# How to connect to a Zoom meeting

Zoom is a platform that allows you to join video calls to meet with other people online, similar to using Microsoft teams or Facetime. You can participate in our online programs using Zoom with any device of your choice – computer (recommended), smart phone or tablet.

*While you do not need to install the Zoom app and can join from your web browser (like Chrome, Edge, Safari, Firefox,) you are likely to have fewer technical issues if you download and use the free Zoom app.*

## What you will need prior to joining your meeting:

✓ You will need a device of your choice – computer, smart phone or tablet.

✓ If you want to interact during the meeting through video chat, the device must have a microphone and a webcam. Most devices have these features built in.

✓ You will need a speaker or headphones to hear the other participants.

✓ Make sure your device is charged or connected to a power source and that your device is connected to the internet.

✓ Not required but recommended: download the free Zoom app (instructions below.) You can also sign up for free through their website.

## How to join the Zoom meeting

**\*Please note:** Your screen might look different depending on the device you are joining from. If you have any trouble joining a meeting, you may contact the meeting organizer for support by replying to the email you received with the meeting link or calling if a phone number has been provided. The meeting organizer will support you when they are able.

There are **two easy way**s to join a Zoom meeting or webinar.

1. **Via invitation link.**

   Find and open the email from your meeting host that contains the invitation link.

   > Hello.
   > Here is the connection information for your upcoming session (at xx time on xx date.)
   >
   > **ZOOM meeting link** – click to join: https://_____.zoom.us/j/_____
   > Meeting ID: ### #### ####
   > Passcode: #####
   > **Call-in numbers:**
   >     778 907 2071 Lower Mainland
   >     1-855-543-9913 Toll-free
   > OR find your local number here: https://alzheimerbc-org.zoom.us/u/gcgCAYGQmC

Click on the invitation link (which will have "zoom.us" followed by an assortment of numbers, characters and letters.) If you haven't yet installed the ZOOM software on your laptop or mobile device, clicking this link directs you to download the application. If you want to download the Zoom app, click "Allow" on the screen.
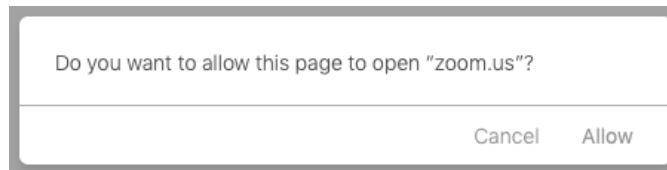


Although we recommend downloading and using the Zoom application, you do not have to install the Zoom app to join a meeting – you can join the meeting through your web browser.

Once the application is downloaded on your device, install it, following the directions on your device.

Once you have completed installing the software, Zoom should automatically open the meeting in question. If that does not happen, head back to the invitation email you received and click on the invite link again. Now that you have the Zoom software installed, clicking the meeting link in your email will trigger a pop-up window asking you to "Open Zoom."
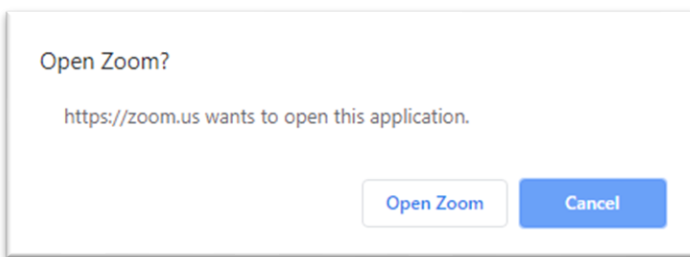


Similarly, if you are a mobile user, the meeting should open inside the Zoom app as soon as it is installed. If that does not happen, you can click on the invite link again and you will be directly taken to the Zoom app.

2. **Input a Meeting ID number on the Zoom website**

In the invite email, you will also see a Meeting ID. You can go to the Zoom website at [zoom.us](zoom.us) and click "Join" in the upper navigation bar. Then simply enter the Meeting ID, and the passcode and your name and you will be able to join the meeting.
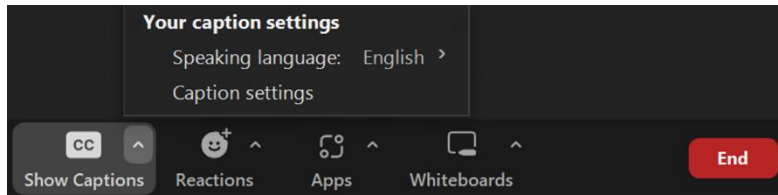
**IMPORTANT TO NOTE:**

- You will need to grant the necessary permissions to the Zoom app to use your camera and microphone in order to get started and join the meeting.

- You **do not need** to sign up for a Zoom free account in order to attend any Alzheimer Society of B.C. online events.

- The name you type will be visible to everyone in the meeting so if you want more anonymity, you may choose to not include your last name.

# How to improve your experience

**Closed Captions:**

- In the meeting controls toolbar, click the Show Captions icon [CC], or click the up arrow next to the icon and choose your options, including the Speaking language.



https://support.zoom.us/hc/en-us/articles/4403492514829-Viewing-captions-in-a-meeting-or-webinar

**Your PC or tablet:**

- To ensure the meeting runs well, close any unused applications on your device during the meeting.
- Built-in microphones often pick up a lot of background noise. Consider putting your microphone on mute when you're not talking. The zoom meeting will have the option on your screen to mute and unmute your microphone.
- Download the app.

**Network:**

- For the best connection, connect your device to a wired network.
- If your device is connected to WiFi, be as close to the router as possible. The farther you are from the router, the more your WiFi signal strength will weaken.
- Think about your network's bandwidth: Are other members in your household using your WiFi? The more others are using the WiFi at the same time, the slower you may find your connection.

**Helpful Links:**

- Getting started with the Zoom web client
  https://support.zoom.us/hc/en-us/articles/214629443-Getting-started-with-the-Zoom-web-client
- Adjusting your video layout during a virtual meeting
  https://support.zoom.us/hc/en-us/articles/201362323

**Troubleshooting:**

- Sign-in issues
  https://support.zoom.us/hc/en-us/articles/8281190406925-Troubleshooting-sign-in-issues
- Video issues
  https://support.zoom.us/hc/en-us/articles/202952568-Troubleshooting-Zoom-video-crashes
- Microphone or speaker issues: desktop client
  https://support.zoom.us/hc/en-us/articles/7516716291597-Troubleshooting-speaker-or-microphone-issues-in-the-desktop-client
- Microphone or speaker issues: mobile client
  https://support.zoom.us/hc/en-us/articles/204484835-Troubleshooting-speaker-or-microphone-issues-on-your-mobile-device