

For relatives: when you're invited to join a Zoom call

How to join a Zoom call (aka a Zoom meeting)

You can join a Zoom call from a laptop, PC or a mobile device such as a smartphone, iPad or tablet.

You do not have to create a Zoom account and sign in if you only plan to join a call started by somebody else. This applies to all devices.

You do need to download the Zoom app if you are using a smartphone or tablet (see below).

You need to do the following in advance of joining calls:

1, Tell ward staff what device you are using (smartphone, tablet, iPad, laptop or PC) and agree with them how they should send you Zoom meeting details before a call starts (e.g. by phone, text, email). Make sure they have your contact details.

2. If you are using a mobile device (smartphone, iPad, tablet), **you must download the Zoom app** onto your device first before you can join meetings.

If you are using a PC or laptop, downloading the Zoom app is optional. Calls should work perfectly well if you join from a web browser (that is, via the internet) and do not have the app on your PC or laptop. Google Chrome browser is recommended for joining Zoom calls.

If you decide to download the Zoom app, do either of the following:

Download the Zoom app if using a smartphone or tablet

1. Find Zoom in your app store and click on the download button
2. Follow on-screen download instructions

3. Once the download is complete, find the Zoom icon on your device:



Download the Zoom app if using PC or laptop

1. Go to www.zoom.us - Resources (top right of page) - Download Zoom client - and download
2. Follow on-screen download instructions

3. Once the download is complete, find the Zoom icon on your desktop:

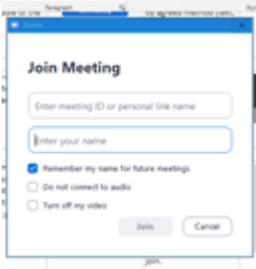
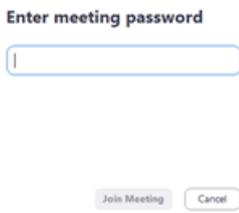


When you receive meeting details: how to join a call

Remember, the device you use to join with will affect your Zoom audio and video options: e.g. an older PC might not have a webcam installed for video.

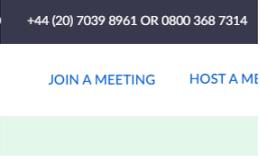
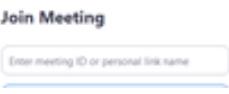
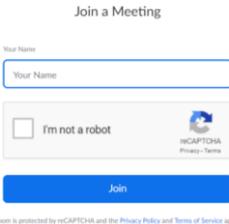
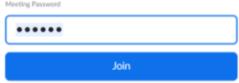
Zoom needs permissions to access video and/or audio options, make sure you agree to these settings so that you can be heard/seen in the call

Option 1: Joining a call using the Zoom app

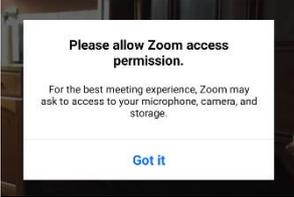
<p>1. Receive meeting details from ward staff by agreed method (text, phone, email etc.) This will be a meeting ID and a password</p>		<p>2. Open the app on your device</p>	
<p>3. Select Join a Meeting. NB you don't need to sign in</p>		<p>4. Enter the meeting ID into the relevant box, fill in your name and click join.</p>	
<p>5. Enter the meeting password when prompted and click Join Meeting</p>		<p>Now follow the rest of the instructions after Option 2 below to continue joining the call...</p>	

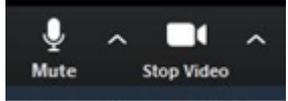
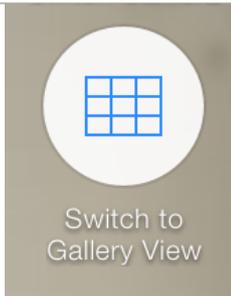
Option 2: Joining a Zoom call from a web browser (through the Internet)

<p>1. Receive meeting details from ward staff by agreed method (text, phone, email etc.) This will be a meeting</p>		<p>2. Go to the Zoom website at www.zoom.us</p>	
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ID and a password			
3. Select Join a Meeting (top right of the browser screen). You don't need to sign in.		4. Enter the meeting ID into the relevant box and click join.	
5. Once you've entered the meeting ID, click on the option further down the screen to join from your browser		6. Enter your name, tick the "I'm not a robot" check box, then click join.	
7. Enter the meeting password when prompted and click Join Meeting		Now follow the instructions below to continue joining the call...	

Contd: Joining the call from the app or from the browser

Once you've entered the meeting ID and password, you're almost there!		1. Follow on-screen prompts to accept terms of service; give permissions to access camera or microphone; or join with video, depending on your device	

<p>2. When prompted, select join with computer/device audio (depending on what you are using to join)</p>	 <p>Join with Computer Audio Test Speaker and Microphone</p>	<p>3. You should see yourself on screen now, but you will need to wait for the host to let you join. Tap the bottom of your screen to see controls, including audio and video options</p>	
<p>4. Having problems with audio or video? Click or tap your screen to see the audio or video options and select them to make changes: e.g. join with computer or device audio if you didn't receive a prompt when joining</p>		<p>5. Other options in your control bar include in-call chat and emojis.</p>	
<p>6. Click Gallery View on screen to see everyone on the call at once. NB this option might not appear on phones.</p>		<p>7. To hang up, look for the red Leave option and click on it. You're done!</p>	

Need further help? Go to <https://support.zoom.us/> and select **Getting Started** for the most common queries and troubleshooting advice.