

Accessing our online workshop

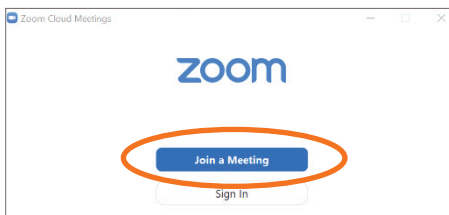
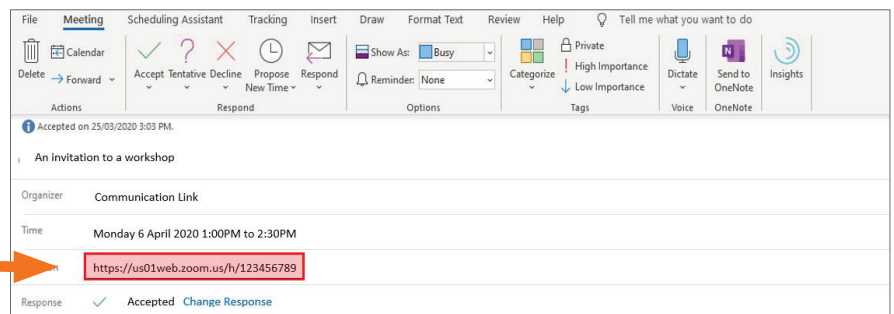
Thank you for joining Communication Link for an online workshop. We use software called **Zoom**.

Sometimes it can take a few minutes to get sorted to join an online workshop or Zoom meeting. We encourage you to allow time before the meeting starts to get access. This information will assist you if you haven't participated in a Zoom meeting before.

Zoom is a video web conferencing, chat and webinar platform used to connect invited participants to meetings, workshops and group discussions. You can join Zoom meetings using video or just via audio, like a normal teleconference. You can participate using a computer desktop, a mobile device (phone or tablet) or via your landline phone.

To access our workshop, you would have received a link via email, or perhaps as an outlook meeting invitation.

To join the meeting, you simply click on the link and follow the instructions.



If you have used Zoom before, the '**Join a Meeting**' button will appear. You may choose to join the meeting with or without video, but we would prefer you use video as it is a more engaging way to workshop, but the choice is entirely yours.

If you are using Zoom for the very first time, you may be prompted to install the Zoom app; please follow the instructions and allow the app to be installed. Depending upon which internet browser you are using, you may also be asked to launch or run the app once it is installed.

Once the Zoom app is installed, you should be able to join the workshop.

The Zoom app may ask for your name. The text you enter as your name will appear under your web cam video for other participants to see throughout the workshop.

At the conclusion of the meeting or workshop, click '**Leave Meeting**' at the bottom right-hand of the screen. When prompted, click on Leave Meeting.

ZOOM MEETING VIA PHONE

You can also opt to join the meeting via mobile or landline phone. Even though you cannot see the participants, you will be able to hear and talk to participate in the discussion.

Note: You may incur phone charges based on your phone service.

In the invitation email, you will see a set of phone numbers list based on your location. Select the appropriate number with your local area code. You may be required to

- Dial in to the first set of numbers (+61 X XXXX XXXX)
- Then enter the nine-digit Meeting ID (123456789) followed by #

If your local number is not listed, click on the "Find your local number" link that is attached in the email invitation. Then, select the appropriate phone number with the local area code.

Simply hang up at the conclusion of the meeting.

Contact us if you are having any difficulties

Please contact your host whose details will be in your invitation email, if you have any questions, and the trouble shooting information below doesn't help.

TIPS FOR MEETING ATTENDEES



Mute your microphone

To help keep background noise to a minimum, mute your microphone when you are not speaking.



Be mindful of background noise

When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers.



Position your camera properly

If using video place the camera in a stable position and focused at eye level to create a more direct sense of engagement with other participants.



Use the chat function

By clicking on the chat icon (the speech bubble at the bottom of your screen) you can comment or ask a question without interrupting the speaker.



Limit distractions

You can make it easier to focus on the meeting by turning off notifications, closing or minimising other apps.



Prepare materials in advance

If you will be sharing content during the meeting, make sure you have the files and/or links ready to go before the meeting begins.

TROUBLESHOOTING



Microphone issues

If people can't hear you, follow these steps to troubleshoot the issue.

- Ensure the microphone is not on mute. If you see the audio icon in the meeting controls, tap it to unmute.
- If you are still mute, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the host.
- Try using earphones with a microphone
- Ensure that no other applications on your device are using the microphone at the same time.
- Ensure Zoom has access to your device's microphone
- iOS: Go to **Settings > Privacy > Microphone** and switch on the toggle for Zoom
- Android: Go to **Settings > Apps & notifications > App permissions > Microphone** and switch on the toggle for Zoom
- Restart the device
- Reinstall Zoom



Sound issues

If you can't hear other participants in the meeting, check that your speaker is turned on.

- Ensure your speaker is turned on. If the **speaker icon** in the top-left corner is turned off, tap it to turn on your speaker.
- Increase the **volume** on your device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, the volume on your device may be on mute or vibrate only.
- Try using earphones
- Restart your mobile device
- Reinstall Zoom



Video/camera issues

If people can't see you, follow these steps to troubleshoot.

- Ensure you have selected on **Start video**.
- Ensure that Zoom has permission to access camera on your device.
- Go to your computer settings: **Settings > Applications > Application Manager > Zoom**. For iOS go to **Settings > Privacy > Camera** and switch on the toggle for Zoom



If Zoom doesn't install properly

If your computer or device does not automatically install the Zoom app, you can download it from the website **www.zoom.us**

- Scroll down to the bottom of the page and click on **Download**
- Select the option for the device you are planning to use

