



# VIRTUAL COMMUNICATIONS GUIDE For Service Providers and Volunteers



The purpose of this guide is to help service providers and volunteers determine which virtual communication channels are best for them and their clients. Use the introduction pages to learn about the options and select the best one. Then, navigate to the guide for that channel in order to enable it for yourself. Finally, share the how-to guide with your client and interpreters.

### **Virtual Communication Options**

Below are a set of options for virtual communication that take into consideration varying levels of technology access and digital literacy. *If you are already using virtual options that are not on this list but are working for you, please keep using them!* 

	Voice to Voice	Smartphone Video - WhatsApp	Smartphone Video - ZOOM	Computer Video - ZOOM
Description	Clients use any cellphone or landline to connect with service providers and volunteers through a phone call	Clients use WhatsApp on their smartphone to message, voice and video chat with service providers and volunteers	Clients use Zoom on their phone to video chat and share screen with service providers and volunteers who use their computer	Clients use Zoom on their computer to video chat and share screen with service providers and volunteers
Best Use	For clients without broadband or cellular access, or who are uncomfortable using technology	WhatsApp lets you text, video chat and send audio recordings at any time, but it shares the phone number you use to register	Zoom lets you schedule meetings to video chat, share your screen, and doesn't share your phone number	For clients with reliable broadband or cellular access; Zoom video and screen share are easier to use on a computer
Device	Any cell or landline	Smartphone with WiFi	Smartphone with WiFi	Computer with WiFi and camera
App Required	N/A	WhatsApp (Free)	Zoom (Free)	Zoom (Free)
Digital Literacy Required	Any	Medium	Medium	Medium

**Note:** if your client has data but no WiFi, you might find the video does not work as well and might be frustrating. **Note:** if your client is going to use Zoom on their smartphone, you as the service provider or volunteer can use Zoom on either your smartphone or computer.

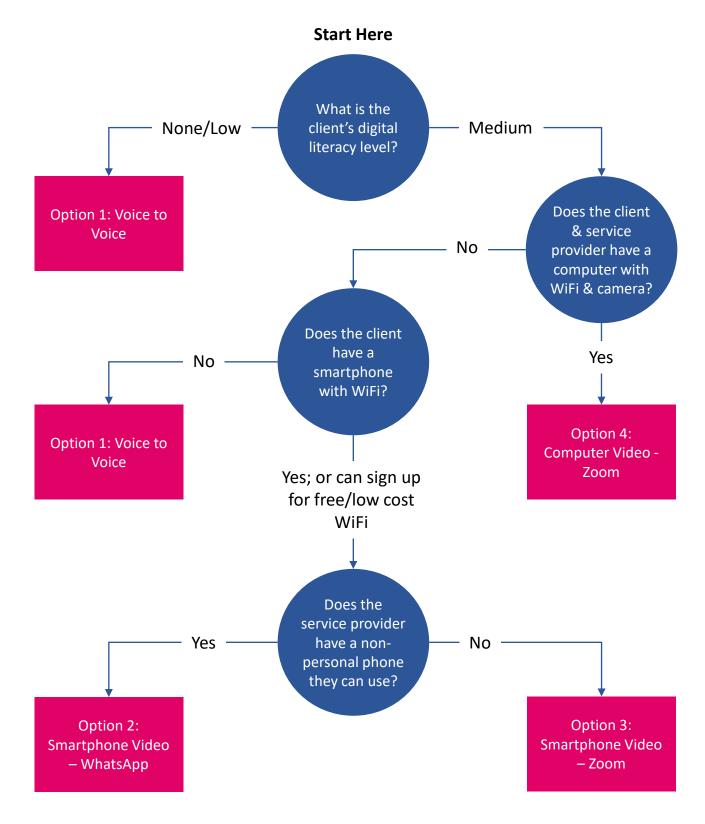
# accenture



## INTRODUCTION

### **Determining the Best Option**

Use the questions below to determine which option is best for you and your client. Be sure to consider needs of other participants, like interpreters.



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## INTRODUCTION

### **Virtual Communication Etiquette and Best Practices**

#### For service providers, volunteers and interpreters:

- Like all of us, clients might be stuck inside with many other people and may be distracted during a voice call. Help them find a quiet place to talk, and keep the content engaging
- Find a quiet space for yourself as well, or let roommates/family members know you are on a call with a client
- With the absence of physical co-location, use conversation to get to know each other and establish a personal connection
- With virtual channels you'll have less physical cues check for understanding often
- If sharing video, avoid eating or drinking in front of client
- Be conscious of maintaining confidentiality if you or the client are taking the call in a crowded space, use chat to share more private topics
- Consider using passwords for Zoom meetings to increase security
- We are all learning through this time together ask your client what worked well, and what you both can improve for next time in terms of setting up and having virtual communication

#### For clients:

- Do your best to be on time
- Find a quiet space for yourself to take a call, or let roommates/family members know you are on a call





## INTRODUCTION

### Using the How To Guide

Now that you have determined the best option for you and your client, navigate to the proper how to guide based on the type of phone or computer you have. Provide your client with a copy of the client guide for your chosen option.

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How To Guide: Zoom for iPhones	<u>Page 21</u>
How To Guide: Zoom for Windows PC	<u>Page 23</u>
How To Guide: Zoom for Mac	<u>Page 35</u>

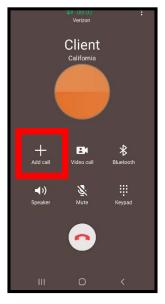
Disclaimer: The inclusion of virtual communication apps and services in this document does not represent HIAS or Accenture's endorsement of that particular service





## **VOICE TO VOICE**

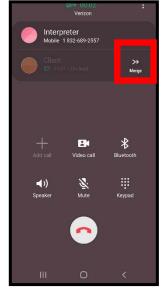
### Making a 3 Way Call on an Android





1. Dial the first person. When they have answered, tap Add Call.

2. Find the second person you want to call in your contacts list. Tap the **Dial** icon.



3. Tap the **Merge** icon.

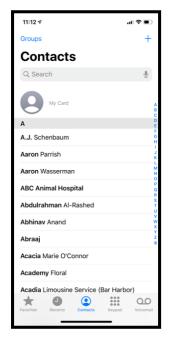


 You are connected.

## Making a 3 Way Call on an iPhone



1. Dial the first person. When they have answered, tap Add Call.



2. Select the second person you want to call in your contacts list.



3. Tap the **Merge** icon.

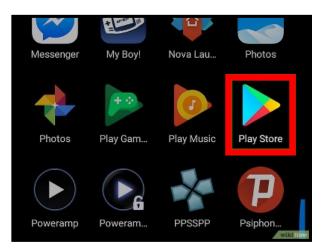


4. You are connected.

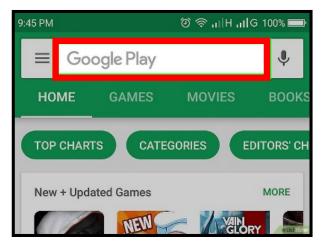




### Step 1: Download WhatsApp



1. Open the Android App Store.



2. Tap the Search Box.



3. Type Whatsapp.



4. Tap **Install**. When app has downloaded, tap **Open**.





## **WHATSAPP for Android Users**



### Step 2: Set Up WhatsApp

When you open the app for the first time, you will need to set it up. You will only need to do this upon your first use.



1. Tap Agree and Continue.



2. Tap Continue.



3. Tap **Allow** to give WhatsApp access to photos and contacts.



4. Enter your phone number and tap **Next.** 



5. Tap **Ok.** 



6. You will receive a text message with a code. Enter the code here.



7. The app will verify your code.



8. Type your name and tap **Next.** 

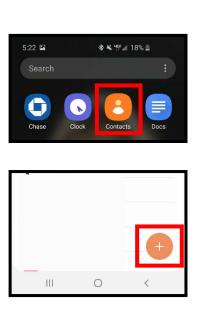






### **Step 3: Adding Contacts**

WhatsApp adds the contacts on your phone to the app. To add a contact to your phone, follow these steps. Otherwise, skip to the next section.



1. Open the **Contacts** app on your phone. Then tap the **+** icon to add a contact.

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2. Enter the contact's name and phone number, then tap **Save.** 



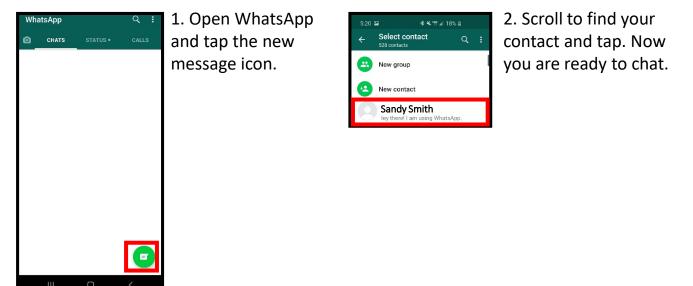


## **WHATSAPP for Android Users**

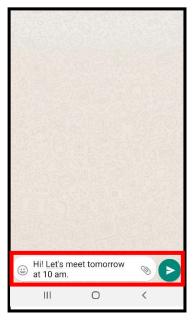


## Step 4: Communicating in WhatsApp

Within WhatsApp there are four methods of communication: text chat, voice calls, video calls, and audio recordings. You may choose any of the four you are comfortable with to communicate with your contacts.

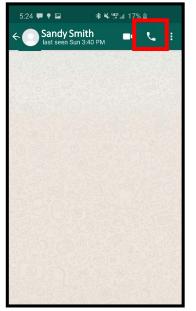


**Text Chat** 



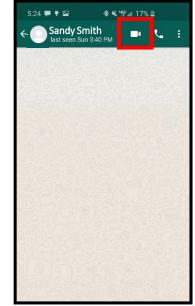
In the chat window, type your message at the bottom of the screen, then tap the arrow to send.

### Voice Call



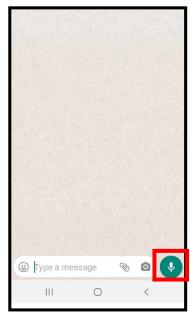
To start a voice call, click on the phone icon.

## Video Call



To start a video call, click on the camera icon.

### **Voice Recording**



To make an audio recording, hold down the microphone button and speak. Let go when finished.

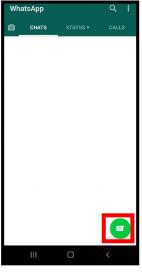






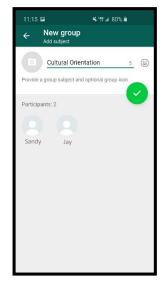
## Step 5: Creating a Conversation with 3 or More Participants

Use this section to start a conversation with multiple parties, such as a client and interpreter. Make sure both have been added as contacts in your phone first.



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8	New group		
2	New contact		

←	Search
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0	Sandy Smith Hey there! I am using WhatsApp.
0	Jay Brooks Hey there! I am using WhatsApp.
0	Maria Feldman Hey there! Lam using WhatsApp.



1. Open WhatsApp and tap the new message icon.

2. Tap New Group.

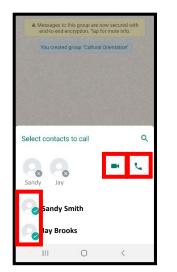
3. Scroll to find the contacts you want to add and tap each one.

4. Name your group and tap the green check.



5. Click the **phone icon** to begin a call with the group.

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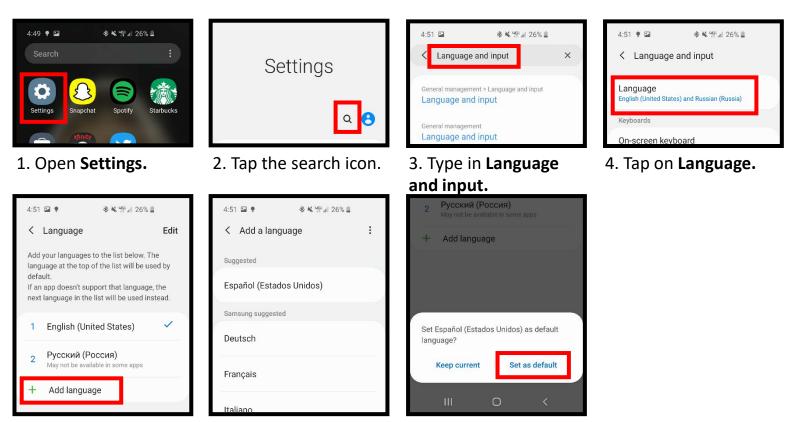
6. Select the participants you want to call. Click the **video icon** for a video call, or the **phone icon** for a voice call.





## **Changing the Language**

WhatsApp will usually follow the language of your phone. To change the language of your phone, follow these steps:



5. Tap Add language.

 Scroll to find desired language and tap on it. 7. Tap Set as default.

### **Additional Resources**

#### How To Videos:

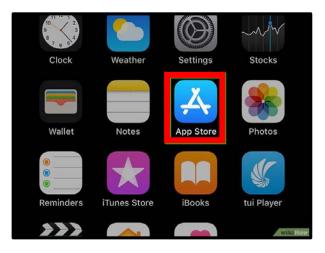
<u>https://www.youtube.com/watch?v=TbIDK2VETLk</u> – English <u>https://www.youtube.com/watch?v=izmMKrzQoZ4</u> – Spanish <u>https://www.youtube.com/watch?v=UM1QCwdpT2Q</u> – French <u>https://www.youtube.com/watch?v=IWNRsqm1jDM</u> – Swahili



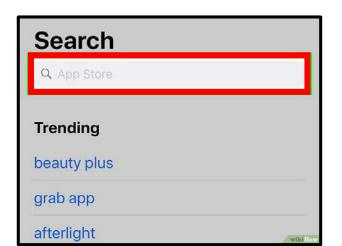




### Step 1: Download WhatsApp



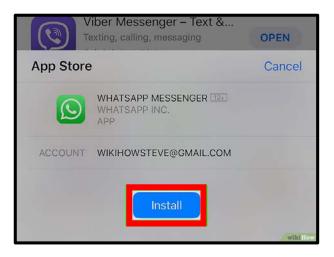
1. Open iPhone App Store.



2. Tap Search.



3. Type Whatsapp.



4. Tap **Install**. When app has downloaded, tap **Open**.





12:11 -



### Step 2: Set Up WhatsApp

When you open the app for the first time, you will need to set it up. You will only need to do this upon your first use.

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2. Tap Allow.



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Is your ph	one number a correct?	bove
Edit	Yes	5

3. Enter your phone number and tap **Done**.

4. Tap **Yes.** 



5. You will receive a text message with a code. Enter the code here. The app will verify your code.



6. Type your name and tap **Done.** 







### **Step 3: Adding Contacts**

WhatsApp adds the contacts on your phone to the app. To add a contact to your phone, follow these steps. Otherwise, skip to the next section.

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Open the Phone
 icon on your phone.
 Then tap the + icon to
 add a contact.

2. Enter the contact's name and phone number, then tap **Save.** 

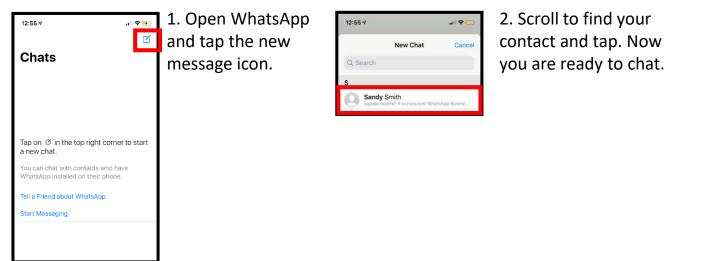




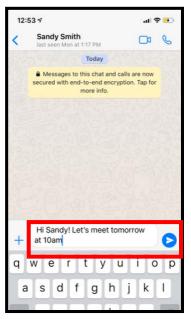


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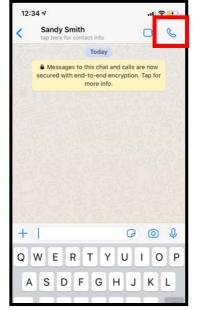
### Text Chat



In the chat window, type your message at the bottom of the screen, then tap the arrow to send.

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### Voice Call



To start a voice call, click on the phone icon.

## Video Call



To start a video call, click on the camera icon.

### **Voice Recording**

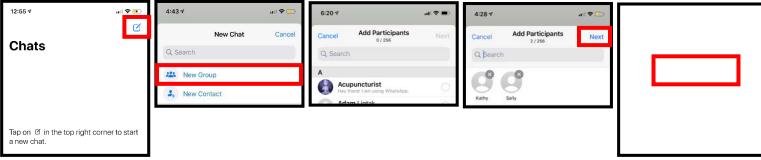


To make an audio recording, hold down the microphone button and speak. Let go when finished.





### Step 5: Creating a Conversation with 3 or More Participants

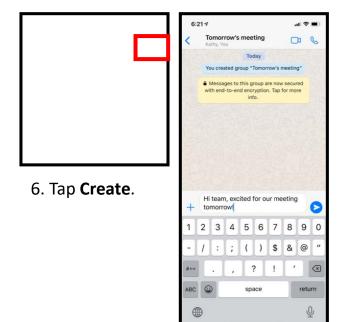


- 1. Open WhatsApp and tap the New Message icon to start a chat.
- 2. Tap New Group.

3. Select contacts to add.

4. Tap Next.

- 5. Type subject for the group.



7. Type your message and tap the Send icon.







### **Changing the Language**

WhatsApp will usually follow the language of your phone. To change the language of your phone, follow these steps:

Calendar	Photos	Camera	Weather		Cellular	011 >	Accessibility	>	1:02 প	al 🕈 💽	1:02 7	ul 🗢 🗖
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1. Op	en <b>S</b>	ettin	ngs.	2.	Tap on <b>Genera</b>	al.	3. Tap Languag	ge &	4. Tap <b>Oth</b>	er	5. Select t	he

Region.

languages.

5. Select the desired language.

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English (New Zealand)	
Would you like to change the iPhone language Spanish (US)?	to
Change to Spanish (US)	
Keep English	
Cancel	
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6. Tap Change to [your language].

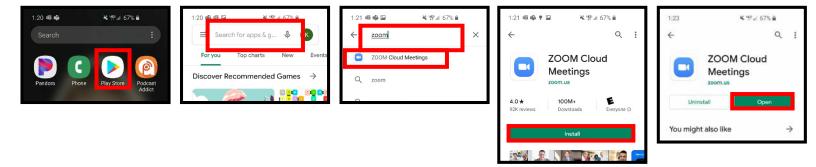






This Zoom guide is meant to guide clients in downloading Zoom and joining a meeting. Service providers and volunteers should use the Zoom guide for their computer to create an account and set up meetings.

### Step 1: Download Zoom



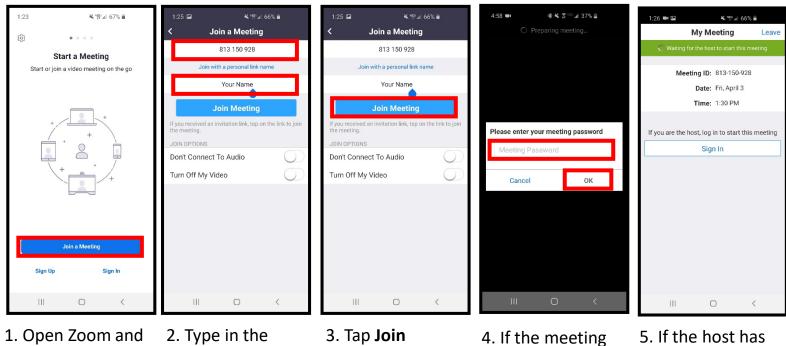
1. Open the **Play** Store.

2. Select the search bar.

3. Type in **Zoom** and tap **Zoom Cloud Meetings.**  4. Tap Install.

5. Once install is complete, tap **Open.** 

## Step 2: Join a Zoom Meeting



1. Open Zoom ar tap **Join a Meeting.**  2. Type in the Meeting ID and your name.

3. Tap **Joi**i Meeting.

4. If the meeting has a password, enter it and tap **Ok.** 

5. If the host has not joined yet, you will see this screen.

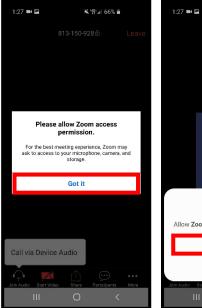






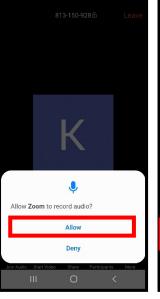
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## Step 2: Join a Zoom Meeting (Continued)



a meeting.

Tap Got it.



5. Once the host joins, you will see you join a this screen the first time you join see this screen. Tap Allow.

6. The first time meeting, you will



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7. Tap Call via **Device Audio.** 

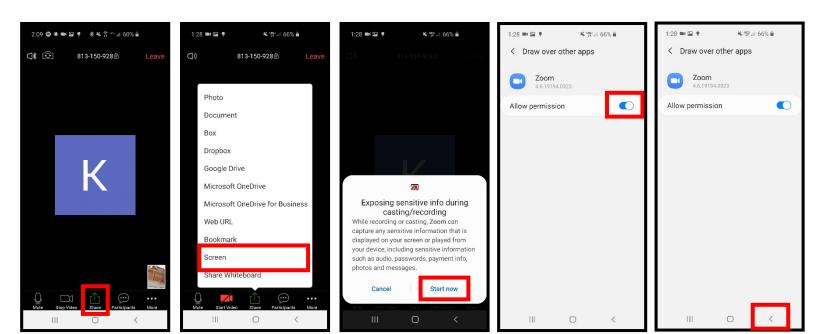


8. To start video, tap the Start Video icon.

Allow Zoom to take pictures and record video Allow Deny

1:27 🛋 🕈 🖬

9. The first time you share video, you will see this screen. Tap Allow.



10. To share your screen, tap the Share icon.

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12. The first time you share screen, you will see this screen. Tap Start now.

13. Tap the toggle to allow Zoom to view your screen.

14. Tap the **back** button. You are now ready to share.





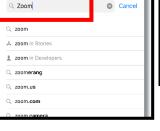
This Zoom guide is meant to guide clients in downloading Zoom and joining a meeting. Service providers and volunteers should use the Zoom guide for their computer to create an account and set up meetings.

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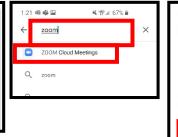
1. Open the Play

Store.



2. Select the

search bar.



3. Type in **Zoom** 

**Cloud Meetings.** 

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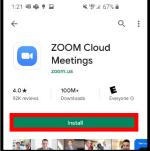
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and tap **Zoom** 

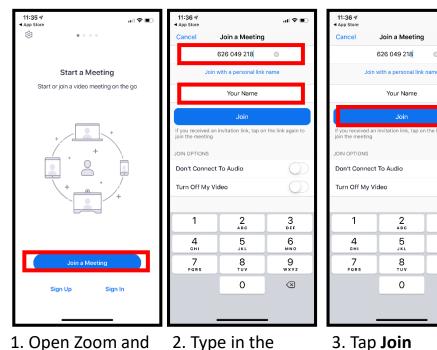


4. Tap Install.



5. Once install is complete, tap **Open.** 

## Step 2: Join a Zoom Meeting



Meeting ID and

your name.

3. Tap **Join** Meeting.



4. If the meeting has a password, enter it and tap ok.

11:36 √		.ıl ≎ ■)
	My Meeting	Leave
Waiting for	the host to start thi	s meeting
Meeting ID		626-049-218
Time	12:00 PM Eastern	Daylight Time
Date		2020-04-06
IF YOU ARE THE THIS MEETING	E HOST, SIGN IN TO STA	RT
	Sign In	

5. If the host has not joined yet, you will see this screen.



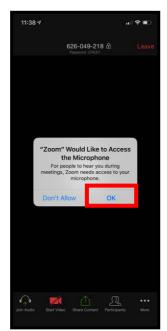
tap Join a

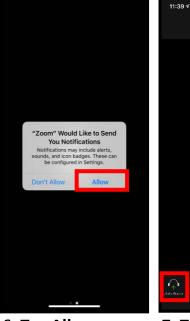
Meeting.



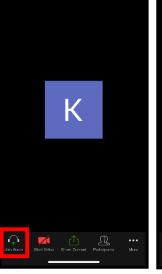


## Step 2: Join a Zoom Meeting (Continued)



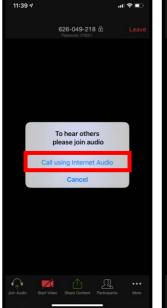


6. Tap Allow.



626-049-218 🖗

7. Tap Join Audio.

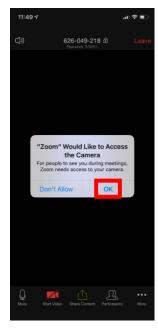


8. Tap Call using Internet Audio.

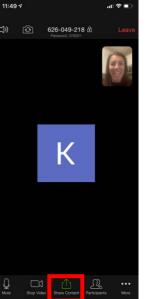


9. You can now hear and speak in the call. To enable video, tap Start Video.

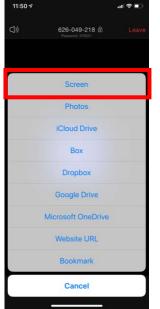
5. Once the host joins, you will see this screen the first time you join a meeting. Tap Ok.



10. Tap Ok.



11. To share your screen, tap Share Content.



12. Tap Screen.



13. Select the application you want to share and tap Start Recording.



14. Go to the app you want to share. Tap Stop Recording when done.







### Step 1: Download Zoom

### 1. Type or paste the following **link** in your web browser:

https://www.zoom.us/download

zoom	SOLUTIONS 🗸	PLANS & PRICING	CONTACT SALES	JOIN A MEE	TING HOST A MEETING +	SIGN IN	SIGN
		Weh	ave developed resources to help you throu	gh this challenging time. Click here to	learn more.		
			Download Center	Downlo	ad for IT Admin 👻		
			Zoom Client for Meeting The web browser client will download automa meeting, and is also available for manual down Download Version 4.6.9	tically when you start or join your first Zoc Ioad here.	m		
E	Do you want to u	n or save ZoomInsta	Zoom Plugin for Microso The Zoom Plugin for Outlook Installs a button Iler.exe (10.7 MB) from d11yldzmag5yn.cloud	on the Microcoft Outlook tool har to enab	Run Save 🔻	Cancel	×

#### 2. Click **Download.**

3a. Click the **Run** button on the bottom of the page.

h video	Improve customer experiences & communications	Read our blog
🖸 Zoom Ins	taller	X
_	Installing	
inar	21%	
4. You will	see the above page show up	on vour sci
	nishes installing on your Win	-

3b. You might see this on your screen instead, if so click on **ZoomInstaller.exe.** 







### Step 2: Set Up Zoom

When you open Zoom for the first time, you will need to set it up. You will only need to do this upon your first use.

Zoom Cloud Meetings	zoom	50	×
	Join a Meeting Sign In		
	Version: 4.6.9 (19253.0401)		

Enter your email			٩	Sign In with SSO
Enter your password	Forgot?	or	G	Sign In with Google
C Keep me signed in	Sign In		f	Sign In with Facebook

1. The following window will pop up on your computer once Zoom has been installed on your machine. Click the **Sign in** button. 2. Navigate to the bottom right of the page and select **Sign Up Free**. A browser window will open.

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🗰 Apps \star Bookmarks 🔰 Accenture Portal 🔘 Leading with	Analyt						
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2. Enter in the month, day and year of your birth. Click Continue.







## Step 2: Set Up Zoom (Continued)

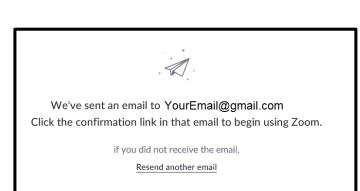
_	vork email address
1	)
	protected by reCAPTCHA and the <b>Privacy Policy</b> and <b>Terms</b> ce apply.
	Sign Up
By s	igning up, I agree to the Privacy Policy and Terms of Service.
By s	
By s	gning up, I agree to the Privacy Policy and Terms of Service.

3. Enter your email address and click **Sign Up.** 

If you have a Google account, you can scroll down and **Sign in with Google.** Skip to step 7 if you want to sign in with Google.

Welcome to Zoom/				
To activate your ad	count please	slick the button bei	ow to verify your e	mail address:
		Activate Acco	Hant	
By click	ng this button.	you confirm that y	ou are at least 16	years of age.

5. Select **Activate Account** found in the Zoom email sent to your provided email.



4. The following window will appear. Log in to your email account and open the Zoom email.

	lcome to Zoom
	remail@qmail.com Your account has been successfully created. Ple: name and create a password to continue.
First	Name
Last	Name
Pass	word
Conf	firm Password
By signin	g up, I ogree to the Privacy Policy and Terms of Service.
	Continue

6. Enter in your name and a new password. Select **Continue.** 







### Step 2: Set Up Zoom (Continued)

	Welcome to Zoom
	Hi, vouremail@qmail.com Your account has been successfully created. Please list your name and create a password to continue.
	First Name
	Last Name
Welcome to Zoom/	Password
To activate your account please click the button below to verify your email address:	Confirm Password By signing up, I agree to the Privacy Palicy and Terms of Service.
By clicking this button, you confirm that you are at least 16 years of age.	Continue

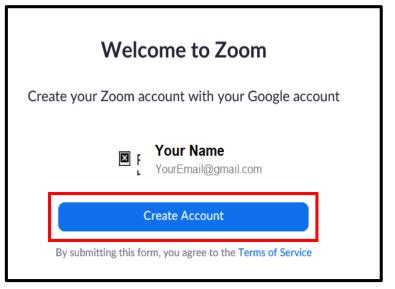
5. Select **Activate Account** found in the Zoom email sent to your provided email.

6. Enter in your name and a new password. Select **Continue.** 

#### Continue here if using your Google account:

Sign in to continue to Zoom
to continue to Zoom
Email or phone
1
Forgot email?
i sigot cinani

7. Enter your **Gmail** account information and select **Next** to enter password.



8. Select Create Account.







### Step 3: Sign Into Zoom

After initial set up, you will be asked to sign into Zoom when you open it.

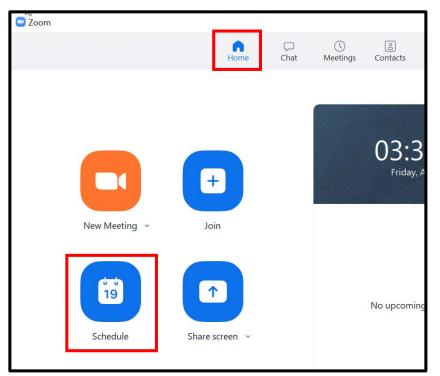
Zoom Cloud Meetings					-	×
Sign In						
Enter your email			٩	Sign In	with SSO	
Enter your password	Forgot?	or	G	Sign In w	ith Google	
C Keep me signed in	Sign In		f	Sign In wit	th Facebook	
< Back					Sign Up	Free
5a. Enter your email and pass Sign In button.	sword then press tl	he	-	-	n with your G n In with Goo	-







### **Step 4: Create a Zoom Meeting**



1. Select **Home** from the menu at the top of the page and select **Schedule.** 

Торіс	
Meeting Exa	ample
Start:	(Fri April 3, 2020 V 04:00 PM
Duration:	0 hour  v  30 minutes  v
Recurrin	g meeting Time Zone: Eastern Time (US and Canada) 🗸
Generati	Automatically     Personal Meeting ID 678-470-9106
Password Require Video	

2. Enter the meeting title in the **Topic** Section.







## Step 4: Create a Zoom Meeting (Continued)

dit Meeting	eetir	ng							×		ange the meeting date and time, drop down arrow to show the
		-								calenda	-
Topic Meeting Exam	nple										
incoding Exam	.p.c							$\checkmark$		-	
Start:	Sat Ap	ril 4, 20	20				`	04:00 PM	×	2 1/60 +	be left and right arrows to
Duration:		Aŗ	pril 20	20		•	• •	<b>—</b>			he left and right arrows to the month/year.
Recurring	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Fime (US and	Canada) 🗸	Change	the month year.
Meeting ID						3	4			-	
Generated	5	6	7	8	9	10	11	470-9106			
	12	13	14	15	16	17	18				lect the meeting day, click on the
Password										desired	date on the calendar below.
✓ Require m	19	20	21	22	23	24	25			-	
Video	26	27	28	29	30	1	2			-	
Host: 🕖 On	3	4	5	6	7	8	9			4. Use tl	he up and down arrows to
Audio										change	the time.
O Telephone	(	Com	puter	Audio		O Te	elephone	and Computer /	Audio		
Dial in from	Edit									-	
Calendar											
		$\cap$	Good	alo Cale	andar			Other Calend	arc		
								Save	Cancel		
										J	
Start:	Sa	t April	I 4, 20	020				~	04:00 PM		<ul> <li>5. Use the drop-down menus</li> </ul>
Duration:		) hour			~	3	0 minu	tes 🗸			to change the <b>Duration.</b>
O Bagurri		ting					Time	Vanai Fastarn	lines (US and Can	ada)	<b>NOTE:</b> Zoom Basic Plans only
C Recurri	ng mee	ting				_			Time (US and Can		allow for maximum duration of
Meeting I	D								Time (US and Ca	nada)	40 minutes if a meeting has
O Genera	ted ID	144-42	25-09	5	$\bigcirc$	Per	(GMT-(	)4:00) Indiana	(East)		more than 2 participants
							(GMT-(	04:00) Puerto	Rico		6. Use the drop-down menu
Password				_			(GMT-(	04:00) Caracas			to change the <b>Time Zone.</b>
🗸 Require	e meetir	ng pas	sword	1 (01	2283		(GMT-(	04:00) La Paz			
Video							(GMT-(	04:00) Guyana			
Host: (	On 🔿	Off		Partici	nante	$\cdot$	(GMT-	03:00) Halifax			
		UII		i ai ticl	pants	. U					





## Step 4: Create a Zoom Meeting (Continued)

Schedule meeting ×	ן	
Schedule Meeting		
Торіс		
Meeting Example		
Recurring meeting	7. Select <b>G</b> Meeting II	enerate Automatically for D.
Generate Automatically     Personal Meeting ID 678-470-9106		
Password Require meeting password		equire meeting password ded security.
Video       Host:     On       Off     Participants:       On     Off		
Audio         Telephone       Computer Audio         Telephone       Computer Audio         Edit		<b>oth</b> for Audio to allow ts to use phone or computer
Calendar		
Outlook O Google Calendar O ther Calendars		
Advanced Options ~ Schedule Cancel		
Advanced Options ^		10. Select the drop icon for <b>Advance Options</b> and Check
Enable join before host		the box on any of the
Mute participants on entry		meeting options above as needed.
Automatically record meeting on the local computer		
Schedule	Cancel	11. Click <b>Schedule</b> .







### **Step 5: Invite Others to a Zoom Meeting**

🔜 Zoom						- 🗆 X
		G Home	Chat	<b>U</b> Meetings	2 Contacts	Q Search
С	Upcoming Recorded	+				
	678-470-9106 My Personal Meeting ID (PMI)			eting E	xample	
Sat, A	Apr 04			ng ID: 335-45		
4:00 F	e <b>ting Example</b> PM-4:30 PM ing ID: 335-459-222		Sta Hide M	leeting Invitation	Copy Invitation	ed Zoom meeting.
4:00 F	ting Example PM-4:30 PM ing ID: 144-425-095		Time: A Join Zo https://	Meeting Examp Apr 4, 2020 04: om Meeting /zoom.us/j/335 g ID: 335 459 ;	00 PM Eastern Time (US 5459222	S and Canada) T

1. Once you have saved your meeting, navigate to the Meetings page using the menu at the top.

2. To invite others to the meeting, select the meeting and select **Copy Invitation**, which includes **Meeting ID**, a link to join and the password (if applicable). Paste into an email or text to send to attendees.

3. When you are ready to start the meeting, click the **Start** button beneath the meeting details.





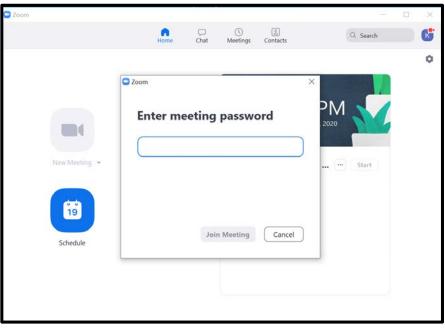


## Step 6: Join a Zoom Meeting

Home	Ç Cha	
		Zoom ×
		Join Meeting
		Enter meeting ID or personal link name
New Meeting ~ Join		Enter your name
		Do not connect to audio
Schedule Share screen ~		Turn off my video     Join   Cancel

1. Navigate to the Home screen from the menu at the top of the page. Click **Join.** 

2. Enter the 6 digit **Meeting ID** or **Personal Link Name** given to you by the meeting organizer. Click **Join.** 



3. Enter the meeting password if asked.

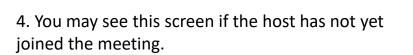






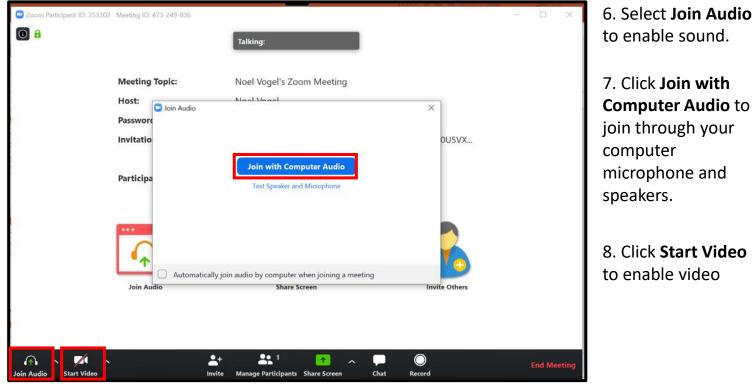
### Step 6: Join a Zoom Meeting (Continued)

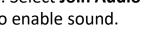
			-
O Please wa	it for the host	to start this m	eeting.
	Start: 10:00 Al	vi	
	My Meeting		
	Test Computer A	Audio	
If you are t	the host, please login t	to start this meeting.	



Meeting Topic:	My Meeting	
Host Name:	Susie Smith	
Invitation URL:	https://us04web.zoom.us/j/48762792	7
	Copy URL	
Participant ID:	827162	
( <sub>1</sub> )	Ľ	Č
Join Audio	Share Screen	Invite Othe
mputer Audio Connected		

5. The above screen will appear once the host has joined the meeting.





7. Click Join with Computer Audio to join through your microphone and

8. Click Start Video







## **Step 7: Share Screen in a Zoom Meeting**

Zoom			-	×
		Talking:		
	Meeting Topic:	Meeting Example		
	Host:			
	Invitation URL:	https://zoom.us/j/335459222		
		Copy URL		
	Participant ID:	473955		
Con	Join Audio	Share Screen		

1. In the meeting, select Share Screen.

Select a window or an application that you wan	Basic Adva	nced Files	×
	2		
Screen	Whiteboard	iPhone/iPad	
	Meeting Example - Meeting	Activate your account - Zoom - G.	
Spotify Premium	creen Sharing for Video Clip		Share

2. Select Screen to share your whole desktop screen. Then click Share.





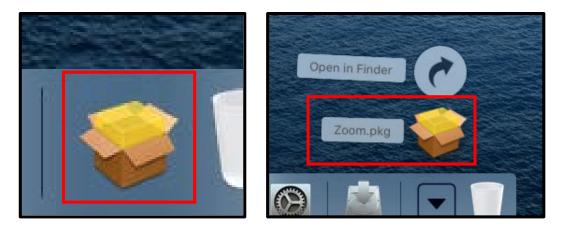


## Step 1: Download Zoom

## 1. Type or paste the following **link** on your web browser: https://www.zoom.us/download

zoom	SOLUTIONS +	PLANS & PRICING	CONTACT SALES	JOIN A MEETING	HOST A MEETING +	SIGN IN	SIGN
		We	have developed resources to help you through this challenging time	Click here to learn	more.		
			Download Center	Download for	IT Admin 👻		
			Zoom Client for Meetings The web browser client will download automatically when you start or joi meeting, and is also available for manual download here. Download Version 4.6.9 (19253.0401)	n your first Zoom			

2. Click Download.



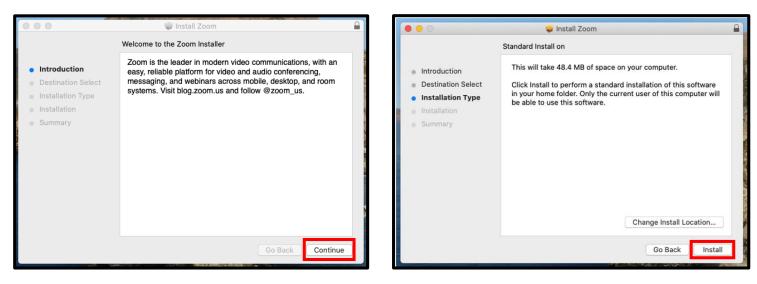
3. Click the **download icon** on your home screen and open **Zoom.pkg.** 





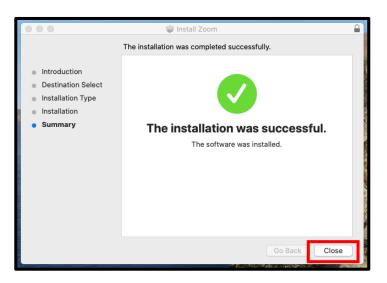


### Step 1: Download Zoom (Continued)



4. Click **Continue** to proceed.

5. Click Install.



6. When the software is finished installing, the above message should appear on your screen. Click **Close.** 

# accenture





### Step 2: Set Up Zoom

When you open Zoom for the first time, you will need to set it up. You will only need to do this upon your first use.

••	••
zoom	Sign In Sign Up Free
	Email Sign In with SSO
Join a Meeting	Password Forgot? or G Sign In with Google
Sign In	Keep me signed in     Sign In     Sign In     Sign In     Sign In
Version: 4.6.9 (19273.0402)	< Back

1. After installing, the Zoom window, shown above, should have popped up on your screen. Click **Sign In.** 

2. Select Sign Up Free.

our w	vork email address
Į.	
	protected by reCAPTCHA and the Privacy Policy and Terms ce apply.
	の時代に発行す
	Sign Up
By si	Sign Up gning up, I agree to the Privacy Policy and Terms of Service. Or
By si	gning up, I agree to the Privacy Policy and Terms of Service.

3. Enter your email address and click Sign Up.

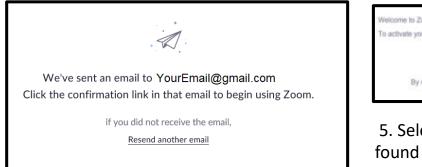
If you have a Google account, you can scroll down and **Sign in with Google.** Skip to step 7 if you want to sign in with Google.







## Step 2: Set Up Zoom (Continued)



4. The following window will appear. Log in to your email account and open the Zoom email.

Welcome to Zoom!		
To activate your account plea	ase click the hutton below to verify your em	all address:
	Activate Account	
	tton, you confirm that you are at least 16 ye	

5. Select **Activate Account** found in the Zoom email sent to your provided email.

	ouremail@gmail.com			uccessfully cre	ated. Ple
	st Name				
Las	st Name			]	
Pa	ssword				
Co	nfirm Password				
y sign	ing up, I agree to the Priv	acy Policy and	d Terms of Serv	ice.	

6. Enter in your nameand a new password.Select **Continue.** 





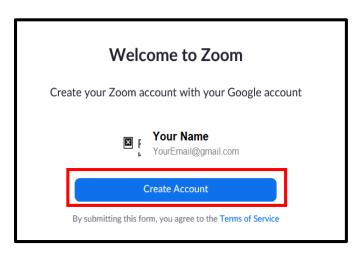


## Step 2: Set Up Zoom (Continued)

#### Continue here if using your Google account:

	И
Sigr	nin
to continue	
Email or phone	
Forgot email?	
Create account	Next

7. Enter your **Gmail** account information and password. Click **Next.** 



8. Select Create Account.







### Step 3: Sign Into Zoom

After initial set up, you will be asked to sign into Zoom when you open it.

JOIN A MEETING	HOST A MEETING 👻	SIGN IN	SIGN UP, IT'S FREE

1. Navigate to the menu on the top righthand side of the screen. Select Sign In.

Sign In	G Sign in with Google
Email address	
Password Password	Choose an account
Sign In Forgot password? Stay signed in	Rob Smith rob.smith@gmail.com
or	Ose another account
G Sign in with Google	To continue, Google will share your name, email address, language preference, and profile picture with Zoom. Before using this app, you can review Zoom's <b>privacy policy</b> and
f Sign in with Facebook	terms of service.
New to Zoom? Sign Up Free	

2. Enter your email address and password and click **Sign In.** Or, to sign in with your Google account, select **Sign in with Google**. 3. If signing in with your Google account, select the account you wish to log in with.







### Step 4: Create a Zoom Meeting

SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING +	R
			_

1. Navigate to the menu on the top right of the screen. Select **Schedule a Meeting.** 

PERSONAL	Upcoming Meetings	Previous Meetings	Meeting Templates	Get Training
Profile		-		
Meetings	Schedule a New Meeting			
Webinars				
Recordings	Start Time 💠	Topic \$	Meeting ID	
Settings			The user does not have any upcoming meetings. schedule a new meeting click Schedule a Meeting.	

2. Under the Meetings tab, select Schedule a New Meeting.

PERSONAL	My Meetings > Schedule a N	Meeting	
Profile			
Meetings	Schedule a Meeting		
Webinars	Торіс	My Meeting	
Recordings	Description (Optional)	Enter your meeting description	
Settings		<u> </u>	
ADMIN	When	04/02/2020 III 12:00 · PM ·	
> User Management			
> Room Management	Duration	1 · · hr 0 · · min	
> Account Management		Your Zoom Basic plan has a 40-minute time limit on meetings with 3 or more participants.	
> Advanced		Upgrade now to enjoy unlimited group meetings.Upgrade Now Do not show this message again	
	Time Zone	(GMT-7:00) Pacific Time (US and Canada) $\sim$	
Attend Live Training			⑦ Help
Video Tutoriale		Recurring meeting	() Help

3. Enter a name, date and time, and duration for your meeting. **NOTE:** *Zoom Basic Plans only allow for maximum duration of 40 minutes if a* 

meeting has more than 2 participants

Meeting Password 

Require meeting password

4. Check Require meeting password box for added security.





5. Scroll down and click **Save** to schedule your meeting.





## **Step 5: Invite Others to a Zoom Meeting**

PERSONAL Profile	Upcoming Meetings	Previous Meetings	Personal Meeting Room	Meeting Templates	Get Training
Meetings	Schedule a New Meeting	1			
Webinars				-	
Recordings	Start Time ::	Topic :		Meeting ID	
Settings	Today 03:30 PM	My Meeting		235-857-384	Start Delete
ADMIN					
> User Management					
> Room Management					
> Account Management					
> Advanced	Save time by schedul	ing your meetings directly f	from your calendar.		
	Microsoft O Add Zoom	utlook Plugin	Chrome Extension Download		

1. Under the **Meetings** tab, select the meeting you want to invite others to.

PERSONAL Profile	My Meetings > Manage "	Ay Meeting" Start this Meeting
Meetings	Topic	My Meeting
Webinars Recordings Settings	Time	Apr 3, 2020 03:30 PM Pacific Time (US and Canada) Add to 3 Google Calendar Outlook Calendar (.ics) Yahoo Calendar
ADMIN	Meeting ID	235-857-384
> User Management	Meeting Password	imes Require meeting password
Room Management     Account Management	Join URL:	https://us04web.zoom.us/x/235857384 Copy the invitation
> Advanced	Video	Host Off Participant Off
Attend Live Training	Audio	Telephone and Computer Audio

2. Select Copy the invitation.







### Step 5: Invite Others to a Zoom Meeting (Continued)

Copy Meeting Invitation		×
leeting Invitation		
Rob Smith is inviting you to a scheduled	d Zoom meeting.	
Topic: My Meeting Time: Apr 3, 2020 03:30 PM Pacific Time	e (US and Canada)	
Join Zoom Meeting https://us04web.zoom.us/x/235857384	4	
Meeting ID: 235-857-384		

3. Click Copy Meeting Invitation.

4. Open your email account and start a new message. **Right Click and Paste** the text into the email. Don't forget to add recipients and a subject. Click **Send** to send the meeting invite.

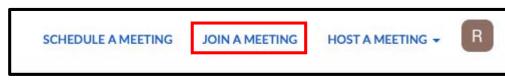
You can also text this information to participants.



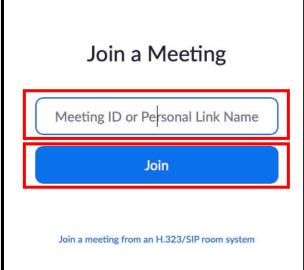


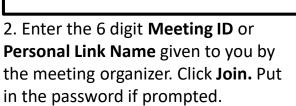


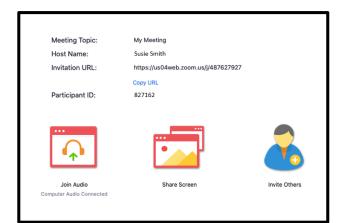
## **Step 6: Join a Zoom Meeting**



1. Navigate to the menu on the top right of the screen. Click **Join a Meeting.** 

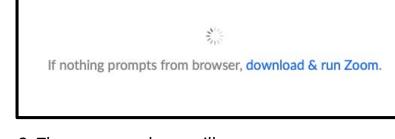






4. If the host has not joined the meeting yet, you will be asked to wait. The above screen will appear once the meeting has opened.



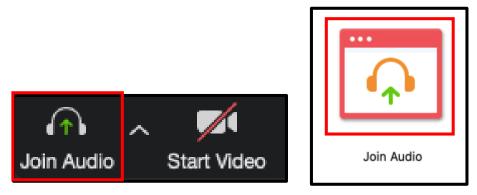


3. The message above will appear as the meeting is loading.





## Step 6: Join a Zoom Meeting (Continued)



5. To join audio navigate to the menu on the bottom of the meeting screen. Select **Join Audio.** You can also join by selecting the icon for **Join Audio** in the middle of the screen.

Computer Audio	
Join With Computer Audio	
Test Speaker and Microphone	

6. Select **Join With Computer Audio** from the pop up that appears on the screen.



7. To enable video, navigate to the menu on the bottom of the meeting screen. Select the icon for **Start Video**.



8. To stop the video, select the same icon, which should now say **Stop Video.** 



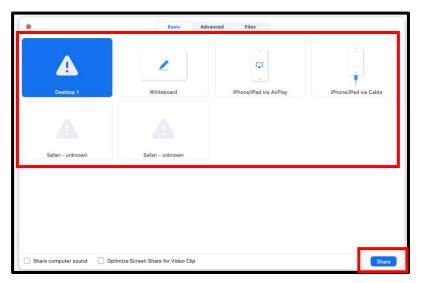




## **Step 7: Share Screen in a Zoom Meeting**



1. Navigate to the menu at the bottom of the meeting screen. Select the icon for **Share Screen**.



2. Select the screen you wish to share. Click **Share** to begin sharing with other participants.



3. To stop sharing your screen, navigate to the menu at the top of the screen. Select **Stop Share.** 



