

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 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. 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 event 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.

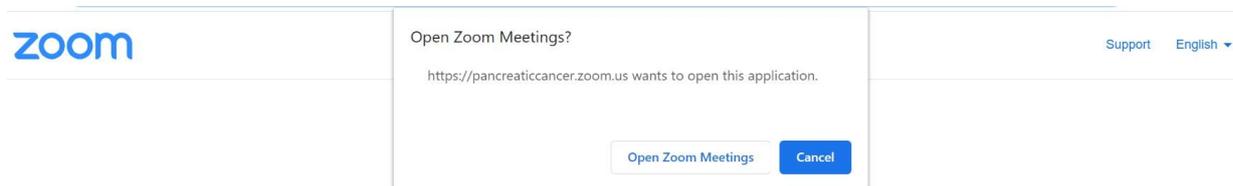
The Zoom app is available on:

- **Computer and Laptop:** visit <https://zoom.us/support/download> to download the app
- **Smartphone and tablet:** search for 'Zoom 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. Click on the link in your email to the join the meeting
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.



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

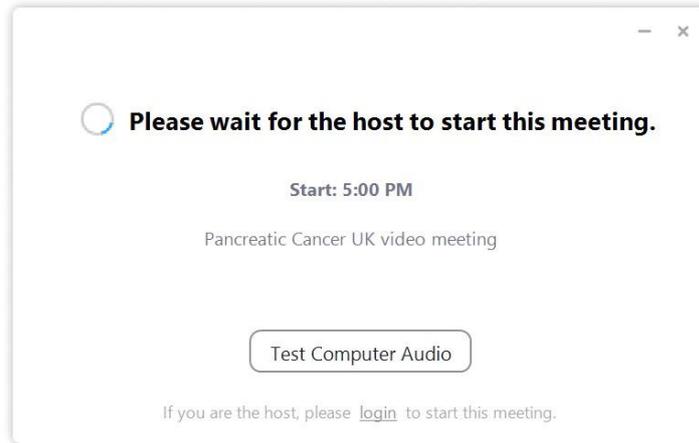
If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

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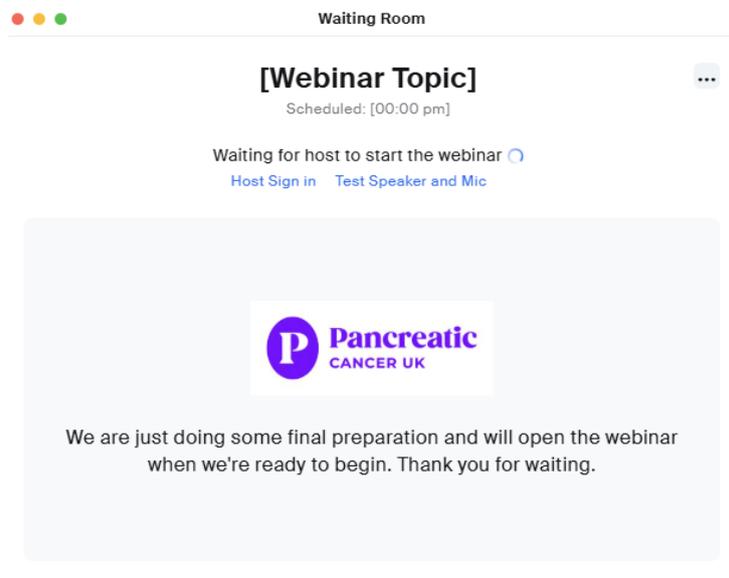
If using a tablet/phone, it should open the Zoom App. If you are using a Smart device it may ask you to 'Accept the Terms of Service', 'allow Zoom to record audio', or 'access microphone'. Please say 'Yes' otherwise you won't be able to join.

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



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

2. The waiting room will look like this:



3. 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. Your microphone will remain off by default. Please note that this is a standard rate number.

4. You will then be in the meeting.

Please note, if you have joined on a smartphone/ tablet you will be unable to respond to polls or submit questions to the Q&A.

Tips and accessibility 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 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.

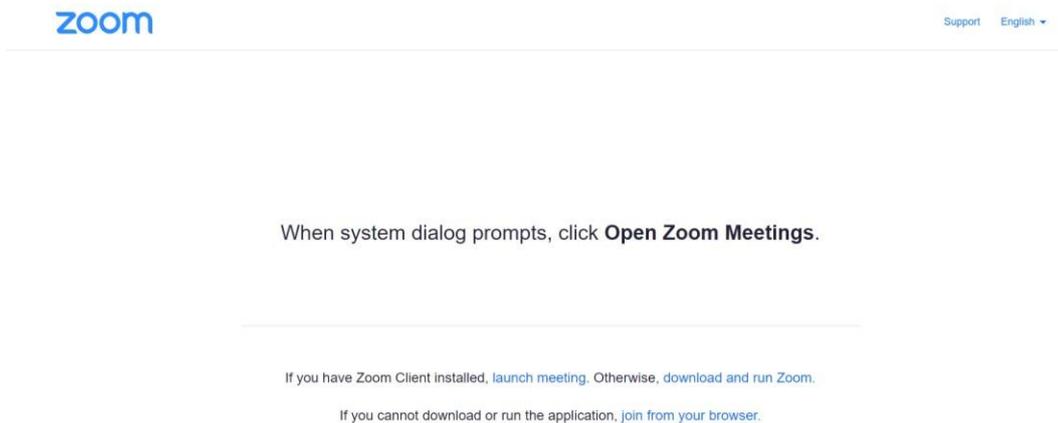
Chat: at the bottom of your screen there is a 'Chat' option. When you click on this it will open up a chat box. You can use the chat function to send messages to everyone in the meeting or to specific people by selecting them from the drop-down menu next to 'To:'

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

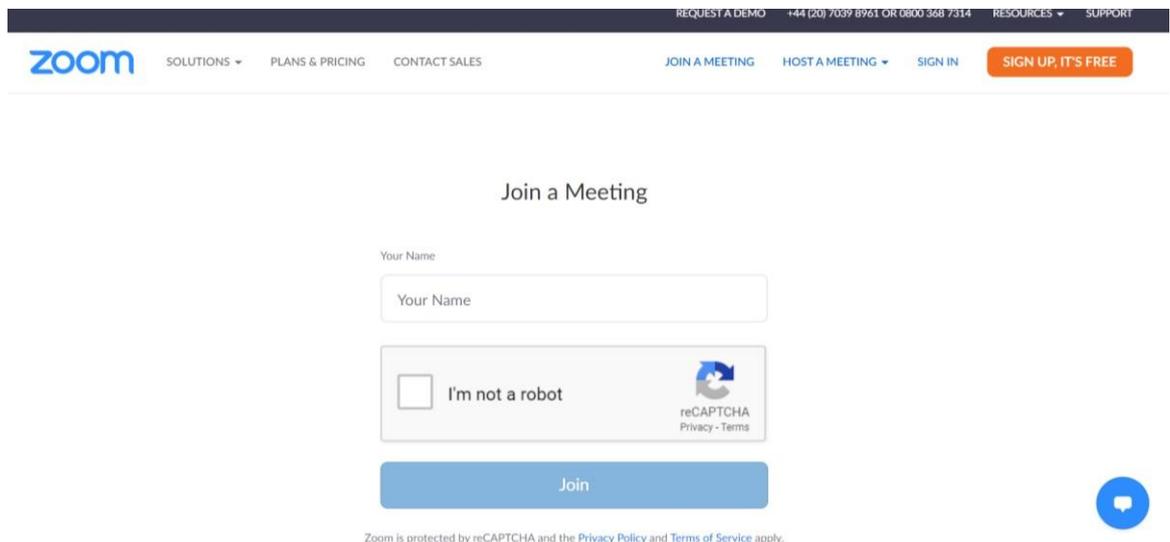
Joining from your internet browser (no download required)

Join the meeting

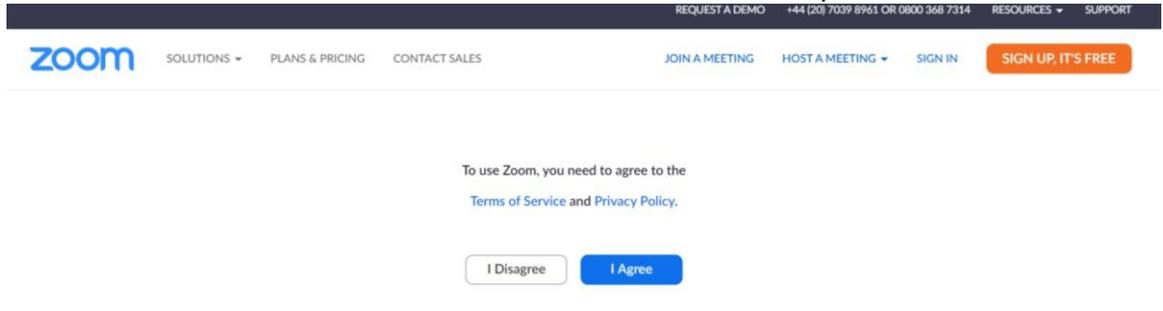
1. In the Zoom confirmation email, click on the 'Join Meeting' link.
2. The link will open in your browser and will include the option to 'join from your browser' (at the bottom of the page). Click this.



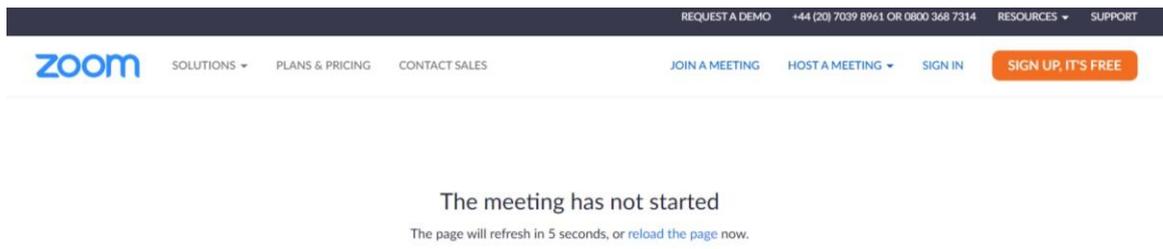
3. You will then be asked to type in your name – please include your first and last name. It will also ask you to tick a box to confirm you're not a robot. Then click 'Join'.



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 meeting.

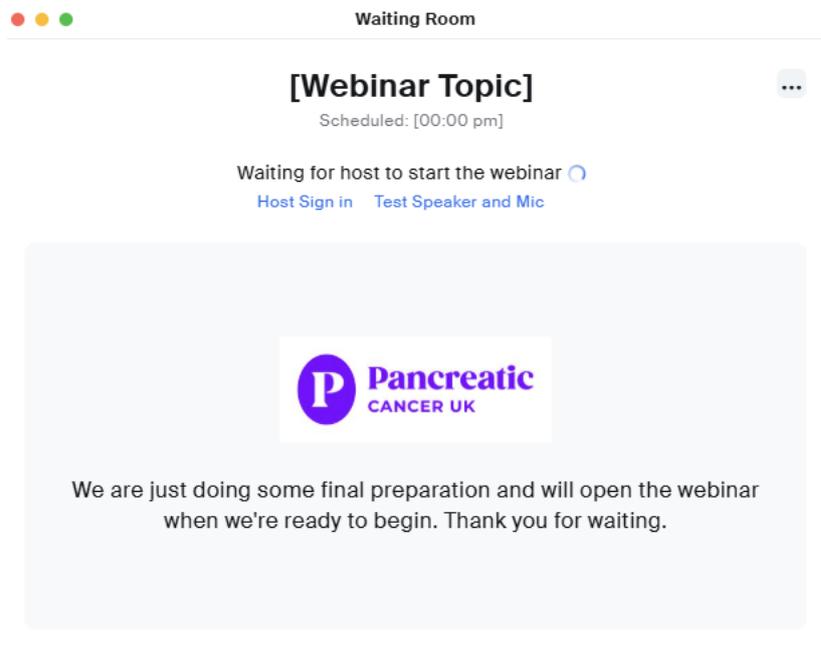


5. If you are early, you may see the following message:



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

6. The waiting room will look like this:



7. 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 for attendees:

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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:'

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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 meeting 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 meeting

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

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