

St Gemma's Hospice

Zoom User Guide



Registered Charity No. 1015941



Contents

- 1. Introduction to Zoom 3
- 2. Booking a new meeting 4
- 3. Hosting a meeting 7
- 4. Joining a meeting by email 8
- 5. Sharing your screen 9
- 6. Chat 10
- 7. Top tips 11

1. Introduction to Zoom:

Zoom is an easy to use video conferencing program that allows for online meetings with multiple participants, audio and video sharing, screen sharing, and online chat services. It has a wide variety of applications including teleconferencing and distance education.

Eric Yuan, a former Cisco Webex engineer and executive, founded Zoom in 2011, and launched its software in 2013.

St Gemma's Zoom Accounts

Here at St Gemma's Hospice we currently have seven corporate accounts. Below is a list of the accounts we hold and the account holders:

Medical Account (Lauren Reeder)

Finance & Income Generation Account (Gail Chapman & Jo Hill)

IPU & Community Account (Exec Admin, Stella Garside & Helen Fletcher)

HLT Account (Jen Fletcher & Exec Admin)

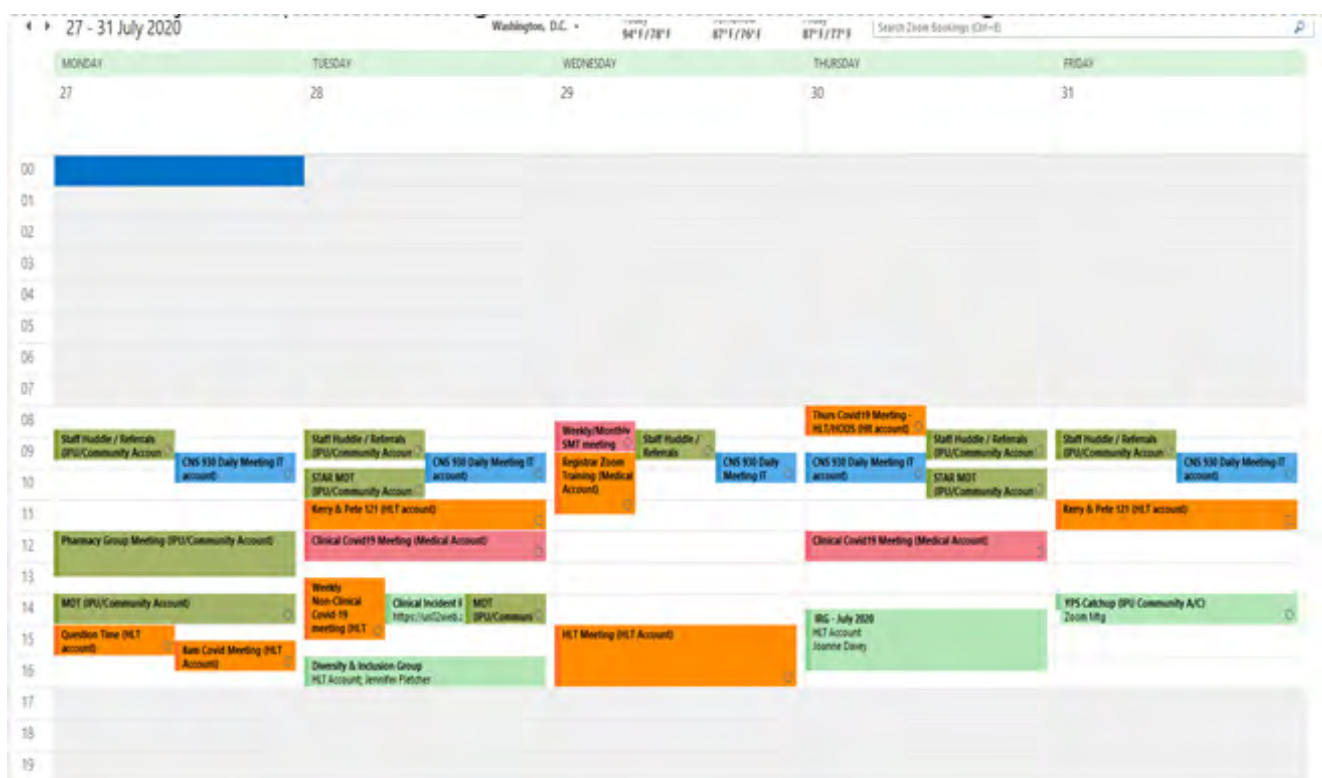
IT Support Account (Exec Admin & IT)

LPCN Account (Diane Boyne & Amanda Storer)

AUPC Account (Trish Stockton)

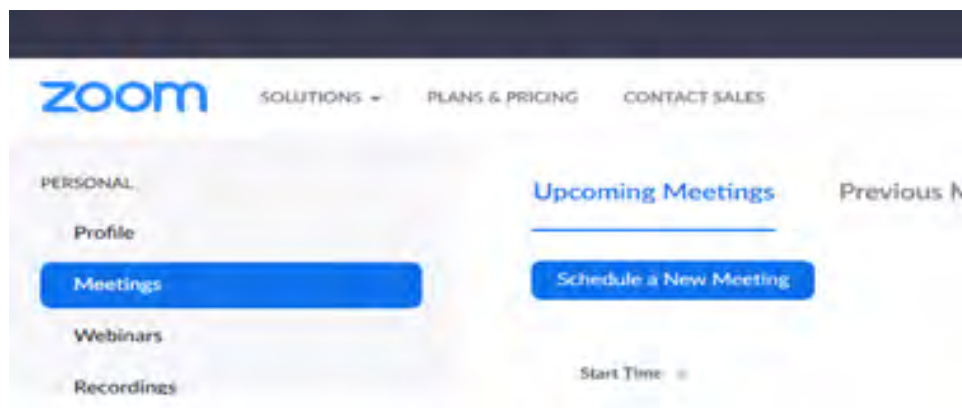
2. Booking a new meeting:

- First of all, before booking a meeting you will need to ensure there is an available slot on your account
- On Outlook calendars, there is a shared public folder/calendar called 'Zoom Bookings.' On there you will see all the bookings (contact IT if you need help accessing this)
- At the end of each entry, it should say in brackets which account that meeting is booked under
- If you wish to make a booking and you have editing rights, you can then add in your booking. If you do not have booking rights, please contact the account holder so they can input this booking to ensure there are no double bookings



- If the account you usually require is taken and you notice another account seems available, please contact the account holder to book this
- Once you have clarified there is an available slot, which account to use and have reserved that account in the Outlook shared calendar, you can go ahead and make the booking

- Access the site <https://zoom.us/> or simply type “zoom.us” into your browser
- Log in to the account (click top right) using the relevant user name and password
- Under ‘Personal’ on the left hand side, click ‘Meetings’ and then click ‘Schedule a New Meeting’



- You will then need to scroll through the page filling in the correct meeting details. You can make it a recurring meeting by clicking the relevant box, and ensure you click ‘on’ for both host & participant under the video section. You also need to ensure you click ‘both’ under Audio.

 This screenshot shows the 'Schedule a New Meeting' form in the Zoom interface. On the left is a sidebar with 'Settings' and 'ADMIN' sections. The main form area contains the following fields and options:

- Topic:** A text input field.
- Description (Optional):** A text input field with placeholder text 'Enter your meeting description'.
- When:** A date and time selector showing '06/17/2020' at '4:00 PM'.
- Duration:** A selector showing '1 hr' and '0 min'.
- Time Zone:** A dropdown menu showing '(GMT+1:00) London'.
- Recurring meeting:** An unchecked checkbox.
- Registration:** An unchecked checkbox labeled 'Required'.
- Meeting ID:** Two radio buttons: 'Generate Automatically' (selected) and 'Personal Meeting ID 395 714 5366'.
- Meeting Password:** A checked checkbox 'Require meeting password' followed by a text input field containing '090073'.
- Video:** Two sections, 'Host' and 'Participant', each with 'on' (selected) and 'off' radio buttons.
- Audio:** Three radio buttons: 'Telephone', 'Computer Audio', and 'Both' (selected).

- You will need to ensure you click 'enable waiting room' and make sure no other boxes are ticked.

zoom SOLUTIONS PLANS & PRICING CONTACT SALES

Meeting Password ☒ Require meeting password 090373

Video Host ☒ on ☐ off
Participant ☒ on ☐ off

Audio ☐ Telephone ☐ Computer Audio ☒ Both
Out from United States of America [Edit](#)

Meeting Options ☒ Enable join before host
☐ Mute participants upon entry ☐
☐ Enable waiting room
☐ Only authenticated users can join
☐ Record the meeting automatically

Alternative Hosts

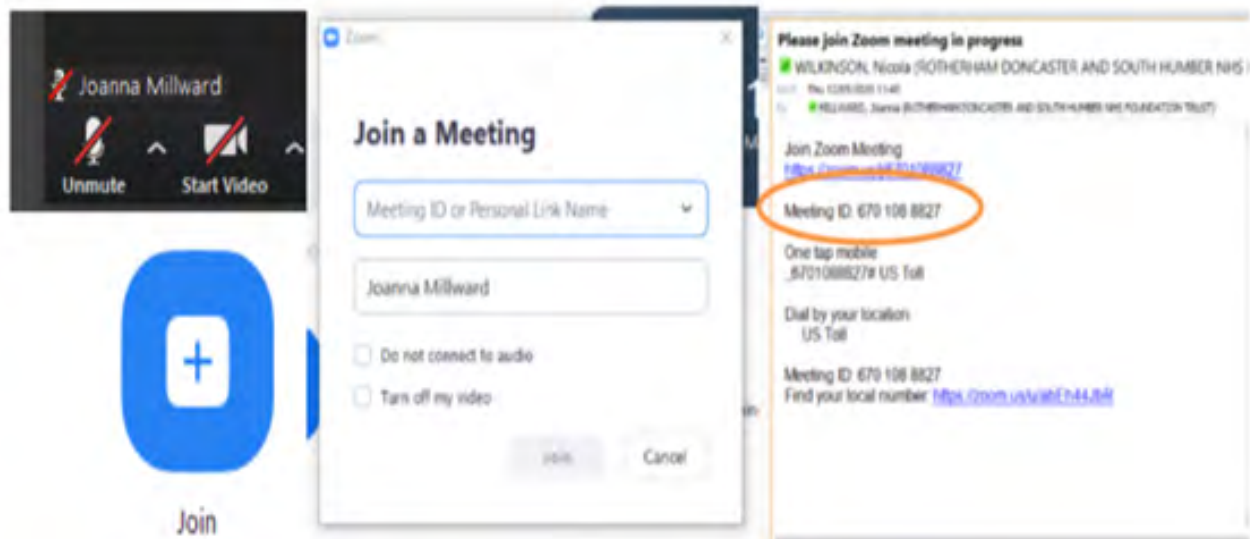
- Once you have filled in all the details and checked they are correct you can click 'save'. Click the option to open it as an 'outlook.ics' file, which you can save and close. This should then appear in your Outlook calendar. Alternatively, you can copy the link, meeting ID and password and then create your own Outlook invite. You will need to send the link, meeting ID and password to the relevant participants.
- At the time of the meeting, one person will need to be the host and sign into the account to start the meeting.

3. Hosting a meeting

- Access the site <https://zoom.us/> or simply type “zoom.us” into your browser
- Log in to the account (click top right) using the relevant user name and password
- Under ‘Personal’ on the left hand side, click ‘Meetings’, locate the meeting you wish to start and host, then click ‘Start’
- Make sure you press ‘Join with computer audio and join with camera’. You may have to press “Start video” on the bottom left
- The host may have to admit the other participants
- As host, you also have the power to mute all participants via the toolbar at the bottom of the page, however, they can still unmute themselves
- The host can also re-assign someone else as host once the meeting has started if, for example, the original host needed to leave the call. You can do this by right clicking on the name and selecting the option “make host” or you can assign a “co-host” in the same way, so that two people can control the meeting

4. Joining a meeting by email invitation:

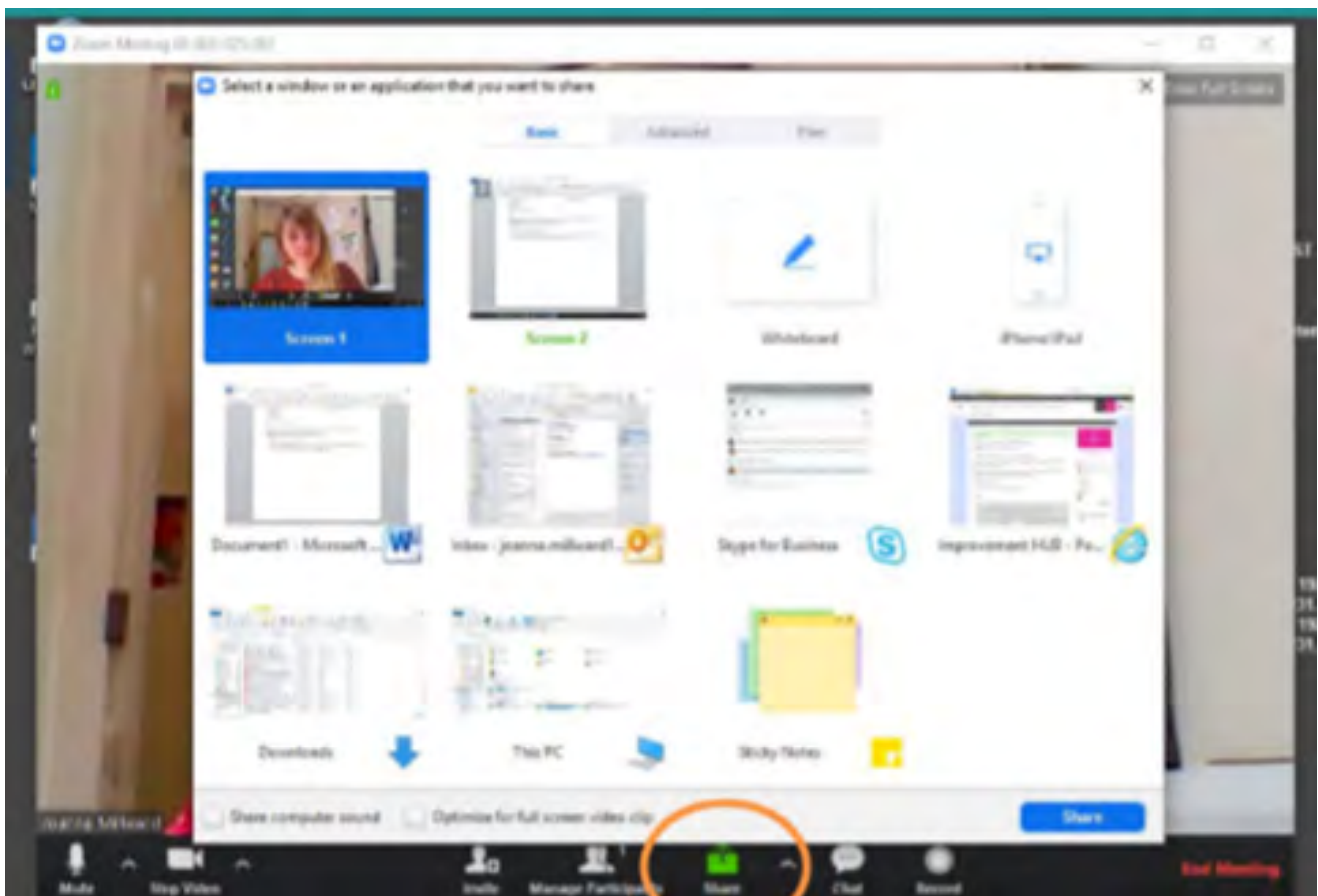
- You can open the Outlook invite, click on the joining link provided and press 'Join with Video' or 'Join'. Make sure your audio and video are both switched on in the bottom left corner



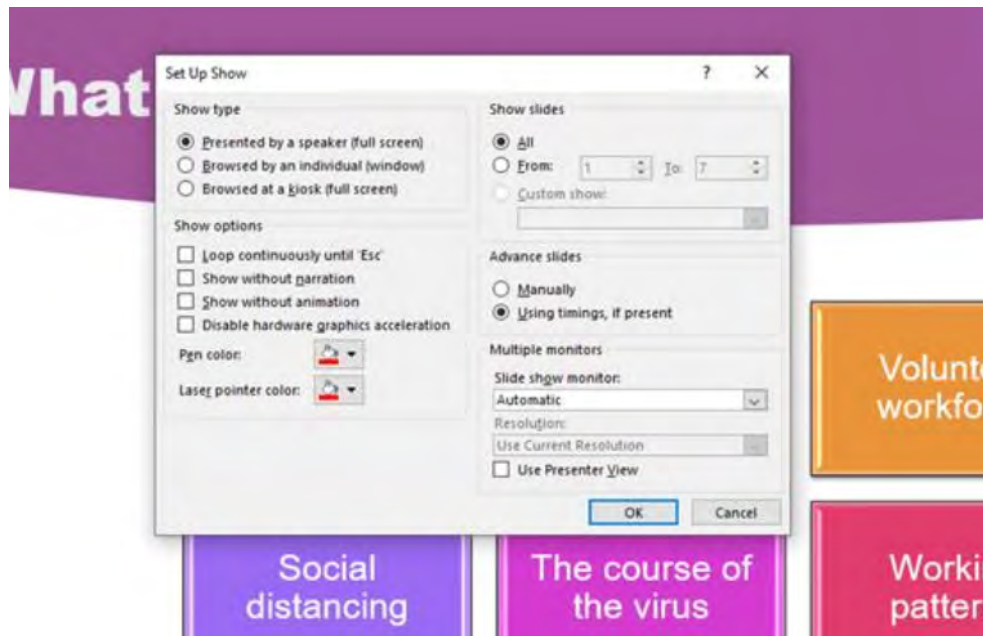
- Alternatively, press 'Join' on the Zoom app. Add the Meeting ID from the email you have received and then press 'Join'. You may then be asked for a password. Add this from the email, press 'Join with Video' or 'Join' and make sure your audio and video are both switched on in the bottom left corner

5. Sharing your screen

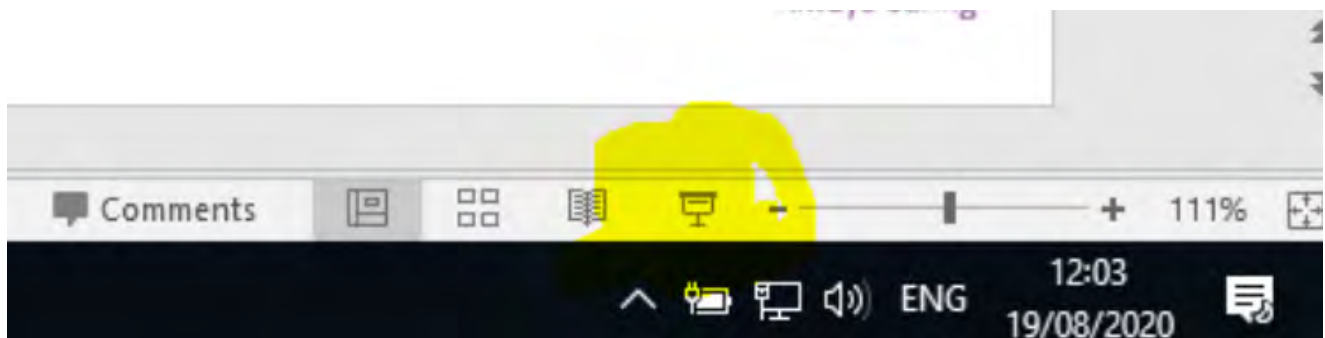
- Sometimes it's helpful to share a document with all viewers or another file you have open on your laptop. To do this, press 'Share' in the bottom toolbar and then select which file you have open that you want to share
- If you are planning to share any resources, open and minimise these before the session begins so they can be easily accessed
- It doesn't always have to be the host or co-host who can share screens, however the host or co-host will have to allow the group to be able to share by clicking multiple users



- To share a PowerPoint presentation, before the meeting go into the slide deck that you want to share and make sure that it is **not** defaulted to presenter view. Go to the slide show tab at the top of the file and then check here. Make sure 'Use Presenter View' at the bottom right is not ticked (see below).



- Open the slide deck and share the screen. Use the standard view when you share, where you have your full set of slides down the left hand side, i.e. not full screen. Then click the icon as shown below to make it a full screen for your audience.



6. Chat

- Chat function - you are able to use a chat function both inside and outside of calls. Just look for this button and you will be able to type messages for participants who do not have audio



You can send a message to everyone or you can click on the drop down box and select the member of staff you wish to send a private message to.

7. Top tips

- Only use Zoom if you need to! If you have a meeting for just 2 people, consider other platforms – Skype, FaceTime or Microsoft Teams or you could even use your own individual zoom accounts
- Download the Zoom icon to your desktop (contact IT for support with this) however this may only work onsite. If you are working from home and cannot do this, access Zoom via your internet browser by typing in 'zoom.us'
- Where possible, wear headphones for overall better quality
- You can record the meeting. Click 'record' on the panel bar once the meeting has started and it will give you a choice where to save your video. Choose to save to the local computer which then creates a Zoom folder in your personal documents. It may take a while to convert, depending on the length of the meeting, so don't turn off your computer during the saving process or you will lose the recording. Remember to delete any recordings held in the Zoom accounts
- Always enable waiting rooms before host for meetings for security
- Remember to join meetings with audio/video