

How to join a Lymphoma Action online support meeting (Zoom)

Information about Zoom

Zoom is an online communication platform that helps people stay connected through video and audio conferencing, meetings or training sessions. Zoom can be accessed through a web browser; computer desktop application or as a smart phone/tablet application.

What you'll need to take part in our online meetings

- Access to an internet-enabled device (i.e. computer, laptop, tablet or smart phone).
- You'll need a good Wi-Fi or internet connection and a microphone with good audio sound to be able to join in the conversation – see **Testing audio and video**, below.
- If you have a web camera available on your computer/laptop, this is recommended so you can connect visually with others during the meeting. Smartphones and tablets have a video option.
- Ideally, a quiet space, away from others in your household, to preserve the confidentiality of other participants. If you can't separate physically from other members of your household, use headphones/earphones, so other participants can't be overheard.

What you **don't** need is a Zoom account, just to join a scheduled meeting.

Joining the meeting

We encourage you join up to 5 minutes before the start to check everything is set up and working for you at each meeting.

The meeting host will talk you through some of Zoom's functionality and check that your microphone/phone connection and video (if using) are working.

On a desktop computer or laptop

You'll receive an invitation email with joining instructions and a **link** to click, which takes you to the virtual 'meeting venue', plus a **password** to enter when prompted, which gets you into the virtual 'waiting room'. (Please note you'll receive a new link and a new password for each meeting.)

Alternatively, you can copy and paste the link into your browser.

The meeting host will welcome you into the meeting when they see you are in the waiting room. If you are joining from someone else's device or Zoom account, your name may appear differently to what we have listed on the meeting register. In this case, the host will need to confirm this for reasons of security and confidentiality.

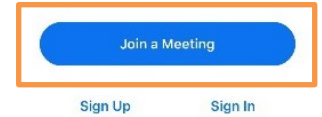
On a smartphone or tablet

You'll need to download the Zoom application, which is free. To do this, go to your App store, search 'Zoom' and download the app **ZOOM Cloud Meetings**.

You'll receive a confirmation email with joining instructions, including a meeting ID and password. In your Zoom app, click on the 'Join a meeting' option and enter the meeting ID and password. (Please note you'll receive a new meeting ID and a new password for each meeting.)



The meeting ID takes you to the virtual 'meeting venue', and the password gets you into the virtual 'waiting room'.



The meeting host will welcome you into the meeting when they see you are in the waiting room. If you are joining from someone else's device or Zoom account, your name may appear differently to what we have listed on the meeting register. In this case, the host will need to confirm this for reasons of security and confidentiality.

Testing audio and video

We recommend testing your audio and video to make sure everything is working before the meeting. Visit to www.zoom.us/test and click the blue 'Join' button, following the instructions provided.

Problems during the meeting

If you find that the audio or video doesn't work when you join the meeting, try leaving the meeting and re-joining it. Please tell the meeting host that you are going to do this first, as they may have locked the meeting, which would prevent your re-entry.

Click on the red 'Leave Meeting' button in the bottom right-hand-side of the screen, for a desktop or laptop (it might be on a different part of the screen for tablets and smartphones). Once you have left, just re-join, entering the password - or meeting ID and password - as prompted, and the meeting facilitator will let you back in.