

Zoom – How to get the best out of the experience

- If you are new to Zoom, have a look at Zoom’s quick start guide for new users. It covers all the basics of getting started. You can access this guide here: <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>
- Join the meeting early so you have time to iron out any technical issues.
- Ensure the space you are in is well lit and is free of background noises such as a radio or TV. Let others know if you do not wish to be disturbed whilst in the meeting. Turn mobiles to silent.
- Print out any meeting papers (or ask the relevant organisation to post to you). It can be tricky to view papers and be on Zoom at the same time, particularly with one screen.
- If possible, have your video on during the meeting. This can lead to a better experience.
- If you are hosting or attending a regular meeting with a group, have an agreed set of ‘meeting rules’ on how they will be run.
- Raise your hand if you would like to speak. You can do this physically or, if enabled by the host, through the ‘raise hand’ function in Zoom.
- Have a pen/texta and paper handy. You can then write down any questions as they come to mind or you can draw on paper to hold up to show others.
- Check out tools that might work for you. For example, written signs to use during the meeting such as ‘I want to speak’, ‘I agree’.

- Make sure your name is displayed. When joining the meeting you will have the option to include your name or the meeting host can change this for you.
- Be mindful that different platforms will look different. Avoid statements such as 'the person at the top left hand of the screen' as it will be different for each participant.
- Don't be afraid to try out Zoom, have a practice session to familiarise yourself with it or ask a friend for help. Have fun!

These tip sheets were initiated by and developed with the Dementia Australia Advisory Committee.

We welcome any feedback or comments. To share your comments or feedback please email [**advocates@dementia.org.au**](mailto:advocates@dementia.org.au).