Start using Zoom

This guide aims to help you feel comfortable and confident getting mental health and wellbeing support via Zoom.

Why use Zoom?

Zoom video calls are one way to connect with others and get support when we can't meet in person. It can help to see someone's face when you're talking, or to meet as a group.

Some things we use Zoom for across the Mind network include: counselling, peer support groups, activity sessions, workshops, training and courses.

Here are some things to consider

Online security

about your privacy and confidentiality.

- **Passwords** — your local Mind will send you a new 'Meeting ID' and passcode for every call. This makes it unlikely anyone can join who isn't invited. Set up strong passwords for your devices and Zoom account, visit Get Safe Online* for how to do this.

- **Visibility** — it's up to you how visible you are on a call., e.g. what name shows up, if your camera is on/off. This guide will show you how to do this.

- **Recording** — if your local Mind records a call, they'll ask your permission and give you the option to turn your camera off.

- **Data processing** — as part of how Zoom works, they collect some personal data, e.g. your name, email, approx. location. They follow UK policies to protect this. Find out more in our 'Privacy and safety online' guide.

If you get support through your local Mind, you can ask them to help you set up and test out Zoom.

Get ready for your call

Take time to get comfortable before your call — be your own best host.

- **Place**—try and find somewhere private at home or outdoors where you feel comfortable to talk freely. Check you've got mobile phone data and coverage, and/or a reliable internet signal.

- **Refreshments**—have these ready to help you relax and stay alert.

- **Sound**—headphones or a headset can improve sound quality and mean others can't overhear your conversation.

- **Camera**—have the camera on your device at eye level, arms-length away. This helps you see the screen and others see you.

- **Concentration**—you might want to find 'fidget toys', e.g. pipe-cleaners or small toys, if these help your concentration.

One-to-one sessions: Talking via video call feels different from support in-person—you might share more/less, be more/less at ease. Allow yourself time to rest after the call and have a break from the screen.

Group session: Your host will agree with the group how you'll use Zoom features and how you'll protect each other's confidentiality. If you have any concerns tell your host before the session.

Join from a meeting invite

If you've got internet access, you can join a call without a Zoom account or app by following these three steps.

1. Inbox—you'll normally get an email from your local Mind with a Zoom meeting invite. If you can't find one, ask for it to be resent.

2. Invite—click to open the email. Click 'open' or 'launch' Zoom meeting.

3. Enter—add the passcode when asked (it's in your email invite). Click 'join with audio'. You're in!
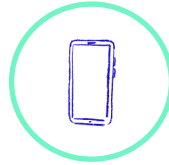
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Create a Zoom account

People often find the video quality is better using the Zoom app. To get the app, first follow these steps to sign up for a Zoom account.

1. Type zoom.us/signup into your internet address bar.

2. Choose to sign up with an email address / Facebook / Google.

3. Find Zoom's confirmation email in your inbox (if signing up by email). Remember to check spam if you can't find it.

4. Activate your account by clicking the link in the email.

5. Finish creating your account by adding your name and a strong password.Follow these steps to

Download the Zoom app

download the Zoom app onto any device you use.

1. Type zoom.us/download into your internet address bar.

2. Click download option Zoom Client for laptops/tablets/ computers, Zoom Mobile for phones.

3. On a desktop or laptop click the "ZoomInstaller.exe" file to automatically run the install. On a mobile click "Get" or "Install".

4. Click the Zoom app icon and sign in using your Zoom account password.

Find out more

Talk with your local Mind about anything you're unsure of. Find more FAQs and video tutorials at https://support.zoom.us

*Visit https://www.getsafeonline.org/personal/articles/passwords/ for help to set secure passwords.

Ask your local Mind for more guides, e.g. Connect with Mind; Privacy and safety; Prioritise your wellbeing.
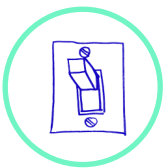
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Problem-solving

Ideas for solving common challenges with video calls.

The main way you'll use Zoom is simply to look at, listen and talk with the person or people you see on the screen of your device. Your local Mind will explain how to do anything more than this if needed.

What if the video connection breaks or freezes?

First, take a calming breath. This generally resets on its own. If it doesn't, here are some things to try: close other apps, keep the camera off and use audio only; leave the call then re-join it; email the host to explain what's happened. If needed, you can join by phone call (see 'Zoom controls' next).

What if I feel uncomfortable during a call?

Try turning off your video. Send a private chat message to the host that you're taking a break and/or share how you feel. If needed, explain you'll leave the meeting and the host will check-in on you later. Prioritise your self-care.

Can I practice before a call?

Some people find it reassuring to test Zoom before a call. You can test your camera and mic by going to zoom.us/test. To try out more features, ask friends or family to join a test call.

1. Click on your Zoom app icon, sign in, click 'new meeting.'

2. Click 'join audio with computer' to hear and be heard.

3. Click 'participants' then 'invite' then 'email'. Add your friend/family member's email address.

4. When you see a notification that they have requested to join, click 'admit' for them to enter the call.

5. Use the Zoom controls guide to try features such as: chat, going on/off mute, raising your hand, emoticons.

Using Zoom controls

Here are some in-meeting controls to help you get the most out of your calls. All these controls appear in a banner, generally across the bottom of your screen. To test them out before a call go to zoom.us/test

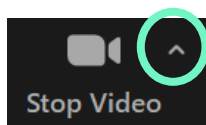|	
Join Audio 🎧 **Unmute** 🎤 **Mute** 🔇	Click to 'Join audio' when the call starts so you can hear and be heard. Mute/Unmute your mic to join conversation. For groups we often stay mute if not talking to make it easier to hear.
Start Video 📹 **Stop Video** 🎥	Turn your camera on/off as you feel comfortable. Depending on the settings, you'll start with it on/off.
Chat 💬	Click on the 'Chat' icon to see and write messages to everyone in the call, or use the dropdown list to message just one person, e.g. the Mind host.
Participants 👥	Click to see who else is in the call.
Reactions 😊	Click to use emoji style icons to show reactions such as agreement (thumbs up), that you love something (heart), or that you want to speak (raise a hand).
Share Screen ⬆️	Click to share a document or screen from your device with others in the call. Generally this is used by the Zoom hosts, but it can be open to everyone.

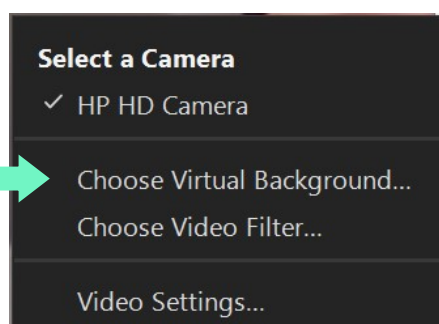**If you get support through your local Mind, you can ask them to help you set up and test out Zoom.**

Change your background

Changing or blurring your background can be a great way to protect your privacy, reduce distractions and improve your confidence in a Zoom call.
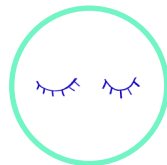
1. To change your background when in a call, click on the up arrow next to the camera icon (circled below) .

2. Next select 'Choose Virtual Background...' (shown below).

3. Now choose a virtual background or blur your background.

Turn off self-view

If you don't want to see your image, but are happy for others to see you.

1. Once in a Zoom meeting, you'll be able to see your own video (if you can't, click the camera icon).

2. Click the 3 dots ellipses button in the corner of your video image to display a drop-down menu.

3. Click 'Hide Self View'.

To restore the video of yourself:

1. Click 'View button' in the top-right corner of the video.

2. Click 'Show Self View'. You'll see your image again on the screen.

Rename yourself

1. Click the 'Participants' icon in the Zoom toolbar.

2. Next to your name click 'More' and choose 'Rename'.

3. Enter a new name and click 'Rename' to save it for that meeting.