

GUIDE TO ACCESSING ONLINE PEER SUPPORT SESSIONS

This guide will take you through the process of joining a Peer Support session through Zoom

1 On the day and time of the session, you should open the email and click on the link that looks something like this

<https://zoom.us/j/3913661535>

2 This will take you to the following screen.

Open Zoom Meetings?

https://us04web.zoom.us wants to open this application.

☐ Always allow us04web.zoom.us to open links of this type in the associated app

Open Zoom Meetings

Cancel

If you have Zoom already downloaded click 'Launch Meeting' and then 'Open Zoom Meetings'

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

If you don't have Zoom downloaded click 'Download Now' and follow instructions to download

3 After downloading or opening Zoom, you will receive this message. You do not need to do anything, we know you are waiting and will admit you to the meeting when it starts



Please wait for the host to start this meeting.

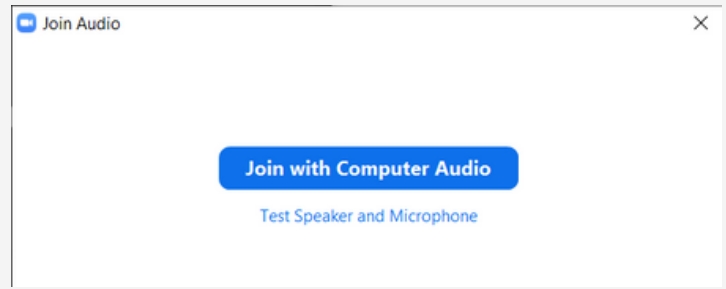
Start: 12:00 PM

Penderels Trust Virtual Zoom Meeting

Test Computer Audio

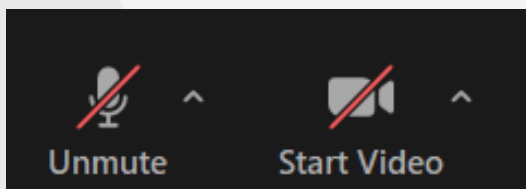
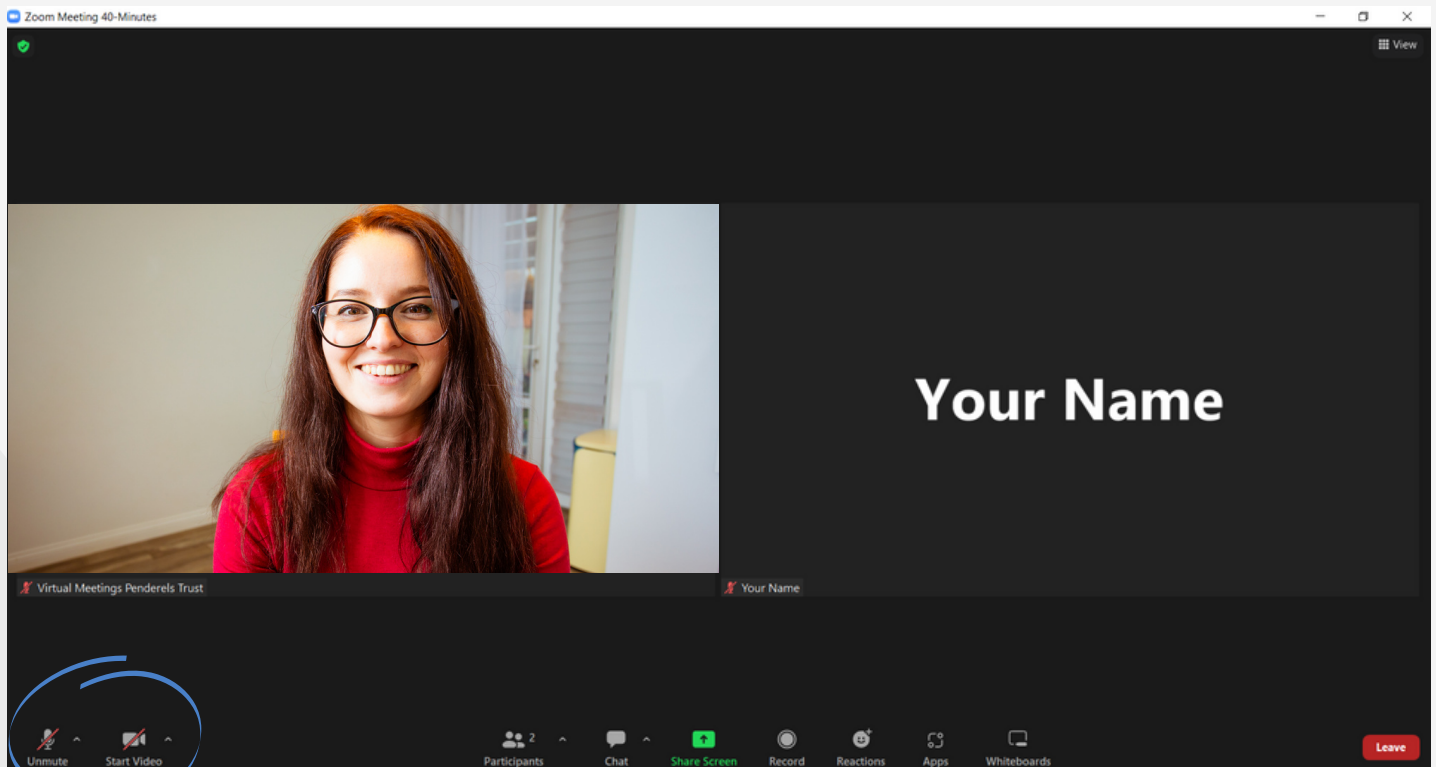
4

Once we have admitted to the meeting you will receive this pop-up message. Make sure you click 'Join with Computer Audio' else you won't be able to hear us and we won't be able to hear you.



5

You are then in the meeting room and will be able to see and hear others



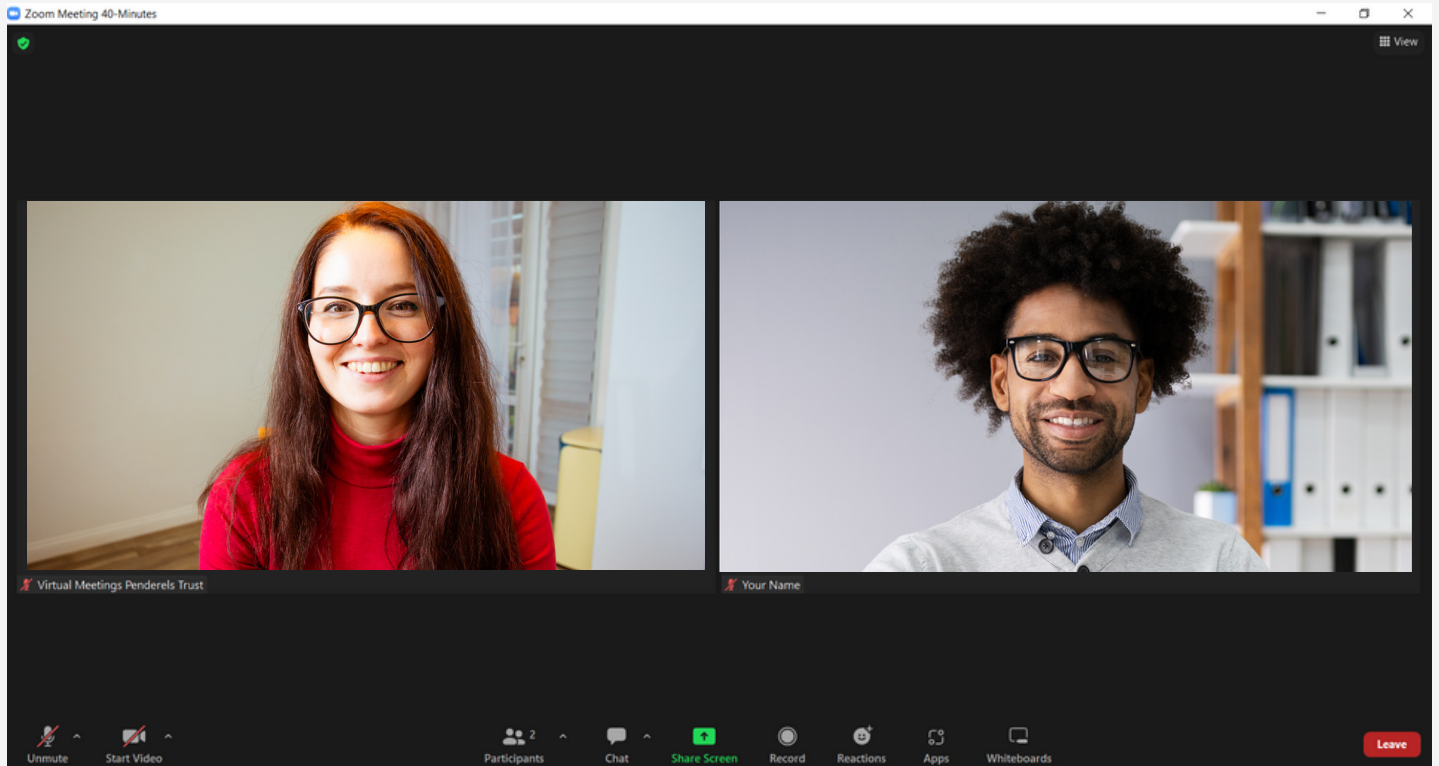
Check the bottom left corner for these icons:

- The one on the left is your microphone setting. If it has a red line through we cannot hear you.
- The one on the right is your camera. If it has a red line through, we cannot see you.

To turn these on, click on each icon in turn

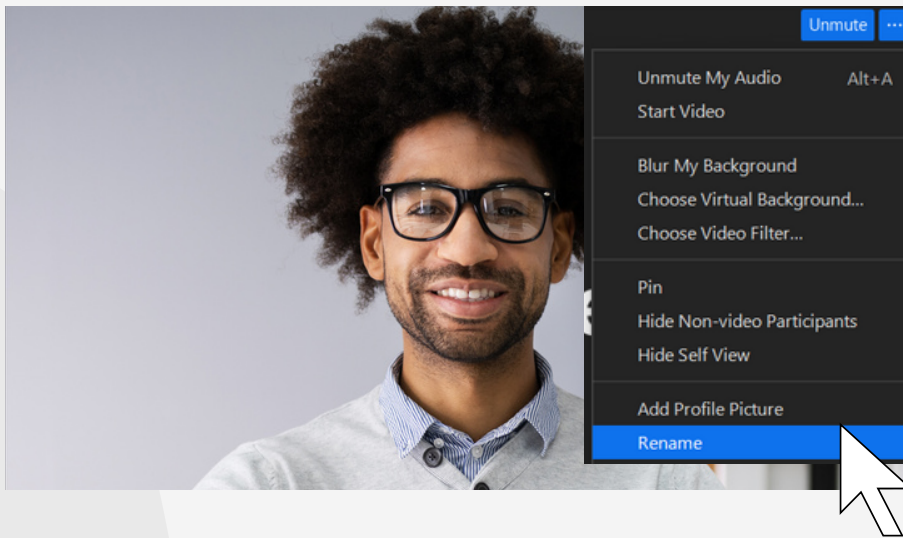
6

If your camera is on, you should now be able to see yourself. Using your camera in peer support sessions is entirely optional



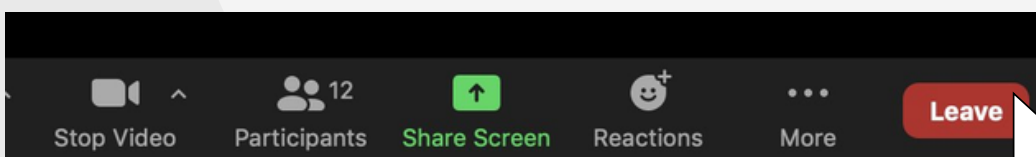
7

It is useful if you change your screen name to your name. You do this by clicking the three dots in the top right of your image and then rename



8

When you want to leave the meeting, click the red 'Leave' button in the bottom right corner



TROUBLE SHOOTING



What do I do if I receive a message that my bandwidth is low and/or people keep freezing and I can only hear snippets of what they are saying?

This is a sign your internet connection is weak. To help speed it up, you can turn your camera off. If you have another source of internet e.g. mobile phone data, you could also change this. Moving around in your house closer to your router may also help.



What do I do if I join and cannot hear anyone?

Unless everyone is on mute you should be able to hear people. Firstly, check your device's audio is turned up. If it is, then it may be that you haven't selected 'join with computer audio' option. The easiest way to resolve this is to leave the meeting and re-join, remembering to select 'join with computer audio' upon entering the meeting again.



I'm struggling to download Zoom

Click [here](#) to watch a video about how to download Zoom. You can always choose to join from your browser, this means you do not need to download Zoom.



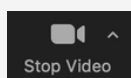
I can hear an echo. How do I stop this?

Echos can be caused by many things but normally it is because two people have joined from the same location. If this is the case, mute one of the devices and the echo should stop.



My webcam isn't working so no one can see me

Check you haven't got any additional windows or apps open that are using your webcam at the same time.



Check the video option is on in the bottom left hand corner (if it has a line through it, it means it is turned off)

Go to settings on your computer and make sure you have enabled Zoom to access your webcam.