

How to use Zoom for a Pancreatic Cancer UK video meeting

When you have signed up to a meeting, we will send you an email with details to join the Zoom meeting.

You can join the Zoom meeting on a computer, laptop, tablet or smartphone. Please be aware that there could be an extra charge, if your internet service has a low usage limit or you are using data on your mobile phone.

If you do not have a computer or smart phone, you can also dial in on a normal phone (audio only).

The next pages include simple steps to get you started:

- Page 2 – 5: Joining via the Zoom app (recommended)
- Page 6 – 8: Joining from your Internet Browser
- Page 9: Joining by telephone (audio only)

You can also join a TEST meeting to familiarise yourself with Zoom prior to the meeting by visiting: <https://zoom.us/test>

Any problems?

If you are having issues joining the Zoom meeting, please:

- Visit the help pages: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>. This has step-by-step written and visual guides for all platforms and devices.
- Call or email your contact at Pancreatic Cancer UK – they can go through a trial run with you before the meeting. Please give us plenty of notice so that we have time before the actual meeting.
- If the technology fails, don't forget, you can dial in using a standard phone (see page 5 for the 'Joining by telephone' guide)

Joining via the Zoom app (recommended)

Download and install the Zoom app (if you don't have it downloaded already)

The Zoom app is free to download and free to use.

The Zoom app is available on:

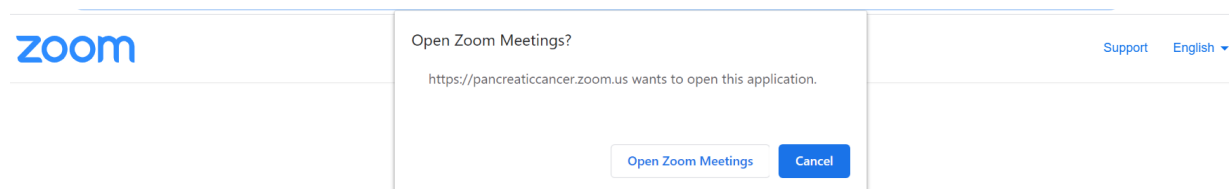
- **Computer and Laptop:** visit <https://zoom.us/support/download> to download the app
- **Smartphone and tablet:** search for 'Zoom Cloud Meeting' in your app store or use the direct link for:
 - Apple: <https://apps.apple.com/us/app/id546505307>
 - Android/Google: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

We recommend downloading the app as it provides a better connection and more features.

Join the meeting

1. In the meeting invitation sent to you by Pancreatic Cancer UK, click on the 'Join Meeting' link.
2. Your tablet/phone, should open the Zoom App. If you are using a Smart device it may ask you to 'Accept the Terms of Service', 'allow Zoom to record audio', or 'access microphone'. Please say 'Yes' otherwise you won't be able to join.

If using a computer or laptop, it will open in your browser and a pop up will appear that says 'Open Zoom Meetings'. Click this.



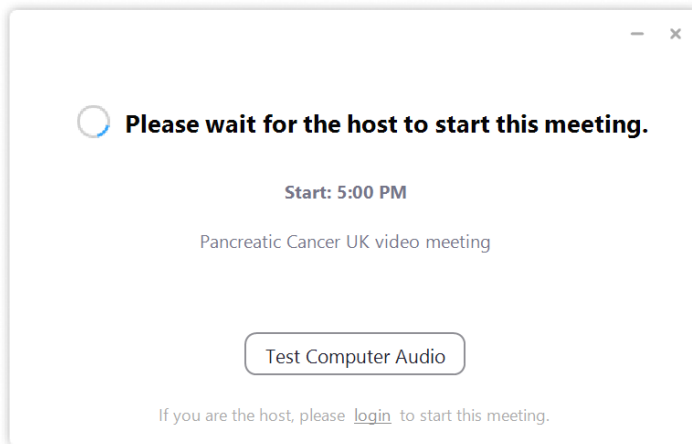
When system dialog prompts, click **Open Zoom Meetings**.

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](#).

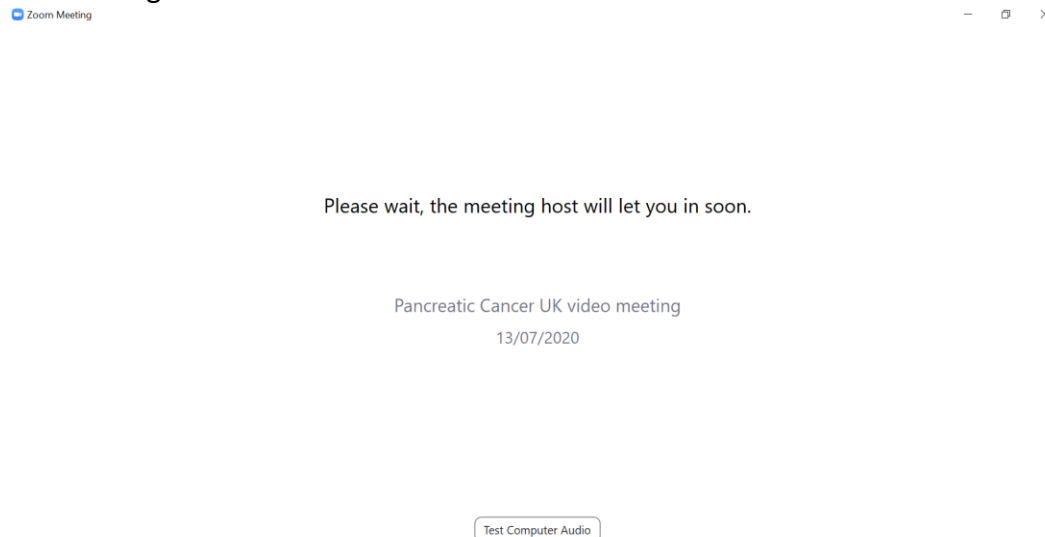


3. If you are early, you may see the following message:

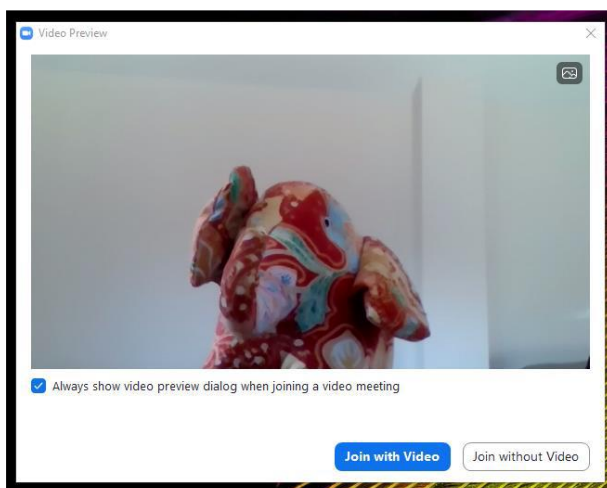


This screen will stay here until the host starts the meeting. When they do, you will be moved automatically to the waiting room.

4. The waiting room will look like this:

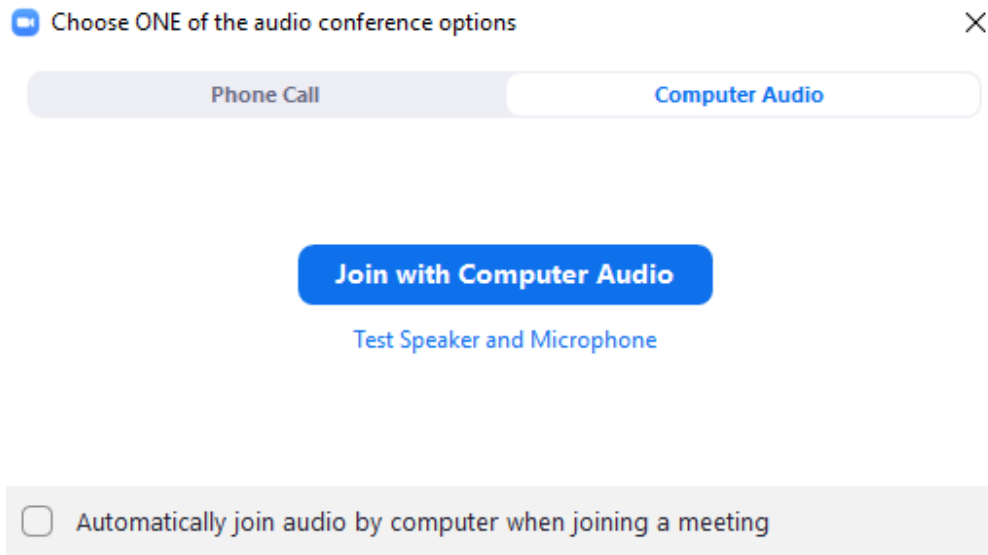


5. The meeting host will then invite you in, and Zoom will then open a video preview window, where you should see yourself.



If you want to join the group but don't want to be seen, just click on 'join without video'.

6. Zoom will then ask you for your audio preference:



Please choose "Join with Computer Audio" – this gives the best experience. If you cannot use the computer audio, you can dial the number in your invite email. Please note that this is a standard rate number.

7. You will then be in the meeting.

Tips and tools

The following tools can be used in the meeting (you may have to move your mouse over the window to see these options):

View: In the top right corner of your window you have a full screen option (the broken square) and a toggle between Speaker view and Gallery view.

- 'Gallery view' will allow you to see all participants on the screen at one time (note this may go over more than one page if there are a lot of participants)
- Speaker view will have one large image of whoever is speaking at the time, with smaller windows of a selection of other participants.

Audio and Video: In the bottom left hand corner of your window, there is an image of a microphone and a video camera.

- Microphone: click the icon to mute or unmute yourself at any time during the meeting
- Video camera: click the icon to start or stop your video at any time during the meeting. Other people in the meeting will be able to see you and everything behind you so please ensure there's nothing that you'd prefer we didn't see.

Chat: at the bottom of your screen there is a 'Chat' option. When you click on this it will open up a chat box. You can use the chat function to send messages to everyone in the meeting or to specific people by selecting them from the drop down menu next to 'To:'

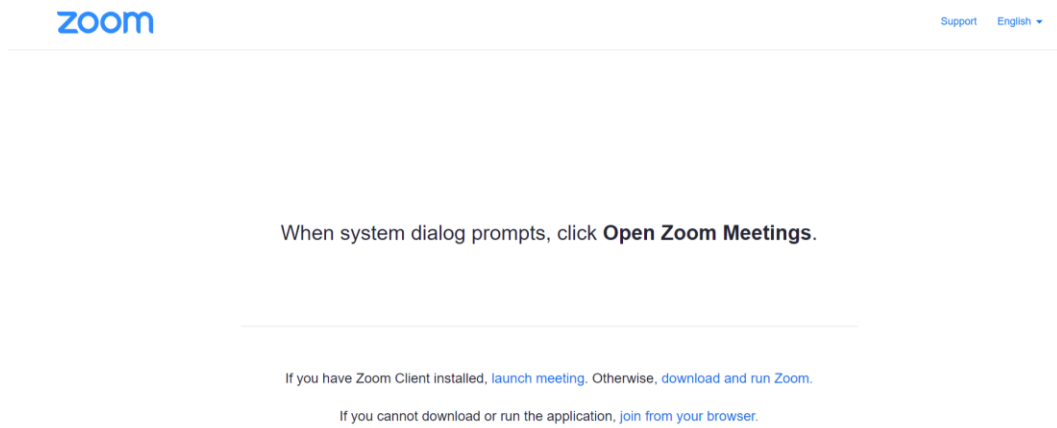
Participants: at the bottom of your screen there is a 'Participants' option. When you click on this it will open up a window with a list of everyone else who is in the meeting.

Leave: to leave the meeting, click on 'Leave meeting' in the bottom right hand corner of your screen or just close the screen.

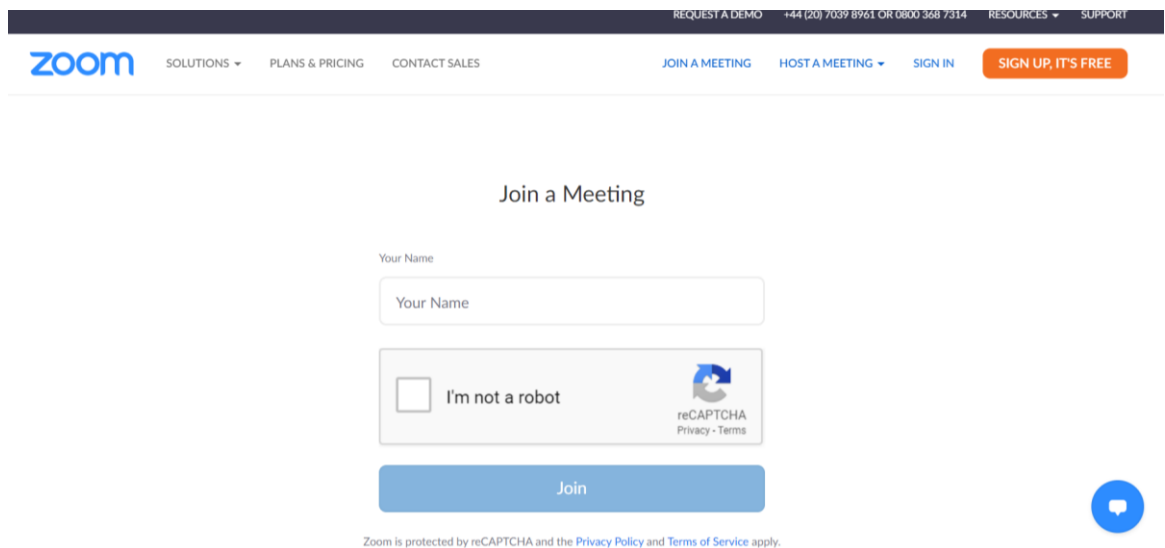
Joining from your internet browser (no download required)

Join the meeting

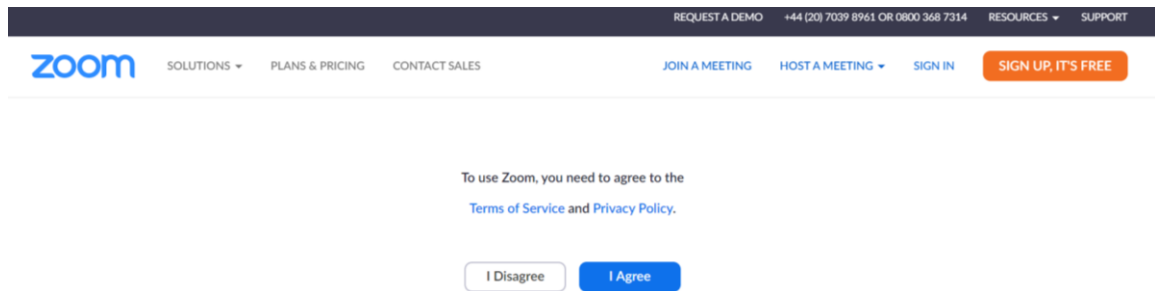
1. In the meeting invitation sent to you by Pancreatic Cancer UK, click on the 'Join Meeting' link.
2. The link will open in your browser and will include the option to 'join from your browser' (at the bottom of the page). Click this.



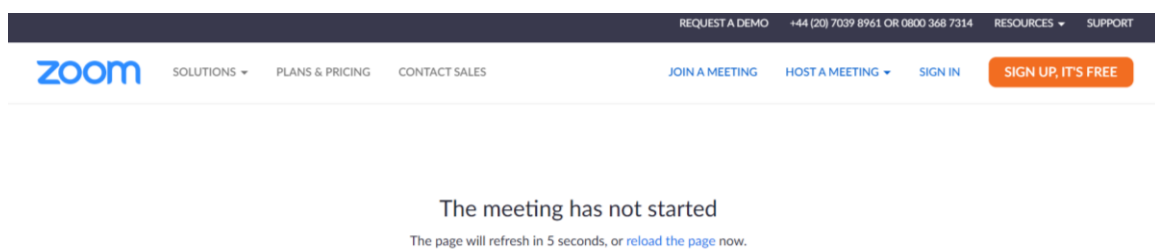
3. You will then be asked to type in your name. It will also ask you to tick a box to confirm you're not a robot. Then click 'Join'.



- The next screen will ask you to agree to the Terms of Service and Privacy Policy. Please click 'I agree' so you can join the meeting.



- If you are early, you may see the following message:



This screen will stay here until the host starts the meeting. When they do, you will be moved automatically to the waiting room.

- The waiting room will look like this:

Please wait, the meeting host will let you in soon.

Pancreatic Cancer UK video meeting

- The meeting host will then invite you into the meeting.

Tips and tools

The following tools can be used in the meeting (you may have to move your mouse over the window to see these options):

Audio and Video: In the bottom left hand corner of your window, there is an image of a microphone and a video camera.

- Microphone:** click the icon to 'Join audio' and to mute or unmute yourself at any time during the meeting. A pop up may appear asking you to allow access to your mic, please click 'Allow'.
- Video camera:** click the icon to start or stop your video at any time during the meeting. A pop up may appear asking you to allow access to your camera, please

click 'Allow'. Other people in the meeting will be able to see you and everything behind you so please ensure there's nothing that you'd prefer we didn't see.

Chat: at the bottom of your screen there is a 'Chat' option. When you click on this it will open up a chat box. You can use the chat function to send messages to everyone in the meeting or to specific people by selecting them from the drop down menu next to 'To:'

Participants: at the bottom of your screen there is a 'Participants' option. When you click on this it will open up a window with a list of everyone else who is in the meeting.

Leave: to leave the meeting, click on 'Leave meeting' in the bottom right hand corner of your screen or just close the screen.

Joining by telephone

This is useful if you do not have a computer/laptop/tablet or smartphone, or if your device doesn't have a microphone or speakers (most laptops have these built in now), if you don't have enough data on your smart phone, if you are struggling to connect to a network or WiFi signal, or if you don't have access to internet.

Step One: Go to your meeting invite and take note of the Meeting ID

In the meeting invitation sent to you by Pancreatic Cancer UK, take a note of the Meeting ID number.

Step Two: Dial the telephone number in the meeting invite

This number is usually included in free call packages but check with your mobile or landline provider first.

In your meeting invite, under the title 'Join by Telephone' or 'Dial by your location', there will be a selection of telephone numbers for the United Kingdom. You can use any of these telephone numbers to dial in.

Step Three: When prompted enter the meeting ID

The automated voice will ask you to enter the meeting ID followed by the hash key.

It may then ask you to enter your participant ID. You can skip this by pressing the hash key.

Step Four: You will enter into a waiting room before being accepted into the meeting

Once the meeting is ready to begin, the meeting host will invite you into the meeting.