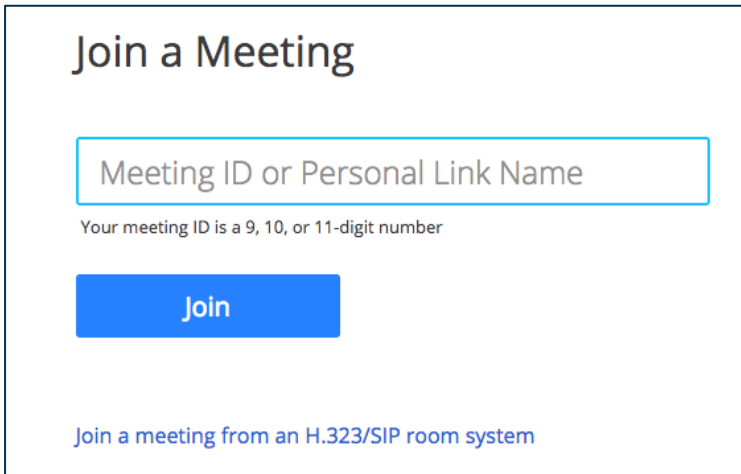
You do not need to have a Zoom account to attend a Zoom meeting.

Please note the information below is general instructions for Zoom. The exact messages you see may look a little different to the pictures depending on what platform (for example Chrome, Internet Explorer) you are using.

To watch a 1 minute instruction video on joining a meeting and for more information about joining via different platforms visit: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Joining via a web browser

1. Go to join.zoom.us
2. Enter your **meeting ID** provided by the host.
3. Click **Join**.



Join a Meeting

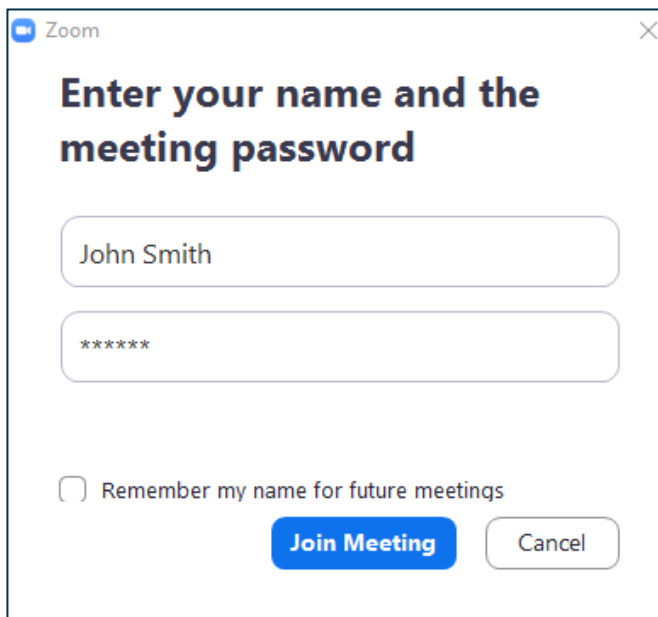
Meeting ID or Personal Link Name

Your meeting ID is a 9, 10, or 11-digit number

Join

[Join a meeting from an H.323/SIP room system](#)

4. If this is your first time joining, you will be asked to open the Zoom client to join the meeting. Follow the prompts to open Zoom.
5. It will ask you to enter your name and the meeting password (if required). Once entered click **Join Meeting**.



Zoom

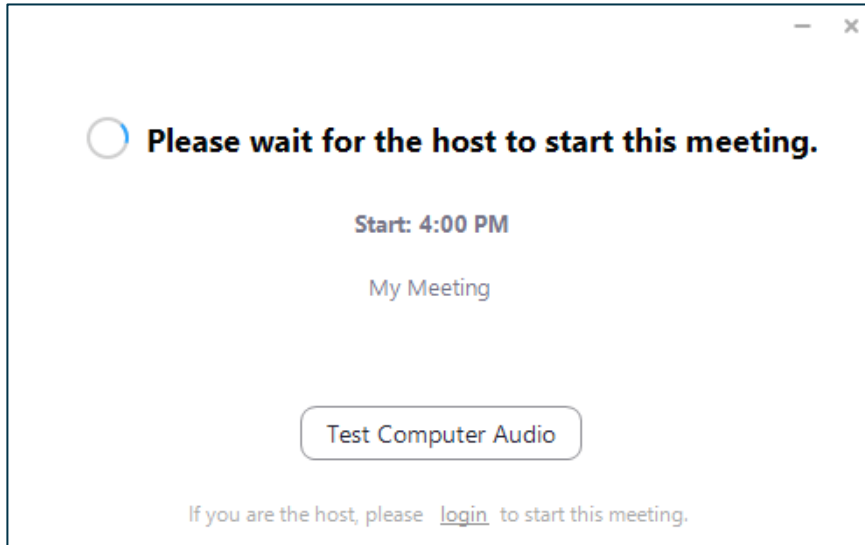
Enter your name and the meeting password

John Smith

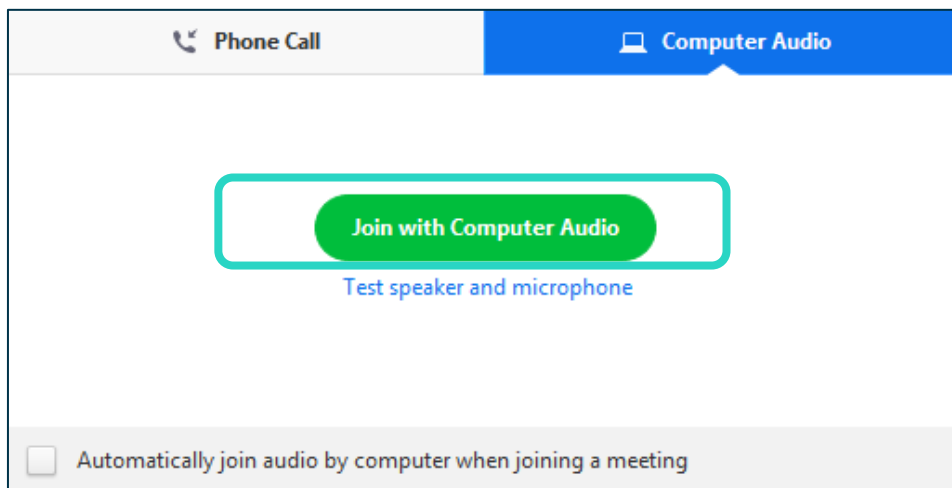
Remember my name for future meetings

Join Meeting Cancel

6. If the host has not started the meeting, you may be placed in the waiting room. Once the host starts the meeting you will automatically connect into the meeting.

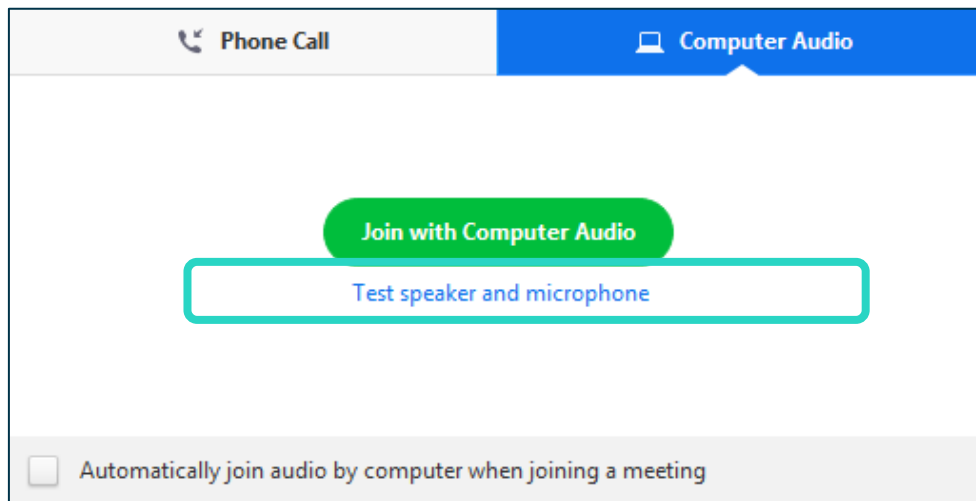


7. Depending on your settings, a pop up might appear about your audio. Click Join with Computer Audio.



If you want to, you can test your speaker and microphone before joining a meeting:

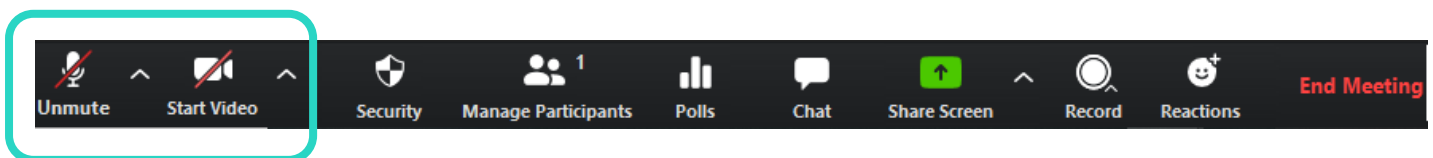
1. After joining the meeting, click test speaker and microphone



2. A pop up will appear to start the test. Follow the prompts on the screen.

Zoom instructions for testing your speakers and microphone can be found here: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

3. Once connected to the meeting you can use the below buttons to mute/unmute and control your video.



Joining via email

1. When you **click on the link** in your Zoom Meeting email sent to you, the Zoom webpage will open.
2. Click **Join Meeting**. The website will start the process to download and set up Zoom. You may get a message pop up on your browser, if so click **Always run on this site**.
3. A pop up window will appear and ask if you want to Run the program. Click **Run**. It may ask you this twice. Click **Run** each time you are asked
4. A Zoom Installer window will appear
5. Enter the **meeting password** if prompted

Joining via Zoom desktop client

If you have downloaded the zoom desktop client, you can also join a meeting from here.

1. Open the Zoom desktop client
2. Join a meeting by clicking **Join a Meeting**
3. Enter the **meeting ID** number and your display name
4. Enter the **meeting password** if prompted
5. Select if you would like to connect audio and/or video and click **Join**.

Joining a meeting by phone

If you do not have access to the right equipment or you are having issues with joining a meeting via the website or Zoom desktop client, you can also join a meeting via phone.

1. On your phone, **dial** the **teleconferencing number** provided in your invite
2. Enter the **meeting ID** number when prompted using your dial pad
3. Enter the **meeting password** if prompted.

Note: If you have already joined the meeting via the computer, you will have the option to enter your 2-digit participant ID to be associated with your computer. If the prompt does not appear or you close out of it, click **Join Audio** in the meeting controls. Then click **Phone Call** and you will see your participant ID.

If you have not joined on your computer, simply **press #** again when prompted to enter in your participant ID.

Zoom instructions for joining a meeting can be found here:

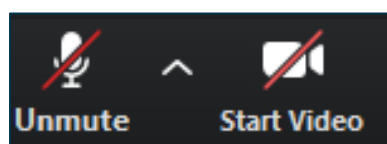
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Meeting etiquette

Here are some pointers for etiquette when participating in a Zoom meeting:

- Join a few minutes before so you are ready to go when the meeting starts
- If you are new to Zoom do a test run before the meeting to familiarise yourself with Zoom features
- Try to find a quiet place with minimal background noise and interruptions
- Consider your background – a plain background in a light filled space is best
- Consider your camera position, keep it at eye level if possible
- Mute your microphone when you are not talking to minimise background noise
- Try to avoid talking over/at the same time as other participants
- Try to avoid doing other tasks while in the meeting. If you need to step away make sure you are on mute and turn your video off.

When you are on mute and your video is turned off a red line will appear on the symbols.

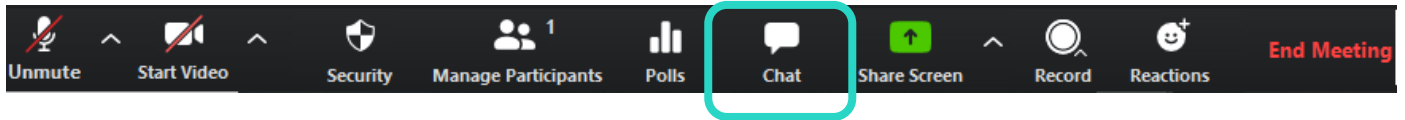


Useful tools in Zoom

There are a number of useful tools in Zoom that can help you make the best of the meeting. Some will depend on if they are enabled in the host's settings. Here are a few we have found particularly helpful:

Chat function

The in-meeting chat allows you to send chat messages to other people in the meeting. You can send a private message to an individual person or you can send a message to an entire group.

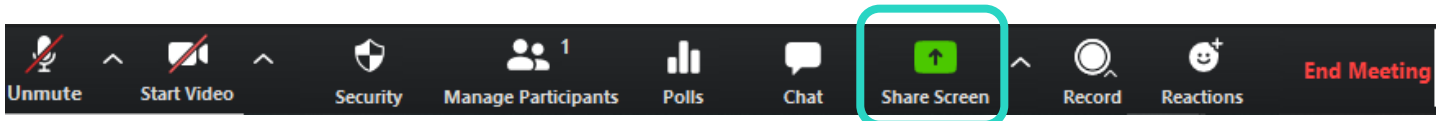


Screen sharing

You can share your screen with meeting participants. This can be useful for showing documents, presenting PowerPoint or sharing photos. Below are basic instructions on how to share your screen:

1. Click the **Share Screen button** located in your meeting controls.
2. Select the screen you want to share
3. Click **Share**.

Make sure if you are sharing your screen to select only the screen you want to share.



Zoom instructions for sharing your screen can be found here:

<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

If things go wrong

Here are some common issues that people may experience when using Zoom:

Unstable internet or low bandwidth

Sometimes people can experience the video freezing, and delayed or distorted sound if the internet connection is unstable.

If you can, connect to the internet via a physical cable, rather than only Wi-Fi. This can provide a more stable internet connection. If other devices share the Wi-Fi connection are switched off during the meeting this may also help.

If this is an issue for everyone in the meeting the host could request that everyone except the person speaking switch off their camera. If it is an individual if they switch off their camera it may free up their bandwidth a little.

Sound issues

Sound issues or feedback from the microphone can be distracting in a meeting. Sometimes it is difficult to tell where the sound is coming from.

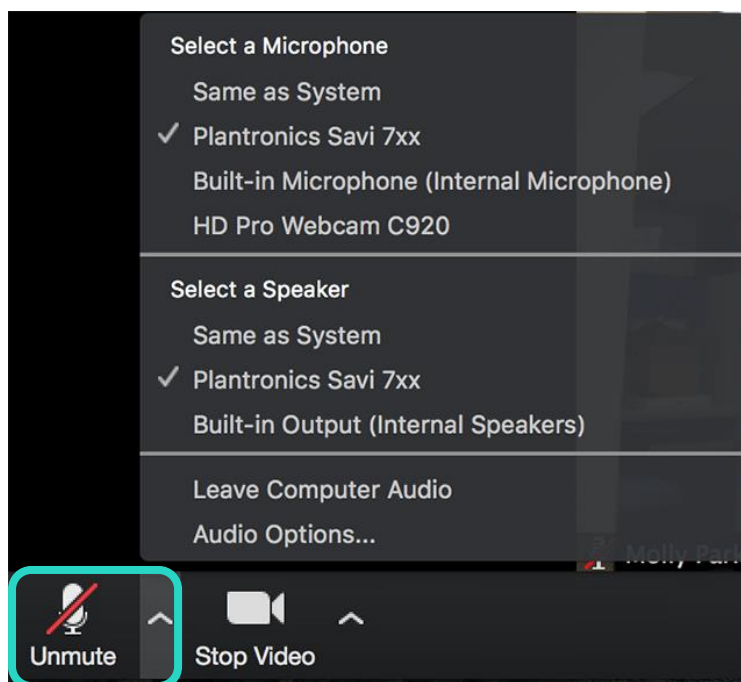
Positioning of speakers

For desktop computers positioning of external speakers is a point to consider. Most headsets (with inbuilt microphone) are designed to reduce system feedback to zero. Hard reflective surfaces, such as glass behind the speaker may reflect sound back into the system but will not be noticed by the person because their sound feedback is being eliminated by their Zoom client for them.

Microphone and speaker connection

It can be helpful to check the correct microphone and speaker is connected. You can access your audio settings and test your audio when you are already in a meeting.

1. In the meeting controls, click **the arrow** next to Mute/Unmute.
2. Check that the correct microphone and speaker is ticked



Connecting via the phone

If you are having a lot of issues with video or sound, it can be worth joining the meeting via phone and working to resolve the issues after the meeting. See point 5 **joining a meeting** for how to do this.

Zoom instructions for troubleshooting common issues can be found here:
<https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

Helpful resources

Here are a number of resources that you might find helpful.

- **Zoom Help Centre** - The help centre is a good place to start:
<https://support.zoom.us/hc/en-us>
- **Zoom Video Tutorials** – If you prefer videos, Zoom have many instructional videos: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>
- **Zoom Frequently Asked Questions** – Answers to the most common questions Zoom get asked: <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>
- **Be Connected Website** - Is a government initiative that offers free courses on accessing the internet, using your device and keeping in touch with others online:
<https://beconnected.esafety.gov.au/>
- **E-safety Website** - Is a government website that helps Australians keep safe online: <https://www.esafety.gov.au/>

Feedback and comments

This is intended to be a living document and we welcome any feedback or comments. To share your comments or feedback please email advocates@dementia.org.au