

ZOOM Guide for Relatives

About this guide

This guide is intended to assist relatives with the process of joining a Zoom call that has already been set up by someone else.

Who is this guide for?

This guide is for relatives and friends of patients who are using their own device to join a video call on Zoom, set up by NHS staff or the patient themselves. You can join a Zoom call from a laptop, PC or a mobile device such as a smartphone, iPad or tablet.

What does Zoom do?

Zoom is an app that enables a patient to have video and/or audio calls with family and friends. Zoom refers to these calls as “meetings”. It works on tablets, iPads, smart phones, laptops and PCs, and on different systems like Windows, Apple Mac, IOS and Android.

One person - the meeting “host” - starts the call, and then invites others to attend.

The free version of Zoom includes:

- Unlimited (i.e. no time limit on length of call) 1-2-1 meetings
- For meetings of 3 or more people, the call is limited to **40 minutes** (but you can hang up at 39 minutes and start a new call if needed)
- No limit on the number of meetings you can have

Setting up for the first time

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

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:

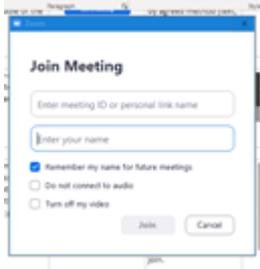


How to join a call

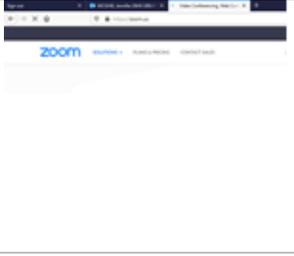
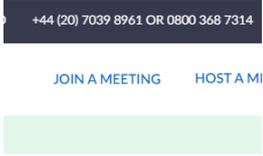
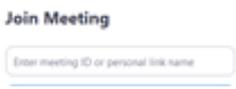
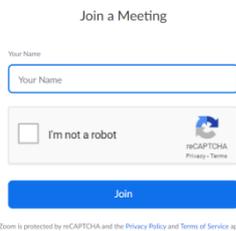
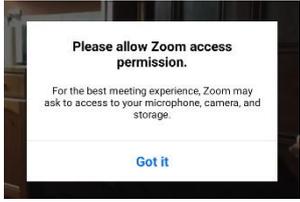
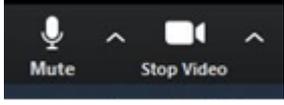
Remember, the device you use to join with will affect your Zoom audio and video options: e.g. an older PC might not have a webcam installed for video.

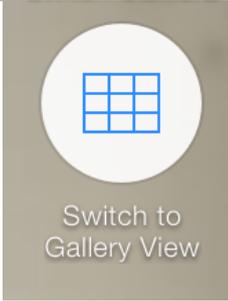
Zoom needs permissions to access video and/or audio options, make sure you agree to these settings so that you can be heard/seen in the call.

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>Join</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>Enter meeting password</p> <input data-bbox="512 1845 743 1877" type="text"/> <p>Join Meeting Cancel</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 ID and a password</p>		<p>2. Go to the Zoom website at www.zoom.us</p>	
<p>3. Select Join a Meeting (top right of the browser screen). You don't need to sign in.</p>		<p>4. Enter the meeting ID into the relevant box and click join.</p>	
<p>5. Once you've entered the meeting ID, click on the option further down the screen to join from your browser</p>		<p>6. Enter your name, tick the "I'm not a robot" check box, then click join.</p>	
<p>7. Enter the meeting password when prompted and click Join Meeting</p>		<p>Now follow the instructions below to continue joining the call...</p>	
<p>Once you've entered the meeting ID and password, you're almost there!</p>		<p>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>	
<p>2. When prompted, select join with computer/device audio (depending on what you are using to join)</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>	

Troubleshooting

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

Or contact virtual.visit@ggc.scot.nhs.uk