ZOOM

HELP SHEET FOR SUPPORT GROUP ATTENDEES

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What is Zoom?

Zoom is an online platform that allows you to participate in virtual meetings through video and audio conferencing. It's used for support group meetings, where you can connect with others facing similar challenges.

Joining a Zoom Meeting

- From a Computer (Windows or Mac):
  - Click on the meeting link provided in your email invitation or on the support group's website.
  - If prompted, download and install the Zoom application.
  - Enter your name when prompted and click "Join Meeting".
  - Choose to join with or without video, and select "Join with Computer Audio" to hear others.

From a Smartphone or Tablet (iOS or Android):

- Download the Zoom app from the App Store or Google Play Store.
- Open the app and tap "Join a Meeting".
- Enter the meeting ID and password provided by your support group.
- Choose to join with or without video, and select "Call using Internet Audio".

Audio and Video Settings

- Adjusting Audio:
  - During the meeting, click the microphone icon to mute or unmute yourself.
  - Use headphones for clearer audio and to reduce background noise.
- Adjusting Video:
  - Click the camera icon to start or stop your video.
  - Position your camera at eye level and ensure good lighting for better visibility.

Participating in the Meeting

- Speaking:
  - Raise your hand or wait for the facilitator to invite you to speak.
  - Avoid interrupting others and allow everyone a chance to contribute.
- Chatting:
  - Use the chat feature to type questions, comments, or private messages.
  - Click the chat icon to open the chat window, and select who to send your message to.

Troubleshooting Tips

- Internet Connection:
  - Use a stable internet connection for better audio and video quality.
  - Consider switching to a different Wi-Fi network if you experience lagging or disconnections.
- Technical Issues:
  - If you encounter problems joining the meeting, close the Zoom app or browser tab and try joining again.
  - Visit Zoom's support page for troubleshooting tips or contact your support group's facilitator for assistance.

Etiquette and Tips

- Privacy:
  - Respect others' privacy by not sharing meeting details or recordings without permission.
  - Avoid taking screenshots or recording meetings without consent.
- Engagement:
  - Stay focused during the meeting to get the most out of the discussions.
  - Mute yourself when not speaking to minimise background noise.

Ending the Meeting

- Leave Meeting:
  - Click "Leave Meeting" or "End Meeting" when the session concludes.
  - Consider providing feedback or sharing your thoughts with the facilitator or support group.

Additional Resources

- Zoom Help Center: https://support.zoom.us
- Neuroendocrine Cancer UK Support: Contact Kate for specific questions or concerns about using Zoom for support group meetings.

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