

## Accessing CVS Falkirk Zoom meetings

CVS Falkirk have made use of Zoom during the period of COVID-19 lockdown restrictions to continue to provide regular opportunities for our local third sector, and other partners, to meet safely.

This guide should provide the information you need to access our Zoom meetings with the information we send out via email ahead of time.

If after using this guide you are still having trouble accessing our Zoom meetings, please contact us on [info@cvsfalkirk.org.uk](mailto:info@cvsfalkirk.org.uk) or 01324 692000.

### Accessing Zoom

You do not need to create a Zoom account to take part in a scheduled meeting, however you will need access to the Zoom app or website. You can view various options for downloading the Zoom app on the [Download](#) page of the Zoom website.

### Test your technology

If you, your colleagues, or your organisation have a Zoom account you might find it helpful to have a trial or practice meeting before joining our CVS Falkirk meeting so you can familiarise yourself with the set-up, as well as identify any wi-fi hotspots where your signal might be strongest.

### Accessing CVS Falkirk Zoom meetings

The [Joining a Meeting](#) page of the Zoom website provides comprehensive information on how to join a meeting from a variety of different platforms and devices.

Ahead of our scheduled meeting we will provide all the information you need to join us, via email. The simplest way to join us is to click the join link in the email and follow any steps or prompts that you see.

You can also launch the Zoom app or website and select “join meeting”. The images below demonstrate where you will find that option on both the website and the app.

Website:



## Accessing CVS Falkirk Zoom meetings

App:



If you join the meeting this way you will be prompted to enter the 11-digit meeting ID and your name. If necessary, you may also have to enter a password. This information will be provided in the email we send you inviting you to the scheduled meeting.

Please join the training session using computer audio, when given the option to do so. This will provide you with the best quality audio.

### Inside the meeting

Once you have entered the meeting, you may be placed in a waiting room briefly. The meeting host will admit you into the session when its ready to start.

When you join the session, you will have the option to "mute" and "unmute" yourself, an example of the button you use to do so is shown below. This may look slightly different depending on the device you use to access the meeting. The meeting host has the option to "mute all" participants and they may use this when appropriate.

You will also have the option to stop and start your video so you can decide if other participants can see you at any point in the meeting.



## Accessing CVS Falkirk Zoom meetings

### Chat feature

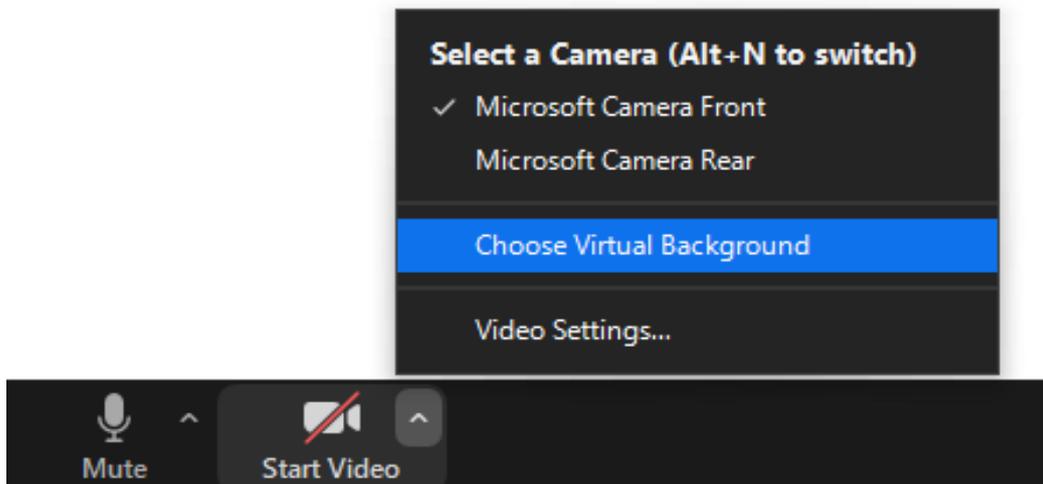
As well as talking to other participants when you are “unmuted”, you can also make use of Zoom’s chat feature, which can be found on the toolbar at the bottom of your screen. The image below demonstrates where you might find the button to make the chat visible. Depending on the device you are using, you may also find this listed under the “More” option.

You can use chat to communicate privately or publicly with the other meeting participants.



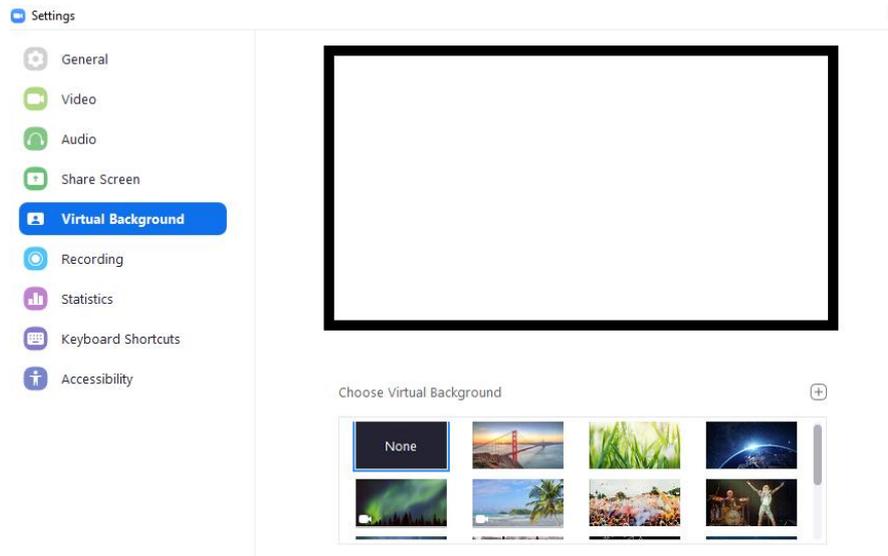
### Background feature

Whilst you have your video turned on in Zoom, you are able to add an alternative background if you wish to, to add an extra layer of privacy. The image below shows where you can find the “Choose Virtual Background” option.



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You will then be given the option to choose from a set of backgrounds provided by Zoom, or to add your own picture as your background, as shown in the image below. Again, this may look slightly different depending on the device you use to access the meeting.



## Breakout Room feature

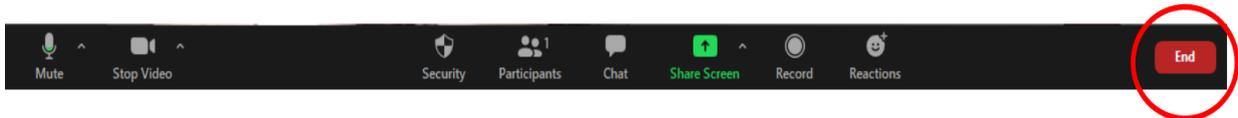
The meeting host has the option to use the “Breakout Room” feature, this allows them to put meeting participants into smaller groups within the meeting. Your host will let you know if they are going to place you and some of your fellow participants in a breakout room and you will see a prompt saying which number breakout room you have been added to with an option to join the room.

The host may set a time for these smaller groups to stay in the breakout room, for example 15 minutes, and you will also see a prompt warning you your breakout room time is ending shortly, before you are brought back into the main Zoom meeting again.

Breakout rooms are often used where it is useful for smaller groups to be able to discuss different topics, and generate ideas or feedback, that can be fed back into the larger group.

### Leaving a Zoom meeting

If your host ends the meeting, you will automatically be removed from the meeting. To leave a Zoom meeting before the host ends it, you can use the "End" or "Leave Meeting" button, it can usually be found on the main Zoom toolbar as pictured below, but may appear elsewhere depending on the device you are using.



### "Zoom etiquette"

Over the previous months, we have realised that there are small things that all meeting participants can do to make sure the meeting is the best experience it can be for everyone. Please note the points below:

- We would appreciate if participants can "mute" themselves when not speaking as this cuts down on any background noise and interference, allowing everyone to hear the speaker more clearly
- The Zoom environment and small lags in video and audio make it more tricky to seamlessly enter a conversation as you usually would in person - we ask that you raise your hand, use the Zoom reactions function or note in the chat to indicate you would like to speak and your host will ensure that you get the chance to make your contribution

### Recordings

If a meeting is being recorded, this will be made clear by CVS Falkirk staff before the meeting commences. You are welcome to remain muted, and with your video turned off, if you wish to hear the content of the meeting but don't wish to feature in any recording.

Please be aware that you may also have to change your name "tag" (which appears at the bottom of the box that will either have your video feed in it or be blacked out), if you don't wish your name to be featured in the recording.