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PSNC Briefing: A guide to attending Zoom meetings

This briefing assists those joining a PSNC 'Zoom meeting' (e.g. PSNC committee members, Local Pharmaceutical Committee (LPC) members or others).

Zoom is a teleconference and web conferencing solution similar to competitor products like *WebEx* and *Skype for Business*. Zoom meetings enable attendees to collaborate remotely using their phone/computer. Other devices can be used such as webcams or computer headsets.

This briefing is an introductory guide split into three parts:

1. Dealing with your email meeting invitation and confirming your attendance;
2. Meeting preparations and how to join a meeting; and
3. In-meeting features (including quick reference table).

1. Dealing with your email invitation and confirming your attendance

PSNC staff may email you an invitation to a relevant meeting which could include the Zoom dial-in/login information.

Regarding your email invitation:

- It is helpful if you can use your email program (e.g. Outlook) to 'accept' or 'decline' your email invitations so that PSNC staff are able to track who will be able to attend. You can also 'update' your acceptance status if needed.
- If your email is linked with your electronic calendar (e.g. your Outlook calendar or your mobile phone calendar) then following your 'acceptance' the meeting slot may be added to your electronic diary and you may get a reminder just before the meeting time (dependent upon your settings).
- On occasion, PSNC staff after having issued the initial meeting invite, may 'update' the email invite.¹ You can revisit the email invitation to check the information and attachments held within it.

Zoom dial-in/login details may be within the meeting invite but also within associated correspondence, e.g. within other emails or papers. The next section will address joining a meeting.

2. Meeting preparations and how to join a meeting

The simplest way to join is to click the internet link within your meeting invite as that will take you straight to the correct meeting. The invite will have been sent to you by email, which you may have saved in your calendar (see section above). Using the internet to join the meeting is best, because it will enable you to view the documents and presentations others 'share' and use the chat / 'raise hand' features.

¹ An example of why a meeting invite might be updated: addition of documents closer to the meeting time. If required because of a technical issue, dial-in details may also be updated and you will get a new email to advise of the change. When you receive an updated email invite you should initially see this within your email inbox.

Meeting preparations/considerations before the meeting

If you log-in to the meeting via the internet using a smartphone, your device will allow you to speak to and hear from the other attendees, plus seeing them if they have enabled their camera. If you are using a desktop or laptop you can use a device attached to the computer, e.g. a webcam or a telephonic headset, for the audio and optional video connection to the meeting. You will also have the opportunity to use a telephone for your audio connection to the meeting.

If you cannot join the meeting via the internet, it is possible to just dial in to the meeting using the telephone numbers detailed in the meeting invitation, however this will provide a lesser meeting experience, as you will not be able to see slides being presented during the meeting or use the 'raise hand' functionality to ask a question.

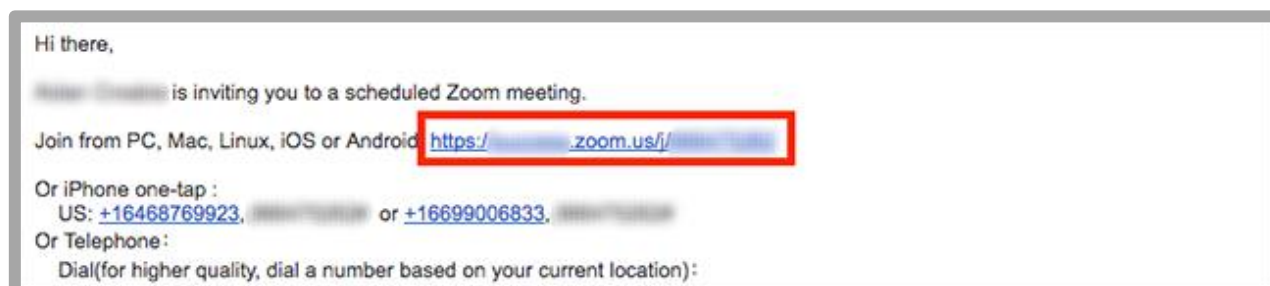
Other points to note:

- **Connectivity:** If you do use Zoom over the internet, you'll note that superior connectivity is generally experienced via a wired connection. If you haven't got access to a wired connection, a WiFi connection is usually more reliable than using your device's 4G signal.
- **Avoiding feedback noise:** It is best to avoid having two devices, such as a laptop and smartphone, both being used to join the audio portion of the meeting. Use only one device for the audio connection, otherwise they are likely to create echo/feedback noises which could significantly disrupt the meeting.
- **Does your computer or smart device have the Zoom app installed?** You can download the PC application from <https://zoom.us/support/download>. When logging into the meeting on a PC using the meeting link, you will see the option to use the full Zoom application, instead of the more restricted web browser alternative. If you use a smart device (smartphone or mobile tablet) you can download the Zoom mobile app from the App Store (Apple) or Google Play Store (Android). Both applications will provide you with more functionality than simply dialling in or using the web browser app.
- **Consider logging in a few minutes early** and testing your access to the Zoom meeting.

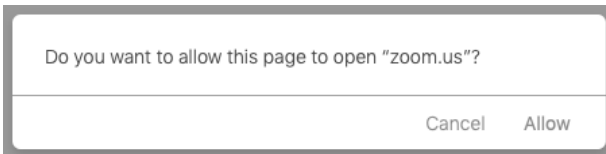
How to join the meeting

The steps below focus on joining by a PC plus separately joining by phone audio.

a. **To join with your PC**, click the join link in your email or calendar invitation, which will probably look like the below image. If you are on the move, you can use the phone number to join the meeting instead.



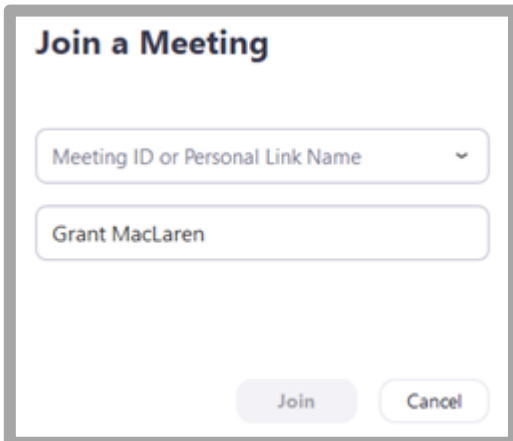
b. Depending on your default web browser, you may be prompted to open Zoom (see example message below). Click 'Allow' to continue.



Do you want to allow this page to open "zoom.us"?

Cancel Allow

c. You will then be asked to sign in or to enter a display name to make you identifiable to other meeting participants (see example below).



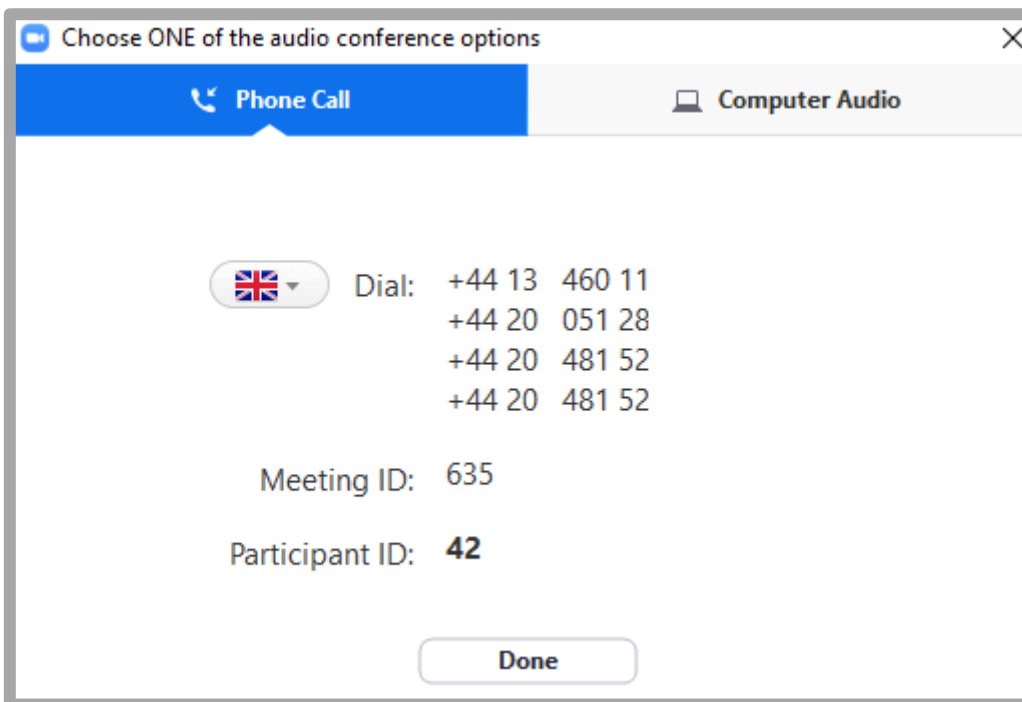
Join a Meeting

Meeting ID or Personal Link Name

Grant MacLaren

Join Cancel

d. After you have logged in please choose how to join by audio. Many attendees will join by their phone instead of their computer audio or USB headset. To join by phone select 'phone call' on the left, use these dial-in details for your phone, and then click done on your PC screen:



Choose ONE of the audio conference options

Phone Call Computer Audio

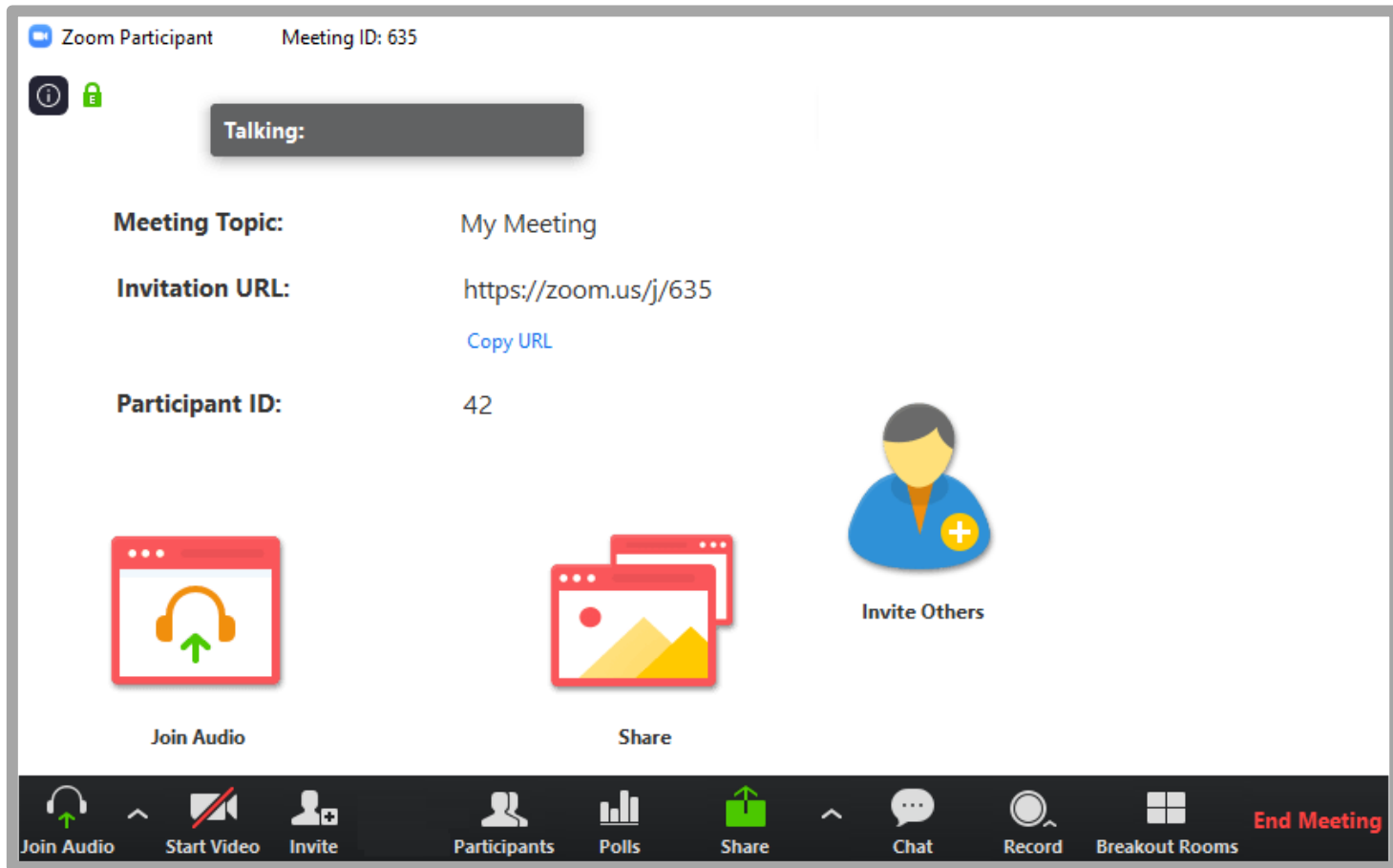
UK Dial: +44 13 460 11
+44 20 051 28
+44 20 481 52
+44 20 481 52

Meeting ID: 635

Participant ID: 42

Done

d. You will be presented with the Zoom screen on your PC screen, and will see tab options within the control bar at the bottom.



e. If you wish to dial in using only your smartphone instead of the optimal PC and phone combination: we suggest downloading the mobile app. If you're on the move you may dial-in by the standard phone-line only, but you will not be able to make use of Zoom's full functionality.

Further guidance on joining a Zoom meeting can be found at: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>.

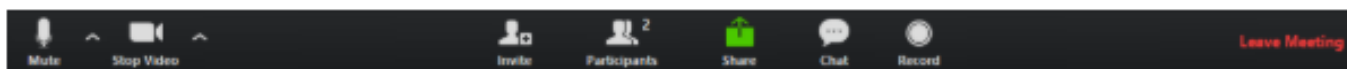
3. In-meeting controls

Once you are logged into a Zoom meeting over the internet, you'll see the controls to assist your participation with the meeting.

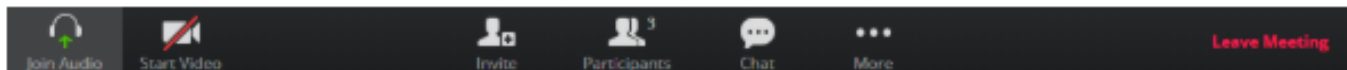
In-meeting control bars

The Zoom meeting control bar will be displayed across the bottom of your screen. It varies in appearance across different devices but has similar features on all.

Windows/Mac desktop application control bar:



Web browser control bar:

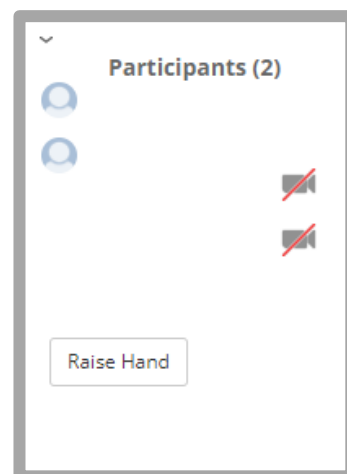


Smartphone app control bar:



How to 'raise hand'

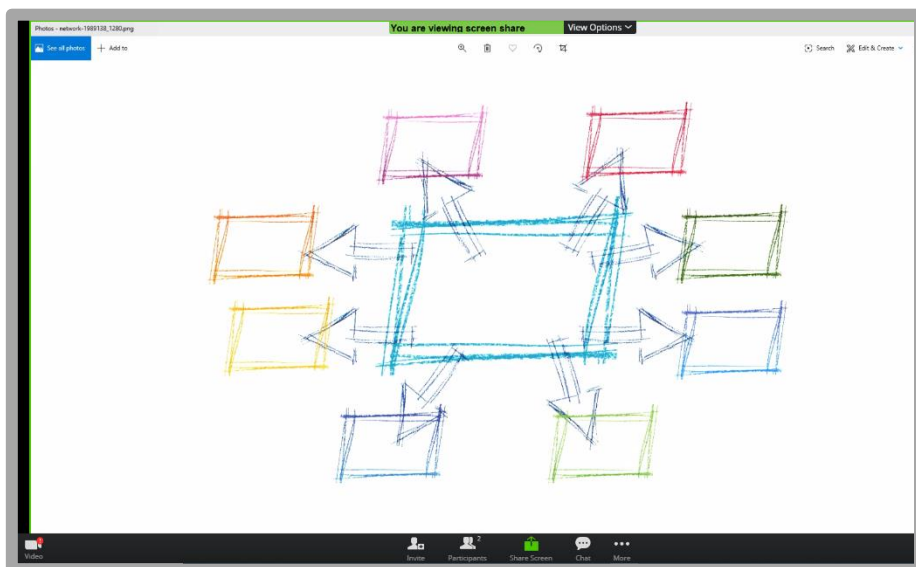
If you click on 'Participants' or 'Chat' (see control bars above) you'll also see an option to select 'raise hand' to indicate to the meeting chair you'd like to speak (right).



Screen-share

When you are logged in with your PC the host or others may choose to use the screen-share feature.

The host or another attendee may share a document and update it during the meeting, display a slide-set and talk through it, or even display a diagram and use Zoom to add fresh notes and annotations.



Quick reference guide

How can I...?	You need to...
See who has joined	In the meeting control bar, click the Participants button.
Change volume	Please use the volume controls on your device.
Mute or unmute my audio (computer) <i>Note, if the host has given you permission to talk, you will receive the following notification:</i>	<p>In the meeting control bar, click the Unmute/Mute button (it will change to show the opposite of the active setting).</p> <p>You may see an ^ arrow next to mute/unmute button. Use this to change microphone or speaker and access other audio settings.</p> <p>In the desktop client, you can also use the following keyboard shortcuts to mute or unmute yourself:</p> <ul style="list-style-type: none"> • Windows: Alt + A • Mac: Shift + Command + A <p>You can also use push to talk if you want to unmute yourself by holding the spacebar (learn more at: https://support.zoom.us/hc/en-us/articles/360000510003).</p> <p>In some meetings, the host may have blocked meeting participants from unmuting themselves, as that will be controlled by the meeting host.</p>
Mute or unmute my audio (phone)	If you've joined the meeting by phone you may unmute self or mute self by using the phone dial pad to enter: *6 [toggle mute/unmute]. You may additionally use your phone's mute option if your phone has one, for when you are not speaking.
Turn my camera on or off	<p>You may decide whether to switch on your camera when you login with a device linked to a webcam such as a phone or desktop. Once you're in the meeting, in the meeting control bar, click the Video button.</p> <p>If the video is off a red diagonal line will be shown through the video camera symbol. You may see an ^ arrow next to the video button. Use this to change camera and access other video settings.</p>
Use the chat feature	<p>In the meeting control bar, click the Chat button. This will open a chat box on the right-hand side of the screen. When using the smartphone app, you will need to click Participants and scroll to the bottom of the list of attendees to find this button.</p> <p>The feature could be helpful so that questions for considerations could be added for the hosts/chairs to come back to, even if other participants are speaking.</p>
Raise my hand (so that the meeting host knows that I want to speak)	<p>In the meeting control bar, click the Participants button and scroll to the bottom of the list of attendees to find the Raise Hand button. Once activated, you can click Lower Hand to turn it off, if needed.</p> <p>When using the smartphone app, you will need to click More and then Raise Hand.</p> <p>In the desktop client, you can also use the following keyboard shortcuts to raise or lower your hand: (Windows: Alt + Y, Mac: Option + Y)</p> <p>If you have joined using the phone number by phone you can still use the raise hand feature by pressing: *9.</p>

Further guidance about Zoom meetings can be found at: <https://support.zoom.us/>