Zoom Instructions & Troubleshooting

Zoom set-up

To participate in the program, and make it a positive experience for you, please check you have the following minimum on-line requirement:

- A PC with Windows 10 or an updated Mac are devices on which Zoom works well and may make it easier to see all the group members on the larger screen. However, if what you have available is an iPad or handheld device, these can also work. Whatever your device, you will need to download the Zoom app.
- Functioning camera and microphone
- Fast, reliable, and password-protected internet connection

Zoom troubleshooting

If you're experiencing issues with Zoom, there are several troubleshooting steps you can take to try to resolve the problem.

- First, check your internet connection. Poor internet connectivity can cause issues with video and audio quality. Try moving closer to your router or resetting (turning off and on) your modem and router.
- If you're having trouble hearing or being heard, check your microphone and speaker settings in Zoom. Make sure the correct devices are selected and that they're not muted, and make sure the volume level on your computer is not too low.
- If you're having trouble with video, check your camera settings in Zoom. Make sure the correct camera is selected and that it's not blocked by another application or program.
- If you're still experiencing issues, try restarting the Zoom application or your device. If that doesn't work, you can try uninstalling and reinstalling the Zoom application.

If none of these steps work, you can reach out to Zoom's customer support for further assistance. They have a helpful support team that can guide you through more advanced troubleshooting steps. Follow the QR code to their website.

Using Zoom functions & the tool bar

Muting & Video Functions

Muting and unmuting

- Click the microphone in the bottom left hand side of the screen in the zoom toolbar.
  - *We ask that you stay muted during the session unless you are contributing to the group as to reduce background noise.*
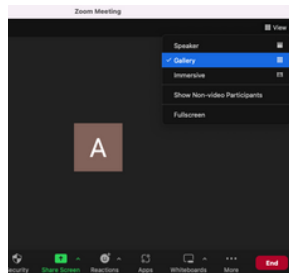 - *You will know you are unmuted when the microphone **does not** have a red line through it.*

Video

- Click the video icon in the bottom left hand side of the screen in the zoom toolbar.
  - *All participants are **required to have their videos on throughout each session**, and to be present in front of the screen to participate in the session. This is to promote confidentiality and security for you and your fellow participants.*
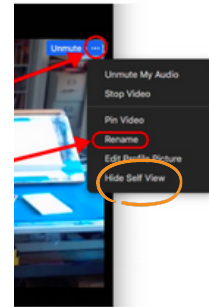 - *You will know your video is active when the video icon **does not** have a red line through it.*

Speaker or Gallery View

There are 2 ways to have your video view: Speaker View and Gallery view. Speaker view will make whoever is speaking's video much larger and will bump everybody up to the top or over to the side. Gallery will allow you to see everyone's video tiles.

Click on the "view" button at the top right hand side of the screen and choose your preferred view.
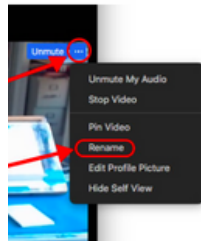
Hide Self View: Click on ellipsis (3 dots) in top right of your picture, and choose "Hide Self View" and your video tile won't be visible to you.
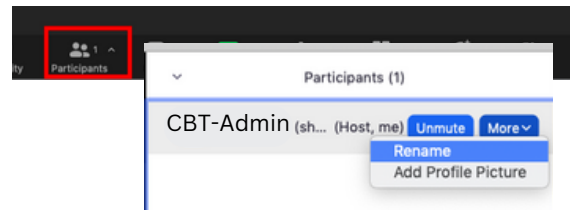

Renaming Functions

Please rename yourself so only your first name or the name you wish to be called shows. If you would like to add your pronouns, please do so

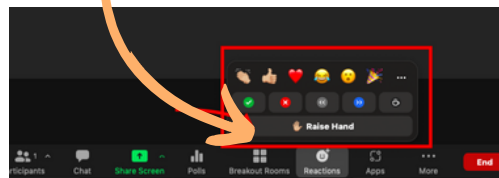**Option 1:** Click on ellipsis (3 dots) in top right of your picture, and choose "Rename"

Option 2: click on "participants" in the the tool bar, find yourself and choose "Rename"
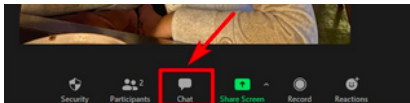

Raise Hand

You can always raise your physical hand during group if you have a question, or:
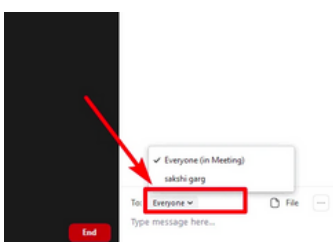
Click on "Reactions", then "Raise hand"

Chat Function

Message everyone OR send a direct message to a facilitator

1. Click on the chat function on the zoom tool bar

2. Choose the dropdown to chat with the group OR the facilitator

The default is the entire group, so if you want a direct message to the facilitator you will have to change it to their name in the dropdown.