Guide to using Zoom Cloud Meetings to attend Virtual Learning Events

Zoom Cloud Meetings is an interactive video calling platform that allows us to deliver our mental health training events as online virtual workshops.

To start, you will need a PC, laptop, tablet or smartphone with a built-in video camera and microphone.

We recommend you use a PC or laptop as you can see the trainer, presentation slides and other participants more clearly on a larger screen.

Using an IOS or Android tablet or smartphone

- You will need to download the Zoom Cloud Meetings App from the App Store (IOS) or Google Play (Android). The app is free to download.

- You can choose to 'Sign Up' and create an account by following the instructions on the screen.

- You can also join the meeting without signing in.

- Once you have downloaded Zoom Cloud Meetings, click on the meeting link provided in your invitation.

- Please make sure you have your video camera and microphone enabled in the meeting settings (these are usually found at the bottom left of the screen).

Using a desktop PC or laptop (Windows and Mac) – recommended

- You do not need to have the Zoom desktop client already downloaded or have a Zoom account.

- You may however wish to download the Zoom desktop client in advance and create an account so you can get used to the software (downloading the software and creating an account is free). The latest version of Zoom desktop client can be downloaded here: https://zoom.us/download

- To join the meeting, click on the meeting link provided in your invitation.

- If you have downloaded the Zoom desktop client, you will be able to join the meeting automatically.

- If you have not downloaded the Zoom desktop client, you will be prompted to download and run a small application file. Once this has been downloaded you will be able to join the meeting automatically.

- Please make sure you have your video camera and microphone enabled in the meeting settings (these are usually found at the bottom left of the screen).

Help and support

If you would like to know more about using Zoom Cloud Meetings, please visit the Zoom support page: https://support.zoom.us/

Useful resources include:

- A short 'Getting started with Zoom' guide: https://support.zoom.us/hc/en-us

- FAQ's: https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions

- A short video tutorial on joining a Zoom meeting: https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-

We highly recommend you test out using Zoom Cloud Meetings ahead of the training by calling a friend or colleague using Zoom, so you can familiarise yourself with the functionality and ensure that the program is working correctly.

Functions you need to be familiar with:

The following Zoom functions are going to be used during the training:

Video and Audio – Please make sure your camera and microphone are working. We recommend that you test this in advance of the training to ensure that this works as you may need to set this up first. When joining the meeting, please sure that your video and microphone are enabled (these controls are usually found at the bottom of your screen)

Breakout Rooms – The trainer may decide to divide participants in to smaller breakout rooms for discussion before returning to the main meeting. The trainer will allocate you to a breakout room and will automatically re-join you to the main meeting.

Chat – This function allows you to send messages to the whole group or privately to the trainer. The trainer will explain how and when they want you to use the chat function during the session, i.e. to engage in group discussions, ask questions etc.

Zoom Cloud Meeting Etiquette

- Please be on time. We recommend you login to the meeting 5-10 minutes early to check everything is working and allow the trainer to make a prompt start

- The trainer and other participants will be able to see and hear you. Please ensure you have a quiet space to attend the meeting where you will not be disturbed.

- We recommend using headphones or a headset if possible as the sound quality is much better and avoids you being distracted.

- Please be fully present in the meeting. We would ask you to kindly put your phone on silent/vibrate during the training and not undertake other tasks such as checking your emails or phone.

- If you need to step away from the meeting for any reason, please send the trainer a private message using the chat function and let them know why you are leaving and when you will be back.