

## Zoom User Guide

### Getting Started – Signing In

Here are some easy steps to follow to begin using Zoom. You can use Zoom on a computer (Windows, Mac, or Linux), tablet, mobile phone (Android or iOS), or landline phone.

- ✓ First, you will need to download the free Zoom desktop client or app (Zoom Cloud Meetings) onto your computer or mobile device. Click this link to download Zoom for the device you'll be using: <https://zoom.us/download>. If using a mobile device, you can also download the app via Google Play (Android) or the App Store (iOS). The Zoom icon looks like this:



- ✓ **If using a computer or mobile device (smartphone or tablet)**, simply click on the Zoom link that we sent you by email. The link appears under “Join Zoom Meeting” (e.g.: <https://zoom.us/j/XXXXXX>). This will bring you directly to the meeting.
- ✓ **If using a landline phone** (useful when your computer doesn't have a microphone or speaker, when you don't have a mobile phone, or when you can't connect to a network for video and computer audio), simply dial the dial-in number that appears in the email we sent you. The number appears under “Dial by your location” (e.g., +1 203 432 9666 US). Then, enter the provided meeting ID (e.g., 123 456 789, followed by the “#” sign). This will bring you directly to the meeting and will only give you audio.
- ✓ **If using a computer for video but a phone for audio**, join the Zoom meeting by clicking the link we sent you by email. You will be prompted to join the audio automatically, but if this prompt does not appear or if you close out of it, simply click **Join Audio** in the meeting controls at the bottom of the screen, then click **Phone Call**. Finally, follow the instructions above for dialing in.

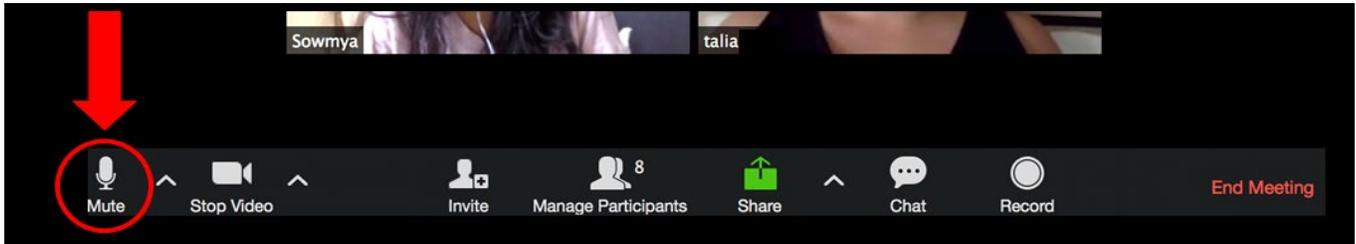
### Join A Test Meeting

- ✓ **To test your internet connection and audio**, join a test meeting at <https://zoom.us/test>. This will set up a meeting with only you as a participant.

### The Bells & Whistles

Once you've joined the meeting, you can access these meeting controls at the bottom of the screen (move your mouse to display the meeting controls):

- ✓ **Mute / Unmute:** Mute and unmute your microphone by clicking the icon in the bottom left corner of the screen:



### Tips

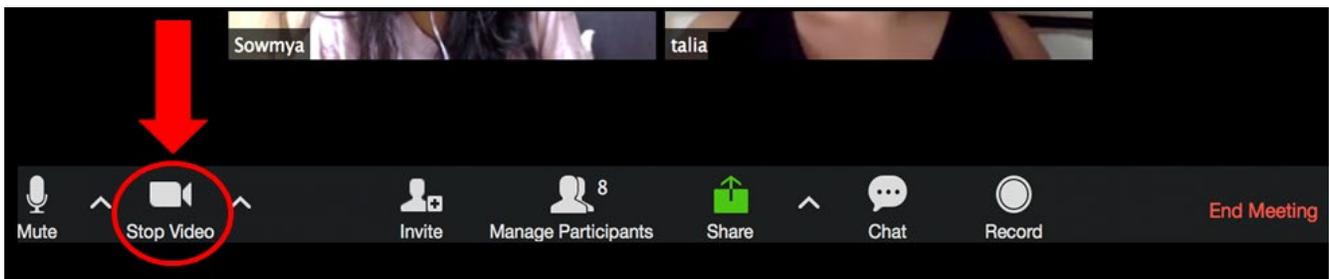
You can also use these keyboard shortcuts to mute or unmute yourself:

Windows: **Alt + A**

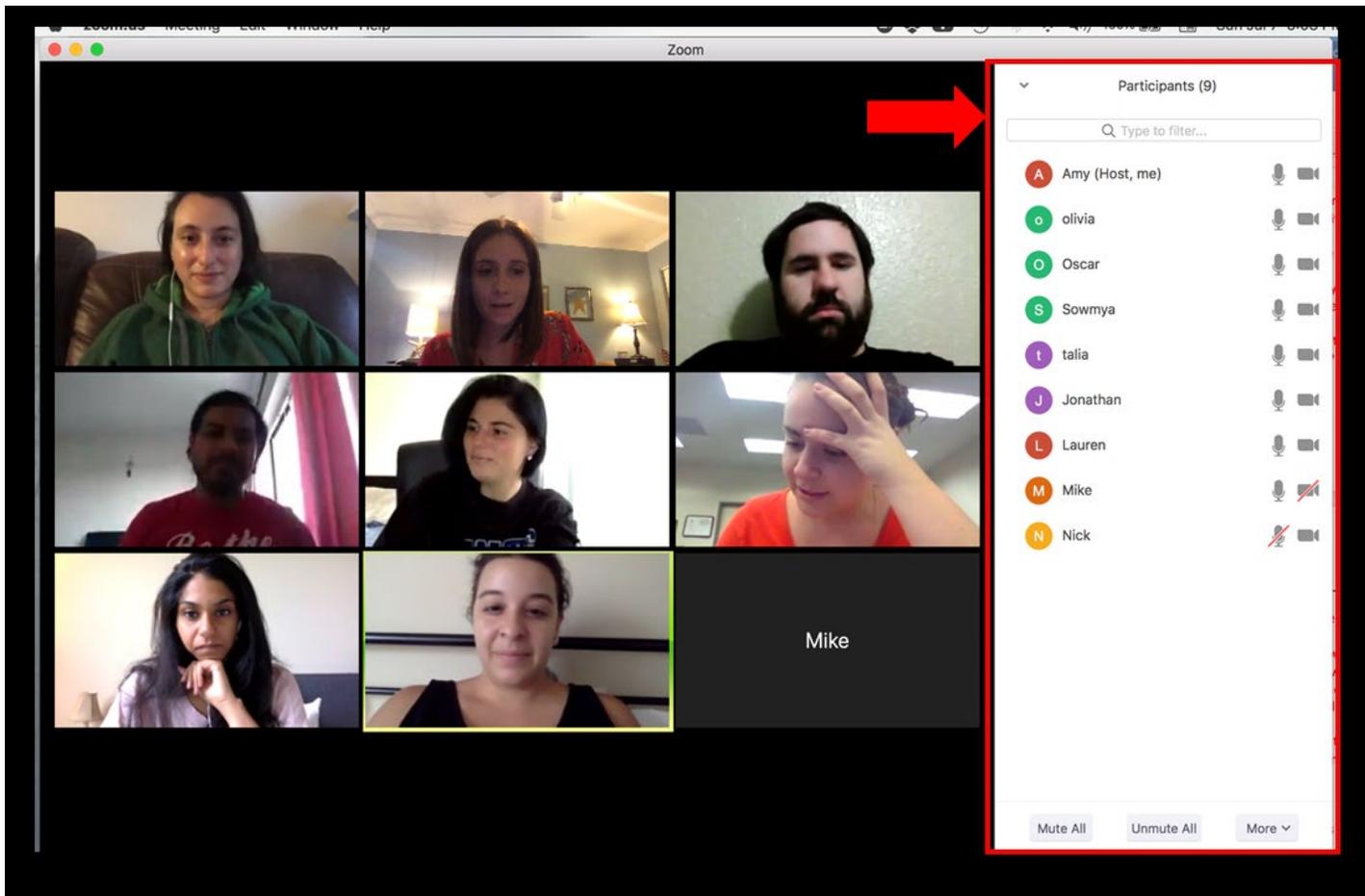
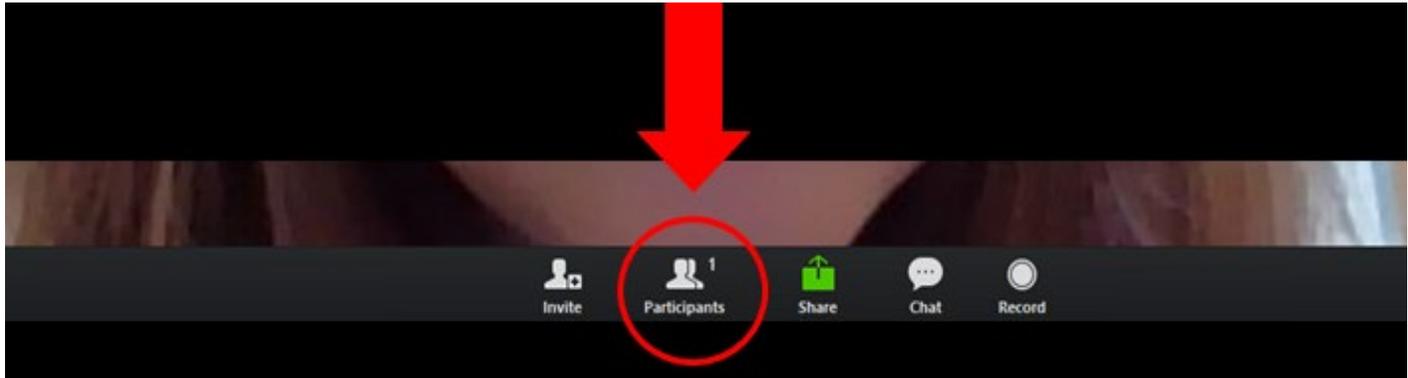
Mac: **Shift + Command + A**

OR, you can use the **Push to Talk** feature. This allows you to be muted by default throughout the meeting and to quickly unmute yourself by holding down the spacebar when you want to talk. To enable this feature in the Zoom Desktop Client, click on your profile picture and then click **Settings**. Click the **Audio** tab, select the option **Press and hold SPACE key to temporarily unmute yourself**, and you're done!

- ✓ **Audio Controls** (click the ^ arrow next to **Mute / Unmute**): This allows you to change the microphone and speaker that Zoom is currently using on your computer; leave computer audio; and access the full audio settings.
- ✓ **Start Video / Stop Video:** Clicking this icon turns your camera on or off:

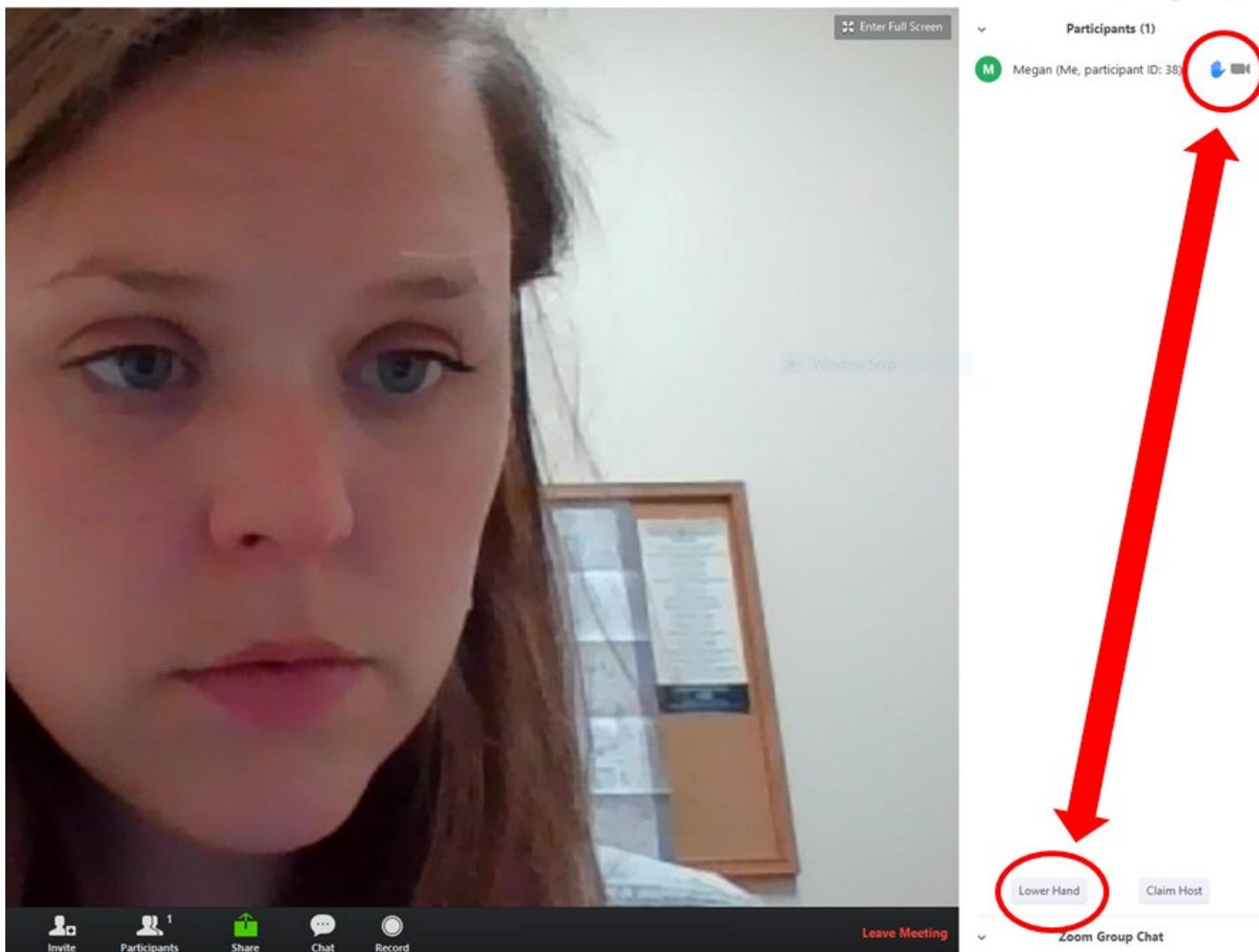


- ✓ **Video Controls** (click the ^ arrow next to **Start Video / Stop Video**): This allows you to change cameras if you have multiple cameras, or to access your full video settings.
- ✓ **Participants**: Clicking the **Participants** icon at the bottom of the screen opens a list of who's currently in the meeting:

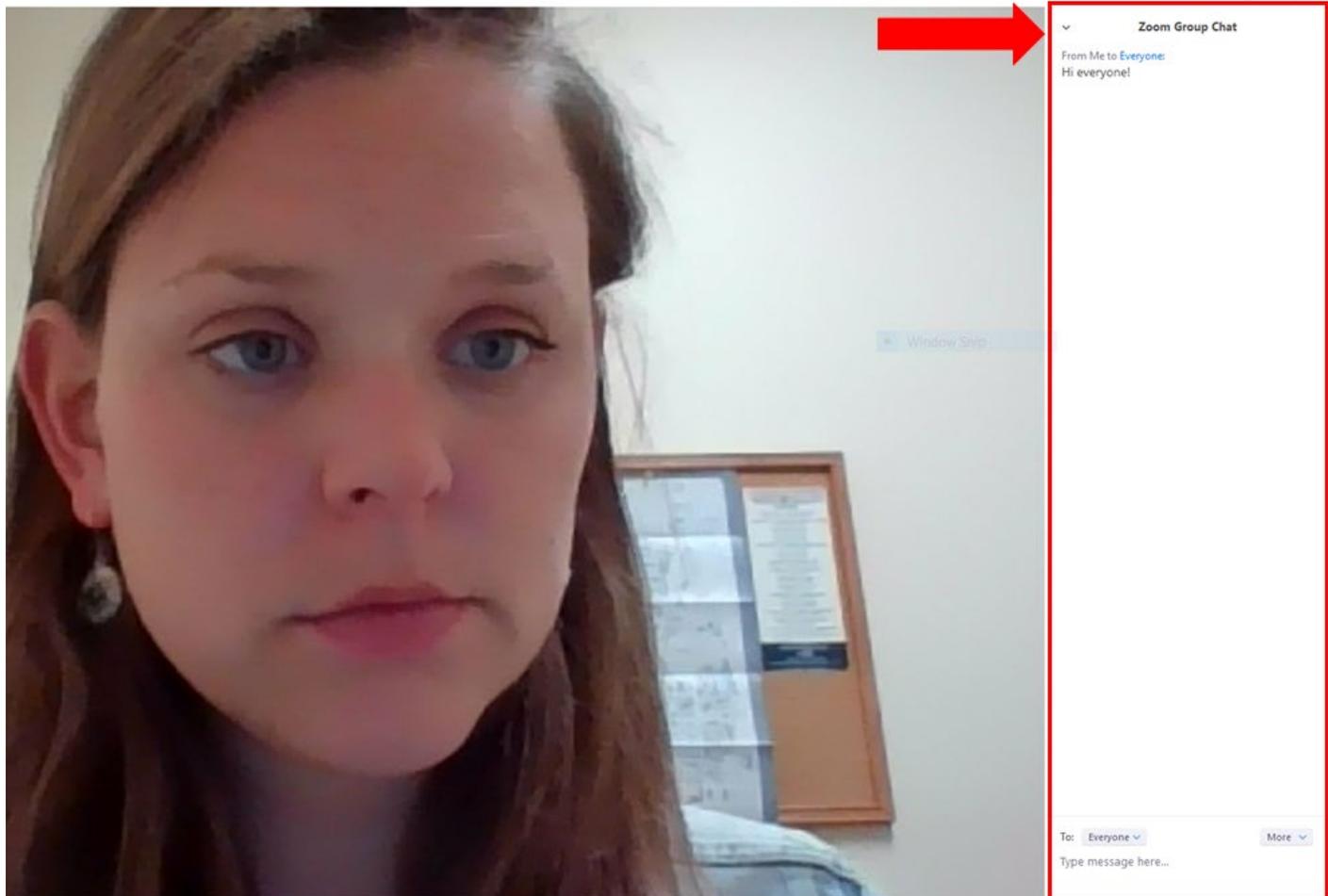
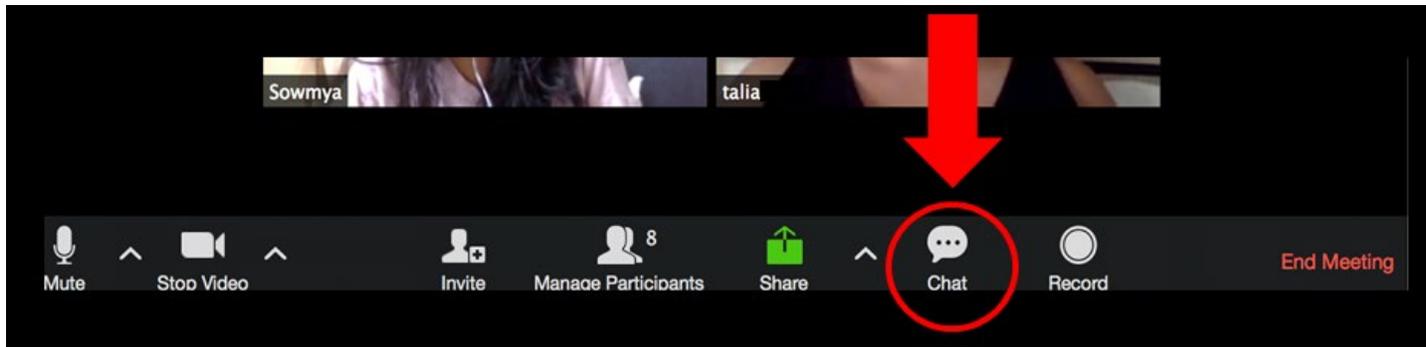


The Participants list also gives you access to these options:

- **Rename:** If you hover your cursor over your name, you can click **Rename** to change your screen name displayed to other participants.
- **Raise Hand:** If you click the **Raise Hand** button, it places an icon beside your name simulating a hand raise, which quickly notifies the meeting host (see below). Click the **Lower Hand** button to lower the hand.

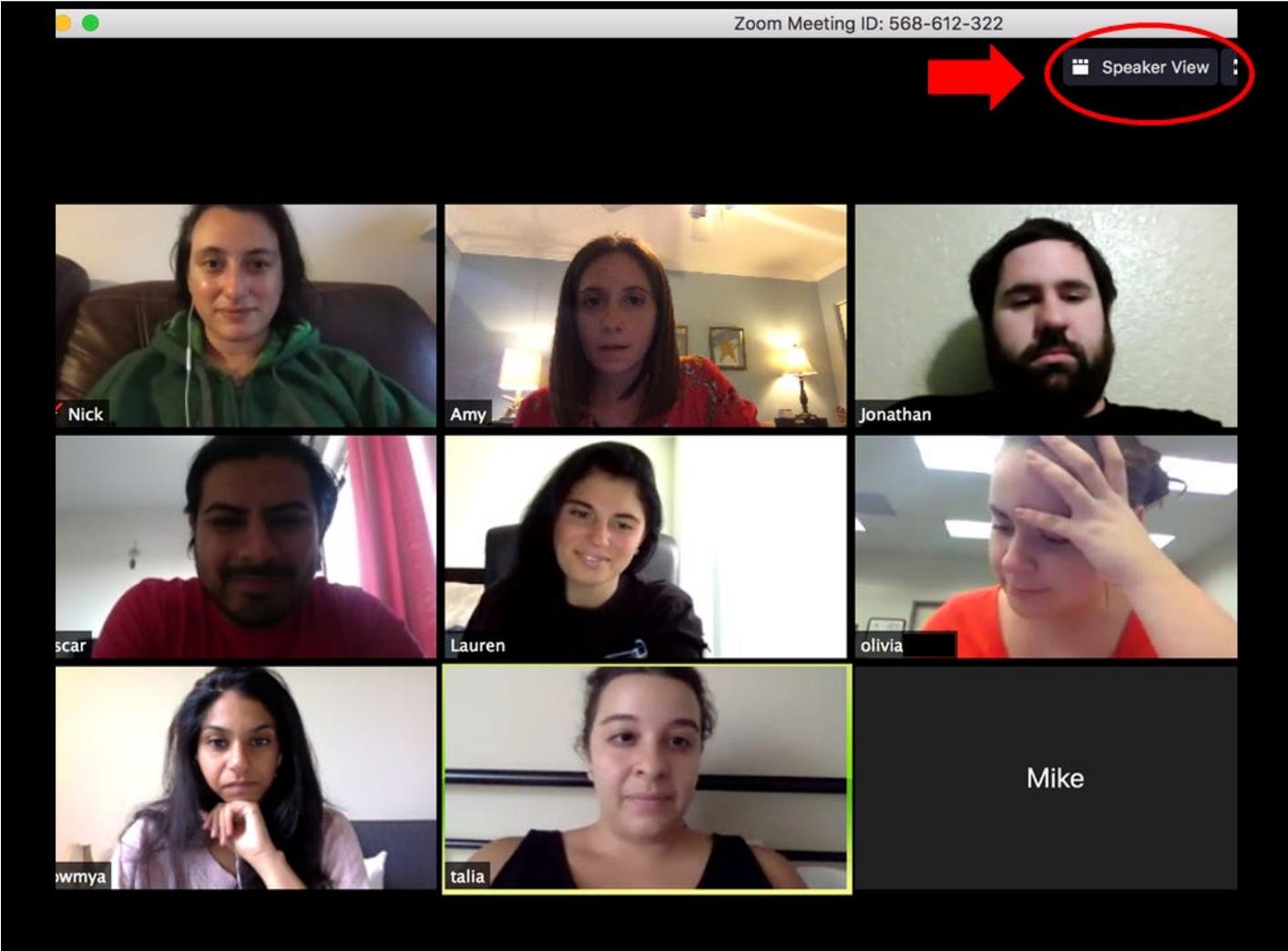


- **Chat:** Clicking the **Chat** icon at the bottom of the screen opens a chat window, allowing you to send public messages visible to all group members:

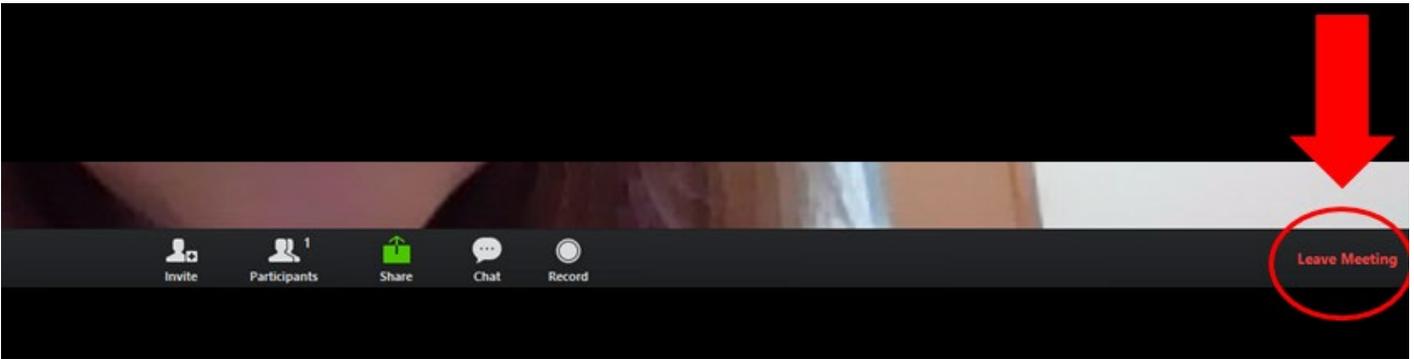


- **Participant View and Speaker View:** Clicking the icon in the top right corner of your screen (see below) allows you to switch between Participant View and Speaker View. Participant View (displayed below) allows you to see all the participants in the group at the same time. Zoom highlights whoever is speaking in yellow (in the example below, Talia is speaking). By contrast, Speaker View

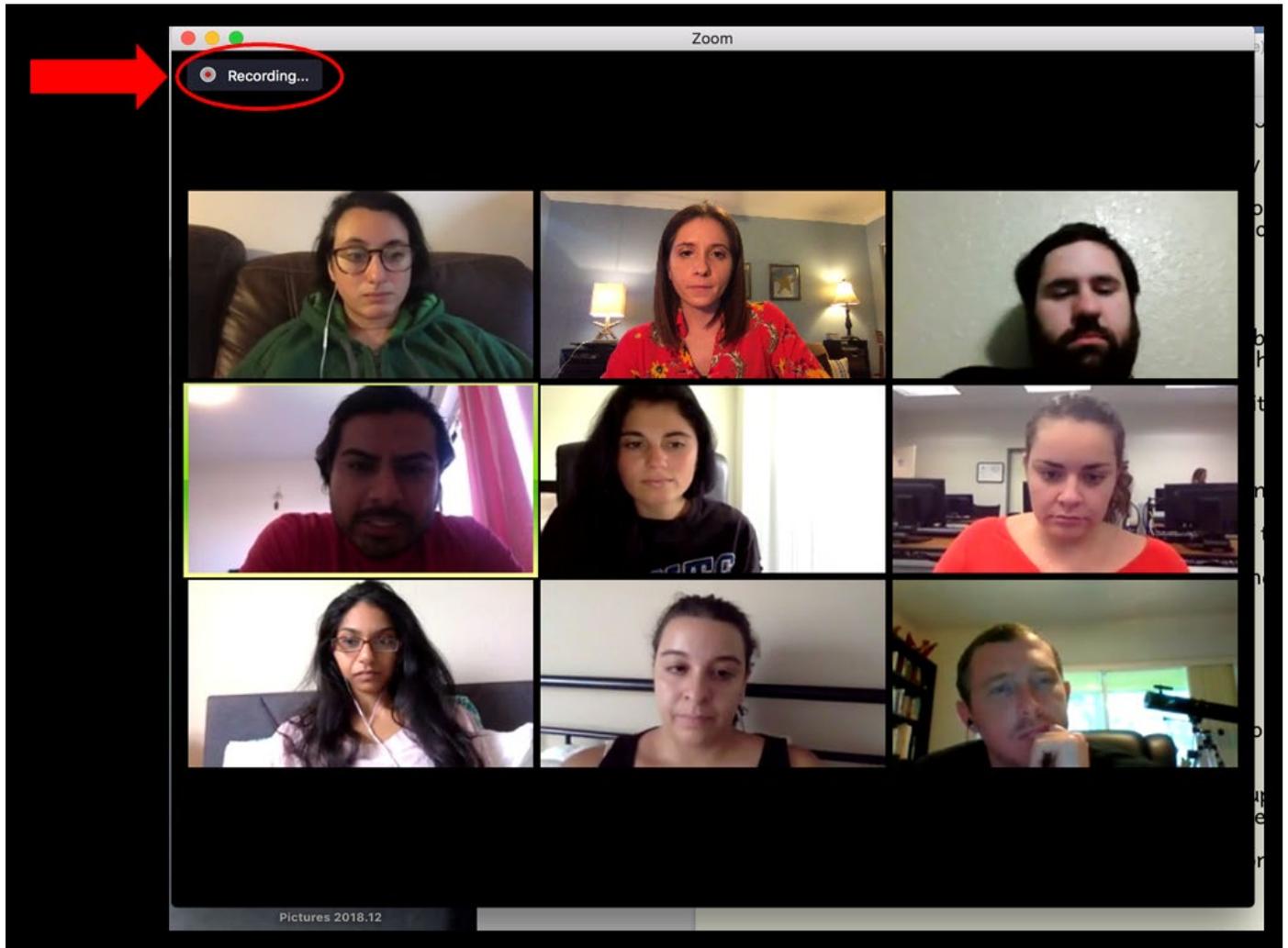
enlarges the person speaking at the moment and shows smaller views of the other participants.



- **Leave Meeting:** Click this button in the bottom right corner to leave the meeting while it continues for the other participants:



- **Recording:** A recording icon will appear in the top left corner (see below) when the group is being recorded for fidelity purposes, so you'll always know when you are being recorded. Only a member of the study team can record the meeting.



## Zoom Expectations, Etiquette, and Tips

- ✓ Due to the potentially sensitive material that is covered in each session, **please be alone in the room (no family or friends) when you join the Zoom meeting.** This is to respect the confidentiality of the group and all its members.
- ✓ **Please join the Zoom meeting from a private room with minimal distractions.** We encourage you to **turn off cellphones or place them on vibrate** (unless being used for Zoom), and **please do not text, e-mail, browse the internet, or engage in any other activities on the computer during sessions. Please make sure that all televisions, radios, and any electronics (e.g., iPod, stereo) are turned off.**
- ✓ **Do not video/audio-record the session.** To protect the confidentiality of the group and its members, only the meeting host (a member of the study team) should record the session.
- ✓ **Please do not join the Zoom meeting while you are driving or in a public area (e.g., public transit, at a restaurant).**
- ✓ **Please do not engage in other activities during sessions (e.g., cooking, cleaning, eating).** Drinking water is okay.
- ✓ **We recommend using headphones** when participating in a Zoom meeting. Audio tends to be clearer that way.
- ✓ **We recommend muting your microphone when you're not speaking,** that way only the group members actively speaking will be heard, while any noise coming from your device or those of other members will not. Simply click the small microphone icon in the bottom left corner of the Zoom window to mute and un-mute; use the keyboard shortcuts provided above; or enable the "Push to Talk" feature.
- ✓ **Don't hesitate to ask other members of the group to repeat themselves** if the sound is not clear. It's better to ask than to miss something important that was said!
- ✓ **We recommend closing all other open programs** on your computer or mobile device **and reducing wi-fi usage in your home** to increase available bandwidth (or connect to a wired network is available). This may prevent audio distortions and freezing of video, as well as ensuring that you are fully attentive to the group discussion!
- ✓ **Please be sure to have your devices fully charged prior to the Zoom meeting.**
- ✓ **Please inform Megan or another member of the research team if you are running late.**