Guide to Zoom

These steps take you through the information you need to use Zoom – the video call software we are using for the Future of Britain event. Zoom is free and previous participants have found it easy to use. We strongly recommend you test out using Zoom before the day if you can.

1. Getting started

To use a smartphone or tablet
You will need to download the Zoom app. Go to the Google Play Store (Android) or App Store (iPhone) and download the 'Zoom Cloud Meetings' app. **Note that the app is free**. You do NOT need to log in or create an account.

To use a desktop computer or laptop
You do not need to download the app. However, **we strongly recommend you download the Zoom desktop app** as this will improve the quality of the video call. You can do this by going to **www.zoom.us/download** and clicking the 'Download' button under 'Zoom Client for Meetings'.

If possible, set up your device in a quiet space where you can close the door between yourself and any shared space in your household.

Light sources can be in front of you or on the side but not behind you. To ensure that your image appears clearly when using online video, please ensure that you are not positioned immediately in front of a direct source of light, such as a window or lamp.

2. Logging in to a video call

Before the video call starts, you will receive a URL link from us via email. Simply click on the link when it is time to join and you will be connected straight to the video call.

Depending on the device you are using and whether you have downloaded the Zoom application, the meeting will open differently:

1. If you're using a smartphone or a tablet, the meeting will open automatically.

2. If you are using a computer and have downloaded the Zoom application, a pop up will appear asking you to launch the application. Click 'Open Zoom Meetings'

3. If you are using a computer and have not downloaded the Zoom application, clicking on the link will open Zoom in a browser and your computer will ask you to 'download and run Zoom'. Ignore this option and select 'join from your browser' instead.

You may then need to enter a password – we will provide this to you along with the joining link.

The first time you log in to a video call please use the information in this table to guide you through some possible choices.

Zoom may ask you to….	What you should do…
Enter your name	Please write down your FIRST name and initial of your last name, e.g. Jo S
Accept its terms and conditions	Please click accept/agree
Let Zoom use your camera	Please click YES
Let Zoom use your microphone	Please click YES
Let Zoom send you notifications	Feel free to click YES or NO depending on your preference

As you join the call you will then need to click to either:

- "Join with computer audio" (if using a computer) or
- "Call via device audio/Call using internet audio" (if using a smartphone or tablet).

Once you are in the meeting, please also go through the following:

If you are using a COMPUTER, please follow the following steps:

1. **Check your camera is turned ON**, so that others can see you.
2. **Check your microphone is turned ON**, so that others can hear you. *While waiting to speak, it will be helpful to mute your mic to reduce background noise*.
3. **Check your speaker volume is turned up loud enough**, so that you can hear what other people are saying. This will appear on your own device settings.

Other functions you may need to use:

4. **Chat function**, if your audio is not working, you can use the chat function to let your moderator know.
5. **Rename function**, if your name does not appear correctly, right click the screen and select 'Rename' to reset this.

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   First select 'more'
   4a) Select 'chat'
   4b) Type your message

5. **Rename function**, if your name does not appear correctly, you can change this. First select 'participants'
   5a) Select your name
   5b) Enter a new name. This is how you will appear to others
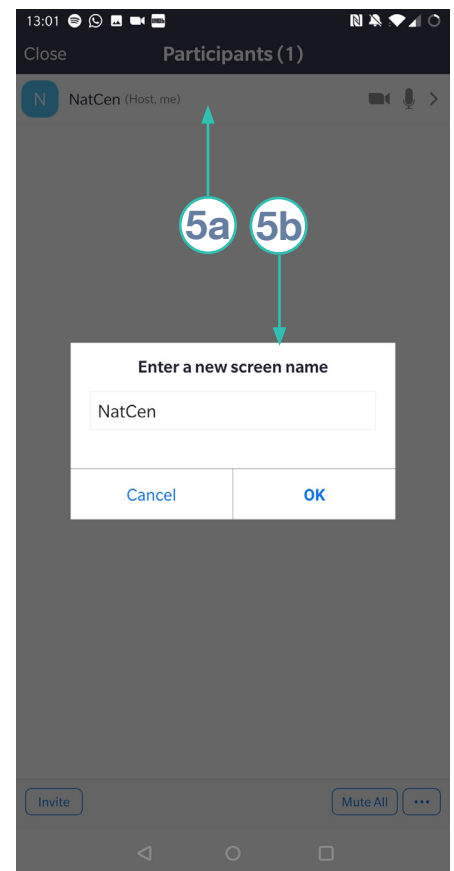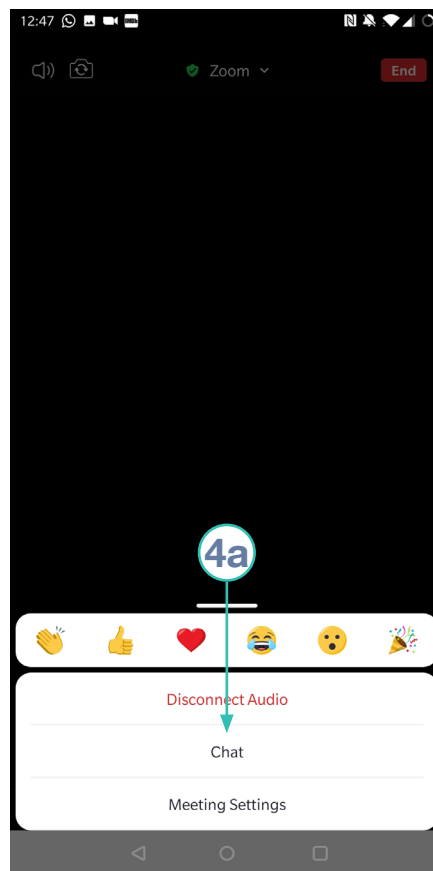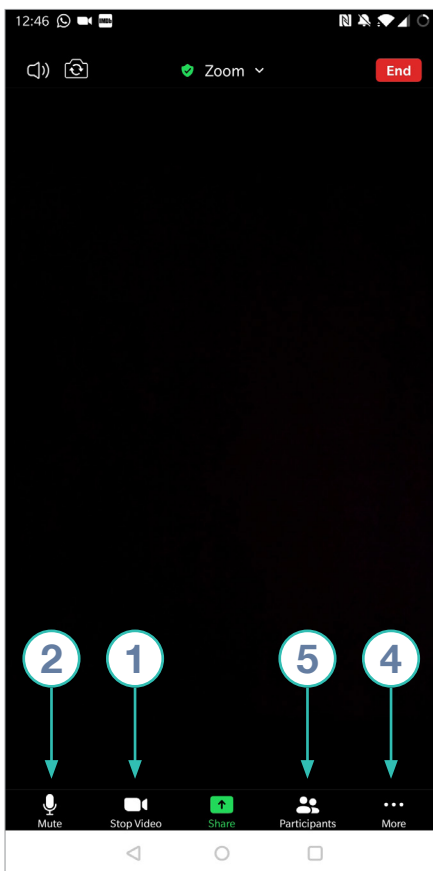
3. Prepare for the event to begin

- You'll probably want a glass of water or other beverage nearby.

- Your moderator will explain the schedule and invite your participation in the deliberation.

- Your full participation is deeply appreciated but also required for the deliberation to work and provide useful results. Please respect your colleagues and your shared conversation by not accessing or publishing to any social media during the live workshop.

Technical Support

If you're having any difficulty either with the process or the technology, there are two levels of support:

- If you are still in the video call, let your moderator know what you need. If your moderator cannot hear you, try messaging them using the chat function on Zoom

- If you cannot communicate with your moderator, or if communication with the video call has been interrupted and you cannot get back in using the link you were sent you can e-mail **futureofbritain@natcen.ac.uk** or you can call us on a freephone number that will be provided ahead of the event.