

# Guide for Clients: Joining an online meeting using Zoom from your mobile phone (Android 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 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 your Google Play store.



ZOOM Cloud Meetings

zoom.us Business

★★★★★ 92,572

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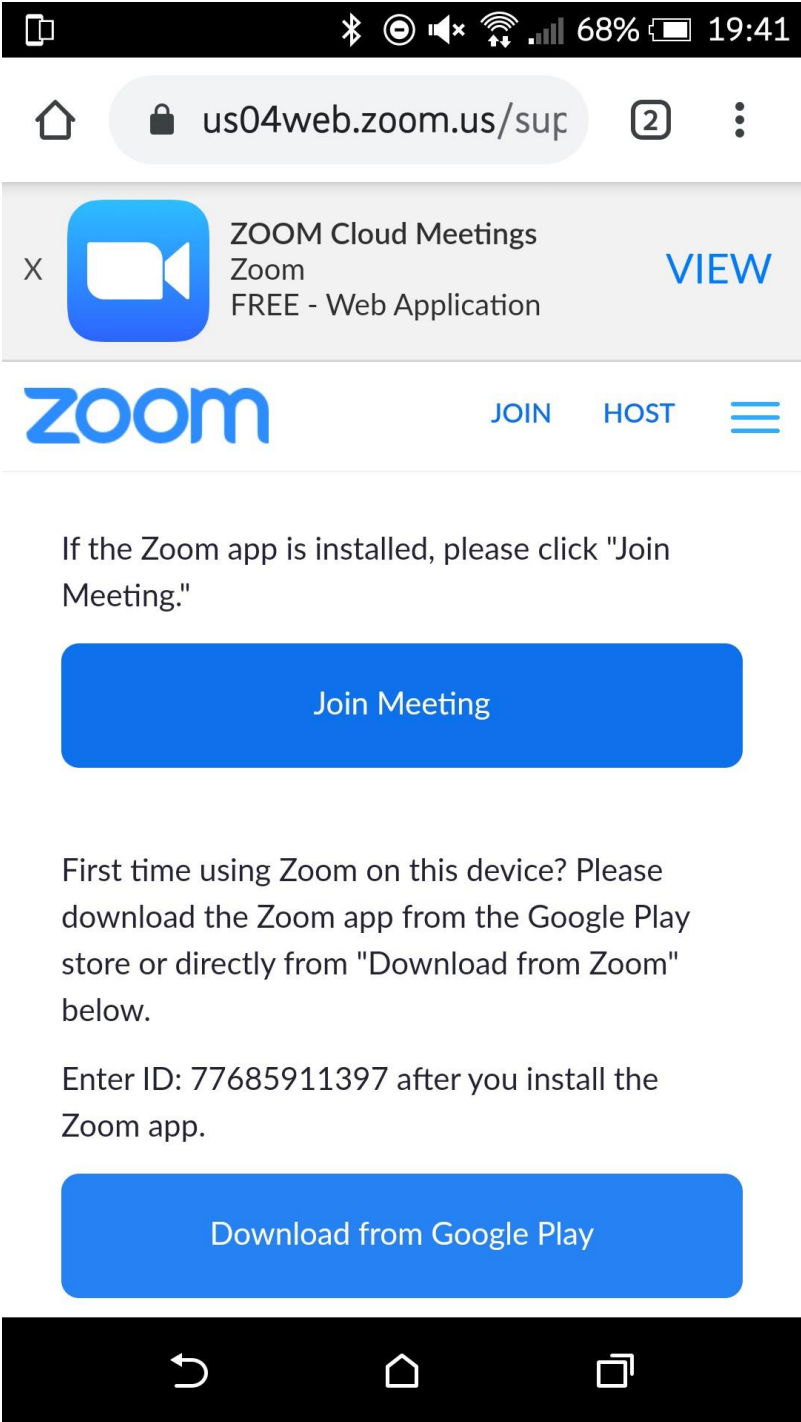
⚠ You don't have any devices.

➕ Add to wishlist

Install

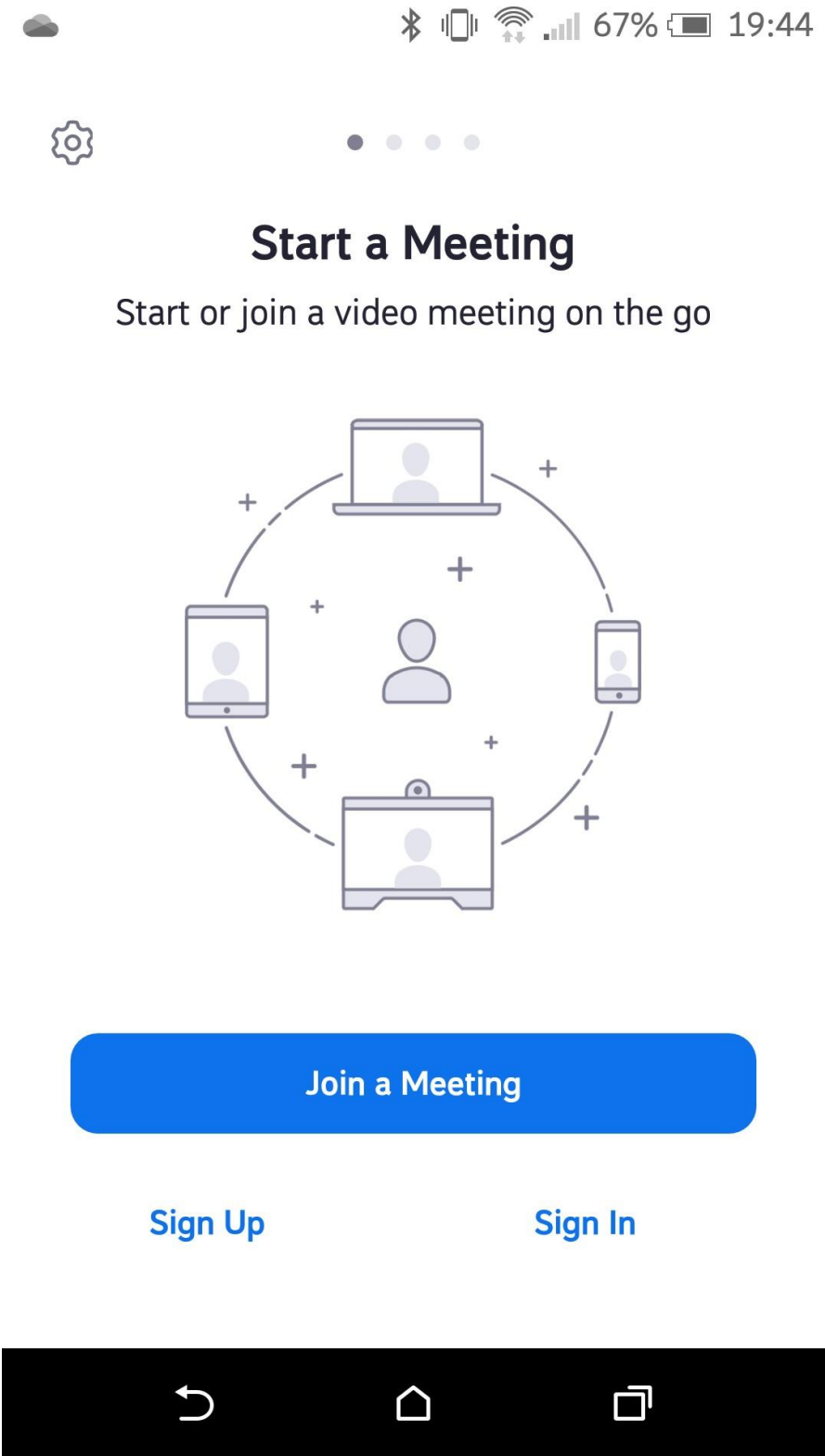
(We may also have sent you a number to call, so if the app is not working there may be an alternative way to take part.

Don't worry if you haven't had the time to do this. When you click on the link, Zoom will give you the instructions to download the Zoom app.



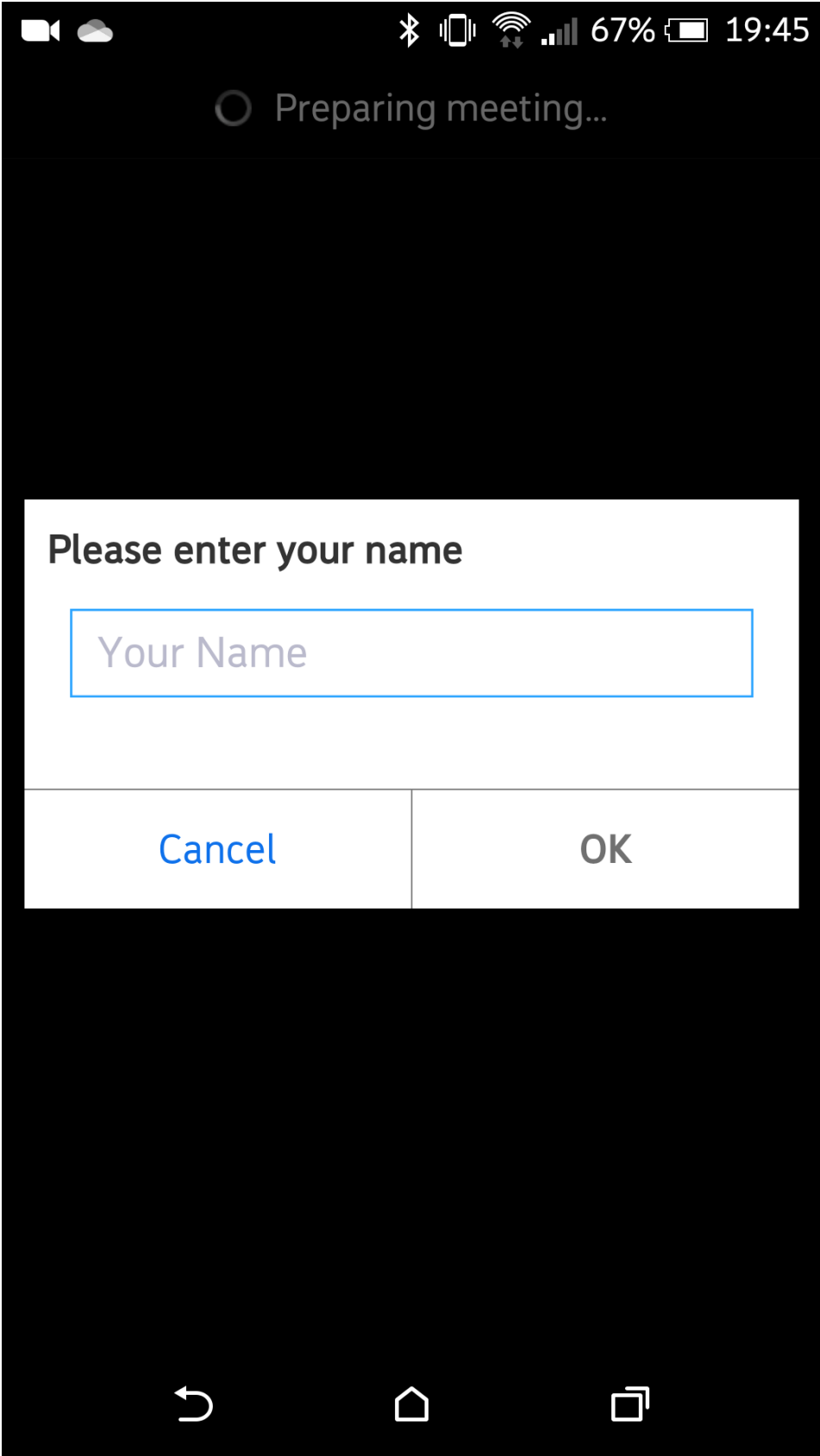
If you have downloaded the app but aren't sure what to do next you can either have a look for the link again in your email or text and click on it again.

Or you can 'Join a Meeting'. You will need the meeting ID we sent to you earlier. You do not need to sign up or sign in to take part.



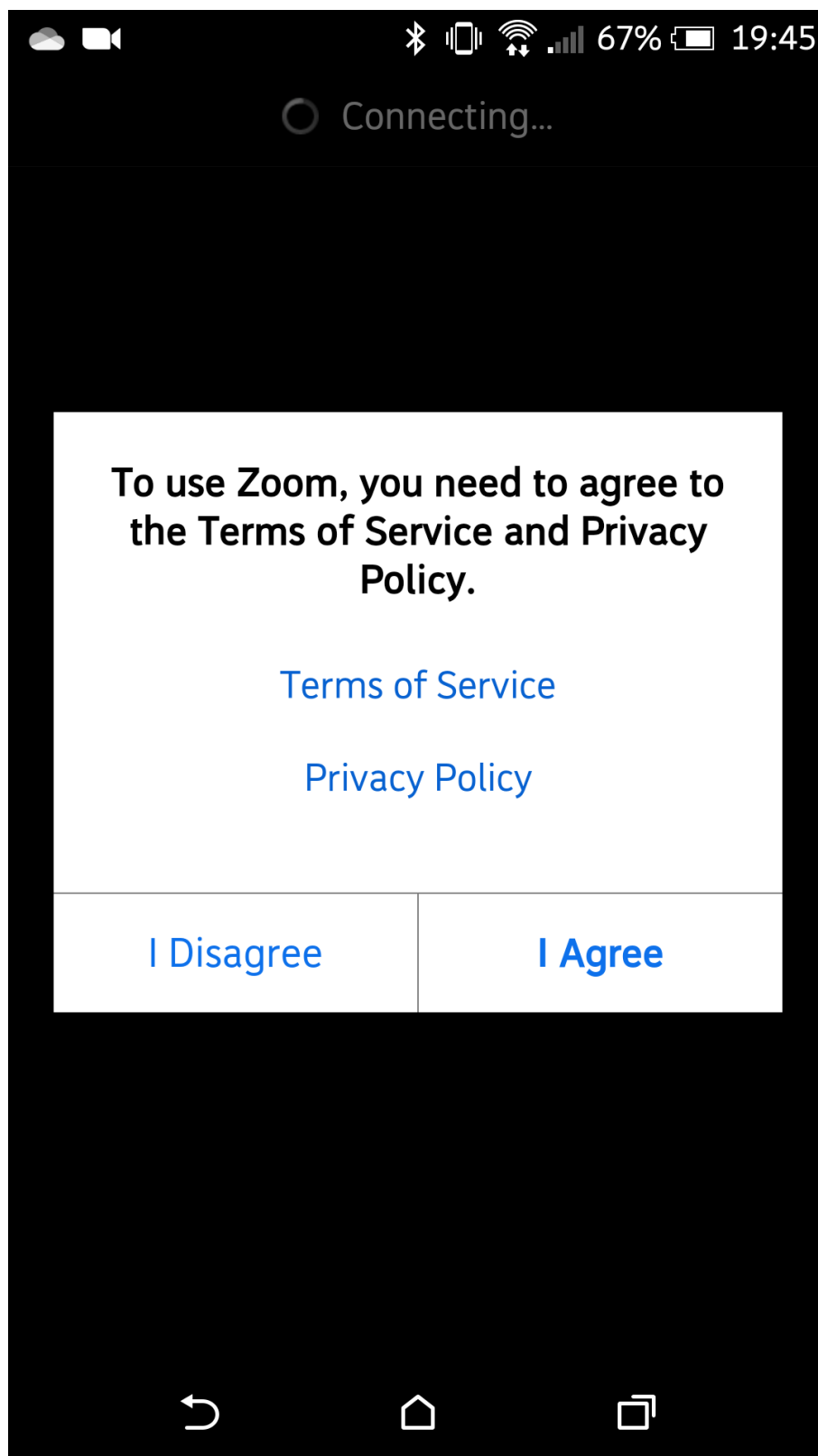
You can now enter your name. You should use your real name (at least your first name) so that Mind knows that it is you.

If you are joining a group meeting you can hide your name (we'll show you later).



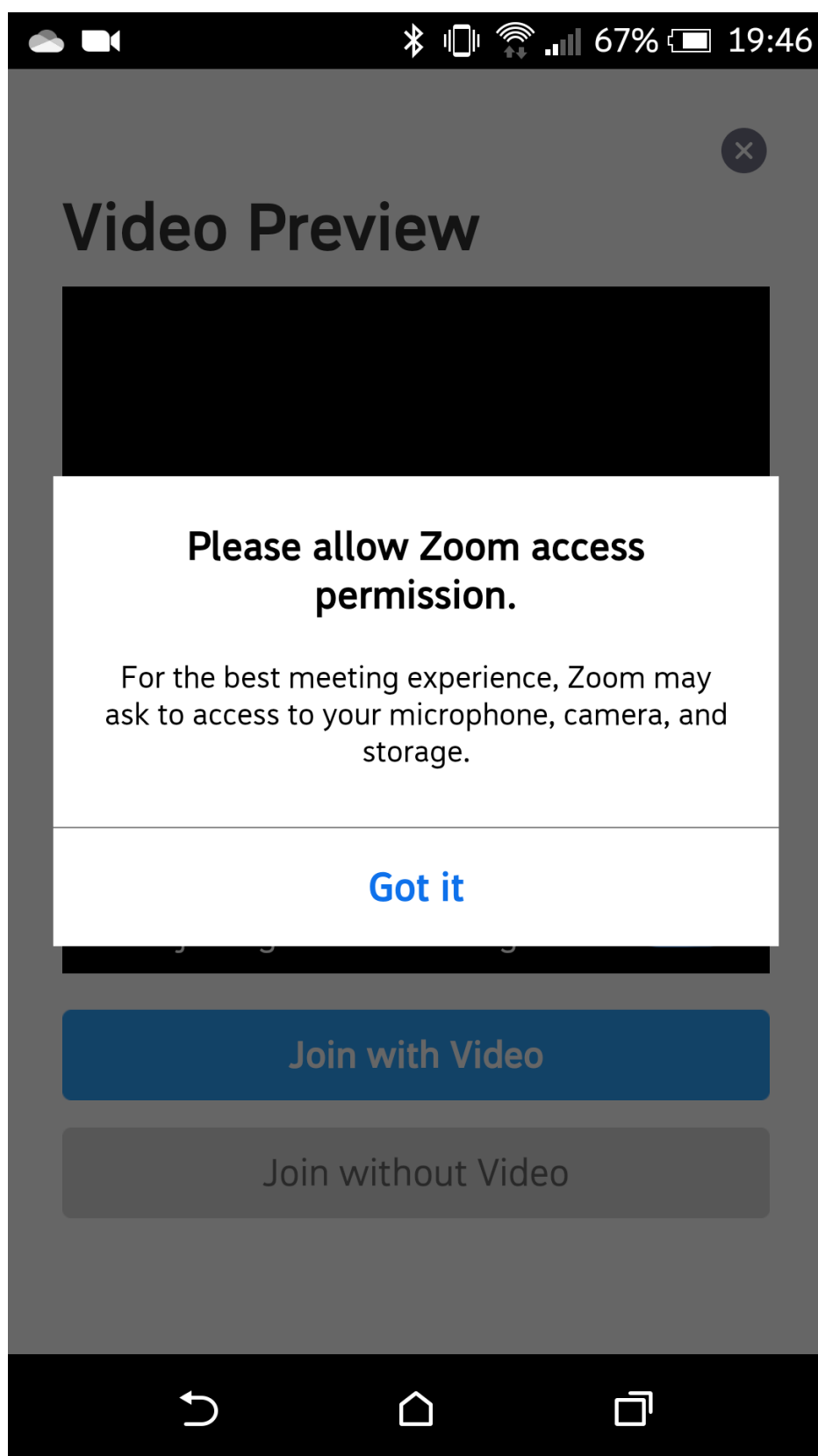
You will need to agree to use Zoom. To continue. The information includes details of how Zoom stores your personal information to make the video work and how it expects people to use Zoom.

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.



Zoom may ask for permission for its application to use your microphone, camera and storage.

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.

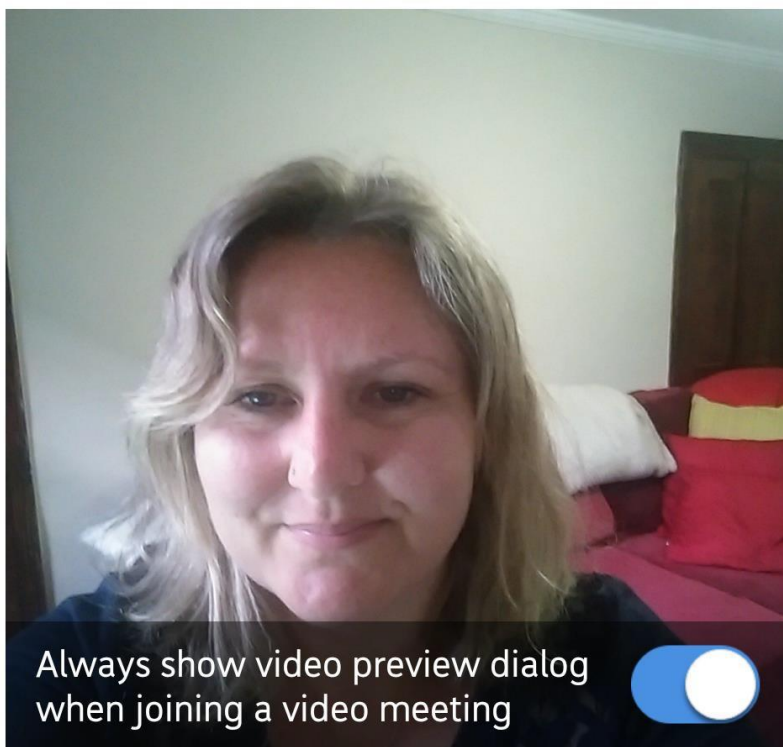


You can now join the meeting.

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



## Video Preview



**Join with Video**

Join without Video



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 in.



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

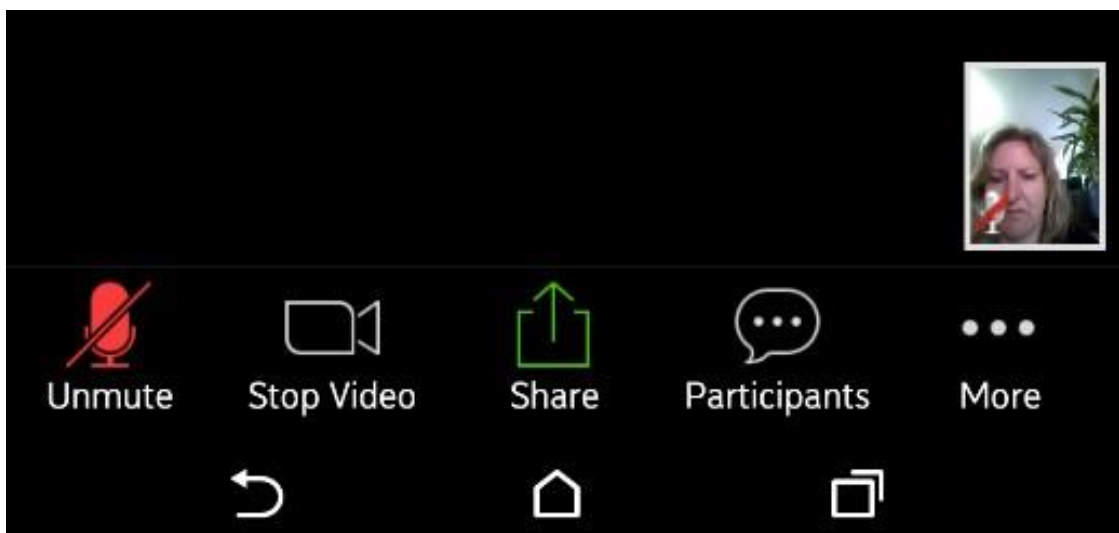
You'll find these if you lightly touch your screen.

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).

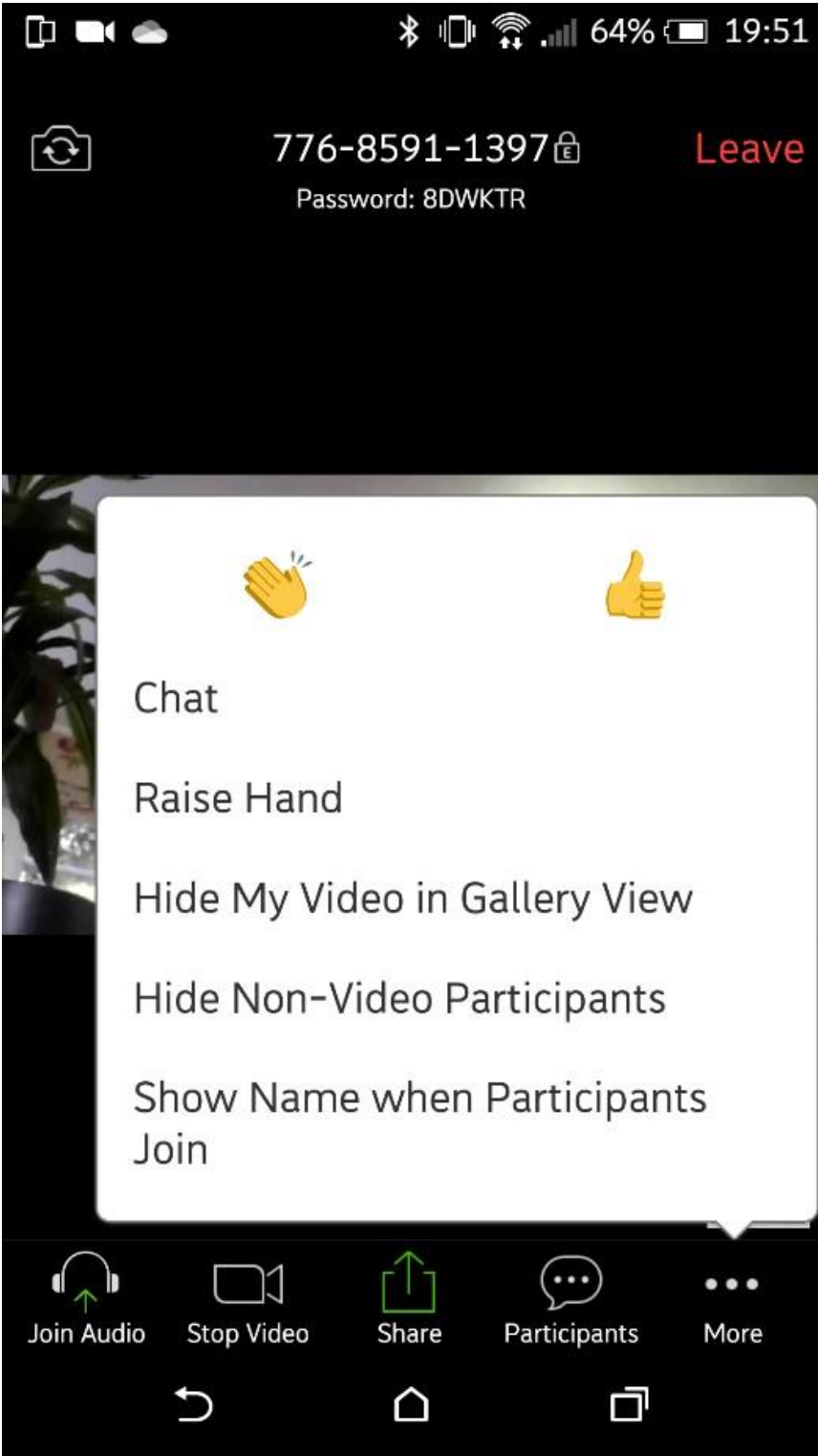
You can also press Stop Video. This means you will not be seen by other people, including Mind staff.



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 if you can't see any icons.

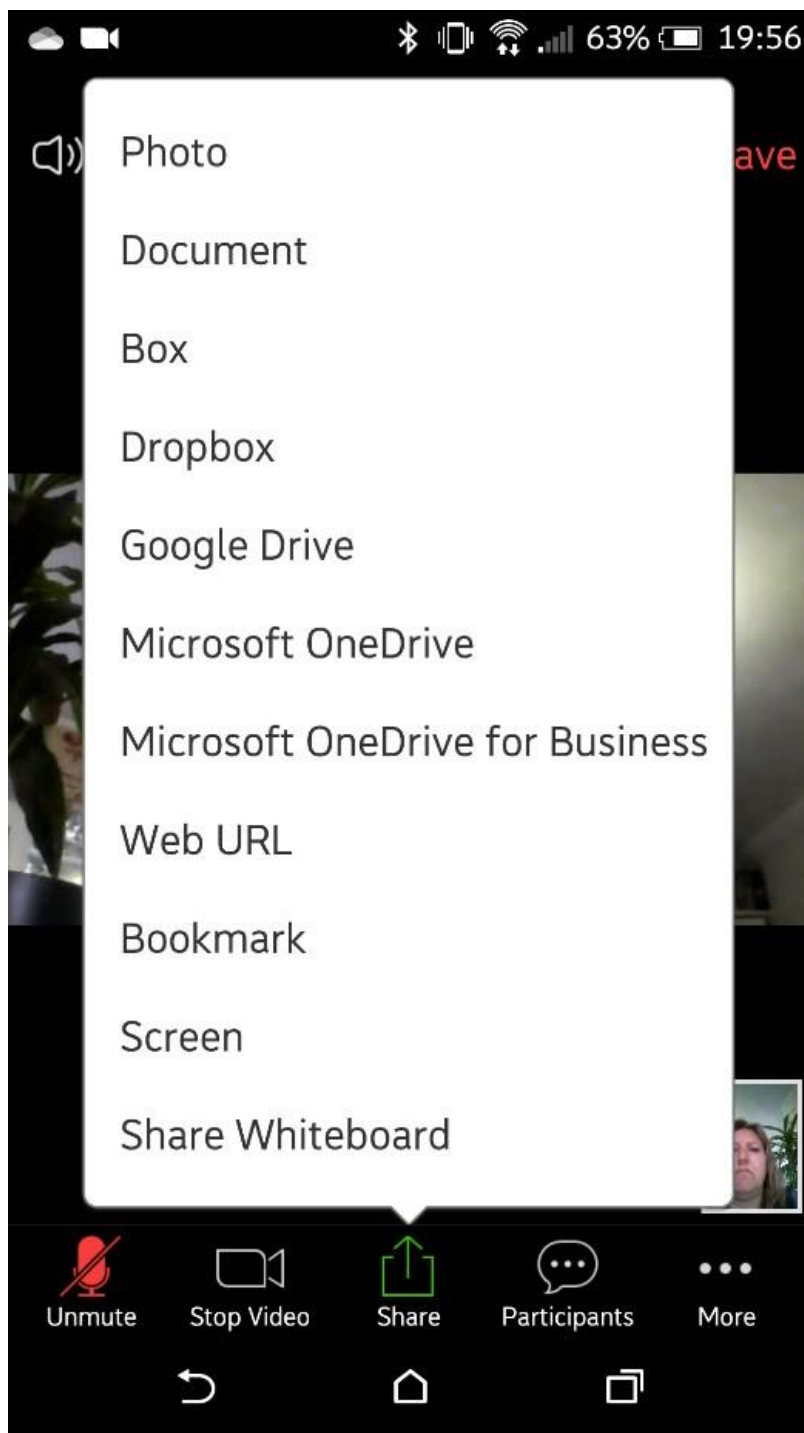
You might want to Raise Hand – this will signal to Mind staff that you have something to say. You can also clap if you agree and like what other people are saying.

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.

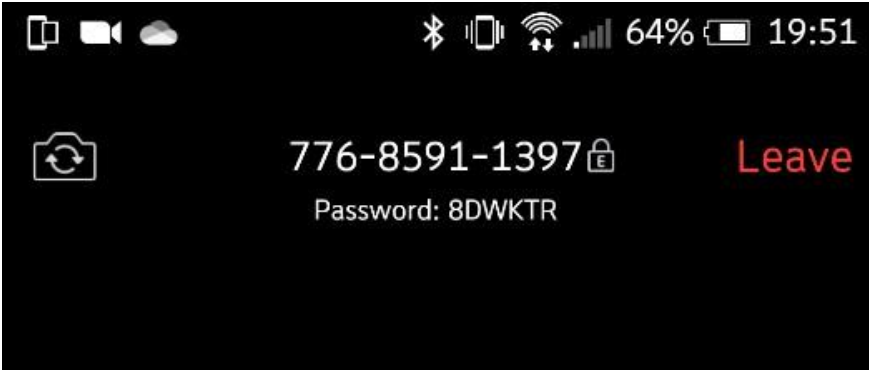


It is unlikely that Mind staff will ask you to share something other than conversation or questions with them or the group during the session.

But there is an option to share documents, website addresses and more using the Share button.



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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