

How to use Zoom for a Pancreatic Cancer UK event

When you sign up to an event, you will receive a confirmation email from Zoom with details to join the Zoom event.

You can join the Zoom event on a computer, laptop, tablet or smart phone. 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 standard 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 webinar to familiarise yourself with Zoom prior to the webinar by visiting: <https://zoom.us/test>

Any problems?

If you are having issues joining the Zoom event, please visit the help pages: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064143.

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 9 for the 'Joining by telephone' guide)

We do record our events so they can be watched back on our website at a later date.

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.

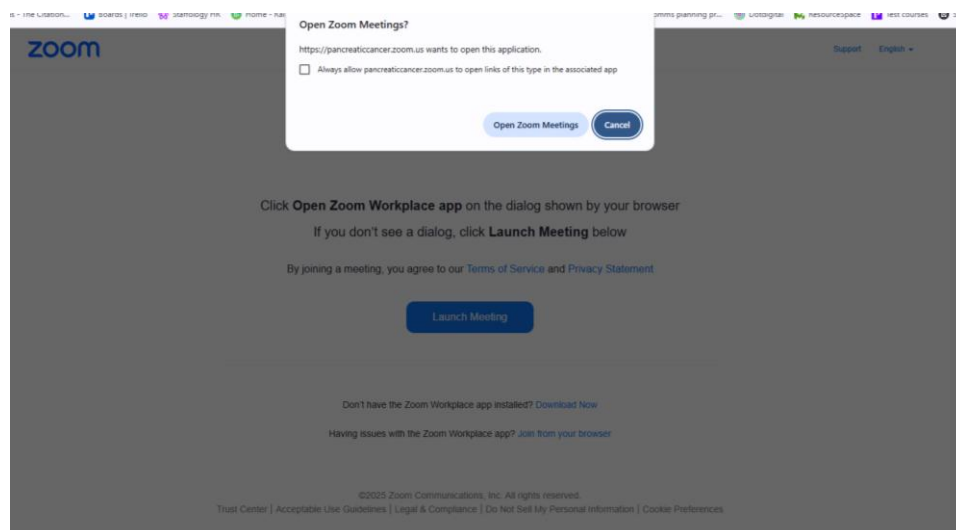
The Zoom app is available on:

- **Computer and Laptop:** visit <https://zoom.us/support/download> to download the app
- **Smartphone and tablet:** search for 'Zoom Workplace' 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.video.s>

We recommend downloading the app as it provides a better connection and more features than joining on a browser.

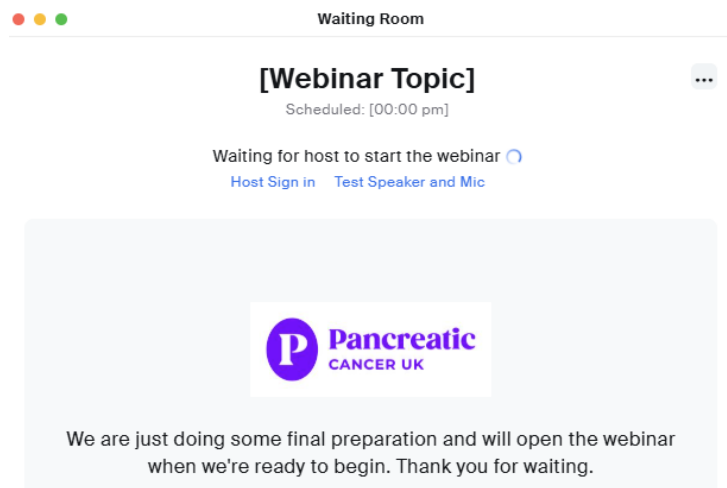
Join the webinar

1. Click on the link in your email to the join the webinar
2. 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.



If using a tablet/phone, it 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.

1. If you are early, you may see the following waiting room message:

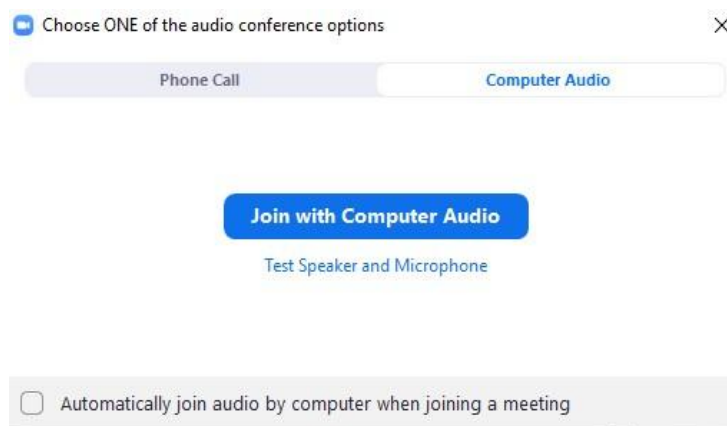


This screen will stay here until the host starts the webinar. When they do, you will be moved automatically to the waiting room.

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

Please choose 'Join with Computer Audio' – this gives the best experience. Your microphone will remain off by default.

3. You will then be in the webinar.



Tips and accessibility tools

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

Audio and Video for attendees:

- Your video and audio will automatically remain off for the duration of the Zoom Webinar.

Captions:

- If you'd like to view the subtitles for this event, you can select the 'Show captions' button in the banner at the bottom of your screen. If you click the

little arrow on the top right of that button, you can adjust caption settings to change font size and colour.

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 webinar or to specific people by selecting them from the drop-down menu next to 'To:'

Polls:

- if the session features interactive polls, these will automatically pop up on your screen for you to select an answer anonymously.

Q&A:

- to ask a question to the speakers, you can use the Q&A function at the bottom of the screen. You can choose if you'd like to ask these anonymously.

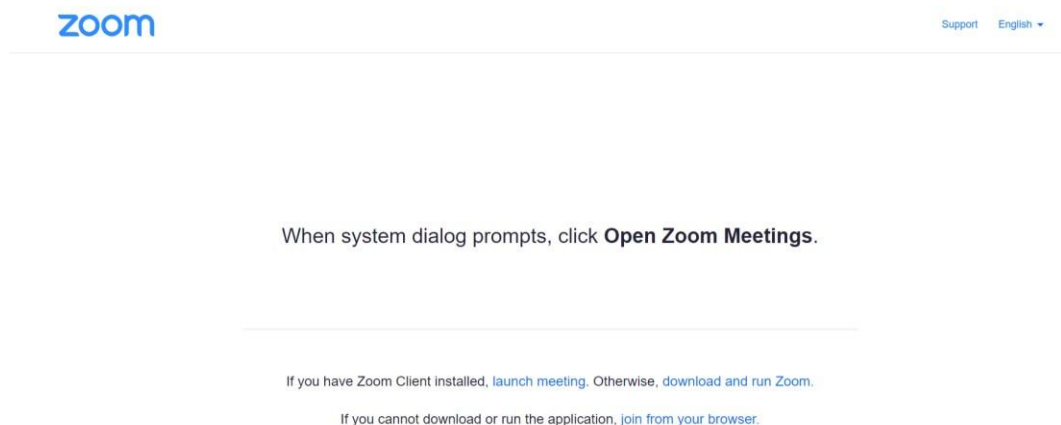
Leave:

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

Joining from your internet browser (no download required)

Join the webinar

1. In the Zoom confirmation email, 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 – please include your first and last name. It will also ask you to tick a box to confirm you're not a robot. Then click 'Join'.

A screenshot of the Zoom 'Join a Meeting' form. At the top is a dark navigation bar with links: 'REQUEST A DEMO', '+44 (20) 7039 8961 OR 0800 368 7314', 'RESOURCES', and 'SUPPORT'. Below this is a white header with the Zoom logo and links: 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and a 'SIGN UP, IT'S FREE' button. The main heading is 'Join a Meeting'. Below it is a form with a 'Your Name' label and a text input field containing 'Your Name'. Below the input field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. At the bottom of the form is a large blue 'Join' button. To the right of the form is a blue circular chat icon. At the very bottom, small text reads: 'Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.'

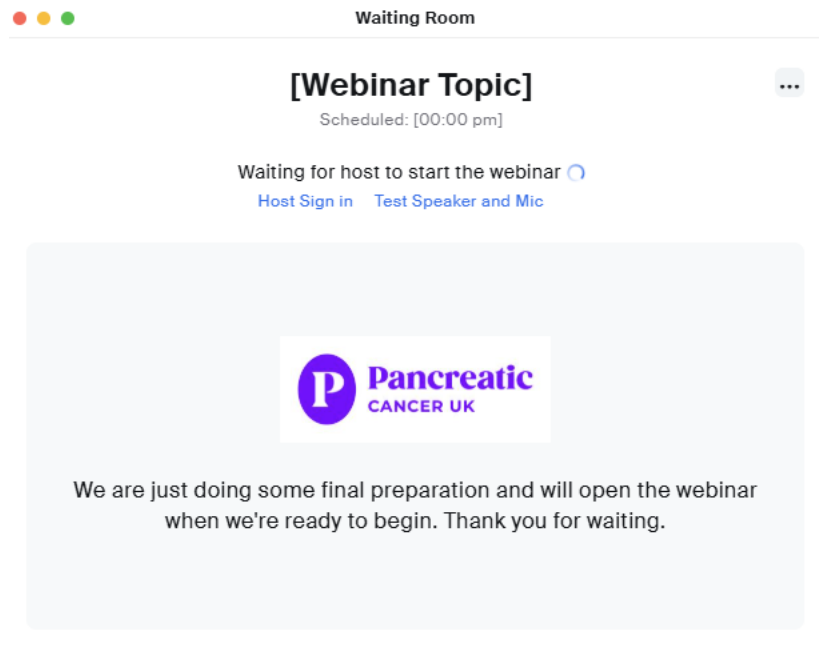
4. The next screen will ask you to agree to the Terms of Service and Privacy Policy. Please click 'I agree' so you can join the webinar.

To use Zoom, you need to agree to the
[Terms of Service and Privacy Policy.](#)

I Disagree

I Agree

5. If you are early, you may see the following waiting room message:



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

6. The webinar host will then invite you into 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):

Audio and Video for attendees:

- Your video and audio will automatically remain off for the duration of the Zoom event.

Captions:

- If you'd like to view the subtitles for this event, you can select the 'Show captions' button in the banner at the bottom of your screen. If you click the little arrow on the top right of that button, you can adjust caption settings to change font size and colour.

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 webinar or to specific people by selecting them from the drop-down menu next to 'To:'

Polls:

- when joining on browser, you will not be able to see or respond to any polls during the session unfortunately. You will be able to see the poll question on the slides though and you can participate by sharing your answer in the chat.'

Q&A:

- to ask a question to the speakers, you can use the Q&A function at the bottom of the screen. You can choose if you'd like to ask these anonymously.

Leave:

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

Joining by telephone

This is useful if you do not have a computer, laptop, tablet or smartphone, or. It is also useful if your device doesn't have 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: Take note of the Meeting ID and passcode

In your joining details email, take a note of the Meeting ID number and passcode 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 webinar invite, under the title 'Join by phone' (or similar), there will be a selection of telephone numbers.

Step Three: When prompted enter the meeting ID

The automated voice will ask you to enter the meeting ID and passcode.

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 webinar

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

Please note, if joining by telephone, you will be unable to submit questions to the Q&A or respond to any polls.