

## How to use **zoom** for a virtual meeting? – using a computer

Zoom is a software which allows virtual meetings. Zoom can be accessed via the internet using your computer or mobile device. It is also possible to dial into a Zoom meeting using a telephone if the meeting host has a premium account, though you won't be able to experience all features when you are dialling in. Check with those organising the meeting whether this is a possibility for you. It is free to use Zoom as a meeting participant.

This guidance will help you to understand how to work with Zoom when making use of a computer or laptop. For convenience, the guide will constantly refer to a computer, but it is the same for a laptop. The guide makes use of screenshots, which have been anonymised. You will sometimes see orange circles or arrows in the figures that will point out specific elements relevant for the functionality explained in a specific chapter.

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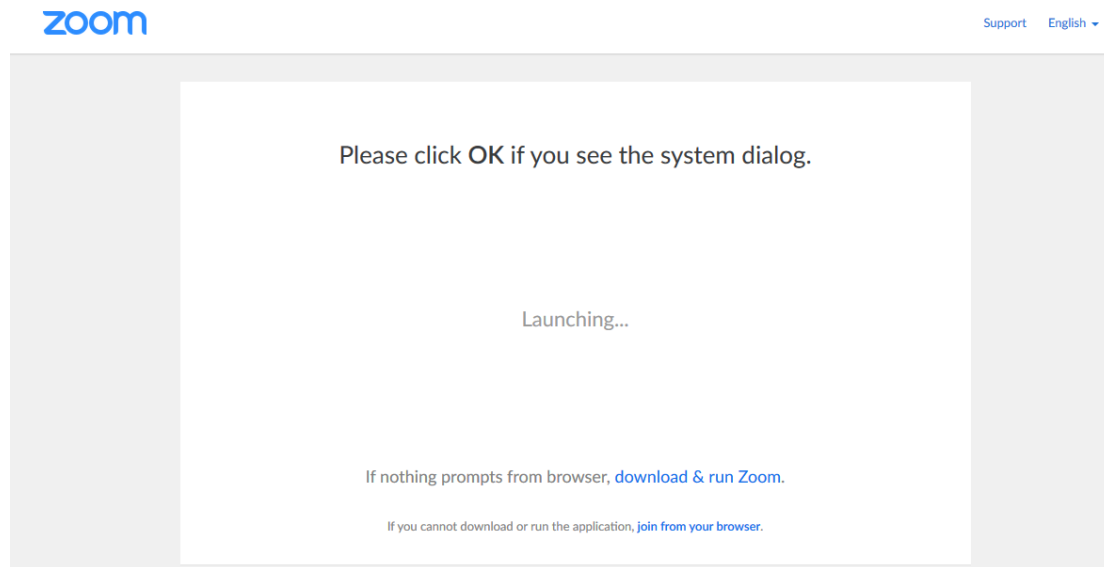
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## Accessing a meeting

To join a Zoom meeting, the person hosting the meeting will send you an email with the joining details. The connection link will look something like

<https://zoom.us/j/123456789?pwd=VDhLTHkrNzBZQjJuVFR3NUpDZWtOZz09>.

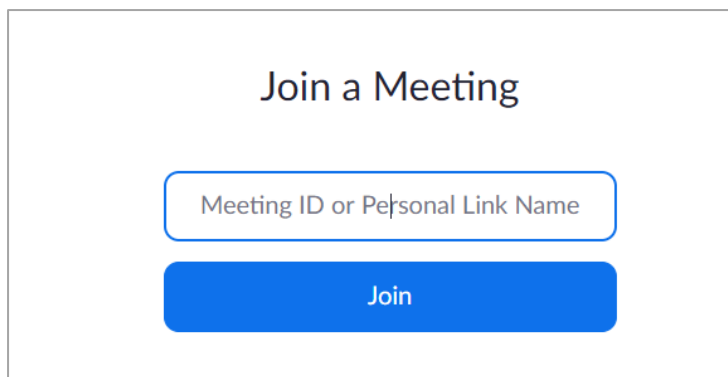
When clicking on the link, you are forwarded to a connection page.



The system dialog will ask you which app to use to run Zoom on. Click on the app mentioning Zoom.

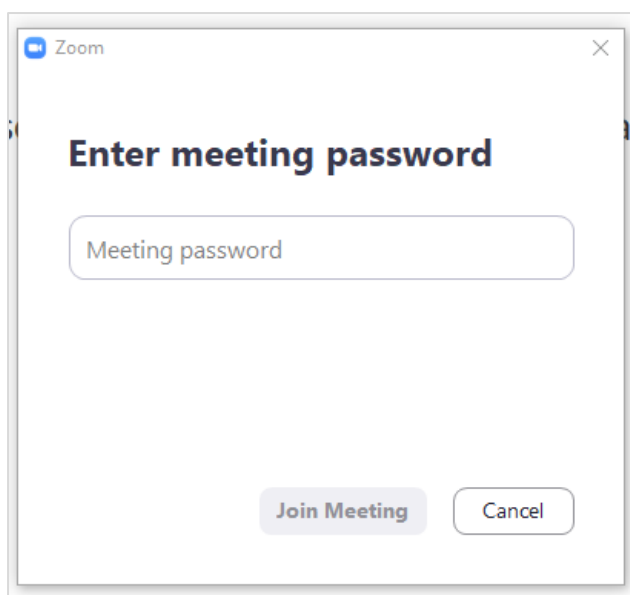
If this is the first time you are using Zoom, you will be required to download their app on your computer. This app should be secure and not provide any problems for your device. You can do this by clicking “download & run Zoom” on the page. An installation programme will then be downloaded. If it doesn’t start automatically, press “Ctrl” and “J” keys on your keyboard simultaneously to open your downloads and click on the file called Zoom\_launcher.exe.

Alternatively, it is possible to join a Zoom meeting from your browser as well. Go to [zoom.us/join](https://zoom.us/join) and enter the Meeting ID (9 or 10 digit number). The meeting ID has been included in the email with joining details (it’s the first 9 or 10 numbers from the hyperlink, so in our example the Meeting ID is 123456789). When you join a meeting via your web browser, it is recommended to use the browsers Chrome or Edge.



A screenshot of a 'Join a Meeting' dialog box. At the top, the text 'Join a Meeting' is centered. Below it is a text input field with the placeholder text 'Meeting ID or Personal Link Name'. Underneath the input field is a prominent blue button with the text 'Join' in white.

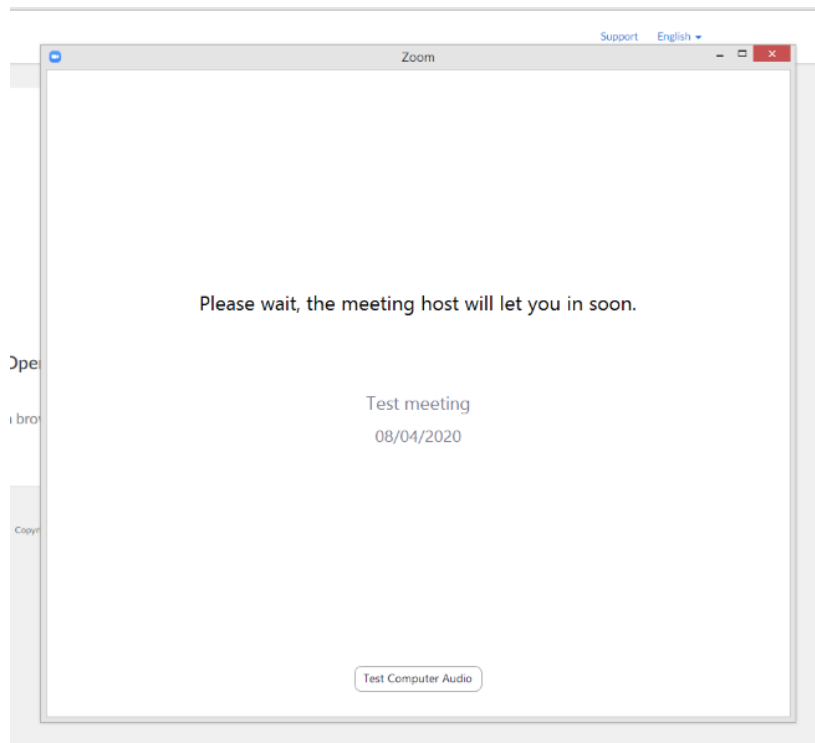
It could be that, once asking for permission to join the link, you are asked for a password. You should have received a password with the meeting invitation.



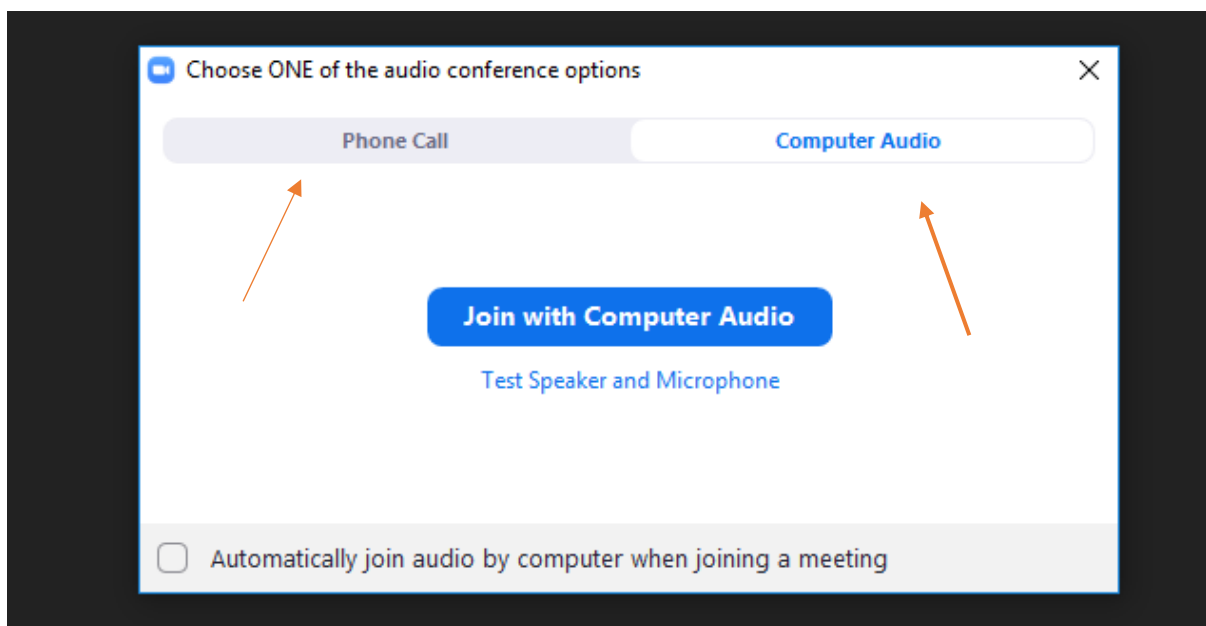
A screenshot of a Zoom application window titled 'Zoom'. The main heading is 'Enter meeting password'. Below the heading is a text input field with the placeholder text 'Meeting password'. At the bottom of the dialog are two buttons: 'Join Meeting' and 'Cancel'.

You will then be asked for your name to join the meeting. Please, where possible, use your real name so the meeting host knows who is on the call.

You might be placed in a waiting room. This feature is in place to ensure that uninvited guests won't join and disturb the meeting. The meeting host will accept you into the meeting once they have joined themselves, as such it could happen you will be in the virtual waiting room for a bit if you joined the meeting early.

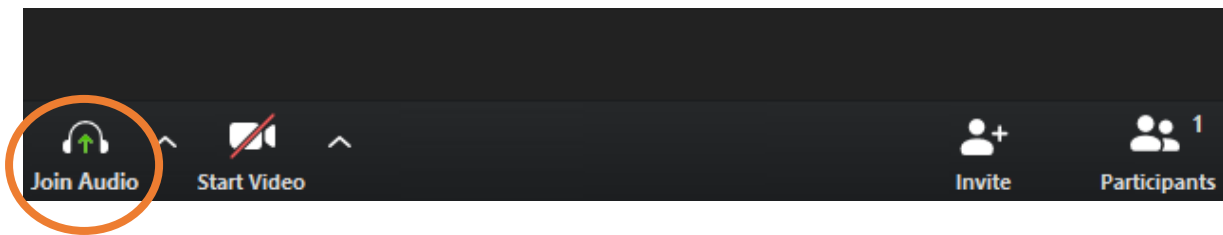


Once you have entered the Zoom meeting, you will likely be asked in what way you would like to listen to the meeting, unless you have set up your preferences previously and saved these.



You can listen to the meeting making use of your computer (headphones or speakers), in which case you use “computer audio” or you can dial into the meeting via phone call if you are unsure of the quality of your computer microphone/speaker. Please note the phone call option is only possible with a Zoom premium account, so you would need to check with the person who organised the meeting if they use a premium account. In that case, click on “phone call” and it will show you which number to call and all required information to access the audio of the meeting via phone.

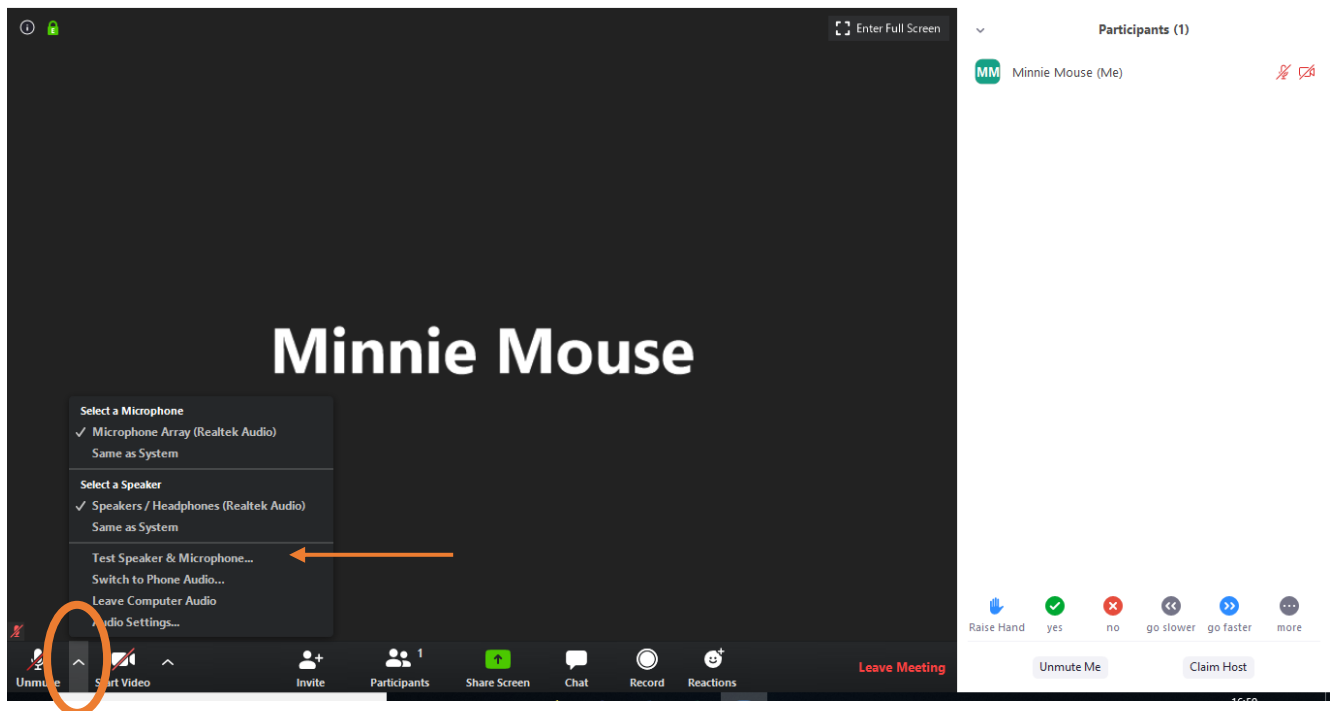
Note that it is important to select an audio option. Otherwise, you won’t hear what is happening. If this is the case, the audio in the bottom bar of your screen will show the image below.



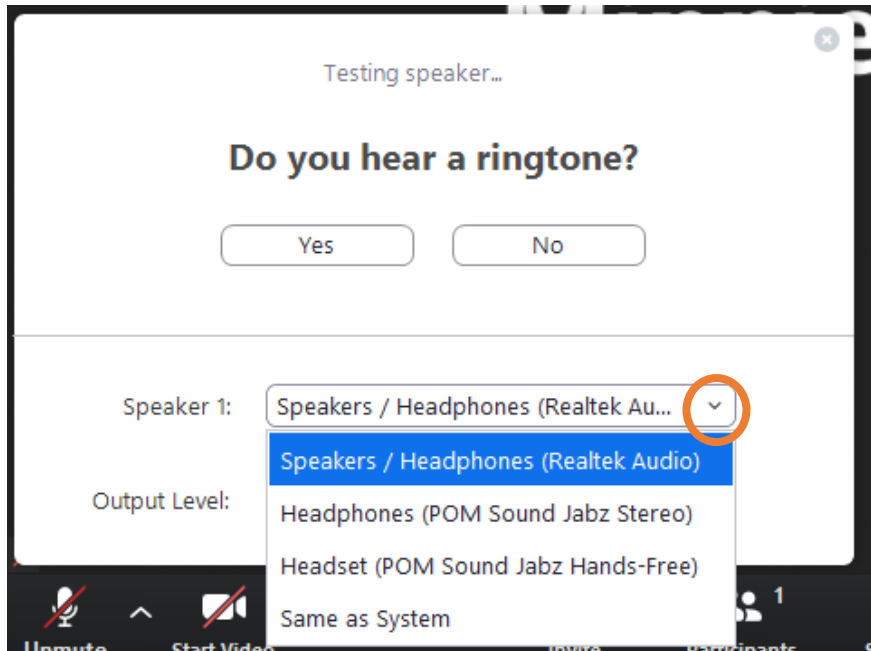
### Testing your video/ microphone

After entering your meeting, you might want to test your audio and video quality.

Click on the up-facing arrow next to the microphone icon in the bar on the bottom of your screen and select “Test Speaker & Microphone”.

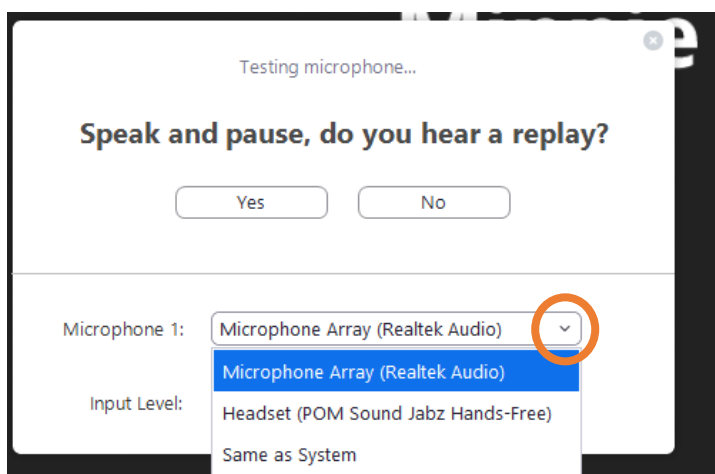


Zoom will play you a ringtone. If you don't hear it, select a different audio output by clicking on the downward arrow. Especially if you have a (wireless) headphone connected to your computer, you might have several audio outputs so it would be good to test which one would work. Try which output has the best sound quality.



Once you have selected your preferred audio, click yes on the question “Do you hear a ringtone”.

You will then be referred to microphone testing. You will need to speak into your microphone (which might be hidden in your webcam/ laptop) or into your headphones. It will play back what it hears. If you don't hear anything, you might want to test a different input by selecting a different option when you click the down facing arrow. If none of them work, you might want to use a different microphone or considering dialling in with your phone to ensure access to the meeting audio and allow them to hear you. Dialling in is only possible if the meeting host uses a premium account.

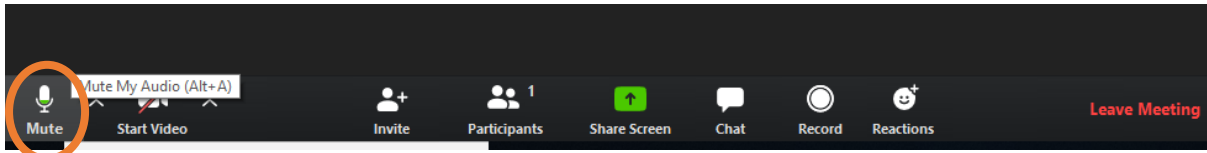


If you hear your microphone, press yes to the question “speak and pause, do you hear a replay?”

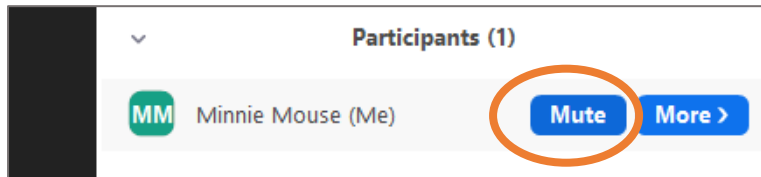
## Mute and unmute your microphone

It is important to mute your microphone when you are not talking to avoid disturbances and background noises during the meeting. You should be automatically muted when you join the meeting. You will want to unmute yourself before you start talking. Make sure to mute yourself again once you finish talking. There are several ways to mute and unmute yourself:

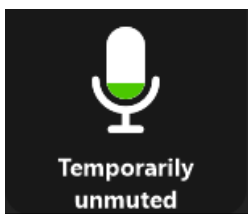
- 1) Press the “Mute” or “Unmute” in the left corner of the bottom bar on your screen or press the “Alt” and “A” keys simultaneously on your keypad



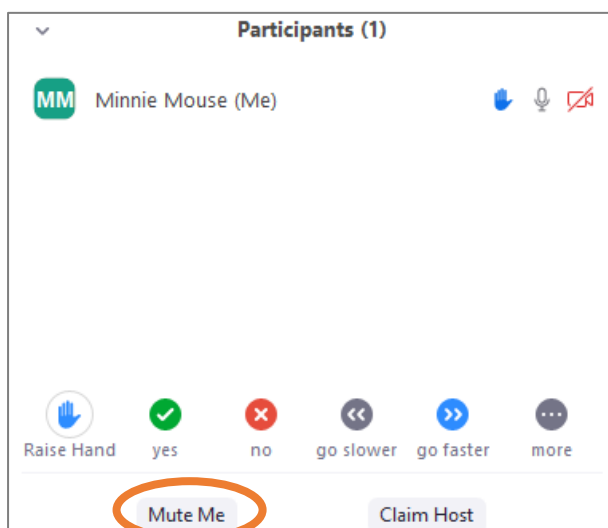
- 2) Click on your name in the participants overview and press mute.



- 3) You can unmute your microphone temporarily by pressing the space bar on your keyboard. As long as you keep your space bar pressed, you will be unmuted and heard by everyone participating. You will then see the icon below in your screen. Once you let go of the spacebar, you will be muted again and the icon disappears.

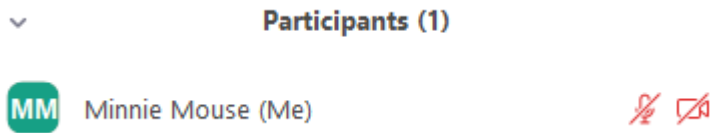


- 4) The bottom of your participants box will show the button “Mute Me” or “Unmute Me”.

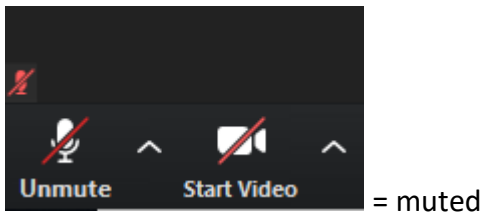
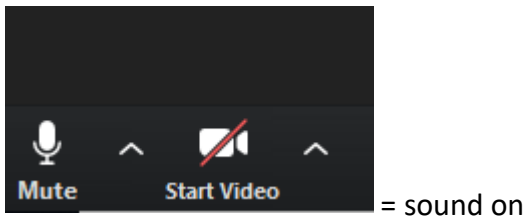


If you are unsure if you are muted or unmuted, there are several ways to check:

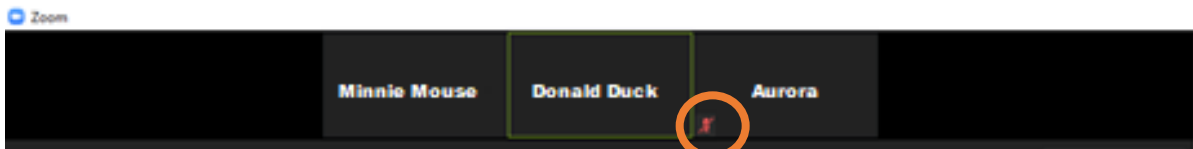
- 1) There is a microphone icon behind each participant's name. If this is red, the participant is muted, if it is grey, they are unmuted



- 2) The microphone icon in the left corner of the bottom bar on your screen will show as "sound on" or "muted"



- 3) Your video icon will show whether you are muted. If you, or others, are muted, it will show a red microphone icon. If you are not muted, it won't show an icon.

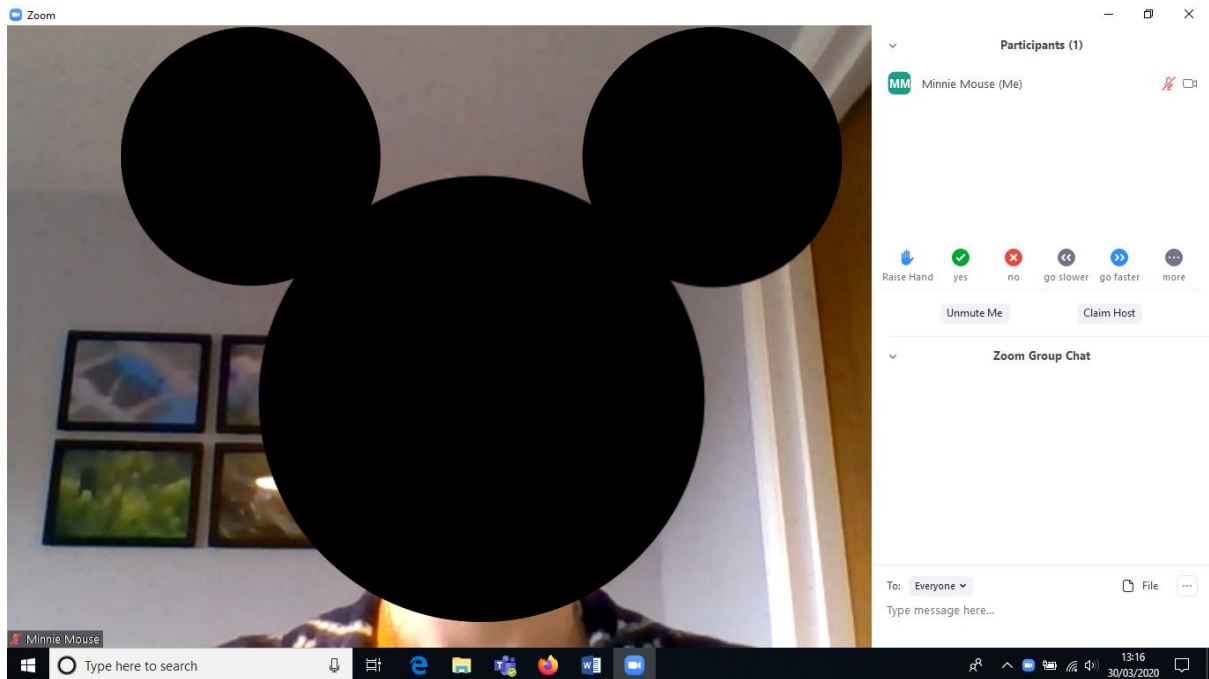




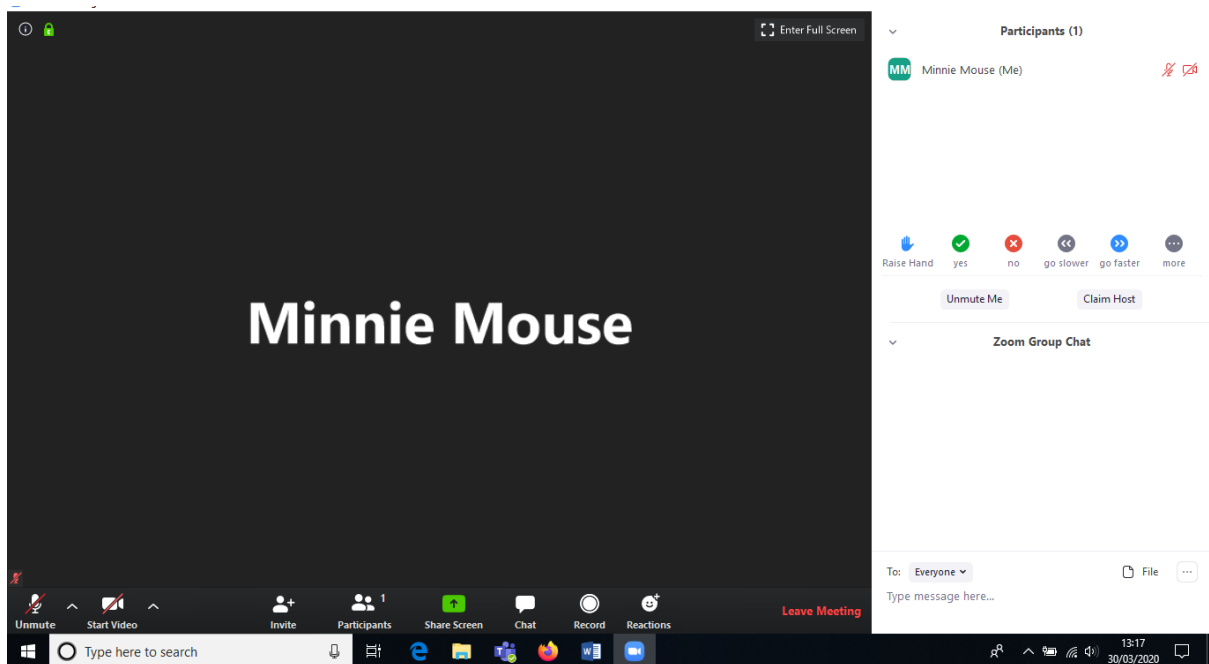
## Turning your video on/ off

You might want to be seen during the meeting by sharing your video, or turn your video off. When participants share their video during meetings, meetings can feel more personal and a chair can pick-up visual communication cues. To have the video function, you would need a webcam or build-in camera (which is more common in laptops).

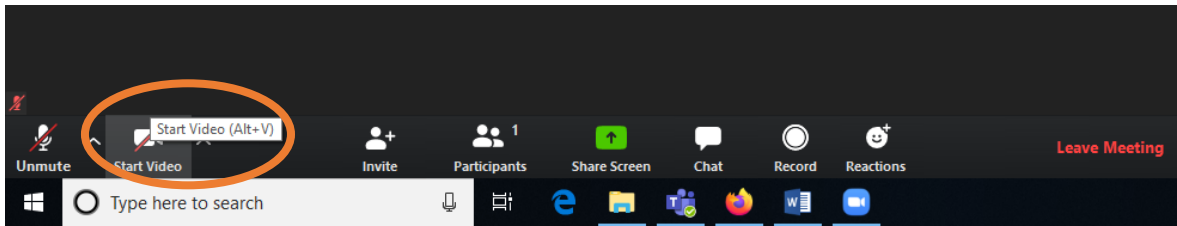
If you are sharing your video, you will see yourself on the screen.



If you are not sharing your video, your image will be a black background with your name in white.

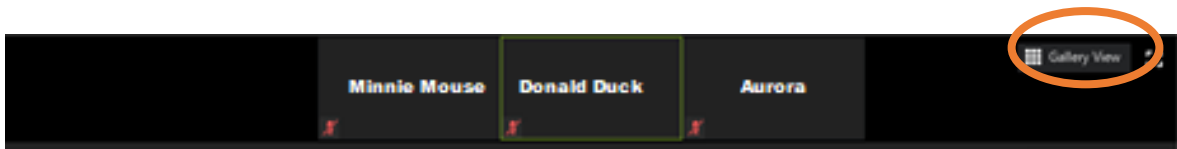


To turn your video on/off, press the “Start Video” or “Stop Video” in the left corner of the bottom bar on your screen or press the “Alt” and “V” keys simultaneously on your keyboard

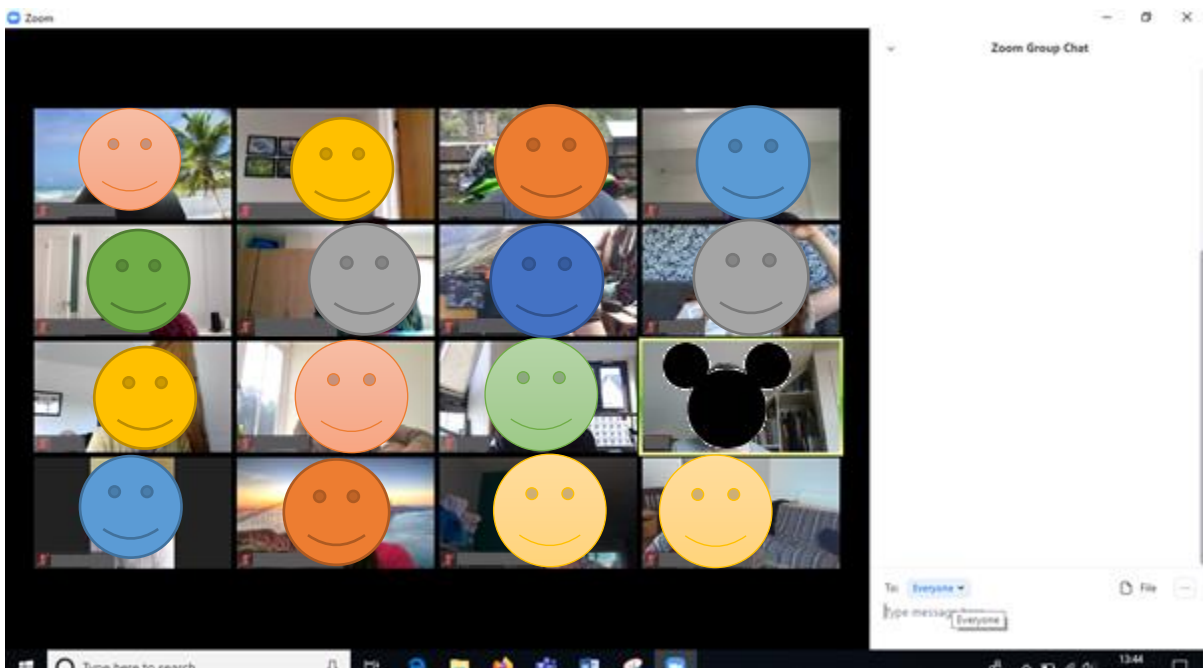


### Different view types

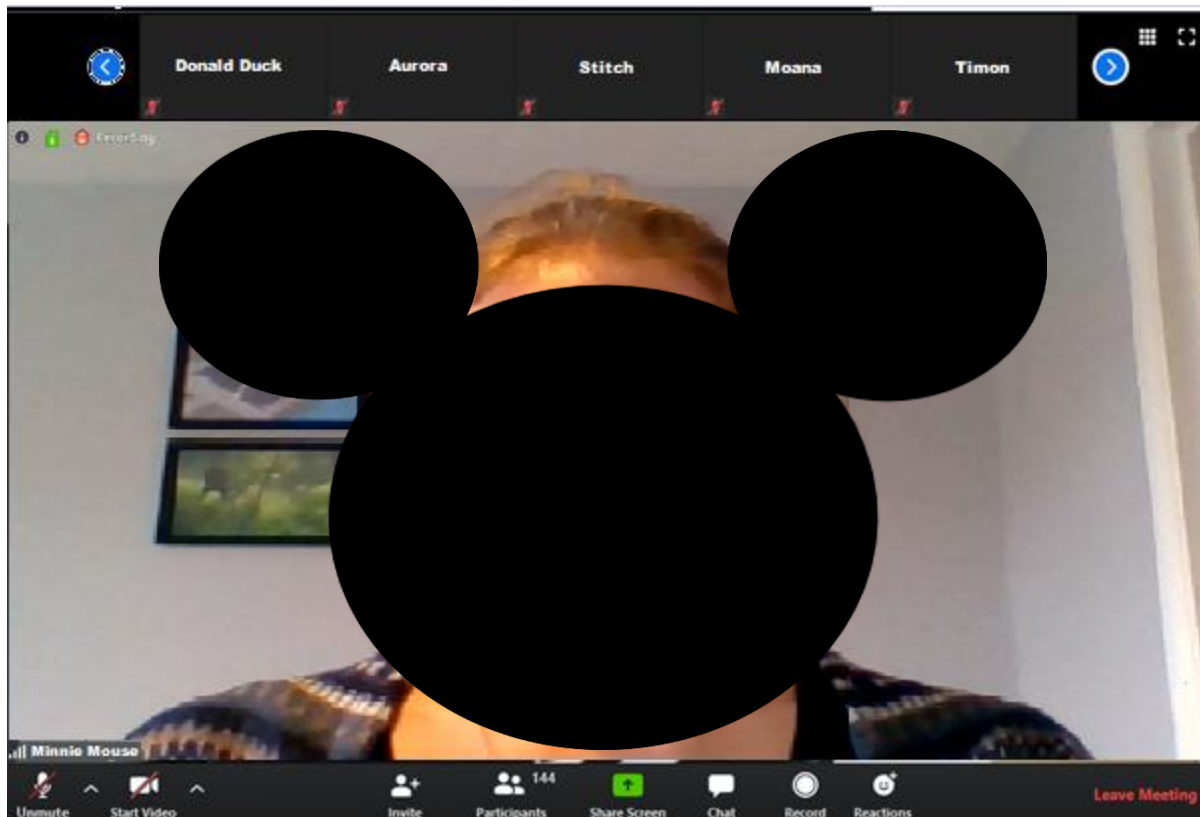
There are 2 different types of views available to see the participants; Speaker View and Gallery View. You can switch between the two views by clicking on an icon in the top bar of your window.



In a gallery view you will see everyone on the call. The person speaking will be highlighted with a green border.

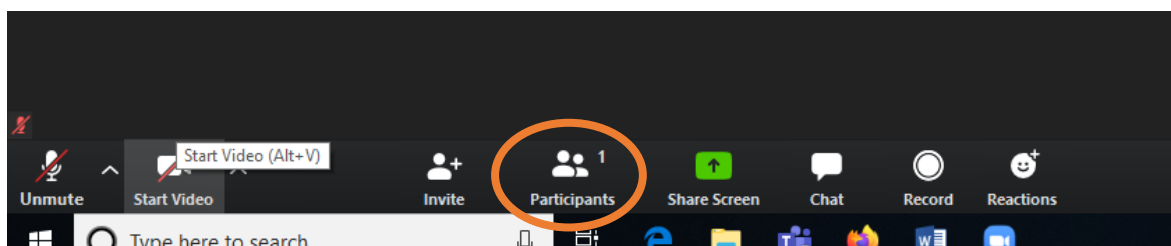


During a speaker view you will see a large image of the video of the speaker. Other participants, including yourself, are in a scroll bar on the top of your screen.

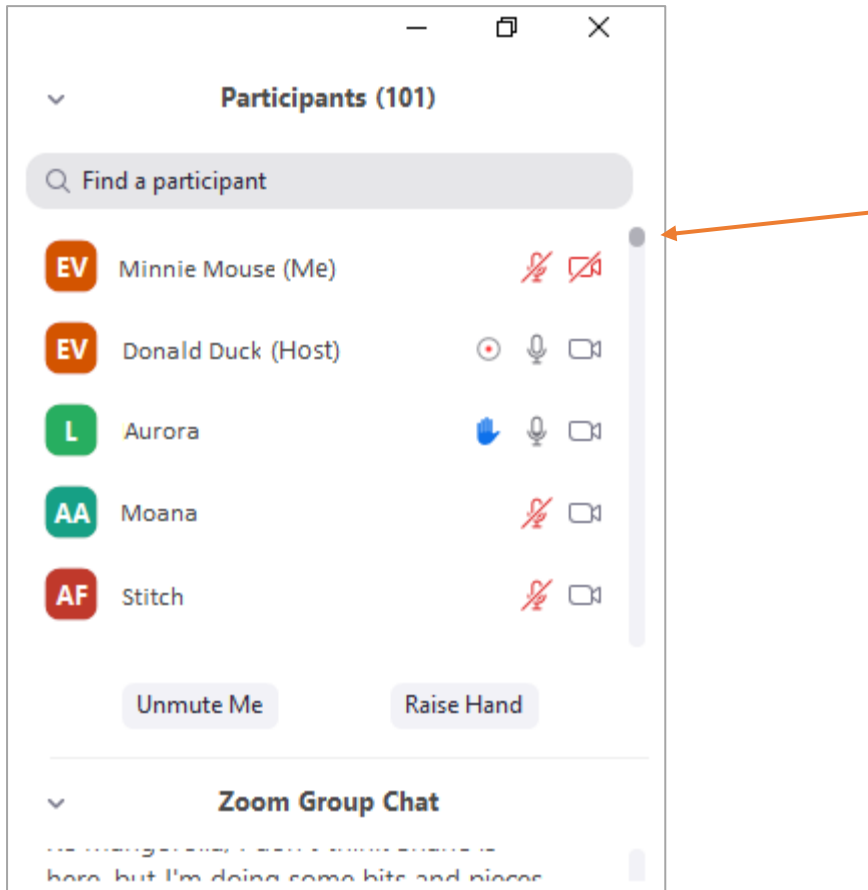


### Who else is in the meeting?

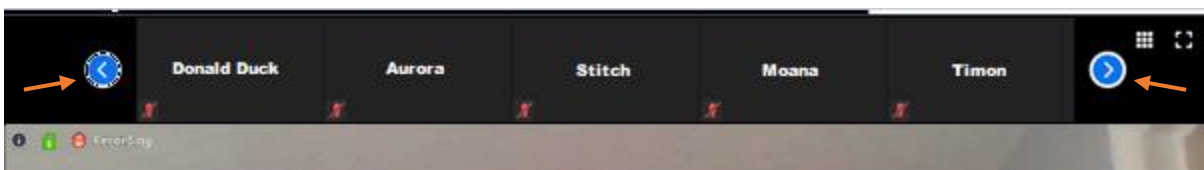
To see everyone participating in the meeting, press “participants” in the bottom bar on your screen.



On the right of your screen, a participant overview will appear. Do note that if you are joining the meeting making use of “Full Screen”, the participants box will show up as a pop-up window. You will be able to scroll down the list, using the scroll bar on the right, to see all names. The meeting organiser(s) will have “(Host)” behind their name.



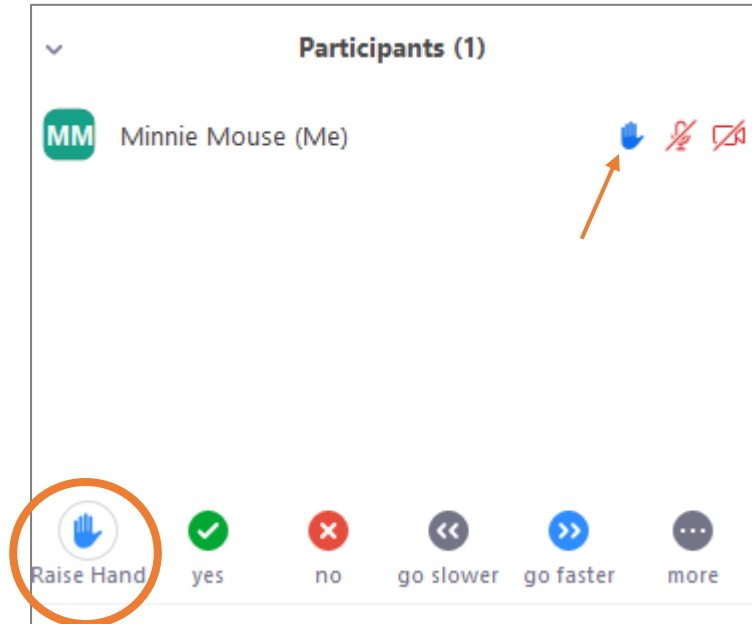
Alternatively, when in speaker mode, you will be able to scroll though all participants in the top of your screen.



Also in the previously explained gallery view will you be able to see all participants (dependent on the number or participants, with large groups this might not be possible or feasible).

## How to raise your hand

You have to press the “Participants” button on the bar in the bottom of your screen. In the participants column on the right of your screen, you will see the option “Raise Hand”. By pressing this, all participants, including the chair, will be able to see that you raised your hand and are keen to make a contribution to the discussion.

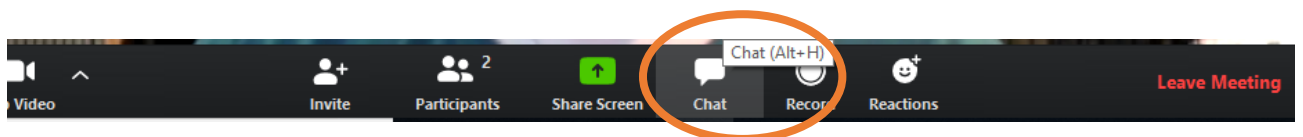


Don't forget to press “Raise Hand” again after you made your comment to lower your hand again. The meeting host will also be able to lower your hand.

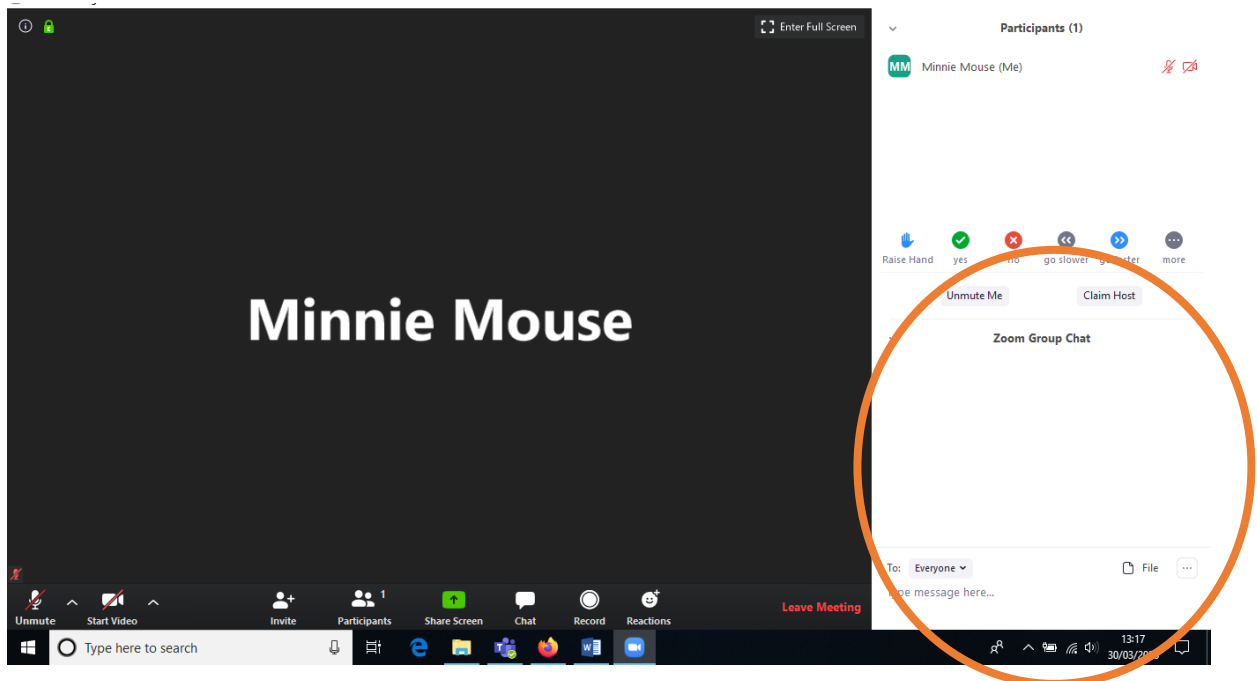
## How does the chat work?

Apart from seeing and talking to all participants, it is also possible to write to each other making use of the Chat function.

To see the chat, click on the “Chat” button in the bottom bar on your screen. Alternatively, you can press the “Alt” and “H” keys simultaneously on your keyboard.

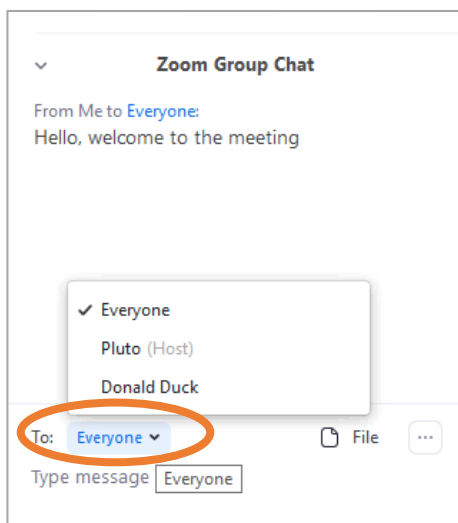


You will then see a chat box appear on the right side of your screen. Do note that if you are joining the meeting making use of “Full Screen”, the chat box will show up as a pop-up window. If you already have the participants view activated, it will appear below it, otherwise it will take the whole column on the right of your screen.

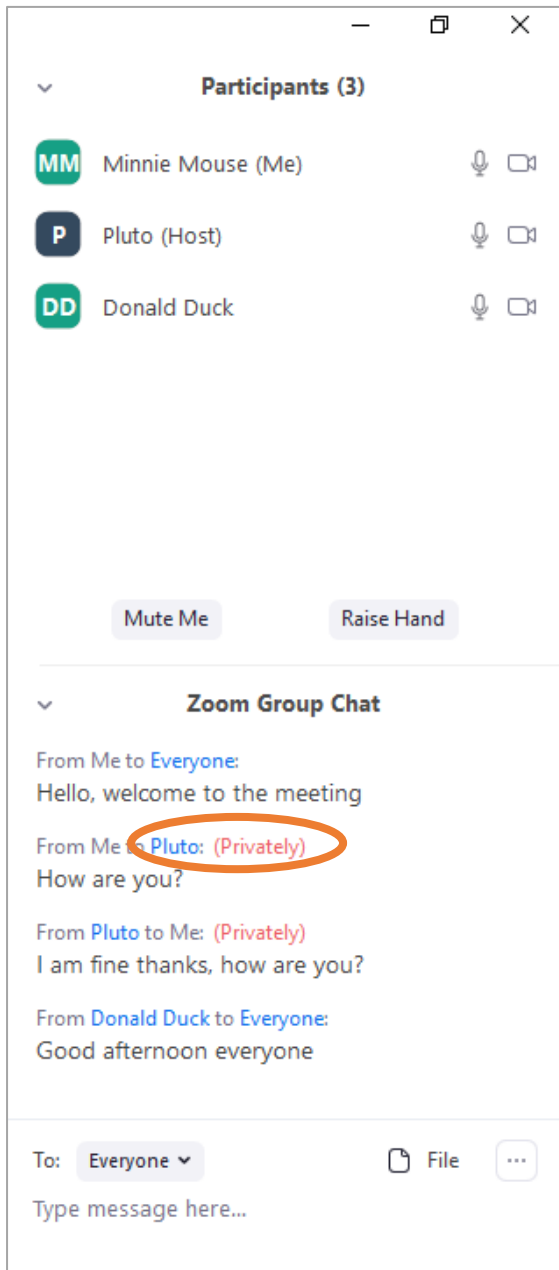


It is possible to write chat messages to all participants, and to send private messages to a specific person. Be mindful that Zoom is a commercial software and you might not want to share personal or confidential data, such as bank details, addresses or confidential data from a research study. Even messages sent privately will be shown to the meeting host when they receive their ‘end-of-meeting’ transcript of the chat box.

To select a specific person to talk to, you need to click on “Everyone” in the bottom of the column, next to ‘to’. Once you clicked on it, you will see a list of all participants. You can then select the person you want to send a private message.



The personal chat messages will appear in the same chat box, but instead of being visible to everyone, it will only be visible to you and the person receiving your message. Make sure to switch to “Everyone” again when you want to share a message with all participants.

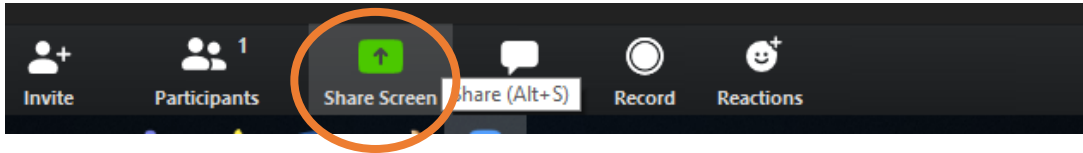


## How to share a screen

Participants in a meeting can share their screen with you. In this case, you won't see someone's video anymore but their screen will be shared. This can be helpful to for example to show you a presentation, document, table or graph. It is also possible to show a whiteboard, where someone might have written some thoughts or notes down from the meeting.

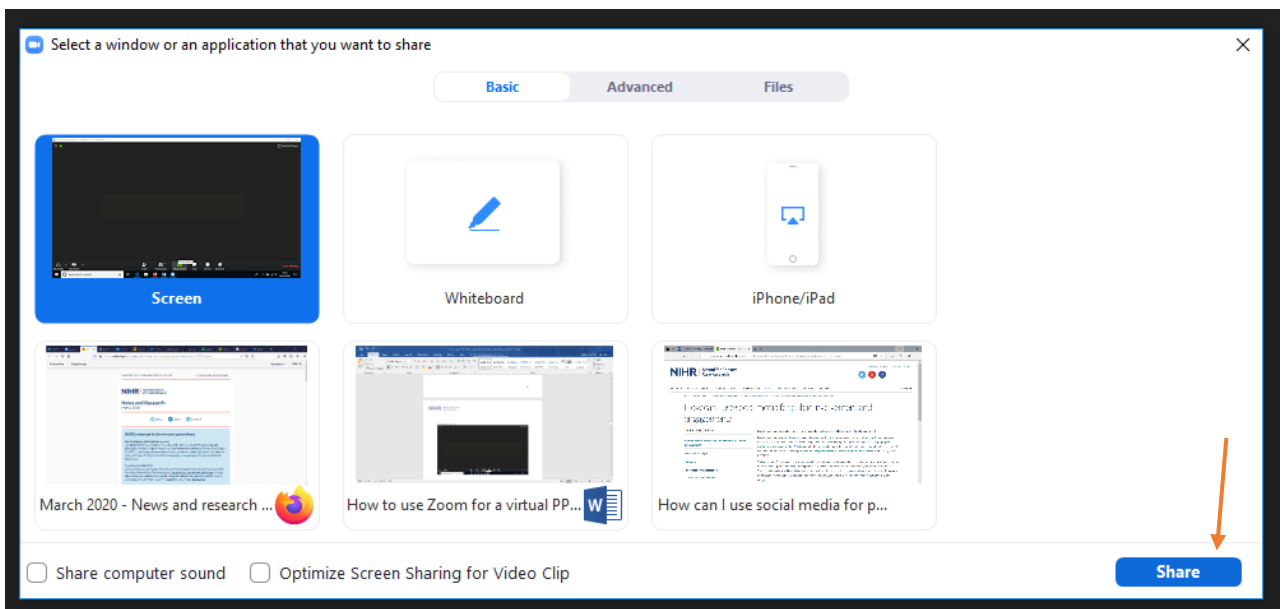
It is also possible for you to share your screen. Be mindful that, if you do this, everyone in the meeting will be able to see what you share, so be sure to not show anything you wouldn't want to share with the whole group.

To share your screen, click on the "Share Screen" button in the lower bar on your screen. Alternatively, you can press the "Alt" and "S" keys simultaneously on your keyboard.



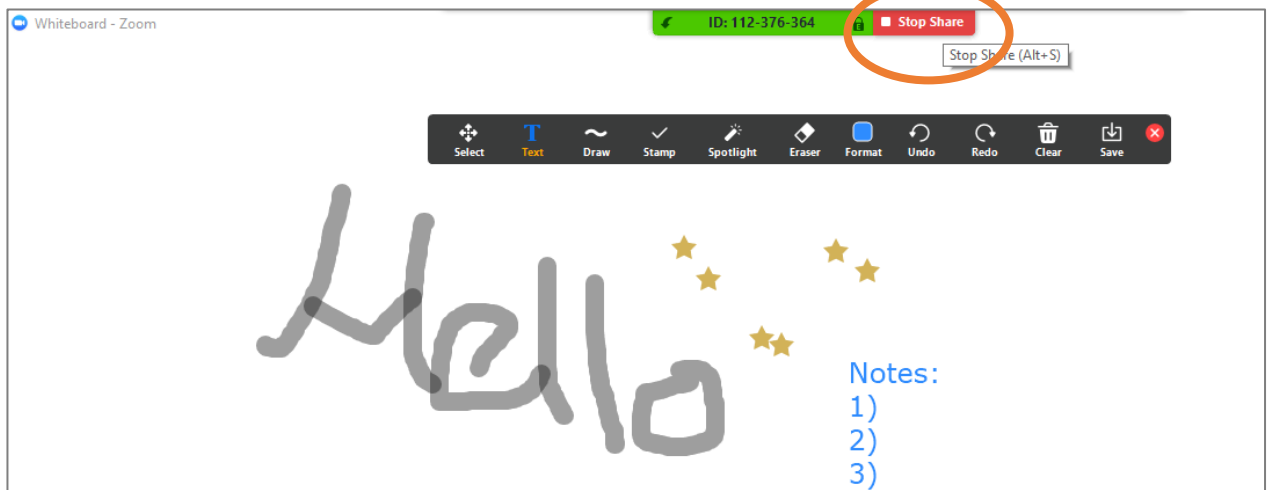
A new window will then open on your screen. If you want to share everything that is on your screen, press "screen", followed by pressing "Share" in the right corner. You can also decide to share only a specific document or internet browser. To do so, click on the specific document you want to share.

It is also possible to share a whiteboard if you want to draw some of your thoughts and share them in real time. In that case, press the "Whiteboard" button, followed by "Share".





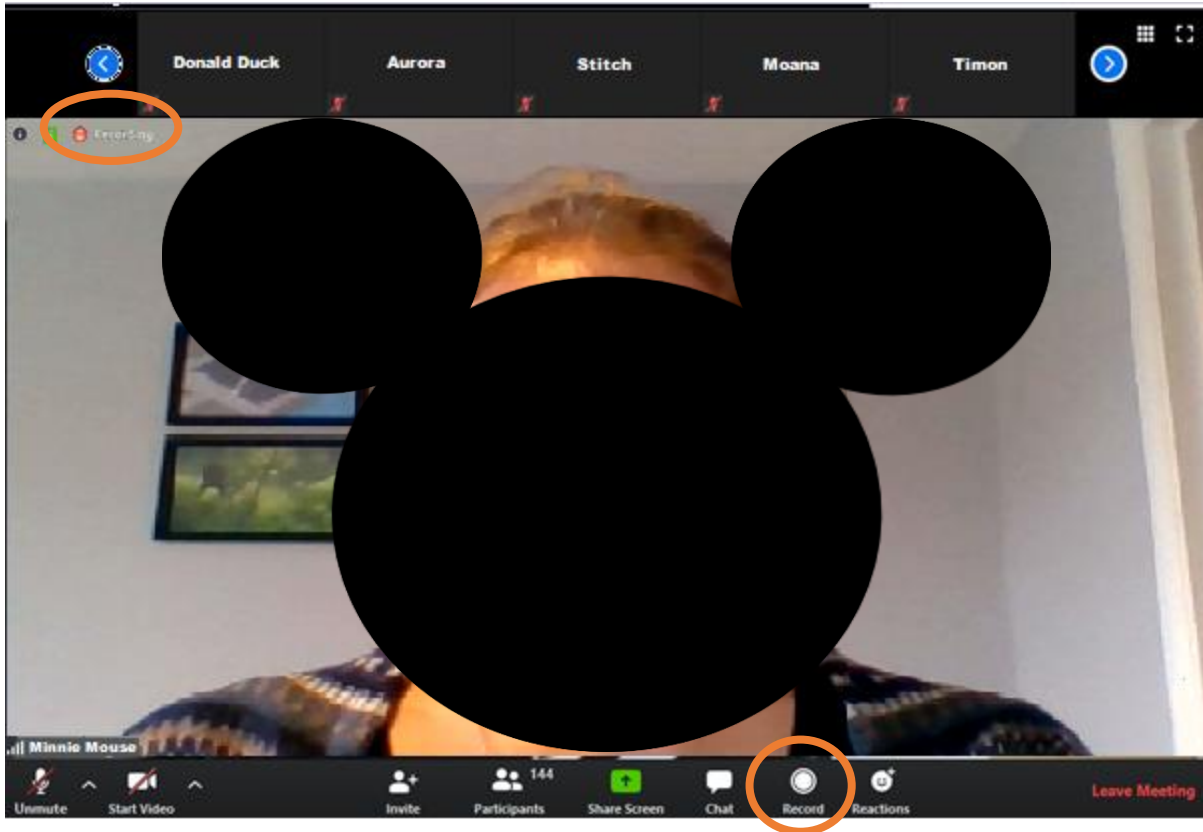
You will then start sharing your screen with all participants in the meeting. If you want to stop sharing, press the red “Stop Share” button on the top of your screen.



## Recording the meeting

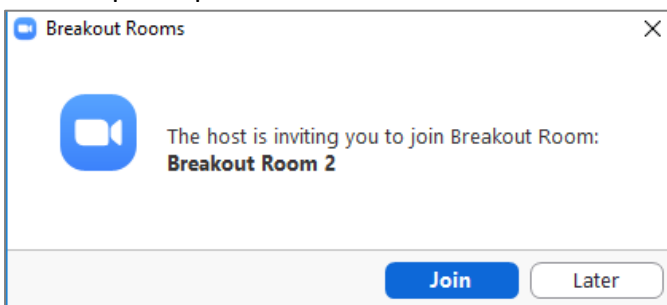
It is possible for meetings to be recorded. If a meeting is recorded, you will see this mentioned in the top left corner. If you would not like the meeting to be recorded, please contact the meeting host.

If you would like to record the meeting you can press the record button on the bottom bar on your screen. You require permission from the researchers organising the meeting to record and agreement from all participants that you record their input. Especially when you are discussing confidential or sensitive information, it is not advisable to record the meeting via Zoom due to data protection concerns.

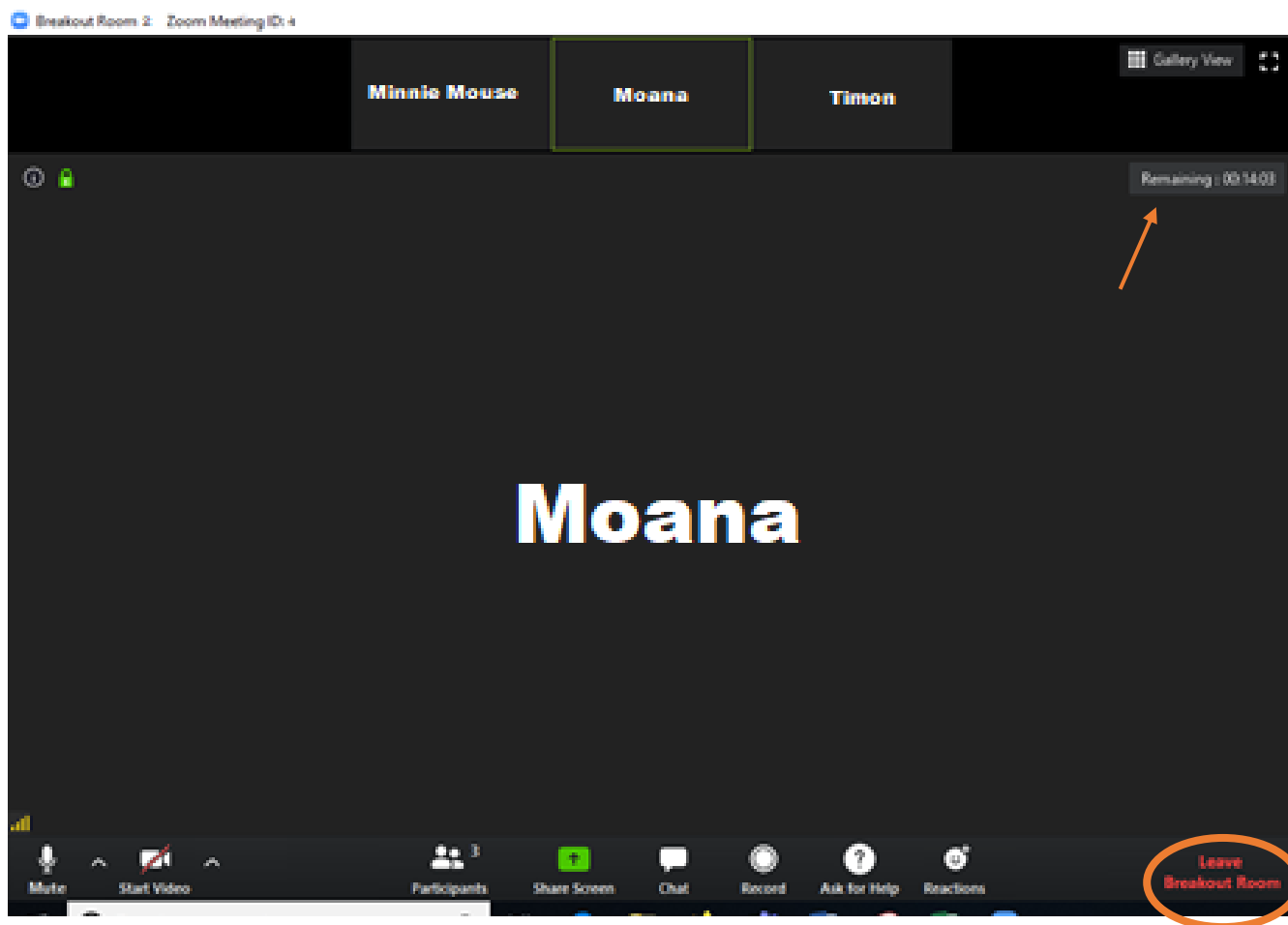


### How do breakout rooms work?

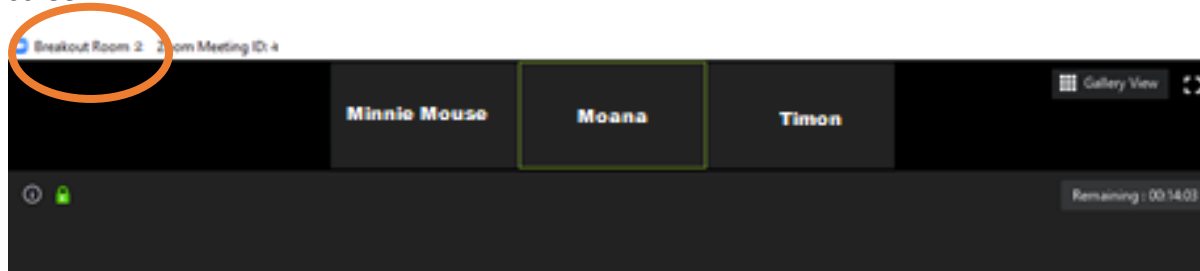
The meeting host has the opportunity to split all participants up in smaller groups to enable group discussions. This function is called “Breakout Room”. The chair will inform you when this happens and allocate you to a room. A pop-up will then appear in your screen in which you will be asked to join a specific room. You are not able to swap rooms, only the host can allocate participants to breakout rooms.



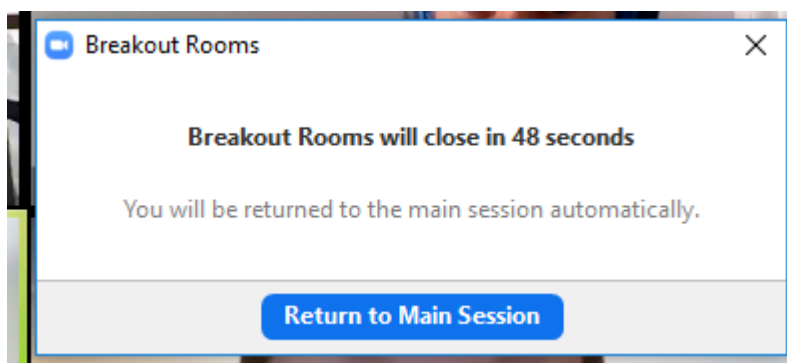
Once you joined the room, you will see the familiar outline, only with less participants than previously. The only difference is that you now might have a clock in the top right corner of your screen, which counts down the time left for your group discussion. There is the possibility to leave a breakout room, by pressing the “Leave Breakout Room” button in the lower right corner and go back to the big discussion room. This is not advisable as all other participants are in a breakout session and you might be one of the only ones who will be waiting again for everyone else to join.



It might be important to remember in which breakout room you were in case you need to provide feedback on your group discussion. The number can be found at the top of your screen.

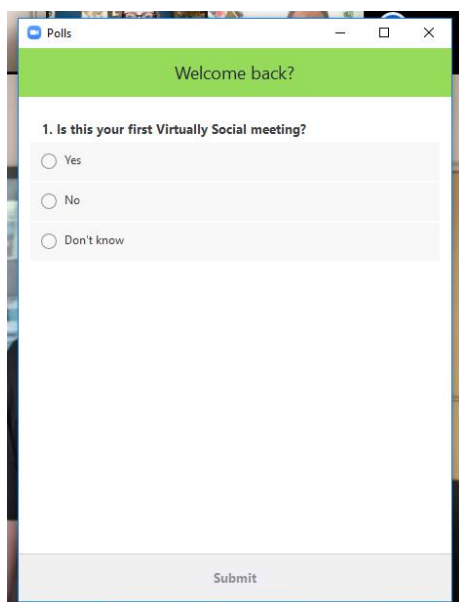


Once your time for group discussions is over, a pop-up will appear in your screen. By clicking on “Return to Main Session”, you will be moved back to the central meeting with all other participants.

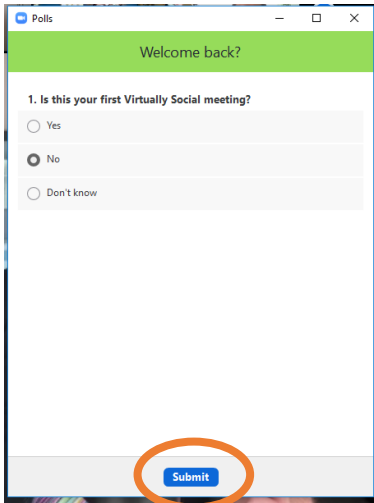


## How do polls work?

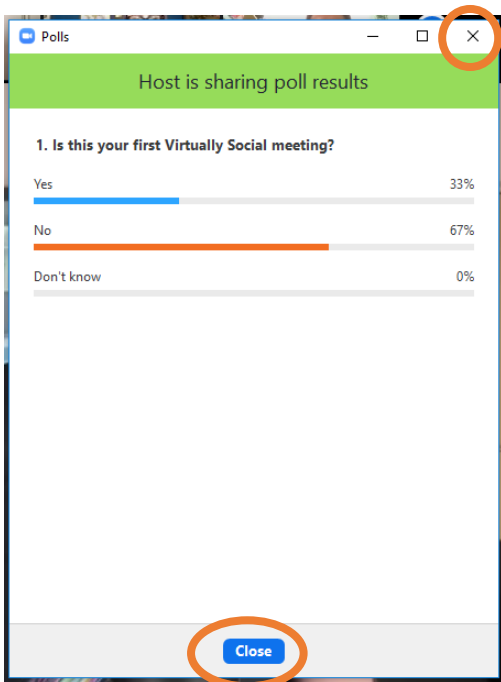
The meeting host can organise polls to capture feedback from participants. If the meeting host launches a poll, a pop-up will appear on your screen with one, or multiple, questions.



If the tick-boxes are circles, you can select one answer. If they are squares, you can select multiple options. Once you selected your option, press “Submit” and the box will disappear from your window.



The meeting host will close the poll once everyone who wanted to contribute submitted their answer(s) and the host can then share the results of the poll with you. This will again pop-up in your screen. To remove the poll results from your screen, close the window by pressing “x” in the top-right corner or “Close” at the bottom of the window.



For a limited time, you will have the opportunity to retrieve the poll outcome once you closed the window. In the bottom bar of your screen, an icon call “Polls” has appeared between the “Participants” and “Share Screen” options. If you press on the “Polls” button, the window with recent poll outcomes will reappear on your screen.

