

Zoom User Guide

Zoom Expectations, Etiquette, and Tips

Everyone who uses telehealth services is required to follow the following expectations. If an individual can't follow these expectations, then Townhall II staff reserves the right to not allow you to use group telehealth service.

- Due to the importance of privacy, **please be alone in the room (no family or friends) when you join the Zoom meeting.** This is to respect the confidentiality of the group members.
- **We STRONGLY recommend using headphones or ear buds** when participating in a Zoom meeting. Audio tends to be clearer that way.
- **Please join the Zoom meeting from a private room with minimal distractions.** We encourage you to **turn off cellphones or place them on vibrate** (unless being used for Zoom), and **please do not e-mail, text, browse the internet, cook, clean, eat, etc. during the group sessions.** Drinking water is okay. **Please make sure that all televisions, radios, and any electronics (e.g., iPod, stereo) are turned off.**
- **You are NOT permitted to video/audio-record the session (privacy).**
- **Please do not join the Zoom meeting while you are driving or in a public area (e.g., public transit, at a restaurant).**
- **We recommend muting your microphone when you're not speaking,** that way only the group members actively speaking will be heard, while any noise coming from your device or those of other members will not. Simply click the small microphone icon in the bottom left corner of the Zoom window to mute and un-mute; you can also push the "Spacebar" or enable the "Push to Talk" feature.
- **Don't hesitate to ask other members of the group to repeat themselves** if the sound is not clear. It's better to ask than to miss something important that was said!
- **We recommend closing all other open programs** on your computer or mobile device **and reducing Wi-Fi usage in your home** to increase available bandwidth (or connect to a wired network if available). This may prevent audio distortions and freezing of video, as well as ensuring that you are fully attentive to the group discussion!
- **Please be sure to have your devices fully charged prior to the Zoom meeting.**

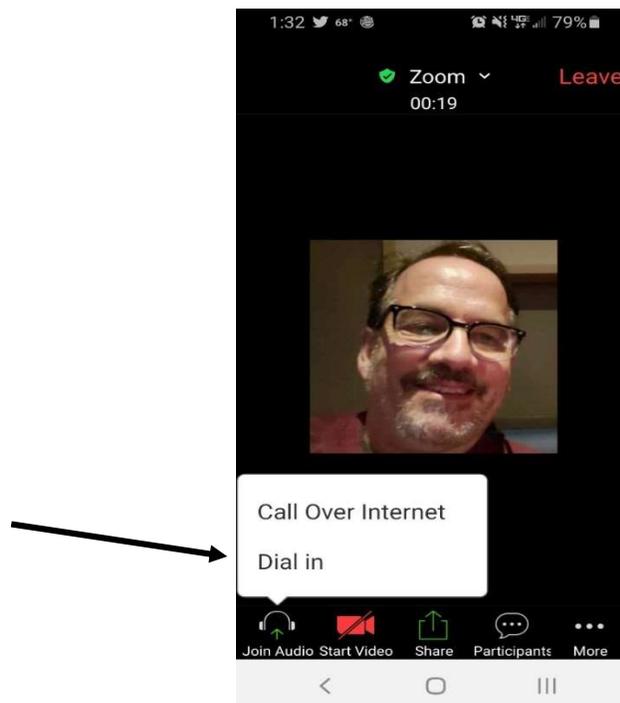
Here are some easy steps to follow to begin using Zoom. You can use Zoom on a computer (Windows, Mac, or Linux), tablet, mobile phone (Android or iOS), or landline phone.

- First, you will need to download the free Zoom desktop client or app (Zoom Cloud Meetings) onto your computer or mobile device. Click this link to download Zoom for the device you'll be using:
<https://zoom.us/download>

If using a mobile device, you can also download the app via Google Play (Android) or the App Store (iOS). The Zoom icon looks like this:



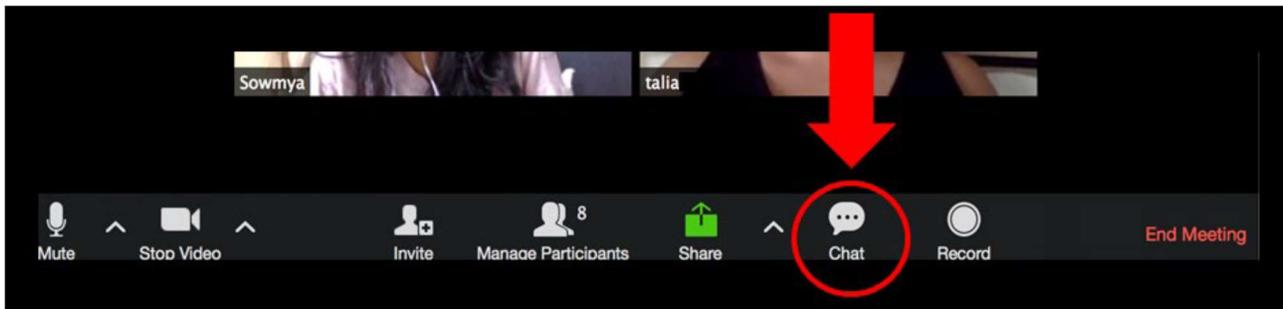
- **If using a computer or mobile device (smartphone or tablet):** Simply click on the Zoom link that we sent you by email. The link appears under “Join Zoom Meeting” (e.g.: <https://zoom.us/j/XXXXXX>). This will bring you directly to the meeting.
- **If you are using a cell phone to connect to ZOOM when you get to a screen that looks like this:**



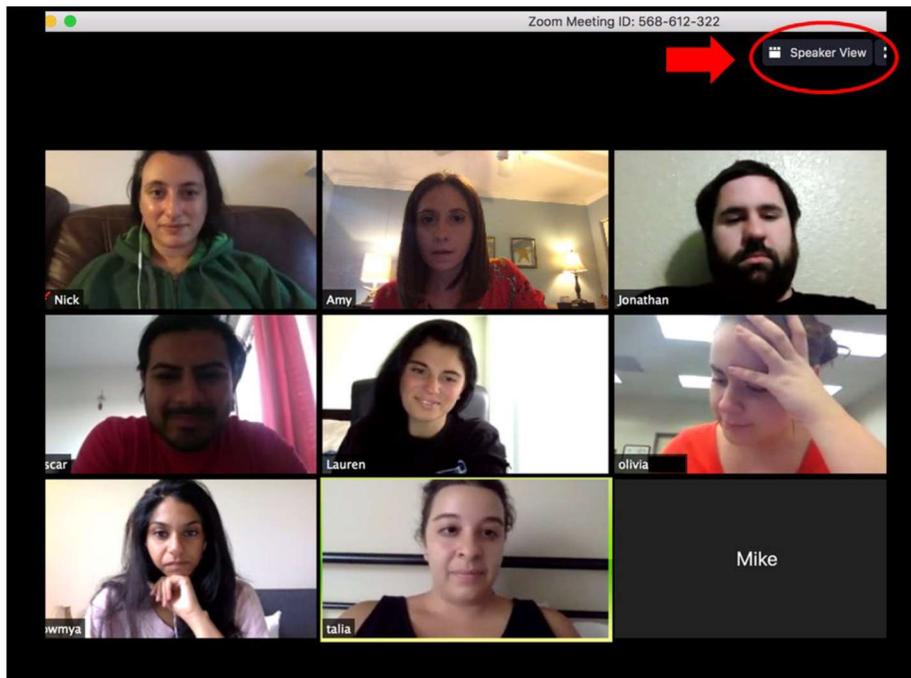
Hit the “Dial In” option for the best connection because then you will not have the drop out in the audio.

- **If using a landline phone** (useful when your computer doesn't have a microphone or speaker or when you can't connect to a network for video and computer audio): Simply dial the dial-in number that appears in the email we sent you. The number appears under “Dial by your location” (e.g., +1 203 432 9666 US). Then, enter the provided meeting ID (e.g., 123 456 789, followed by the “#” sign). This will bring you directly to the meeting and will only give you audio.
- **Video Controls** (click the ^ arrow next to **Start Video / Stop Video**): This allows you to change cameras if you have multiple cameras, or to access your full video settings.

- **Chat:** Clicking the **Chat** icon at the bottom of the screen opens a chat window, allowing you to send public messages visible to all group members (see below). Remember, even private chats are seen by the group leader



- **Participant View and Speaker View:** Clicking the icon in the top right corner of your screen (see below) allows you to switch between Participant View and Speaker View. Participant View (displayed below) allows you to see all the participants in the group at the same time. Zoom highlights whoever is speaking in yellow (in the example below, Talia is speaking). By contrast, Speaker View enlarges the person speaking at the moment and shows smaller views of the other participants.



- **Leave Meeting:** Click this button in the bottom right corner to leave the meeting while it continues for the other participants:

