Guide for clients: How to join a Zoom meeting from your laptop or PC

You have been invited to join an online meeting with your local Mind.

We know it's a bit different to how we usually see and talk to each other, so here are some instructions about how to join in.

Your online meeting will take place using a website called 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 number and a website link to join.

There's also a number to call if you are joining by telephone only. This is useful if you only have access to a landline but no mobile phone or computer. Or if you have a mobile phone or other device but you cannot access the internet at home because you do not have data allowance or wifi.

There is no need for you to create an account with Zoom to take part. So, whether you join from a computer or your mobile phone, there is no need to 'sign in'.

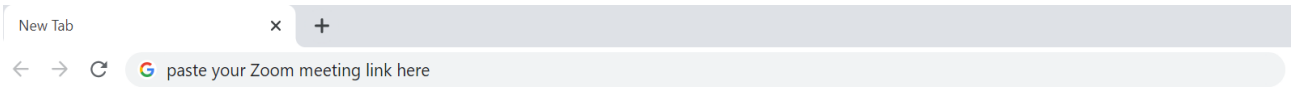
You are of course welcome to sign in and join us from an account you have already set up. It may even make it easy to join meetings quickly in the future.

Joining from a computer or laptop using a website link we have sent you

You can click on the link in the email we have sent you to open Zoom in your favourite browser.

Your browser can be Google Chrome, Firefox, Safari or Edge. Zoom also works on the latest versions of Internet Explorer.

You can also copy the link and paste it into your browser's address bar at the top of the page if the link doesn't automatically open for you. Here's an example from Google Chrome:



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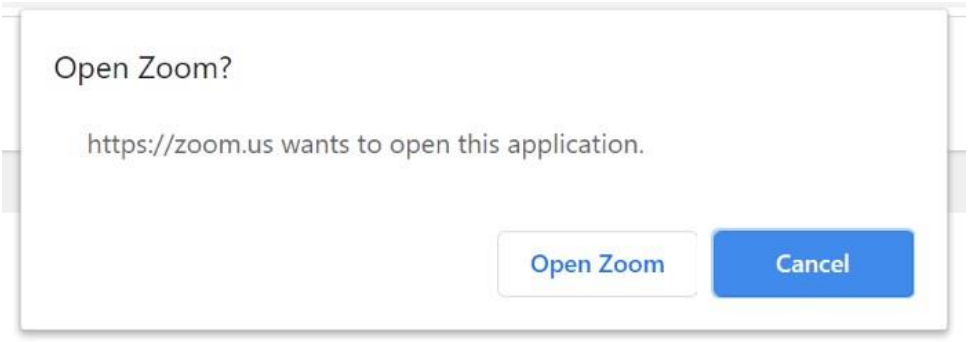
How do I use Zoom on my computer or laptop?

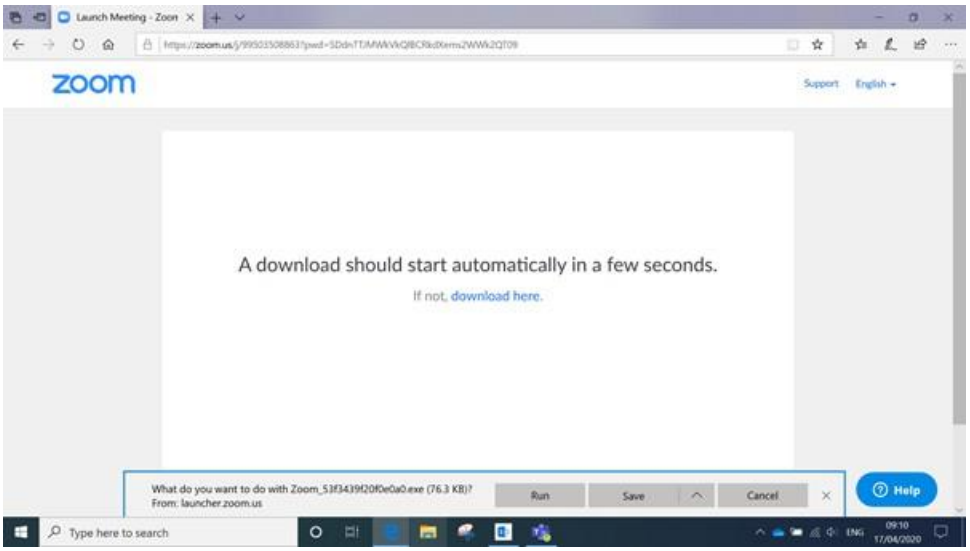
So that you have the best possible experience, Zoom will ask you for permission to run its own 'application' on your computer or laptop.

When you click on the meeting link it will open a box that asks you to Open Zoom.

Please click on Open Zoom.



You may see another prompt to get the application started. Here's an example from Edge, where you will need to 'Run' the programme:



If you are having problems opening the application there are several things you can try. Zoom suggests a few, such as trying to download and install Zoom.

If you are struggling please click on the blue link right at the bottom of your screen:

"If you cannot download or run this application, join from the browser"

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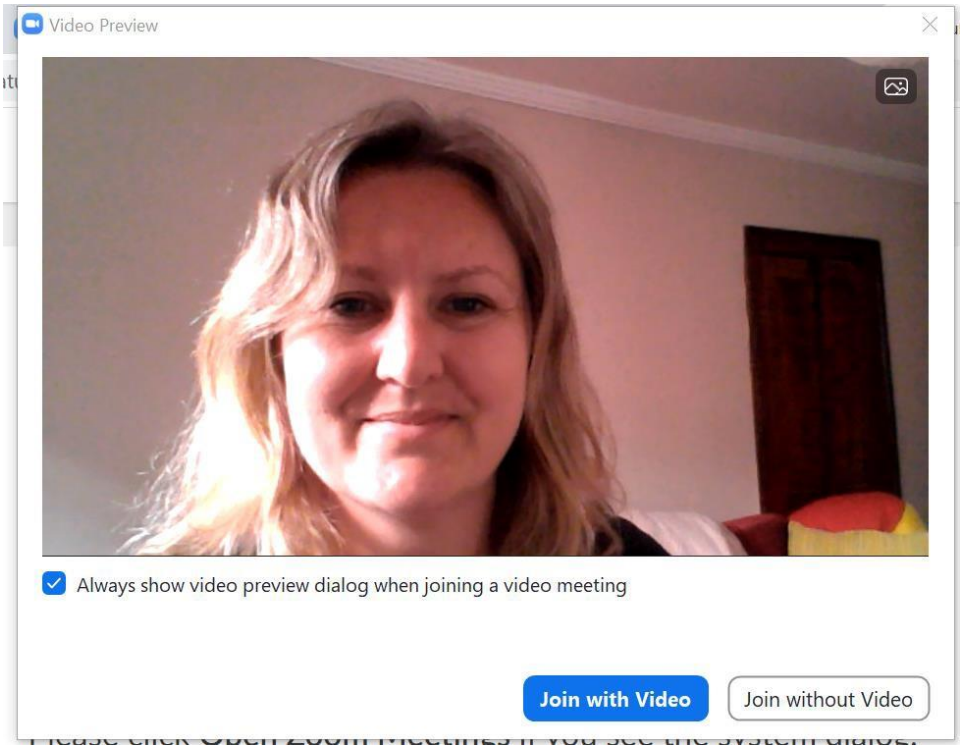
Should I join the meeting using video?

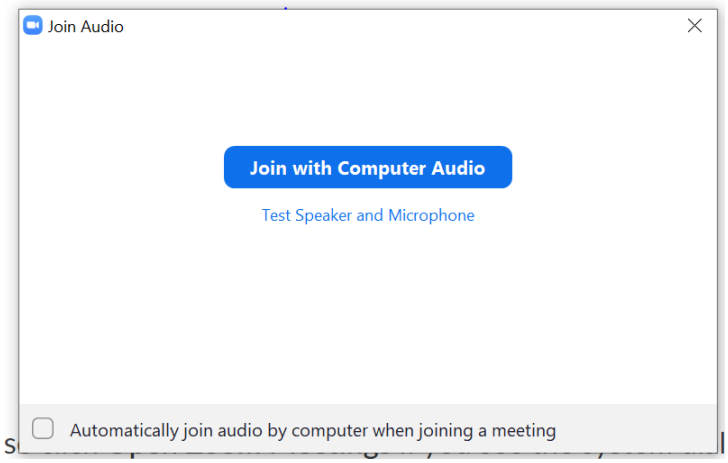
The next thing you'll be asked to do is to decide if you want to join by video (and be seen by the person or people you are meeting).

You can change this once you are in the meeting – so do what feels comfortable to you. Here's an example. You can click on Join with Video or Join without Video.



What about joining with audio?

You must choose to Join with Computer Audio.



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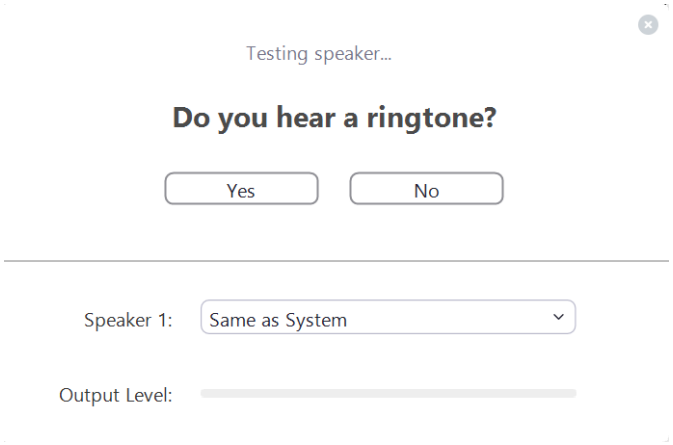
You can turn off your microphone later if you don't want to talk or be heard – so please click on Join with Computer Audio.

Tick the box 'Automatically join by computer when joining a meeting'. It will help save time if you have to leave a meeting and re-join it later.

It's a good idea to click on the blue link under the big button to test your speaker and microphone. This will make sure you can be heard when talking with Mind.

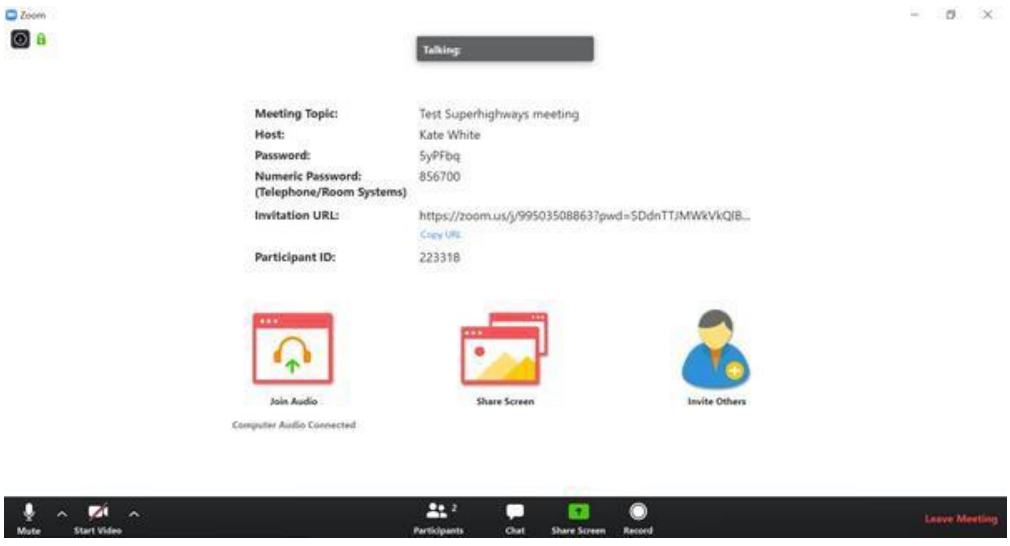


Zoom should automatically work out whether you have plugged in headphones or not. However, if the test is not working you may need to click on the drop down beside the 'Speaker' and try one of the other options.

What you'll see before the meeting begins

If you are taking part in a group meeting, Mind may ask you to wait for others to join before the meeting starts.

You will see a screen like this, which has the meeting details:



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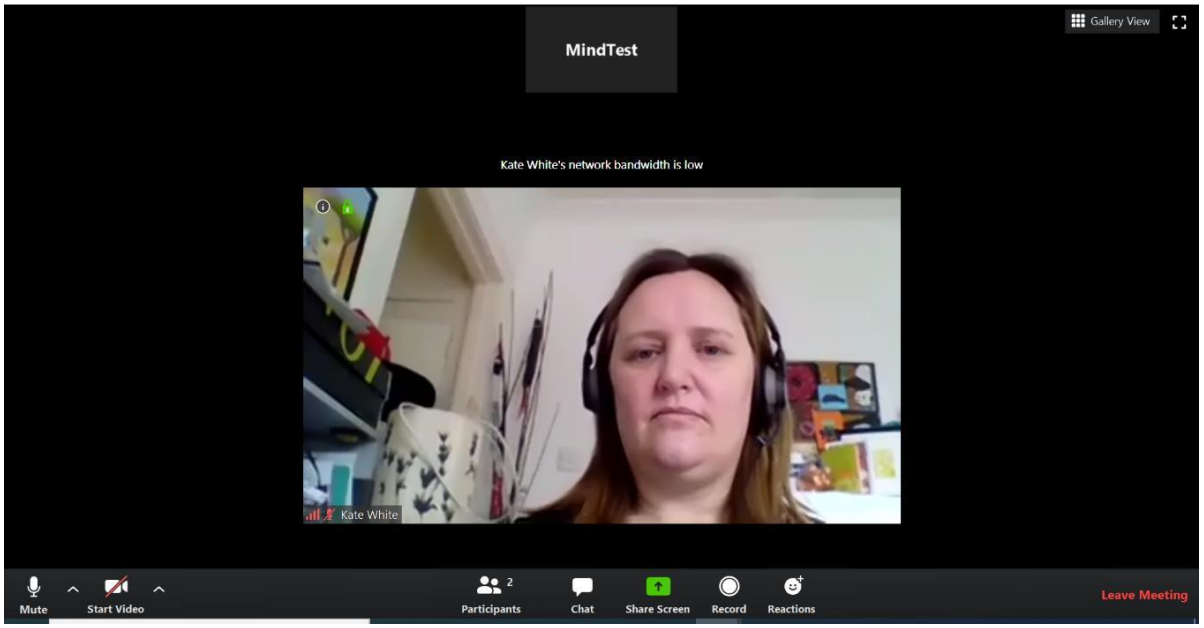
When Mind are sure that most or all people have joined, you will be given access to the meeting.

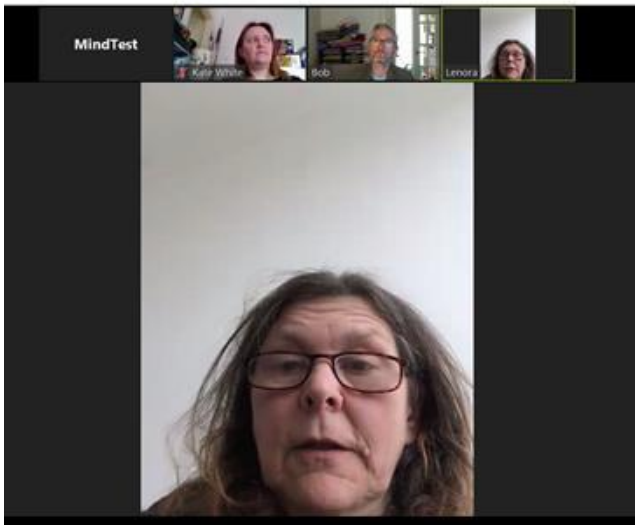
Now you will see someone from Mind on screen.



If there are others in the meeting you will also see them on series of small screens, usually at the top.

Whoever is talking at the time will then be shown on your main screen.

In the following example, Lenora is on the larger screen because she is the one that's talking. You can see the other participants at the top or right of your screen.



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Some people may have decided not to turn their video on. You will see a blank screen with their name instead.

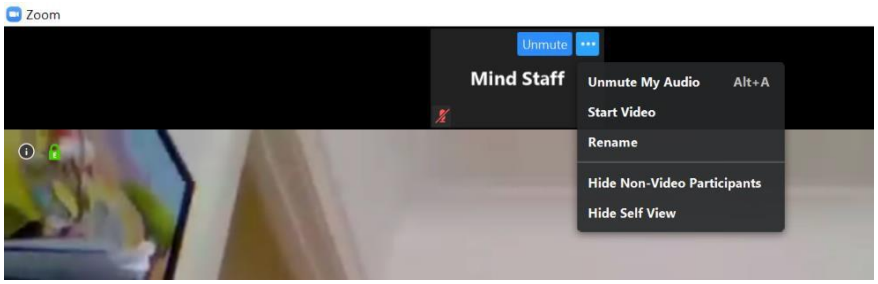
You can change the way you view participants by clicking on 'Gallery' in the top right of your screen.

I'm seeing myself!

It can feel a bit strange to see yourself on screen when you're talking with others.

You can turn this off if you like.

Click on the three dots by your own screen name. You will see an option to Hide Self-View'.

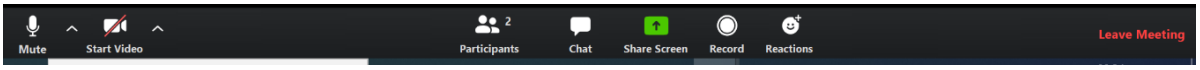


Now other people can see you, but you can't see yourself at the same time.

How do I take part in the meeting once I have joined?

If you move your mouse or touchpad so that your cursor hovers over the bottom of the screen you will see a series of icons.

These are to help you participate in the meetings. And offer you control over how people can see you and hear you:



Some of the settings you may have more control over than others. For example, Mind are very unlikely to let you record the meeting.

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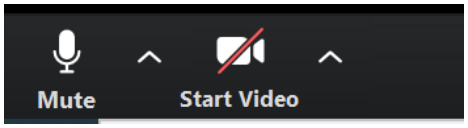
Turning your sound and camera on and off:

You can mute and unmute yourself easily by clicking on the Mute icon on the bottom left of your screen.

Mind will turn off everyone's audio at different times during group meetings. So please don't worry if you suddenly find no one can hear you!

Click on Start or Stop Video to choose whether you can be seen by Mind staff and other people in the group.

If there is a diagonal line through the icon then it is turned off.



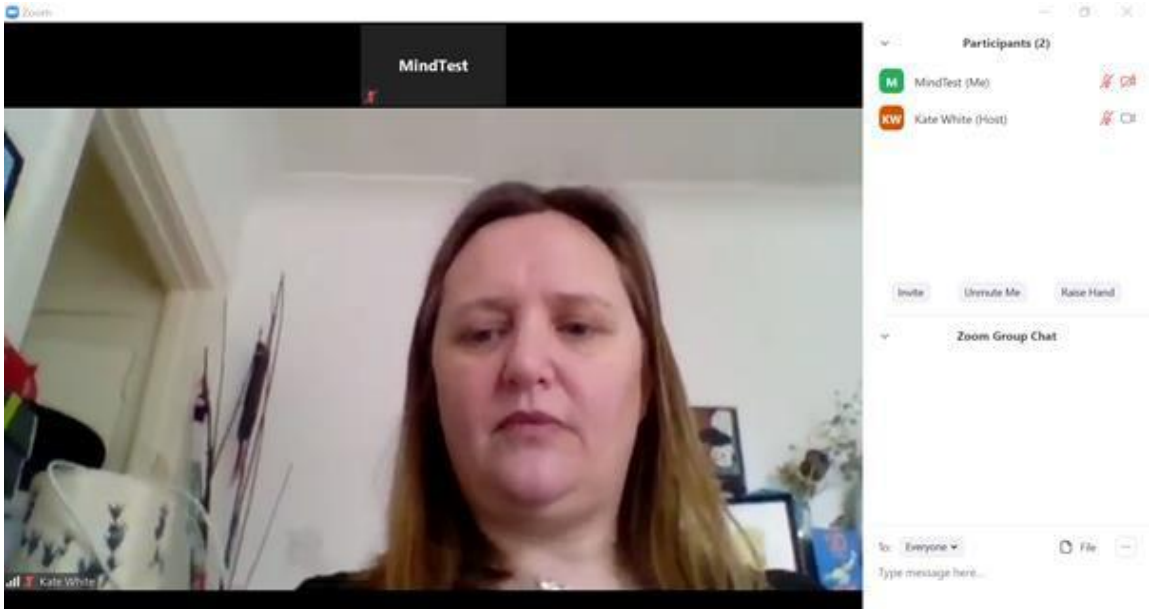
Your icon may be a different colour depending on your browser or the device that you are using.

If the icon is red it is also turned off.

You will see an arrow next to each of the audio and video icons. Use these to access and change the settings for your video and camera if you need to (hopefully your video and sound will be okay).

Talking with Mind and other participants in a group

Click on the Participants icon to see who's in the meeting.



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You can also ‘Raise Hand’ to get the attention of Mind staff if you have a question or would like talk. This is useful when you are in a group and listening to someone else talking.

Click on the Chat icon to share a message with Mind or the group. In this example it is orange with a 1 beside it because someone has messaged the group.

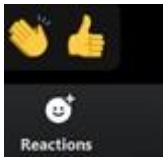
This is a good way of talking to Mind and others if your sound is turned off.

Use this feature to type questions you don’t want to forget, share ideas or let Mind staff know that you need help with something.

You can share a document with Mind staff or everyone here too.

Other ways to communicate

Everyone in a Mind meeting can show that they agree with someone or say hello to the group without having to talk. You can use the ‘Reactions’ icon on the bottom bar to clap and wave.



There may be other ways you can communicate, such as giving a thumbs up. Because these need to be paid for they may not be available to Mind.

Mobile phones and tablet devices may also have other features that are not available on your computer or laptop

Sharing your screen with Mind staff

There is an option to share your screen with us in Zoom.

This means we can see what you are looking at. For example, you may have an important document that you need to show us.

In the meeting please do not click on the Share Screen icon unless we ask you to.

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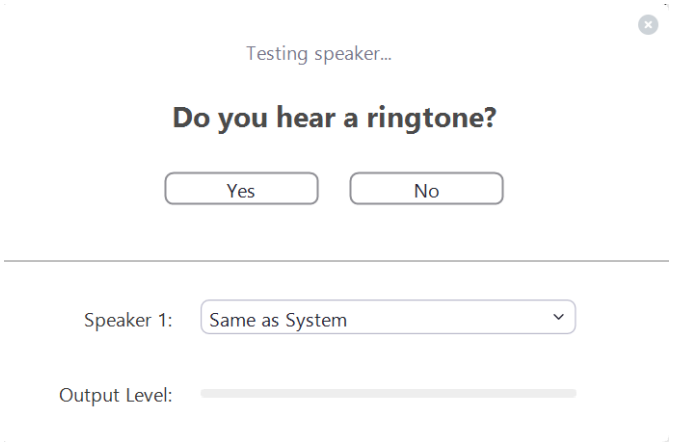
Want to practice?

You can join a Test Meeting with Zoom.

It will give you a chance to check your camera and your audio settings and make sure everything is working correctly on your device.



Go to https://zoom.us/test to give it a go.

Having problems?

Zoom has some additional help sheets online including:

- How to launch Zoom using different browsers
- Getting started with different mobile devices

Ringing the telephone number to join our meeting

It is sometimes possible to join a Zoom meeting by dialling in from your phone (mobile or landline).

If Mind has offered this, you will see a UK phone number in the invitation to the meeting.

Phone the number (on mobile you may be able to click on it directly) and you will then be asked to enter the meeting ID, followed by the hash key.

You may also be asked for the meeting password.

Both the meeting ID and the password will be in the original invitation you received. So you may want to make a note of this somewhere before you call.

We're looking forward to talking with you soon.

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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.

For more information, please email: servicedevelopment@mind.org.uk

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