

# User guide: Joining an online meeting using Zoom from your mobile phone (iOS version)



Hello,

You have been invited to join an online meeting at Mind. We know it's a bit different to how we usually see and talk to each other, so here is our quick guide about how to join in.

Your online meeting will take place using Zoom. Zoom helps us to make video or audio calls with one person or with a group of people. It is safe to join.

You will be sent / have been sent meeting details that includes a meeting identification (ID) number and a website link to join. You may have received this by email, text message or in one of our social media channels.

There is no need for you to create an account with Zoom to take part.

The quickest way to join the meeting is to download the Zoom app from your app store on your mobile phone before you click on the link.

Search for Zoom in the App Store.



**ZOOM Cloud Meetings** 4+

Meet Happy

[Zoom](#)

#1 in Business

★★★★★ 4.7, 75.3K Ratings

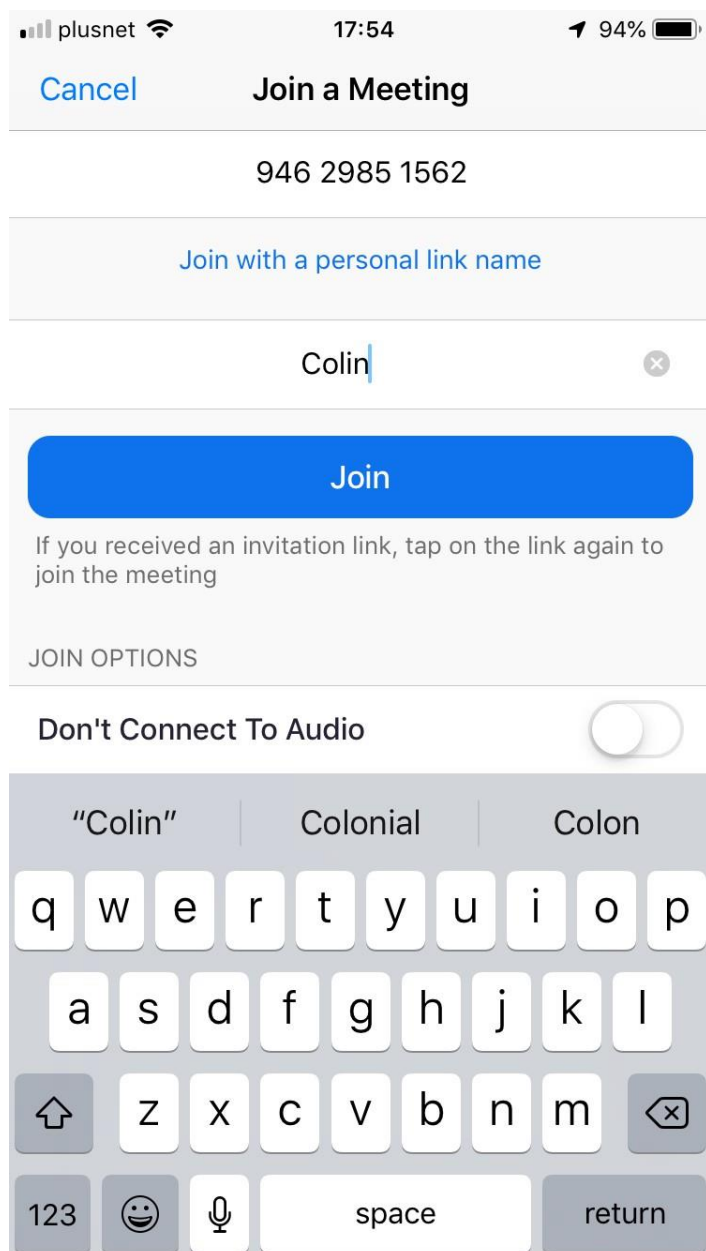
Free

(We may also have sent you a number to call, so if the app is not working there may be an alternative way to take part.)

*“I forgot to download the app”*

Don't worry if you haven't had the time to do this before the meeting starts. When you click on the link, inviting you to the meeting Zoom will give you the instructions to download the Zoom app from the App Store.

If you are downloading the app for the first time you may want to make a note of the meeting ID because you might have to type it in and add your name.



If you have downloaded the app but aren't sure what to do next because nothing is happening, you can either have a look for the link again in your email or text. Click on the link and this will open up zoom.



Click 'Join a Meeting'.

Note you do not need to [sign up](#) or [sign in](#) to take part.

You can now enter your name.

You should use your real name (at least your first name) so that Mind knows that it is you.



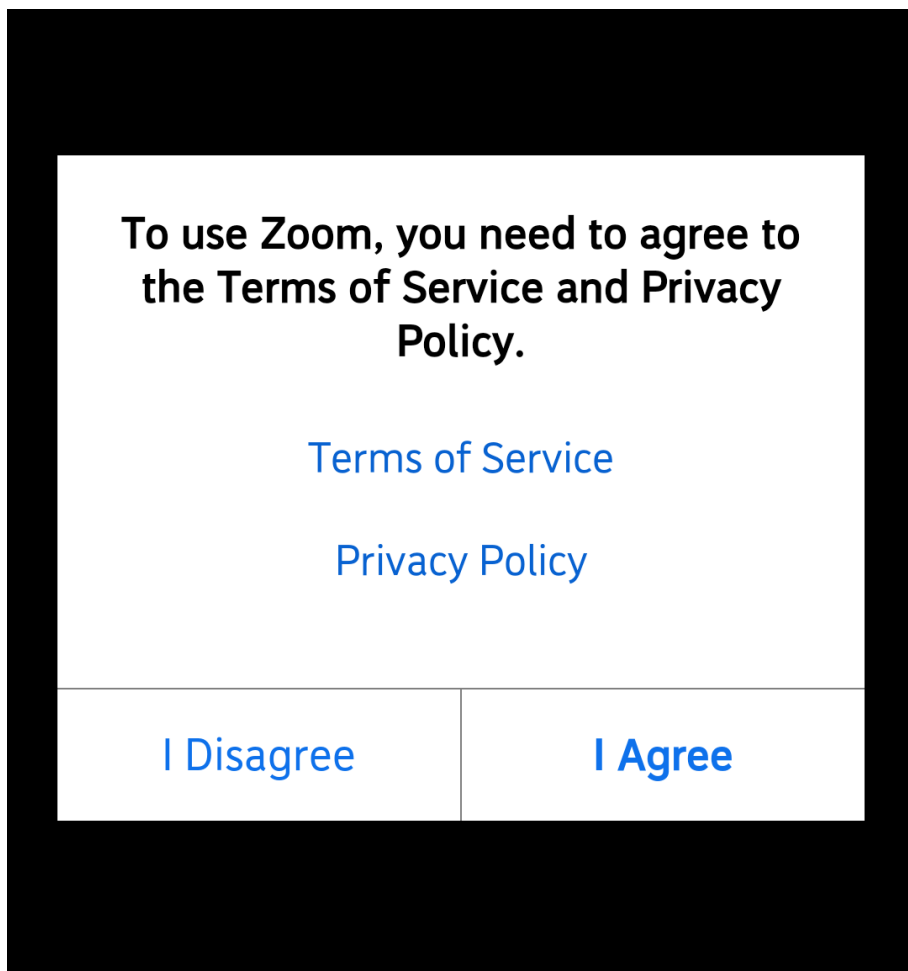
*“How can I change my name once I have joined the Zoom meeting?”*

If you are joining a group meeting you can hide your name or change it when you click the participants list (we'll show you later).

You will need to **agree** to use Zoom's **Terms of Service** and **Privacy Policy** to continue.

The information includes details of how Zoom stores your personal information to make the video work and how it expects people to use Zoom.

Mind will send you information about this if you are worried about Zoom. If you disagree you will not be able to join the meeting.

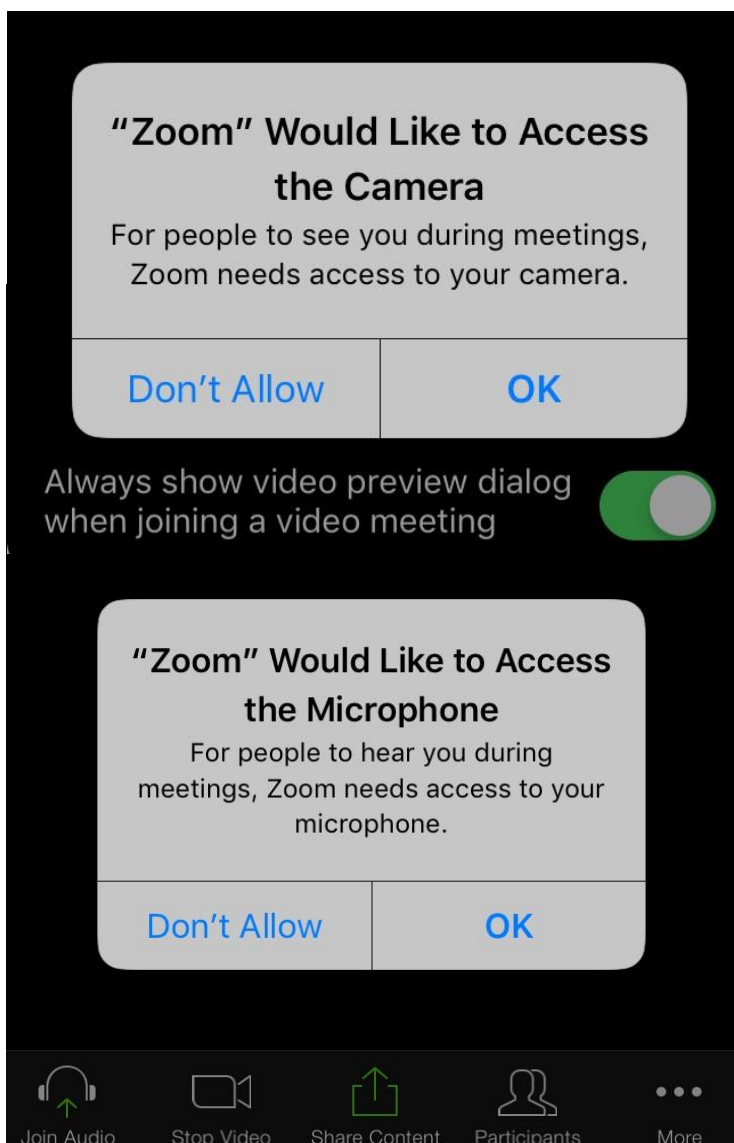


Once you have agreed, you won't receive this message again.

In fact you won't receive a lot of the following notifications again. Once you have set them up because the app will remember your preferences.

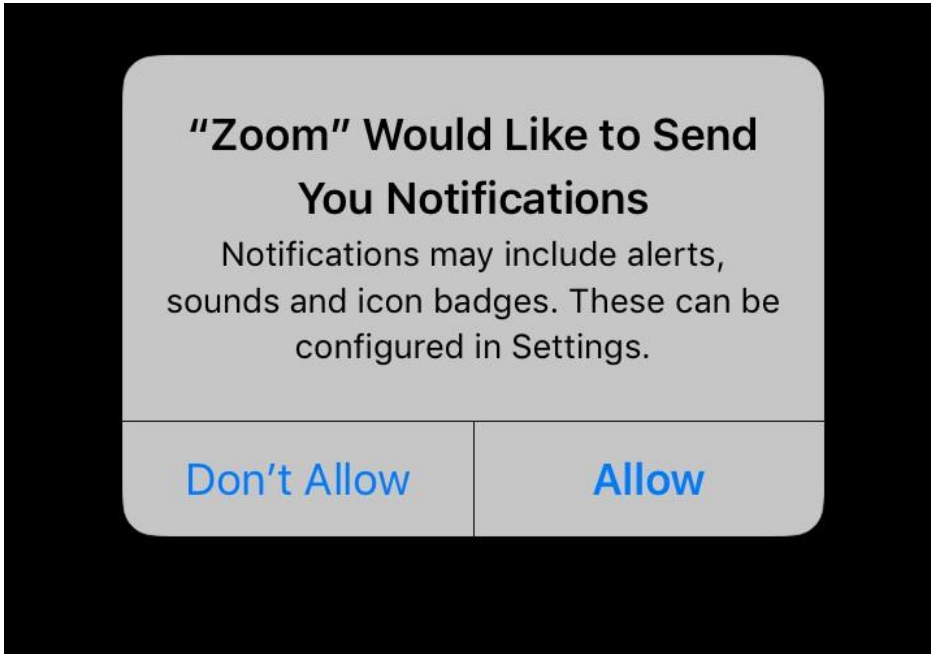
Zoom may ask for permission for its application to use your **microphone**, **camera** and/ or storage. You need to respond **OK** or **Don't Allow** to each request

This will help you to take part in the meeting. You can turn off your video and audio at any time during the meeting, so it's okay to say yes at this stage.

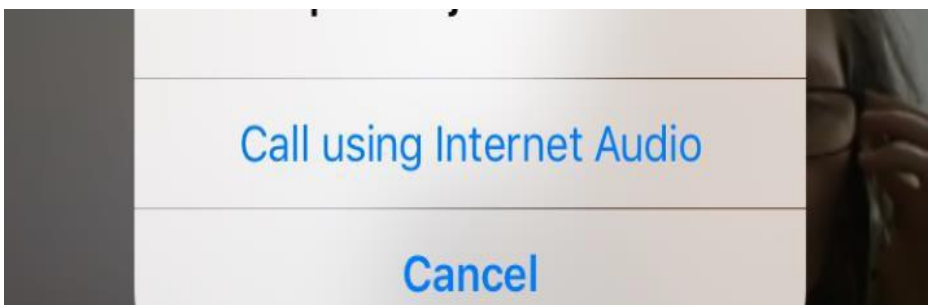


Please agree to this whenever it asks you to. Otherwise you will not be able to join in.

Zoom may also ask for permission for its application to send you notifications, which you can turn off in settings. Either now or for the next session.



Zoom will also ask you to select **call using internet audio** so you can hear other people in the call.



Please agree to using Internet Audio as this option frequently gets overlooked and can mean you have to leave the meeting and rejoin.

You can now join the meeting.

## Video Preview



Join with Video

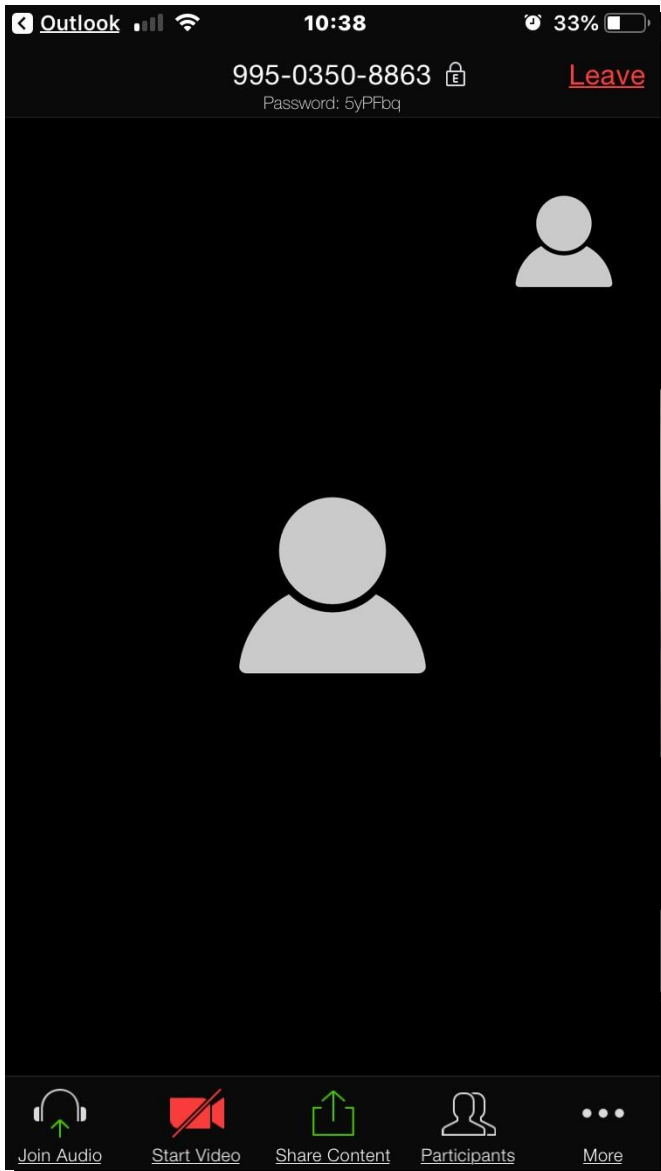
Join without Video

You can choose to **Join with Video** or **Join without Video**. It's okay to choose one now and change your mind later.

You may also be asked by Zoom for permission to access your camera or microphone. Please agree to this whenever it asks you to.

Otherwise you will not be able to join.





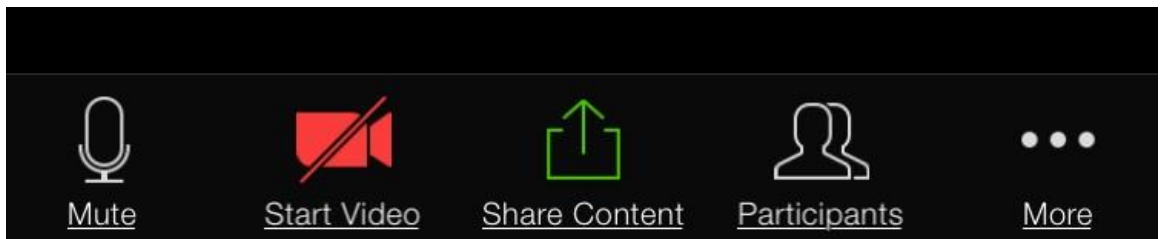
There are a few actions you can take to control how you participate in our meeting.

You'll find these if you lightly touch your screen.

They will show as a toolbar, most likely at the bottom of your screen.

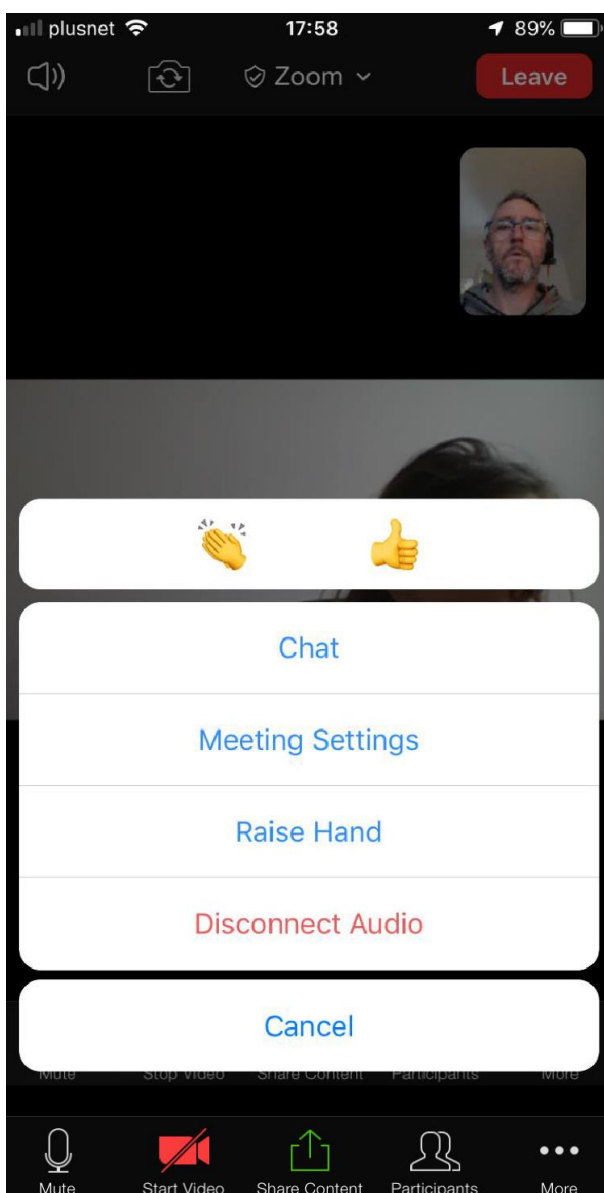
If you are not talking or have been asked to *'mute'* (turn off) your sound you can tap on the microphone button. It will have a line through it if it is off. This means no one can hear you (useful if there is some background noise in your home).

You can also press Stop Video. This means you will not be seen by other people, including Mind staff.



If you are joining a group conversation, or have a question to ask during a presentation, there are other ways you can join in.

Look for three dots to tap on with your finger in the toolbar on the far right of the screen if you can't see any icons.



You might want to **Raise Hand** to signal to Mind staff that you have something to say.

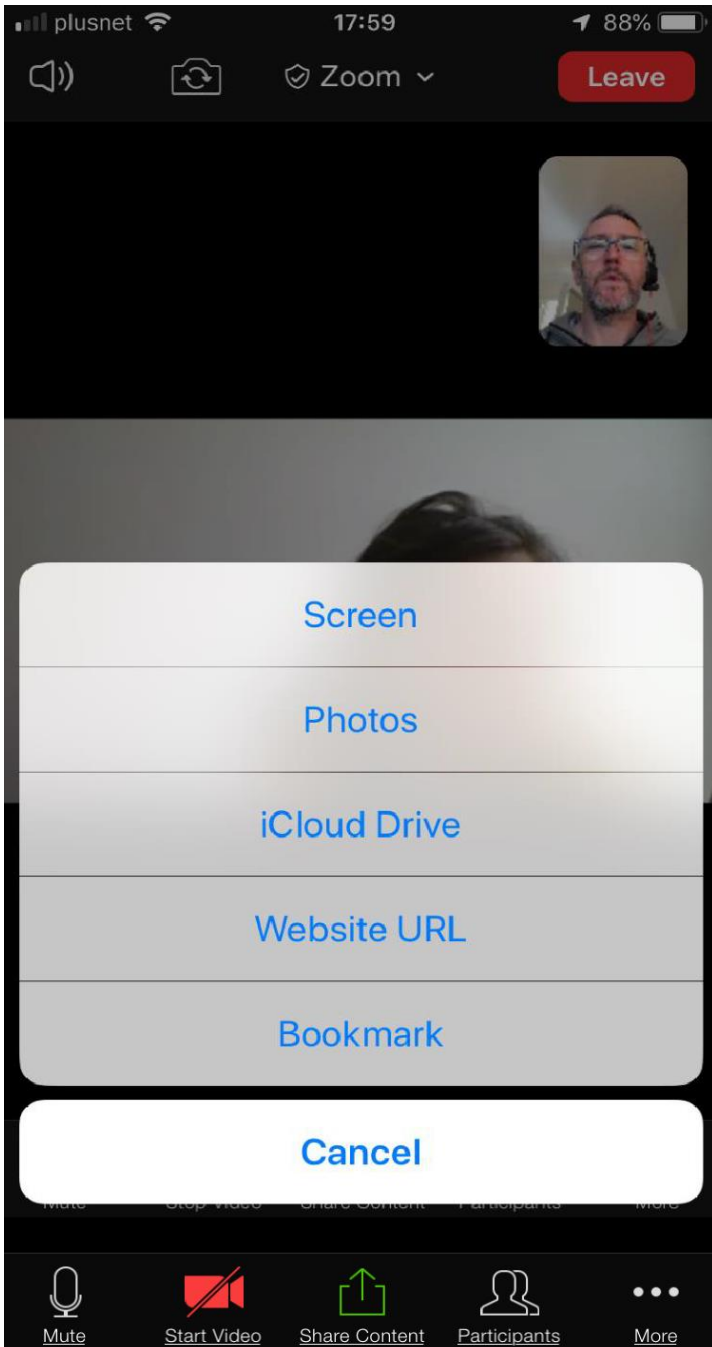
**Praise and agreement.** You can also clap if you agree and like what other people are saying.

Joining a virtual meeting for the first couple of sessions is quite tough. And everyone needs encouragement to participate fully.

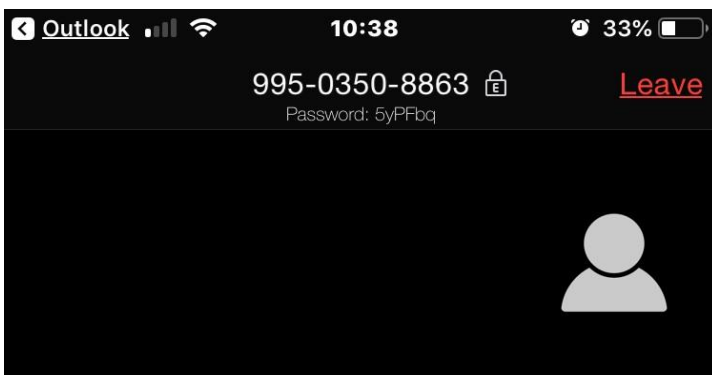
You also may want to type a message into **'Chat'**. Mind may ask you to do this. It's also a great way to say something if you don't want to talk out loud to people in the meeting.

It is unlikely that Mind staff will ask you to share something other than conversation or questions with them or the group during the session.

But there is an option to share documents, website addresses and more using the **Share Content** icon in the middle.



Finally, remember you can leave at any time. There will be a link to 'Leave' at all times on your screen.



Thank you for joining us using Zoom.

## Thanks to our co-design team

Thank you to all of the people that contributed to the creation and testing of this user guide.

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The Service Design and Service Development teams at Mind.

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