

How to Join an Online Group (using Zoom)

*Wellbeing area: **Social** / Money / Home / Health / Positivity / Independence / Work*
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Let's Get started Together

In response to the Covid-19 pandemic, Age UK Islington is now delivering a variety of Get Together activities online. We'll continue to offer these online activities when our regular face-to-face community Get Together activities are reintroduced.

We're using the Zoom application to host our online Get Togethers, which is easy to use from all devices – pc, tablet and smartphone.

For each online Get Together, we will set up Zoom meetings at a given date and time. If you have expressed an interest in participating, we will send you an invitation email with the information you need to join. Please follow the instructions below depending on the device you will be using to attend.

This document does not pretend to be a comprehensive Zoom manual. It is intended to be a guide to help you join our online Get Togethers for the very first time.

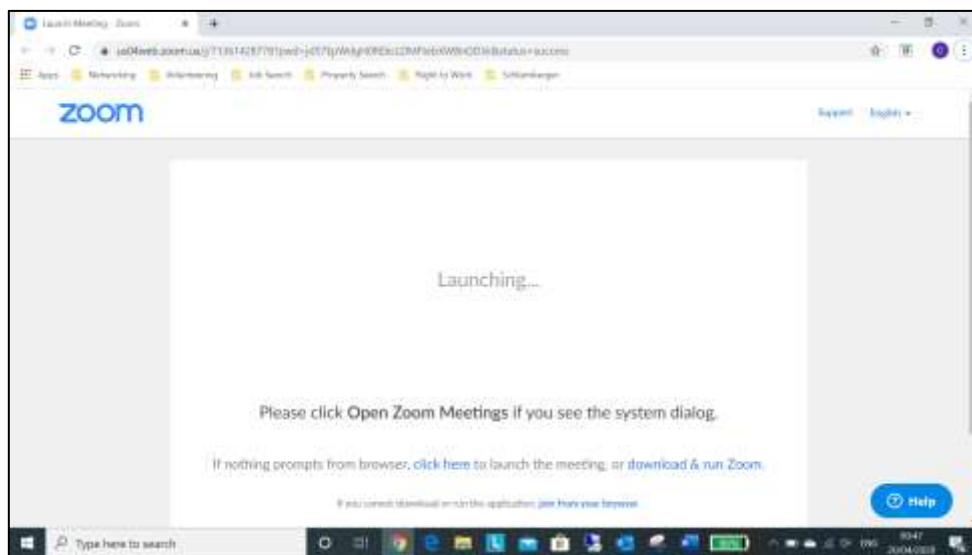
Whilst this guide outlines the steps to join your first Zoom meeting to let you know what to expect, Zoom will prompt you do all of these things, so it's mainly a matter of following the prompts. The first time you use Zoom, there are a few additional prompts so your computer can access the application, but the next time, you will be able to join a meeting in a handful of clicks!

How do I join your online activities on Zoom if I have a laptop/computer?

In the email from us, there will be a text in blue similar to the one below (link). About five minutes before the time of the activity, click on that link and it will open in your default Web browser.

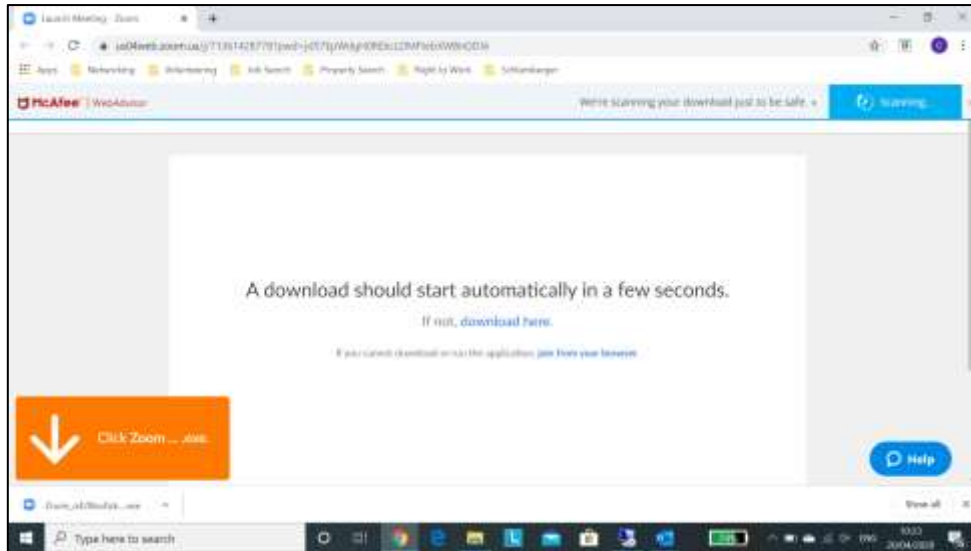
<https://us04web.zoom.us/j/71361428778?pwd=jd57EpWdgH0REkcLDMFtebXWBnGDIA>

If this is your first time using Zoom from your computer, The Zoom application will either automatically download or prompt you to download, depending on your browser settings (If prompted to download, save to your preferred location).

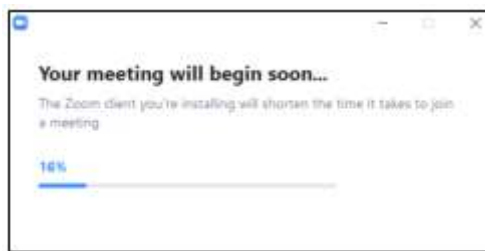


If you run into an issue with your download, you can click on “download & run Zoom” to start the installation again.

Once downloaded, click on the filename to install (see orange arrow below).



You will be presented with a dialogue box showing the progress of the Zoom installation. Your meeting will start once the installation is complete.

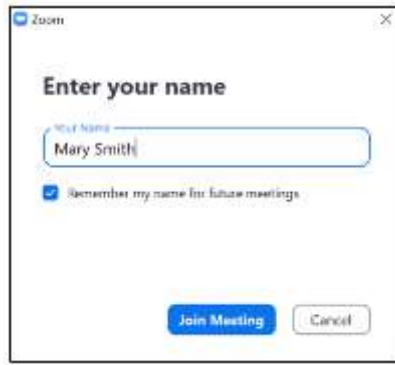


For all future meetings, you will not have to install the Zoom application. Instead, you will be prompted to Open Zoom Meetings. This will open the Zoom meeting you are scheduled for.

If the host has not started the meeting, you will be prompted to wait until the host starts it.



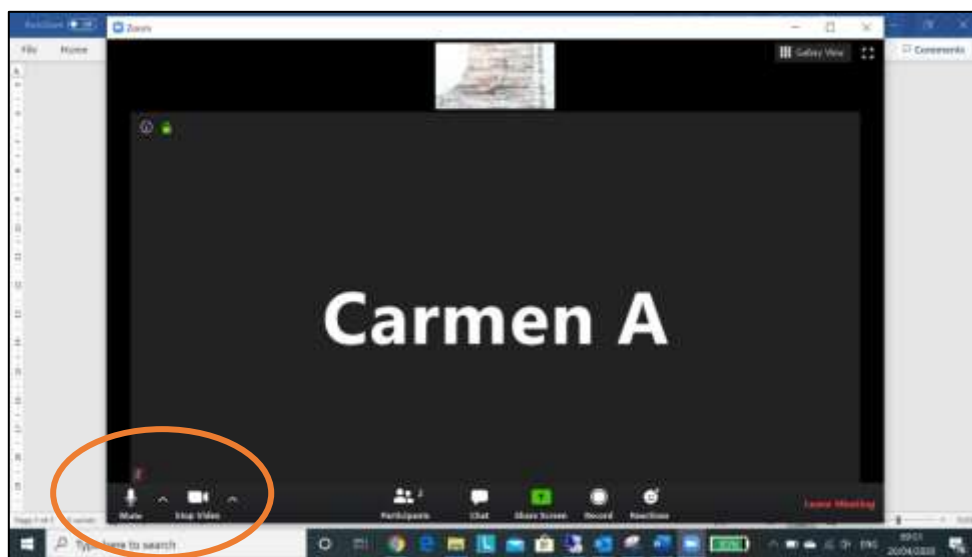
Just before entering the meeting you will be prompted to enter your name - please input your full name so that we know who we are talking to once you enter the activity.



Once you have done this and continue to the next step, you will be asked if you want to join with audio and video, please accept these options so that we can see and hear you.



If you do not get prompted to add audio and video, once you have joined the activity, there is a camera icon and a microphone icon on the bottom left of the activity screen. Click on both in turn and activate them.



You are all set! And you will be able to see your host in a window on your computer, and yourself and other participants in other windows.

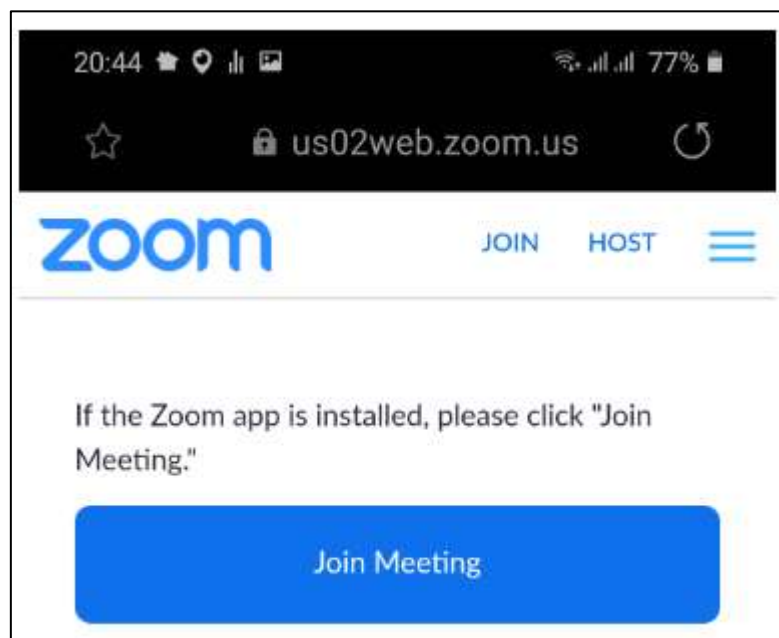
How do I join from a mobile device (Android smartphone/tablet, Apple iPhone/iPad)?

To join the meeting you must first have installed the ZOOM Cloud Meetings app onto your device. If you have an Apple product (iPhone/iPad) you will need to download it from the App Store. For other mobiles and tablets, you will need to download it from Google Play.

Another way to install the app is to simply click on the text in blue (link) in the email you must have received from us with the meeting invite.

<https://us04web.zoom.us/j/71361428778?pwd=jd57EpWdgH0REkcLDMFtebXWBnGDIA>

Your internet browser will then automatically open with a page that starts like this:



If you have an Apple iPhone/iPad device then tap the “Download from AppStore” button to install *ZOOM Cloud Meetings* from the *App Store* and complete the installation process.

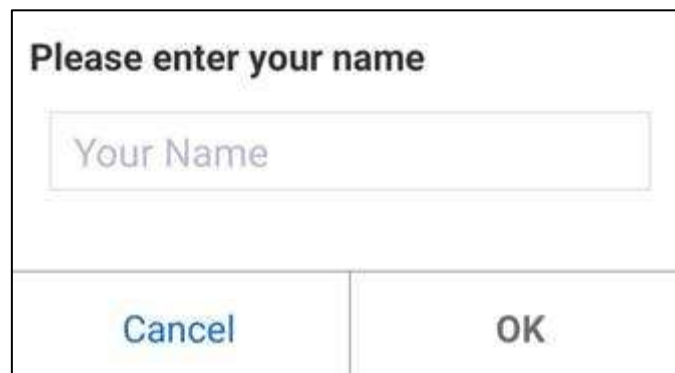
Download from AppStore

If you have an Android smartphone/tablet device then tap the “Download from Google Play” button to install *Zoom Cloud Meetings* from *Google Play* and complete the installation process

Download from Google Play

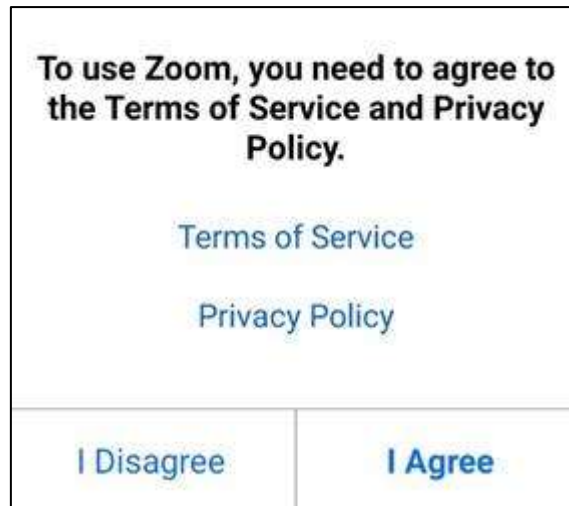
On the date and time of the activity as indicated on the invitation, tap that link in our email and you will be directed to your Zoom app - If you are asked to select the app to open it with, choose Zoom.

You will be asked to provide your name - please input your full name so that we know who we are talking to once you enter the activity. Once you have typed in your name then tap OK to continue.



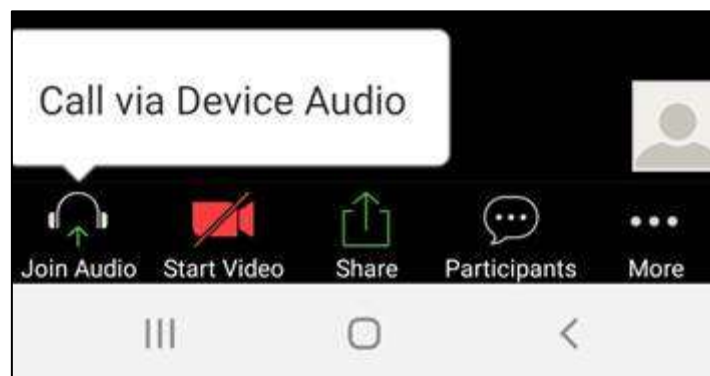
A screenshot of a mobile dialog box titled "Please enter your name". It features a text input field with the placeholder text "Your Name". Below the input field are two buttons: "Cancel" on the left and "OK" on the right.

You may then be asked to agree to the *Terms of Service and Privacy Policy*. Tap “I Agree” to continue

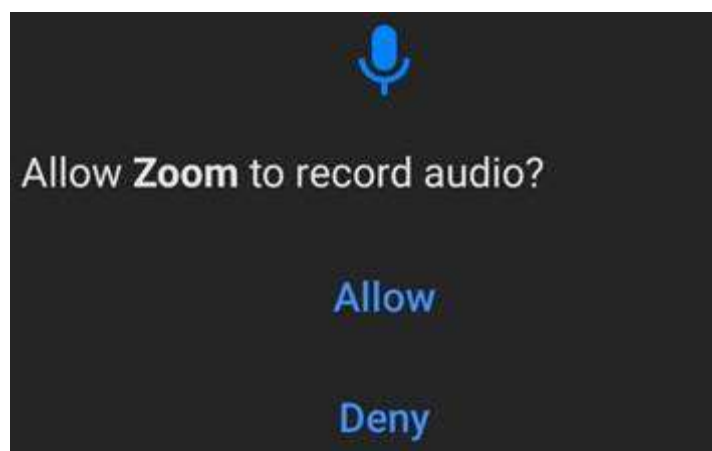


You will then be taken to the Zoom meeting.

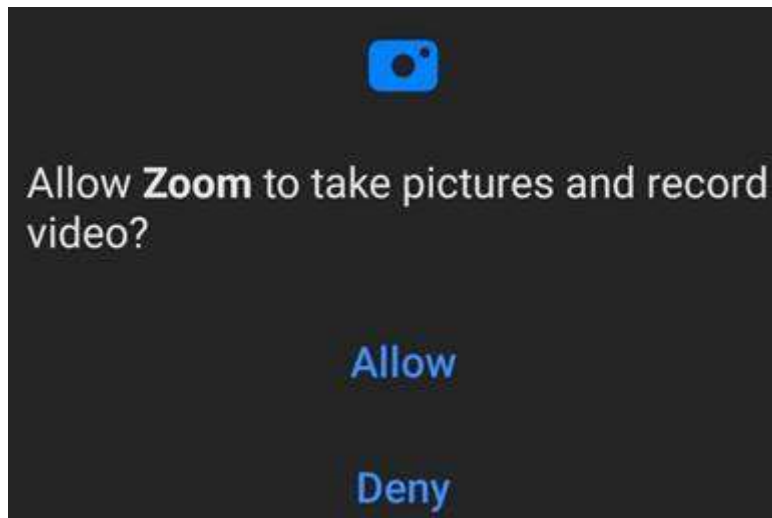
If you see “Call via Device Audio” at the bottom of the display, then tap it.



If you see a message asking to “Allow Zoom to record audio” or “Call using Internet Audio”, then tap to allow it.



If you see a message asking to “Allow Zoom to take pictures and record video” or “Zoom would like to access your camera”, then allow it.



You are all set!

How do I join your online activities on Zoom by phone only?

There are activities that by nature will require participants to see the screen, in which case joining the meeting by phone only would not be useful, e.g. Painting Appreciation, Photography, etc. With that in mind, for those activities where we consider that your experience would be just as good listening and talking to the group, we will set up our Zoom meetings so that if you do not have internet access, you are still able to join by calling in from a landline or mobile phone.. Our meeting invitation will have the information that you need to join in, i.e. UK phone number, meeting ID and password. If you do not have access to email, you can call our Helpline at 020 7281 6018 and we will give you that information over the phone.

Here are the instructions for dialling into a Zoom meeting:

Dial the phone number we have provided.

You will be prompted to enter the meeting ID, which we will provide, followed by #.

If the meeting has not already started and 'join before host is not enabled', press # to wait.

You will be prompted to enter your unique participant ID. Press # to skip.

You will be prompted to enter the password, which we'll provide, followed by #.

You are all set!

What if I needed additional support to set up Zoom?

If after reading this guide, you still consider you need additional support to join our online activities using Zoom, please call our Helpline at 020 7281 6018 or send us an email to gethelp@ageukislington.org.uk. Our Helpline is open Mondays to Fridays, from 9am until 5pm.

We have volunteers who can help you to set up Zoom on your device. We would need your consent to share your name, phone number and email address with them.

If you have any worries, questions or comments relating to the content of this guide, please send an email to, Carmen Alcovedes, our Activities Co-ordinator, at calcovedes@ageukislington.org.uk.

We look forward to seeing you online!

Ready to go? That's great! Following the instructions above for your device should help you join your first Zoom meeting, which we hope will be one of our online Get Togethers. Once you finish your first Zoom meeting, make sure you check our website at <https://www.ageuk.org.uk/islington/> to choose your next online Get Together.

Got some questions? If you'd like to know any more about the above or need some support getting started just give our

Helpline a call 0207 281 6018 / email
gethelp@ageukislington.org.uk (Mon to Fri 9 - 5pm)

Please note we cannot recommend or endorse. Information provided is accurate to the best of our knowledge at the time of publishing. If you find any inaccuracies, please notify us gethelp@ageukislington.org.uk

What can Age UK Islington help with? *Age UK Islington provides adults (16 yrs+) in Islington with information and guidance about anything to do with your wellbeing, e.g. debt, housing issues, bereavement, support for unpaid carers (Islington Carers Hub) and much more. We can also help you get the most of the local area, e.g. finding affordable social groups or training. Our staff are experts in finding the best way forward, and have lots of knowledge of specialist local partner services.*