How to use Zoom

Zoom is a tool that allows you to see and talk to a group of other people online, who have been invited to the same meeting as you.

To join the conversation using video, you need an Internet connection and a computer or smartphone. If you don't have an Internet connection, you can call a number on your phone and join the conversation that way. This document explains how to join and participate in a Zoom meeting if you're using video. Please give yourself ample time for technical difficulties or slow connection.

When you get an invitation to join a Zoom meeting, the link will look like this:

https://**zoom**.us/j/1010101010 (this is not a link to a real meeting!)

and will be followed by a Meeting ID that will look like this:

123 456 789 (not an ID for a real meeting!)

If you're using a computer….
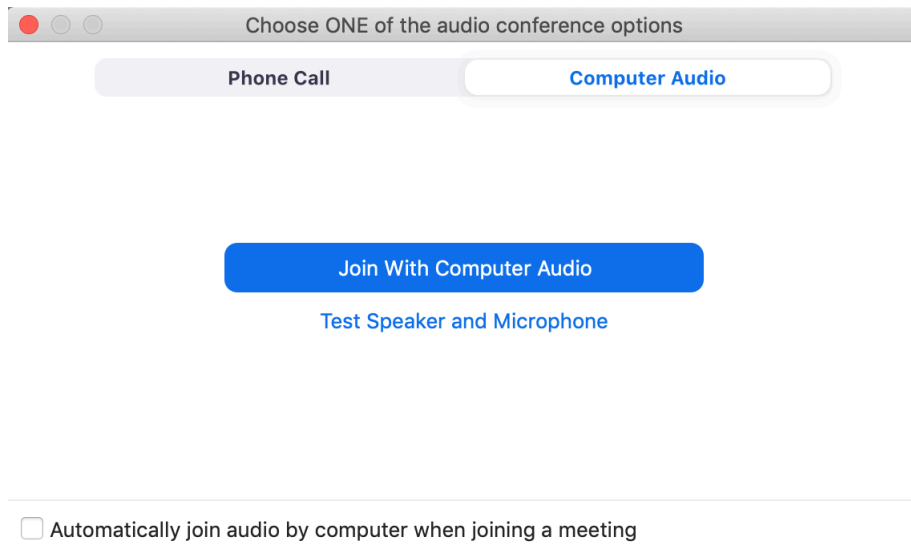
Click on the link and you should see a message like this:

If nothing prompts from browser, **download & run Zoom.**

If you cannot download or run the application, **join from your browser**.

Click on "download & run Zoom" if you are happy to download the app onto your computer. Otherwise, click "join from your browser".

A box will appear asking you to agree to the terms and conditions. Once you click 'I agree' you will then be able to join the meeting. You will then see this:
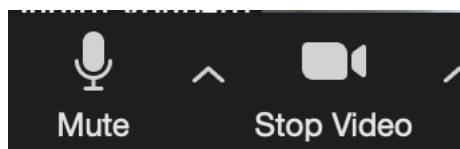
Click "Join With Computer Audio".

Two boxes will appear. One will ask you if you allow access for your microphone and the second will be for your webcam. You will need to 'allow' access to use your computer microphone and webcam in order to be seen and heard on the call. If you do not want to be seen or heard during the call press 'allow' anyway. There will be an opportunity to mute yourself and stop your video when entering the call.

[If the microphone on your computer does not work, you also have the ability to call in using your phone in order to be heard in the meeting. You should have been provided with the number to call when you were invited to the meeting.

Please note: the call is not free, but may be included in your monthly minutes if you are on a contract. If you are unable to join the meeting any other way, let us know and we may be able to cover any additional costs.]

You are then in the meeting and everyone else participating can see and hear you. Before joining you may be asked to type your name - this is the name that the other participants will see when you join.
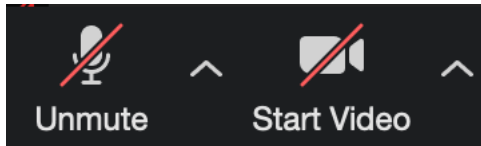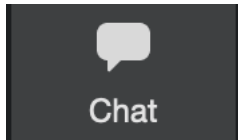
You will see these symbols at the bottom left:

Click on "Mute" if you don't want other participants to hear you. (You will still be able to hear other participants.)

Click on "Stop Video" if you don't want other participants to see you. (You will still be able to see other participants.)
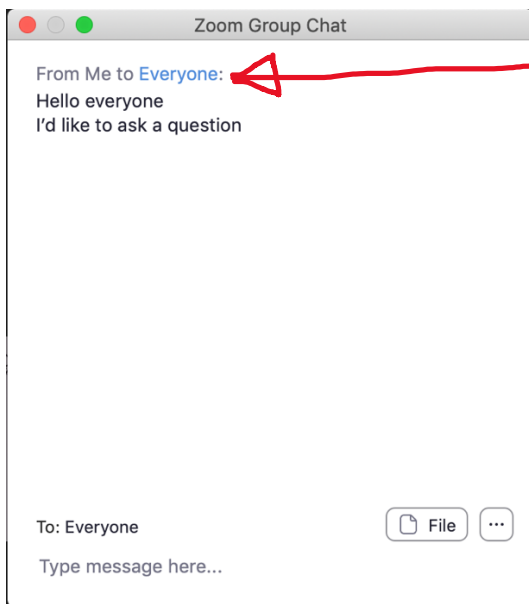
If you click on these buttons, they will look like this:

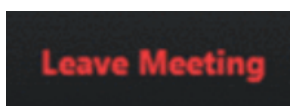If you want to type a comment, click on this button:

You will see this box, where you can type a message, either to "Everyone" or just to one participant:
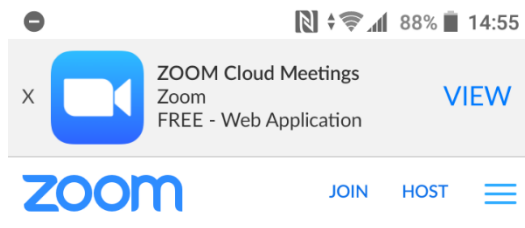

Click on 'Everyone' to see a list of participants. If you want to write a message to just one person, click on that person's name then type your message.

Click on this button (bottom right of your screen) to leave the meeting:

If you're using a smartphone....

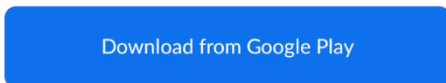Click on the invitation to join the Zoom meeting and you will see a message like this:
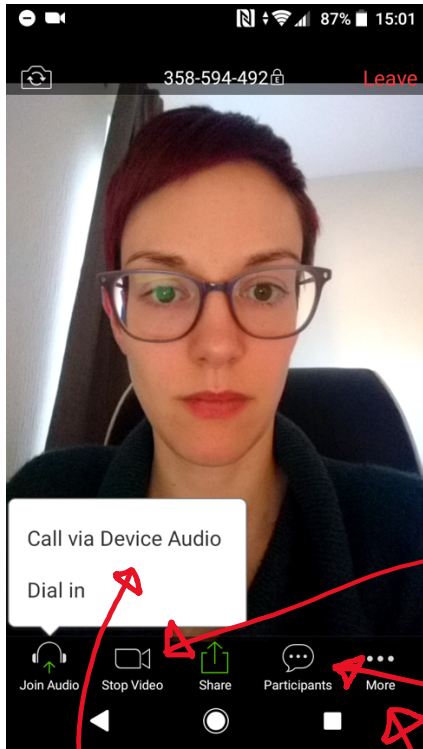
Click "Join Meeting" if you have already installed the app. This will open the app and bring you directly to the meeting room.

You will not be able to join the meeting unless you download the app. Please ensure you have enough free space on your phone beforehand to download the free app.

Click one of the Download buttons if you haven't yet installed the app.

You will then be able to join the meeting. Before joining you may be asked to type your name - this is the name that the other participants will see when you join.

Once you have joined, you will see a screen like this:

Click on "Leave" to leave the meeting.

Click on "Stop Video" to turn your video off so other participants can't see you.

Click "Call via Device Audio".

Click on "Participants", then "Chats" to type a message, either to "Everyone" or just to one participant.

Click on "More" to see options such as "thumbs up", "clapping hands" and "raise your hand", so you can respond to things other participants are saying.