



How to use Zoom Webinar for a Pancreatic Cancer UK event

When you register for an event, you will receive an email with joining details for the Zoom Webinar at least one week before the event.

You can join the Zoom Webinar 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 – 4: Joining via the Zoom app (recommended)
- Page 5 – 6: Joining from your Internet Browser
- Page 7: 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 Webinar, please visit the help pages: <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee>. This has step-by-step written and visual guides for all platforms and devices.

If the technology fails, don't forget, you can dial in using a standard phone (see page 7 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:

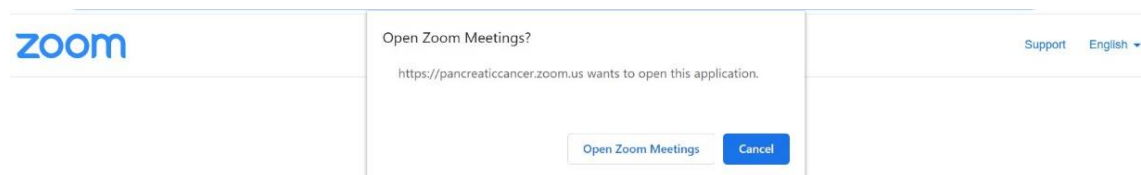
- **Computer and Laptop:** visit <https://zoom.us/support/download> to download the app
- **Smartphone and tablet:** search for 'Zoom Cloud Meeting' in your app store or use the direct link for:
 - Apple: <https://apps.apple.com/us/app/id546505307>
 - Android/Google: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

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

Join the webinar

1. In the email you received with the joining details, click on the 'Click Here to Join' link (or similar).
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.



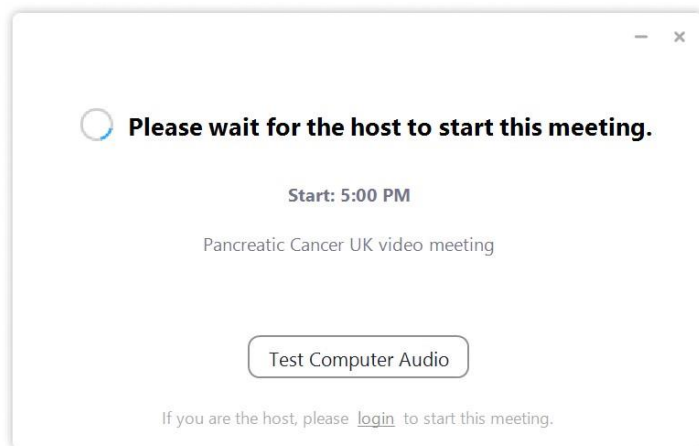
When system dialog prompts, click **Open Zoom Meetings**.

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](#).

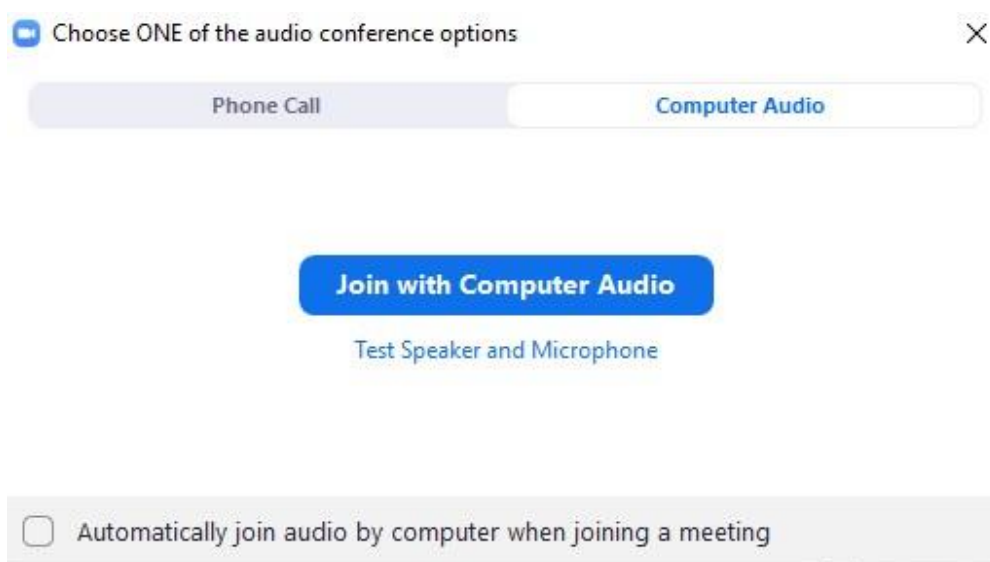


3. If you are early, you may see a message like the following:



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

4. Zoom will ask you for your audio preference:



You can choose whether or not you would like to 'Join Audio'. There is no requirement to do this as you will be able to type in your questions via the Q&A function. If you would like to ask a question verbally, you should 'Join Audio'.

5. You will then be in the Webinar.

Tips and tools

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

Q&A: at the bottom of your screen there is a 'Q&A' option. When you click on this it will open up a box where you can submit your questions. You will have the option to

submit your question(s) anonymously. The host/panellist can answer you live or type an answer which they can send publically or privately depending on the nature of the question.

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 'All panellists' or 'All panellists and attendees' depending on who your message is for.

Raise Hand: at the bottom of your screen there is a 'Raise Hand' option. You can click this if you would like to ask a question verbally.

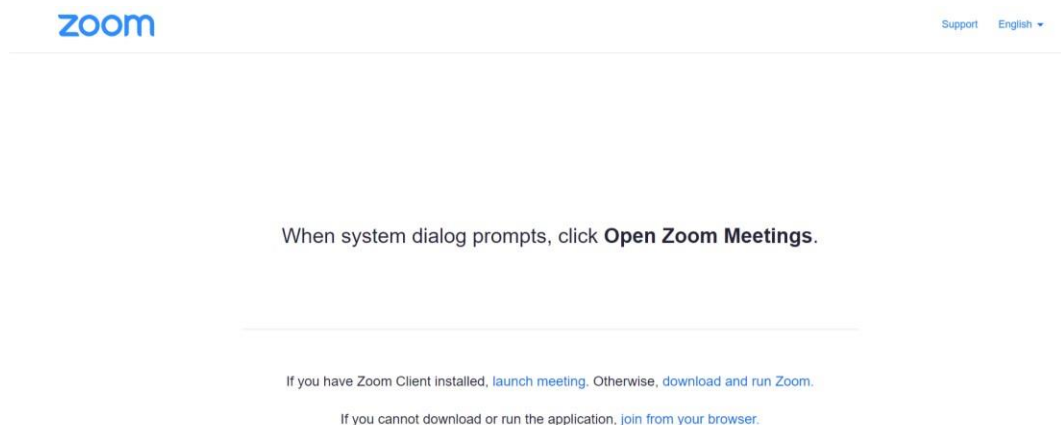
Audio: in the bottom left hand corner of your window, there is an image of a microphone. Attendees microphones are automatically muted but the host can give you access to talk if you would like to ask a question verbally. If the host invites you to talk, a message will pop up on your screen saying 'The host would like you to unmute'. You can choose to unmute yourself or stay muted.

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

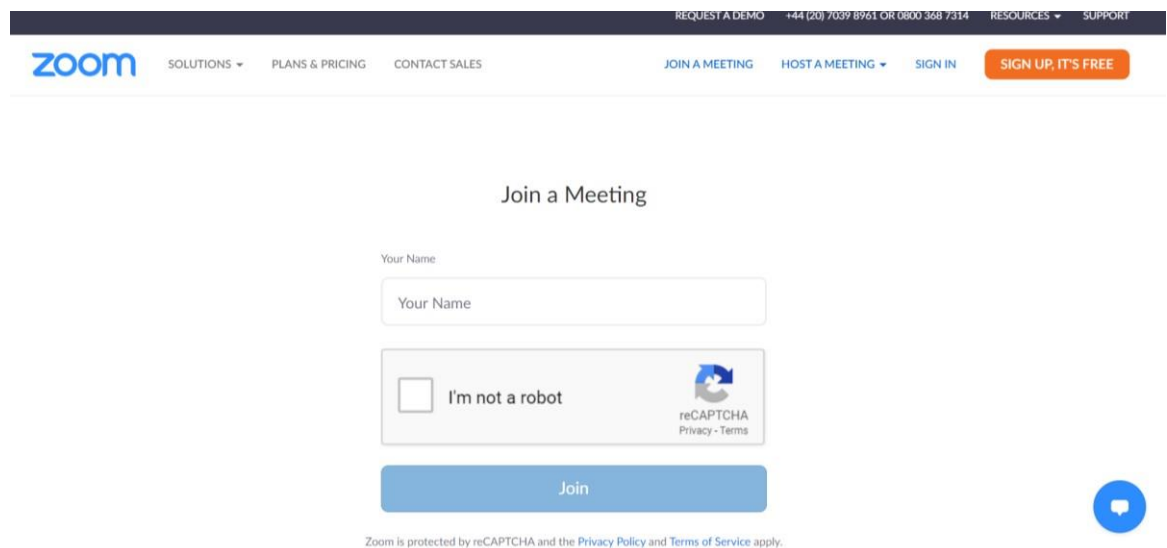
Joining from your internet browser (no download required)

Join the webinar

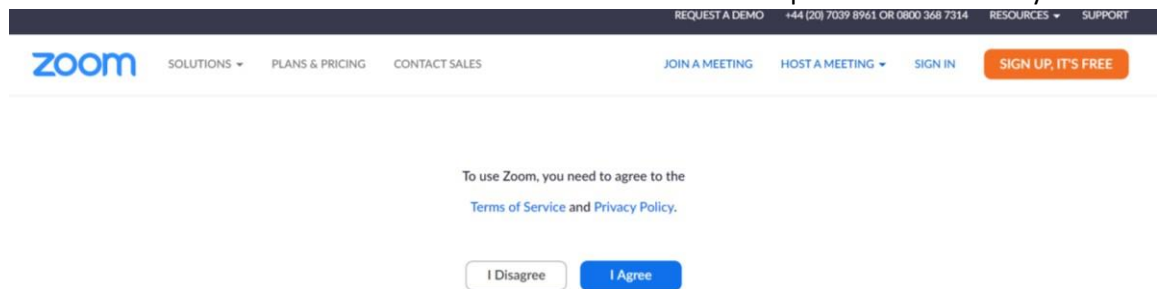
1. In the email you received with the joining details, click on the 'Click Here to Join' link (or similar).
1. The link will open in your browser and will include the option to 'join from your browser' (at the bottom of the page). Click this.



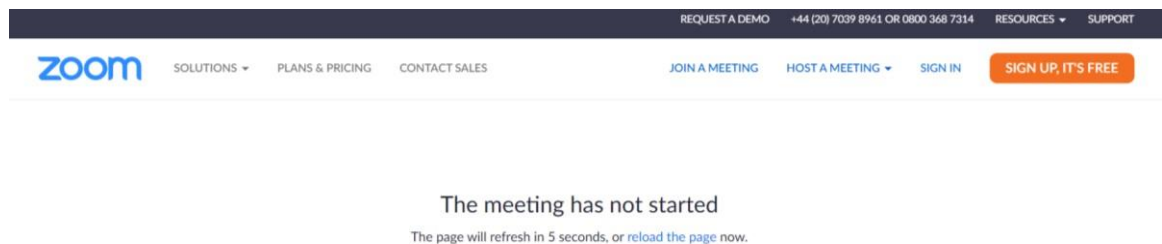
2. You will then be asked to type in your name. It will also ask you to tick a box to confirm you're not a robot. Then click 'Join'.



3. 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.



4. If you are early, you may see a message like the following:



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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 the email you received with the joining details and take note of the Webinar ID

In the email you received with the joining details, there will be a Webinar ID number, usually found underneath the passcode.

Step Two: Dial the telephone number in the webinar confirmation

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

In your joining details emails, there will be a selection of telephone numbers for you to choose from depending on your location. There may be several options if you are based in the UK and Ireland, you can use any of these telephone numbers to dial in.

Step Three: When prompted enter the Webinar ID

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

It will then ask you for the passcode (which you'll find in your joining details email).

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

Step Four: You will arrive at the webinar

If you are early, you will be put on hold until the webinar is ready to begin.