

## Virtual Groups and Zoom

Due to the Covid-19 pandemic and the need for physical distancing, we have developed a way to support you through a virtual group. In order to join the group from your electronic device at home, we are using a program called Zoom. We have included instructions as well as tips to use Zoom. This is a learning experience for us all, but we hope this will be a helpful support to you right now, until we can resume in-person groups.

When it's time to join the group, you can do it in three different ways based on your preference and what you have available:

### Computer with a camera and microphone:

- In order to see/hear the group facilitators, click on the invitation link that will open a separate window where you will be asked to download the Zoom software. This is the best quality meeting. Downloading the software will make joining meetings in the future faster and improve the quality of the video/audio. Downloading the software is completely free and once you have created an account, the software will automatically open the next time you are sent a meeting request and click the yellow link to join. You will be asked to grant Zoom access to your camera and microphone.
- Alternately, you don't want to download the software, you can still open the meeting in a new window.

### Computer without a camera and microphone:

- If you are using a computer without a camera or microphone, you can still join by following the steps above, and will be able to see/hear the meeting.

### Mobile phone or tablet:

- To see the group download the Zoom app on your mobile phone or tablet from the App Store for free. You will be asked to grant Zoom access to your camera and microphone. Once you do this, you will go right into the group.
- If you prefer to listen/participate audibly and are on your mobile device, click the number in the group session and it will bring you directly into the meeting (without downloading the app).

## Tips For Using Zoom

- 1) Download Zoom onto your laptop, desktop or camera.
- 2) Click on Join meeting.
- 3) You will be muted during the meeting presentation. To unmute yourself, go to bottom left of page and click on microphone with red slash throughout. You are now unmuted.
- 4) To reduce background noise being heard by others, be sure to mute yourself when you are not talking.
- 5) Send in a question or comment via the Chatbox feature at the bottom of the screen.
- 6) Before starting the meeting, plug in your laptop or tablet or cell phone or ensure it is fully charged if you are not plugged in!

## Etiquette For Virtual Groups

- Meetings are held in an in-formal setting so please dress as comfortably as you would for an in-person group or office meeting.
- Find a quiet space without interruptions / background noise. *Pets are welcome to listen only.*
- Should you be joining the meeting with video, please be mindful of what is visible to other participants - consider what personal items are behind and around you.
- Participants can see you best when you are sitting in a sturdy chair or otherwise sitting up.
- Join early – give yourself 5-10 minutes before the meeting start time to get set up.
- To ensure optimal Wi-Fi connection, connect close to your modem.
- For your own privacy and the privacy of others in the group, use headphones whenever possible.
- Try to avoid talking over/ at the same time as other participants.
- Be respectful of others throughout the meeting and while using the group chat.

## Sample Meeting Details

### **One tap mobile:**

+1#####,,##### Canada

+1#####,,##### Canada

### **Landline:**

If you want to listen/participate audibly (without seeing the group) from a land line, please dial one of the numbers before the group begins and when prompted enter the meeting ID.

+1 XXX XXX XXXX Canada

+1 XXX XXX XXXX Canada

+1 XXX XXX XXXX Canada

+1 XXX XXX XXXX Canada

+1 XXX XXX XXXX Canada

Meeting ID: XXX XXX XXX

### **Landline and computer:**

If you want to call into the group using a landline (calling in with one of the phone numbers above) but also see the facilitators, you can call in using one of the phone numbers listed in the session details and also log in using one of the above methods.