

## An easy guide for Carers on how to access ECC Zoom sessions

**Remember:** make sure you are connected to a wireless internet network (WiFi) before doing a video call. Video calling uses a lot of data and could result in additional charges from your mobile phone network if you are not connected to WiFi.

### Option 1 - Zoom from a Laptop, Desktop computer, Tablet or Smartphone with a webcam

Either:

#### A. Starting from the ECC website - [enfieldcarers.org](https://enfieldcarers.org)

1. Click on the 'Events' tab to see the Events by month
2. Open the event that you want to attend and in the detail of the event information you will see the information about how to join the event.

#### B. Starting from the ECC Newsletter

1. Open the Newsletter document If you are online and looking at the ECC Newsletter / Carers Voice document, or have downloaded it to your device
2. Go to the page with the event you want to attend and in the information box you will see:

To join our Zoom support group:

Click: <https://us02web.zoom.us/j/9443151703>

OR

Call: **020 3051 2874** and enter  
the  
Meeting Id: **944 315 1703 #**

To join our zoom support group click

<https://us02web.zoom.us/j/94Test43151703>

Or call: **020 3051 2874**

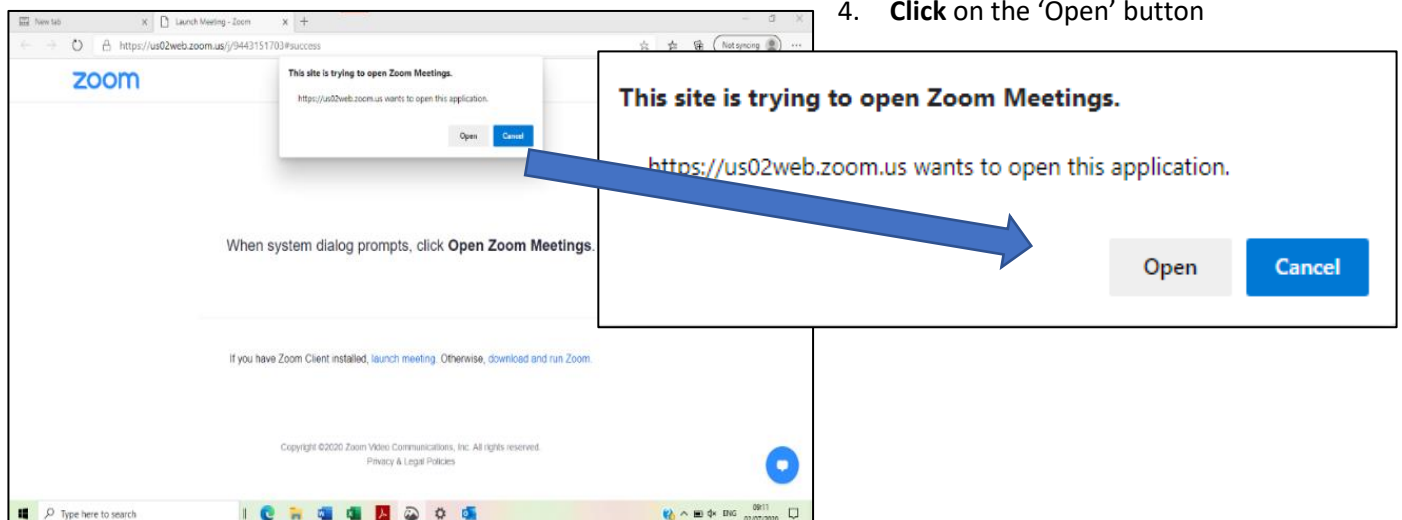
**Enter the Meeting ID: 944 315 1703 #**

3. Click on the long string of letters and numbers that includes the word "zoom".

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If your device already has Zoom installed, Zoom screen will be displayed including a pop-up asking you to confirm you want the application.

4. Click on the 'Open' button

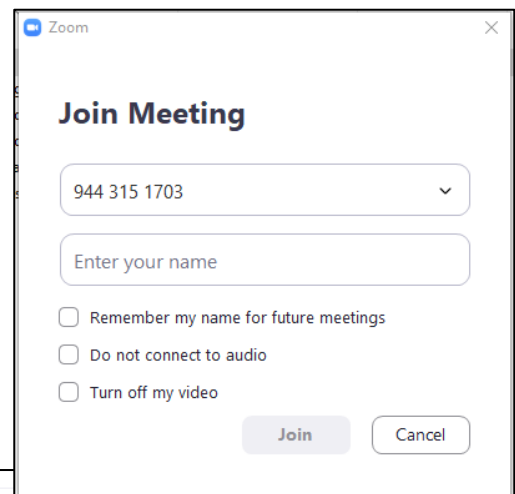


The computer will display the “connecting” message.

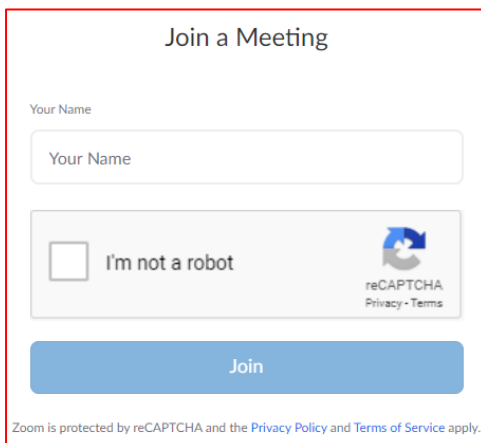
If it is your first time or you haven’t saved your name for future meetings you will see this box pop-up.

5. **Type** in the name you want people to see and call you by.
6. **Click** on the ‘Join’ button.

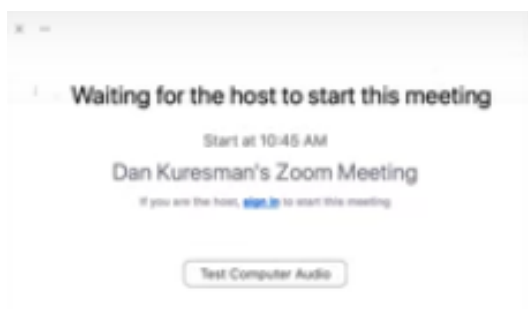
If Zoom is not already installed on your device you can join from your browser by clicking on those words in the pop-up on the screen.



If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).  
If you cannot download or run the application, [join from your browser](#).



5. **Type** in the name you want people to see and call you by.
6. **Click** on the ‘I am not a robot’ and click on the relevant pictures and accept the conditions.



You may see a pop-up that says you are “Waiting for the host to start this meeting”. If you wish, you can test out how loud your voice and speaker will be by clicking on the button ‘Test Computer Audio’.

When the meeting starts, you will then see yourself and the others in the meeting, in particular, the staff member who is running the Event.

If you see your name on the screen but no video, you may have the video feed turned off.

If your image display isn’t your head & shoulders, you may have the camera blocked or at the wrong angle.

You won't be able to talk to others at the meeting until the staff member who is running the session turns your 'audio' on.

Please be aware that meetings may be recorded for safeguarding reasons.

### Some Good Practice in Zoom Video meetings

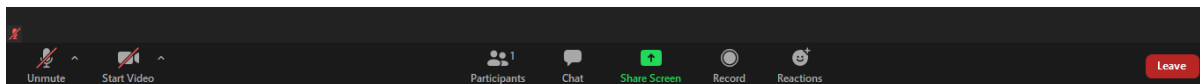
1. Dress casually, but appropriately and probably best without patterns or large white areas.
2. Sit somewhere quiet, as any background noise will make it difficult for others to hear you when you speak.
3. It is best to sit somewhere comfortable, reasonably light with the light/window in front of you not behind you, but not in a very bright light.
4. Place your device at eye level, propped, up if necessary, so that the camera isn't zooming up your nose, but shows your head and shoulders. This is especially important if you're using a phone.
5. Remember, all the other participants will be able to see what you are doing during the meeting. If you talk with your hands or are a fidgeter, try practicing sitting still.
6. Please remember to stay focused on the screen and not start any other activities until you leave the meeting.
7. Please be punctual.
8. Please be courteous to other participants.
9. Speak clearly but don't shout. If someone can't hear you, then adjust the level on your microphone.

When you move the mouse/cursor, an icon is displayed at the top of the screen and a ribbon of icons is displayed at the bottom of the screen.

At the top you can click to use the full display of your screen.



At the bottom, clicking on these will allow you to change how you interact with the meeting.

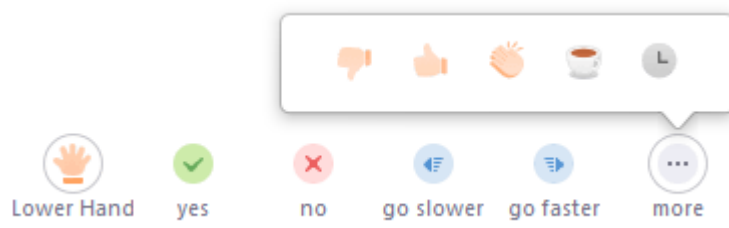


**Mute / Unmute:** Mute and unmute your microphone.

**Start Video / Stop Video:** Turns your camera on or off.

**Participants:** See who's currently in the meeting. The participants list also gives you access to these options:

- **Rename:** Hover over your name to change it as it's displayed to other participants.
- **Non-verbal feedback icons (if enabled by the host):** Places an icon beside your name to quickly notify the host. For example, **Raise Hand** places the raise hand icon beside your name and simulates a hand raise.



**Chat:** Access the chat window to chat with the participants.

**Leave Meeting:** Leave the meeting while it continues for the other participants. Only the host can end the meeting.

This is a good video (in USA speak) to look at before your first-time video meeting from a laptop or desktop. Skip the ad or wait patiently. <https://www.youtube.com/watch?v=9isp3qPeQ0E>

Or if you want to use your smartphone, try this video: <https://www.youtube.com/watch?v=sOJkffIN8O4>

## Option 2 - Zoom from a Telephone (voice only)

### A. Starting from the ECC website - [enfieldcarers.org](http://enfieldcarers.org)

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Or call:

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**Enter the Meeting ID: 944 315 1703 #**

3. **Dial** the telephone number (020 etc) from your landline or mobile phone.
4. When the call is answered and you are prompted, **dial** in the meeting id numbers, and put the **hash #** on the end of the **10 digit number**.

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More information at: <https://support.zoom.us/hc/en-us>