**ZOOM IT USER GUIDE FOR
BC ECHO ON SUBSTANCE USE**

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Introduction

The BC ECHO on Substance Use utilizes the Zoom platform for live video education sessions. This guide has been adapted from the *Joining a Meeting* document from the Project ECHO Resource Library. This guide highlights some key features of Zoom, and contains all the information you will need to get started so you can make the most of our ECHO sessions!

Part 1: Downloading Zoom

1. **Download the Zoom application:**
   - If downloading **on a computer**: Visit https://zoom.us/download, and click to download 'Zoom Client for Meetings.'
   - If downloading on **a smartphone**: Search and click to download 'Zoom Cloud Meetings' in the Apple App Store (iOS) or Google Play Store (Android).

   Please note: It is highly recommended that you download the Zoom application, where possible, rather than using the web browser version, to promote better connectivity and audio and video quality. If using the web browser version, chrome is the preferred browser.

2. **How to update the Zoom application**
   It's important to regularly update the Zoom application, to access the latest features and security settings. To update the application on a computer, visit the download centre at https://zoom.us/download#client_4meeting and click to download 'Zoom client for meetings'. Alternatively, if you have an account, log in into your zoom account. On your dashboard, click on your profile icon, and select on 'Check for Updates' from the dropdown menu.
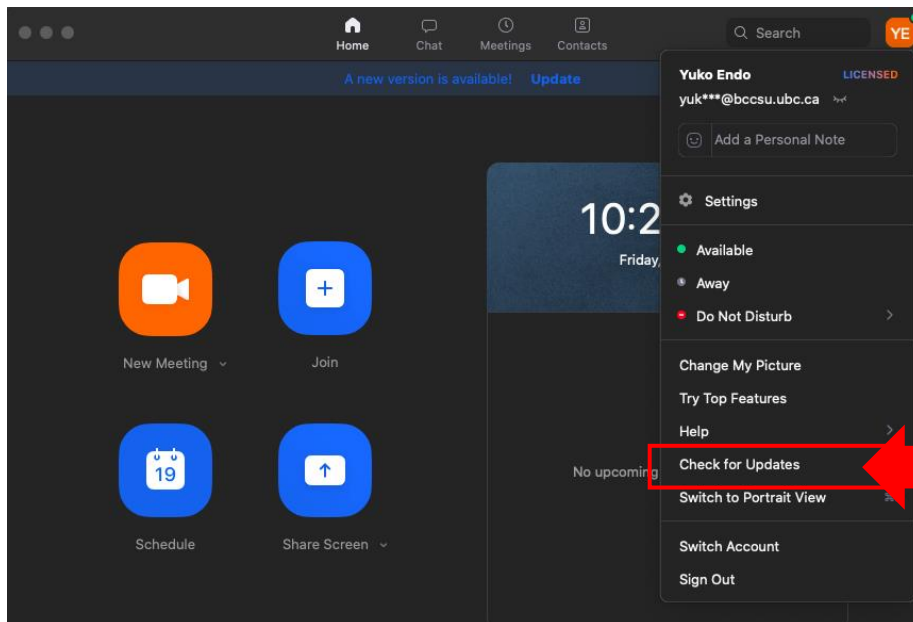
Click 'Check for Updates'

**To update the application on a smartphone:**
- For iOS, go into the Apple app store, and tap on the profile option in the top right corner of the screen. Then scroll down for available updates, and click 'Update' if available for Zoom.
- For Android, open the play store and click on the hamburger icon in the top left corner of your screen. Then select 'My Apps and Games' to see available updates, and click 'update' if available for Zoom.

Part 2: Logging in to the Zoom meeting

1. **Click on the ECHO session Zoom link.**
   - **Please note:** Each session has a unique meeting ID to promote security. The session specific log-in information will be provided to registrants close to the session date.
   - Alternatively, if you are logging in from your Zoom home window, type in the Meeting ID and your first & last name and organization. Enter the meeting password, when prompted.
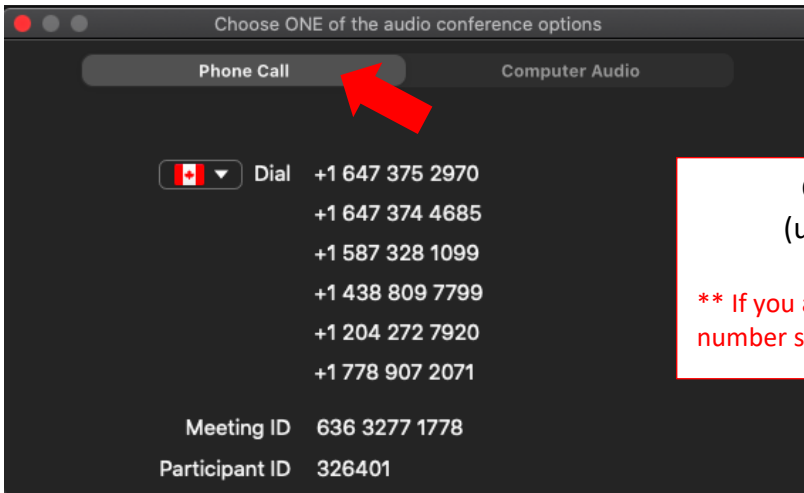
Home Window	Log-in Window
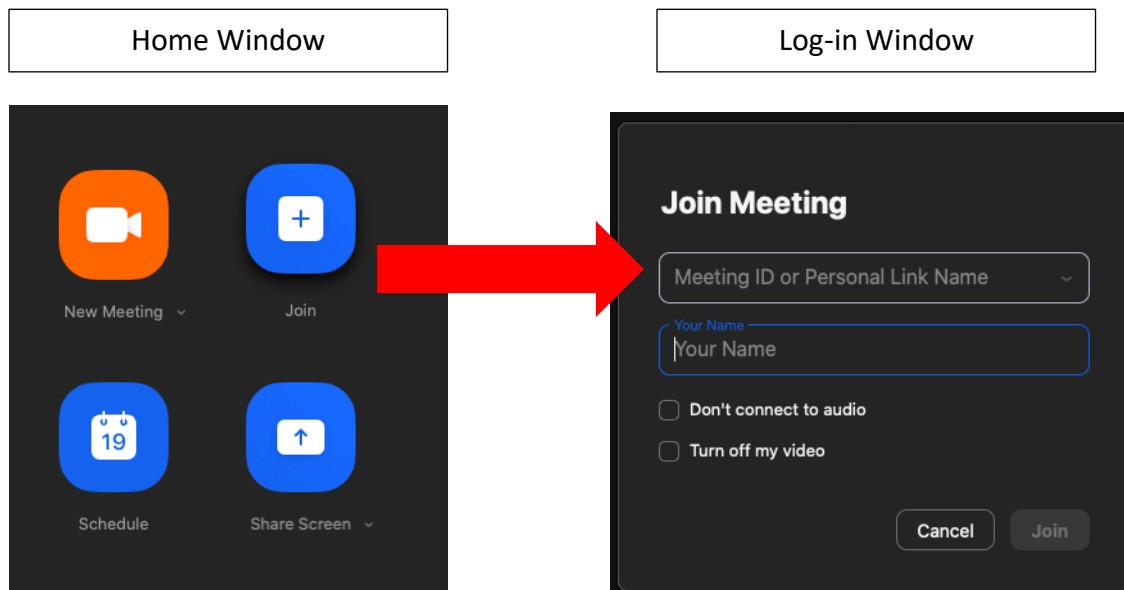
2. **Select the audio conference option**

< On your computer>
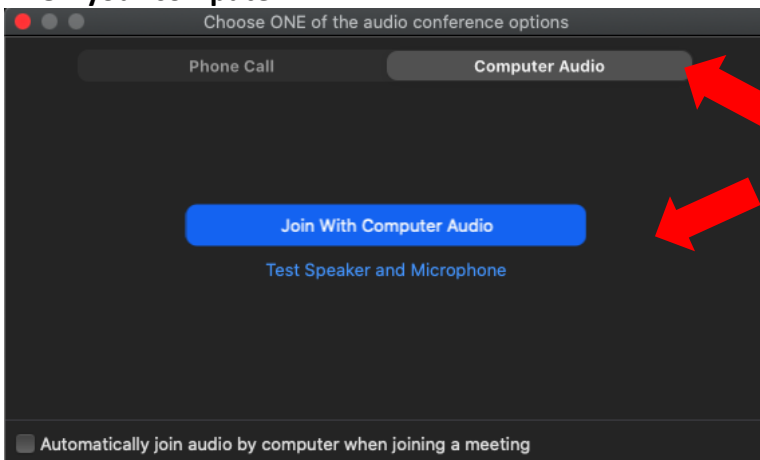
Choose "Computer Audio"
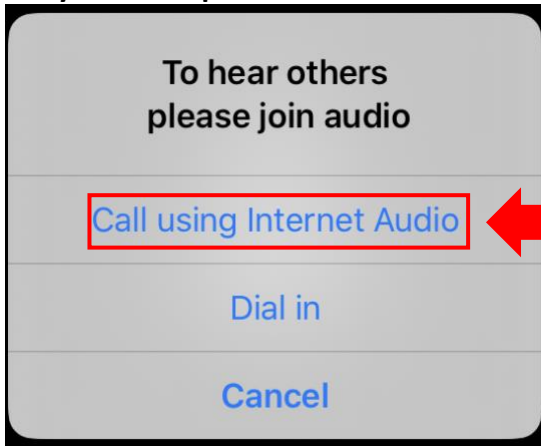
Or Choose "Phone Call"
(using your mobile phone)

** If you are calling from Vancouver, the number starting +1 778 is recommended

< On your smartphone >
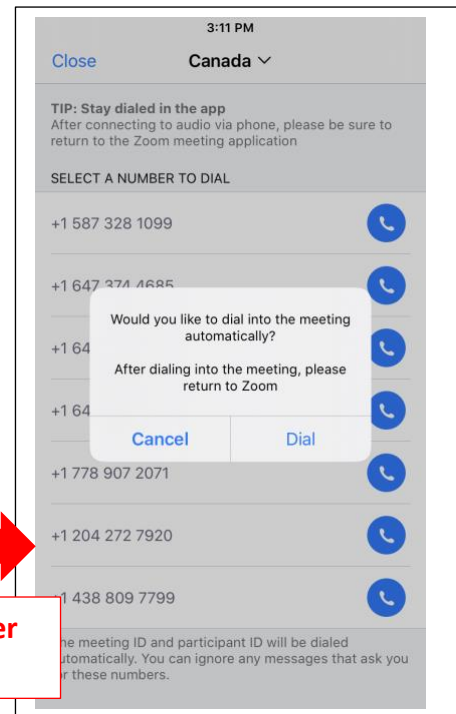

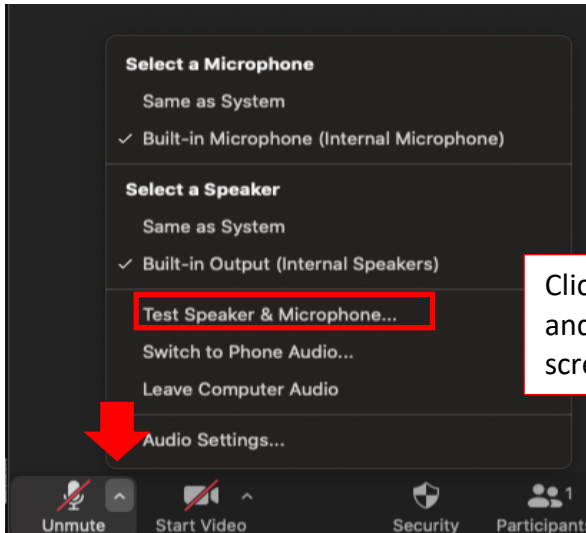Choose "Internet Audio"

Or choose" Dial-in" option

Choose the phone number and click "Dial"

Part 3: Setting up Zoom

a. **Testing Speaker & Microphone:** If new to Zoom, or dialing in on a new device, test your microphone and speakers by clicking on the caret/circumflex symbol to the right of the microphone icon at the bottom of your screen and selecting 'Test Speaker & Microphone.'
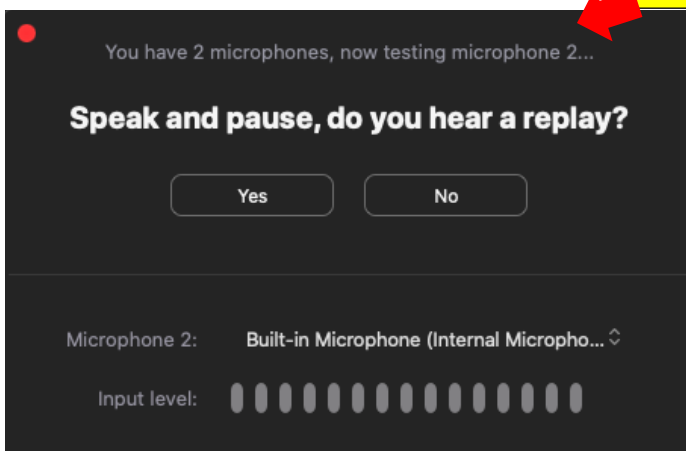
Click 'Test Speaker & Microphone' and it will lead you to the test screen.
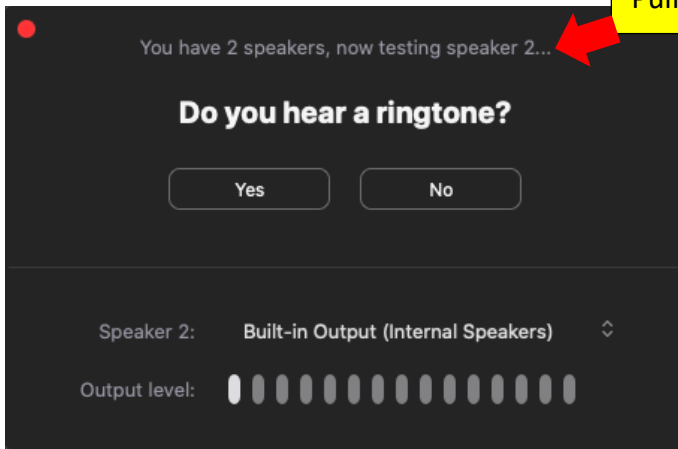
Pull-down menu

Testing Speaker

If you hear the sound, it means your speaker is working. Click on the 'Yes' button. If don't hear anything, select different speakers by clicking on the pull-down menu on the top of the screen.

Pull-down menu

Testing Microphone

Start speaking to the microphone. If it is working, you will see the audio input indicator move. If the microphone is not working, select a different microphone by clicking on the pull-down menu on the top of the screen.

Indicator

5

**** If your microphone or speaker is still not working**
- Please make sure the you are allowing Zoom to access your microphone and webcam on your computer or smartphone (consult your device settings).
- Check the 'Participant Window' to see if microphone and video icons appear by your name.
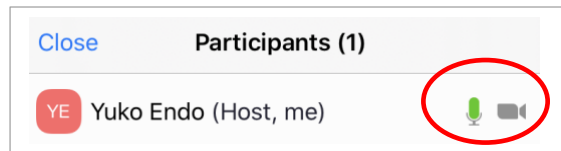
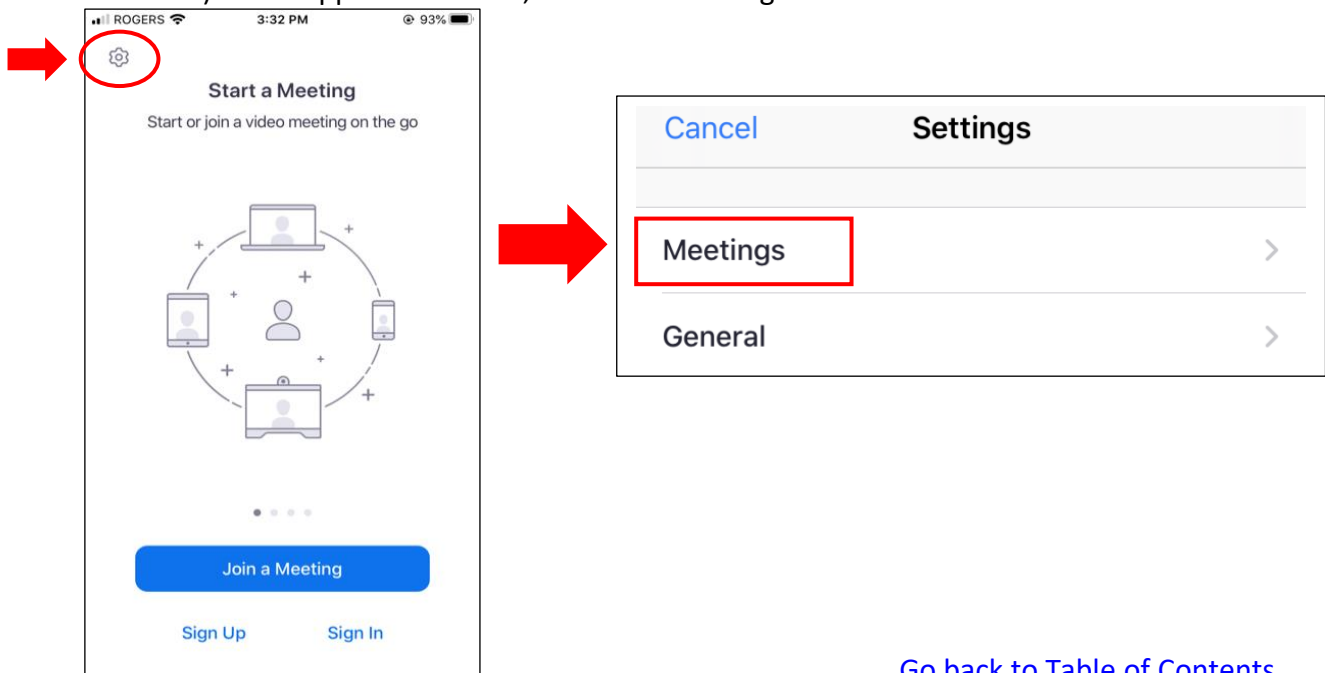For further information, please check the **Troubleshooting section**

b. **Testing Webcam**
- Turn on your webcam by clicking on the 'Start Video' button at the bottom of your screen.
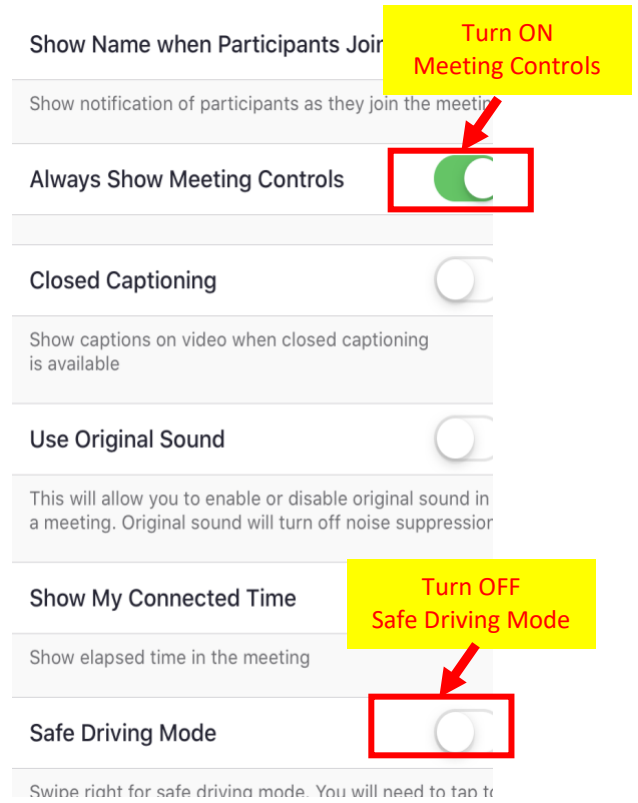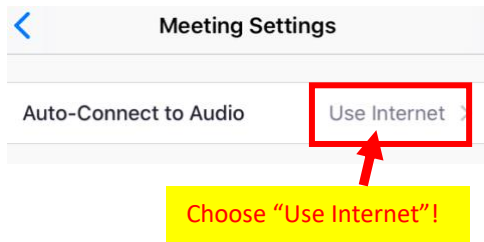- If you don't see yourself, please refer to the Troubleshooting section
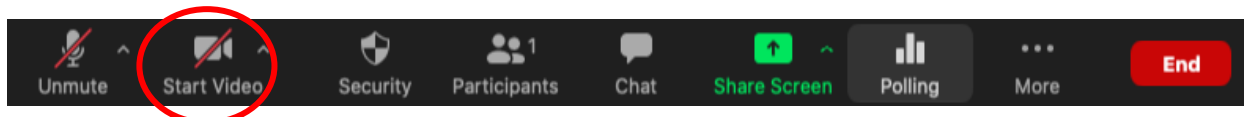
c. **Settings for Smartphone**

1. From the main sign up/sign in/join a meeting page, click the settings (**gear icon** circled below) in the upper left corner, and click 'Meetings.'

2. Turn on or off the following settings:

Meeting Settings

Auto-Connect to Audio   Use Internet

Choose "Use Internet"!

Show Name when Participants Join

Show notification of participants as they join the meeting

Turn ON
Meeting Controls

Always Show Meeting Controls

Closed Captioning

Show captions on video when closed captioning is available

Use Original Sound

This will allow you to enable or disable original sound in a meeting. Original sound will turn off noise suppression

Show My Connected Time

Show elapsed time in the meeting

Turn OFF
Safe Driving Mode

Safe Driving Mode

Swipe right for safe driving mode. You will need to tap to

Part 4: Participating in the meeting

We highly encourage your participation during the ECHO sessions, and it's best if you can turn your video on when joining the session. This helps us get to know you and supports better communication between you and other ECHO participants. The following section will help you turn on your camera and microphone, change your name, and use other features such as 'raise your hand,' which lets the facilitator know you'd like to speak.

a. When joining an ECHO session on Zoom, turn on your webcam.
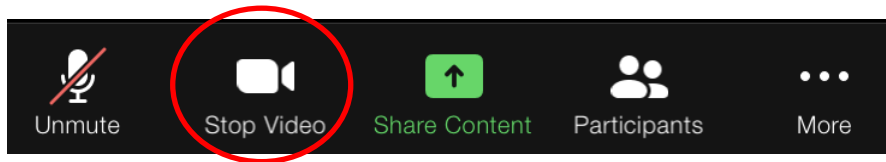
**b. Mute and unmute your microphone, as needed.**
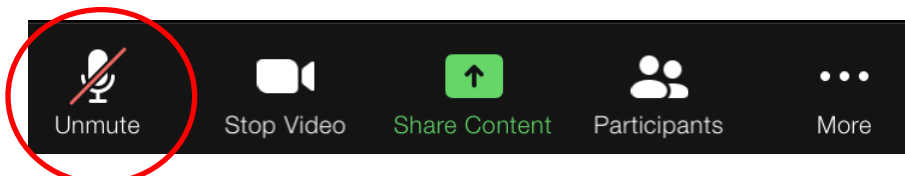
By clicking the microphone icon, you can toggle your microphone on and off.

Please note: You are automatically muted when entering the meeting. If you are not speaking, keep your microphone muted to limit audio feedback. If you would like to speak, unmute yourself by toggling the microphone icon, or alternatively use the 'Raise Your Hand' function on the chat screen. For details on the 'Raise Your Hand' function, refer to 'Section **C. Participants window', below**.

c. Participants window
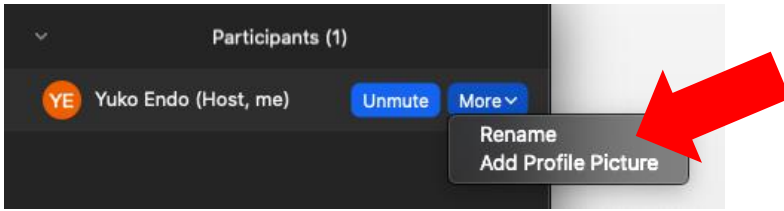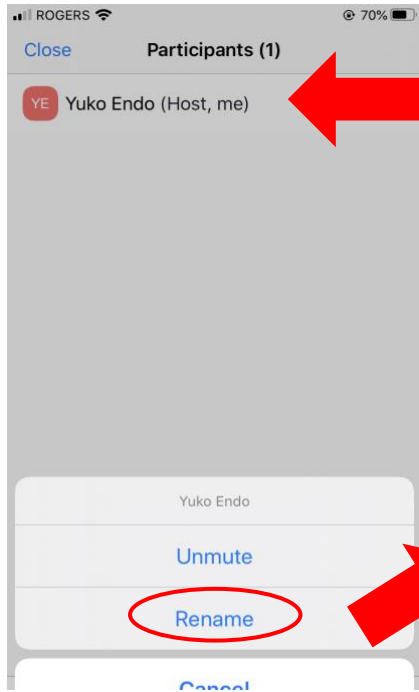
1. Click on 'Participants'
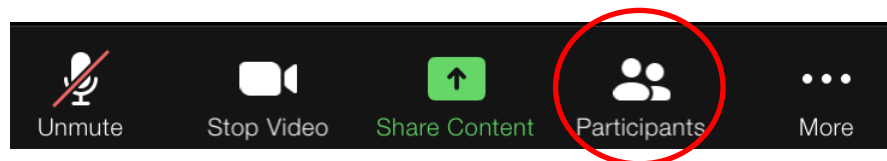
2. Changing your screen name

    < On your computer>
    Click on the More button, and choose 'Rename' to change your screen name.
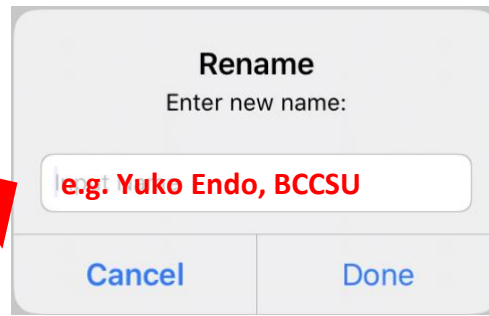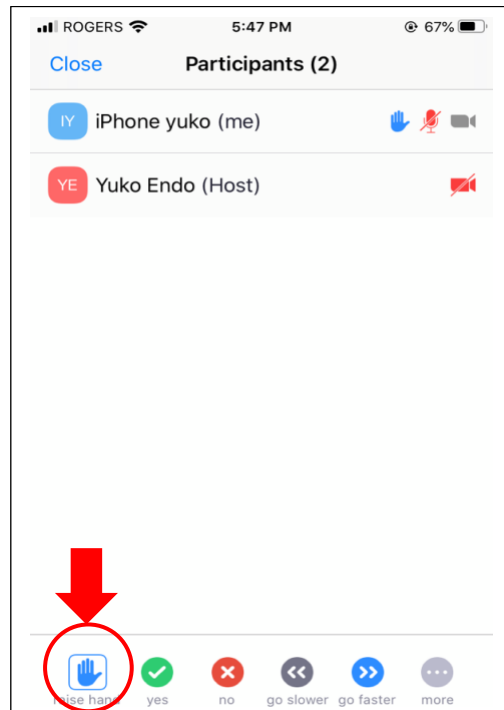
< On your smartphone >

1. **Click on your name**

2. **Please enter your name and organization here!**

d. **Raise Hand** 🖐

- If you'd like to participate in the discussion, you can use the **'Raise Hand' feature found under the 'Participants' button** at the bottom of the Participant window, or under **'more' tab on a smartphone**. If you have difficulty finding the raise your hand function, you can always **physically raise your hand to the camera, or type your question in the chat window**.
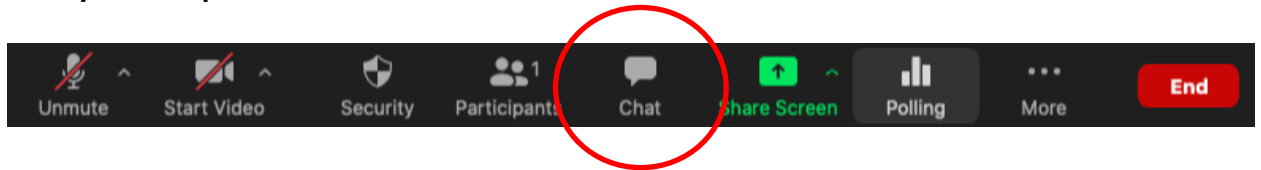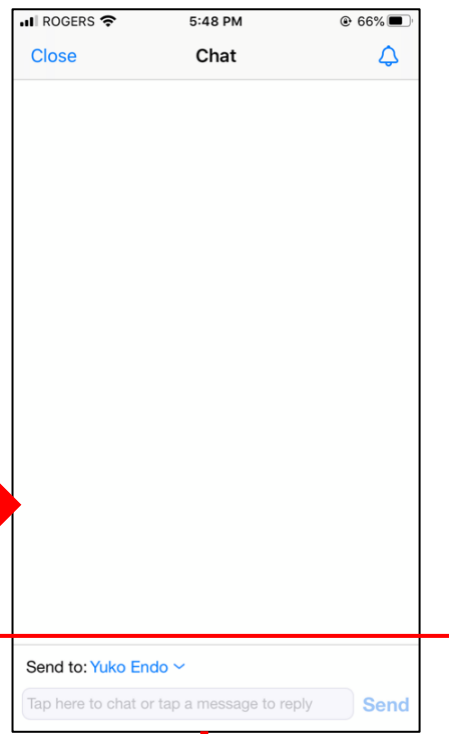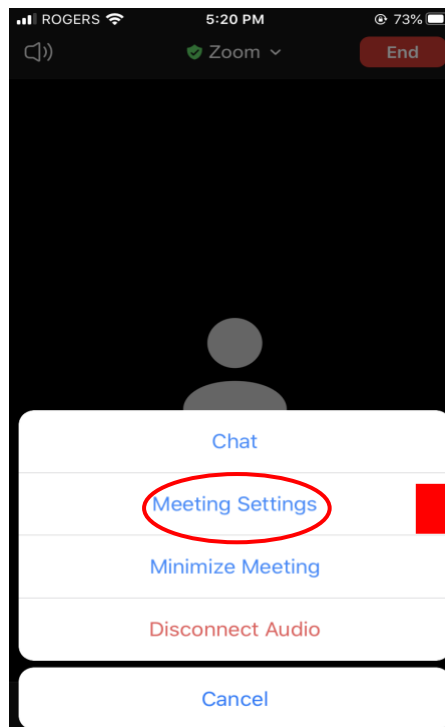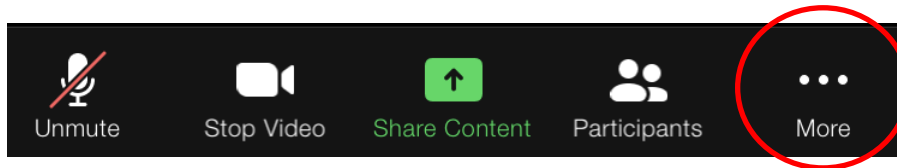
e. **Chat Box**

Click on the chat icon and a chat window will open.

< On your computer >


< On your smartphone >

Please type your **name, role, organization, location, and email in the chat box** for attendance purposes. You can send a message to 'Everyone' on the call, or private messages to specific individuals selected from the drop-down list.

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f. **Gallery / speaker view**
   Zoom has two viewing options that can be toggled in the top right corner.
   - Speaker view allows you to view only the person that is speaking.
   - Gallery view allows you to see all participants in the meeting.
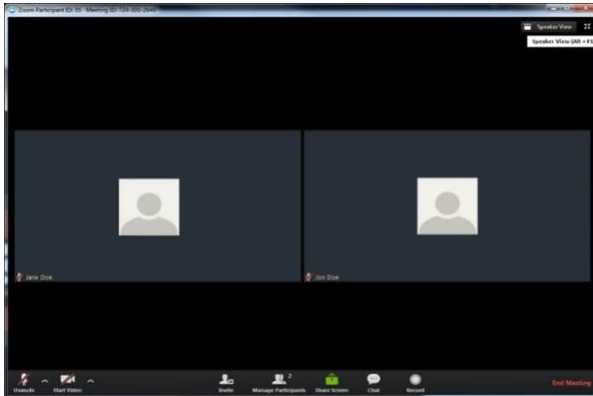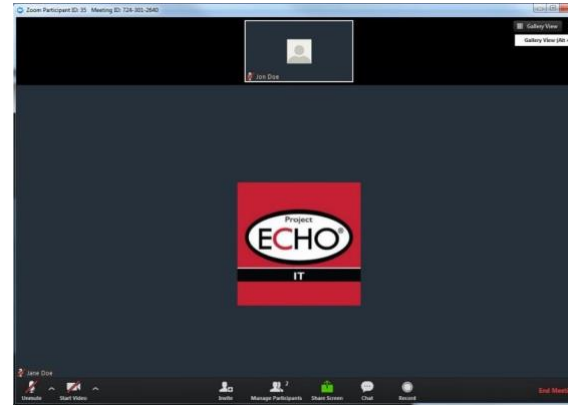
| Gallery View | Speaker View |

g. Finally, please **participate verbally as much as possible**, and try to reserve the chat window for attendance and technical issues, or general program questions.

Part 5: Troubleshooting

a. **Troubleshooting checklist**

Speakers
- Ensure you are connected to the computer audio.
- Ensure speakers are turned on.
- Try using earphones.
- Choose an external speaker device, if available, by clicking the caret/circumflex symbol next to the microphone icon, and selecting from the available options. You may be experiencing issues because you were automatically connected to the wrong speakers.

Microphone
- When speaking, ensure your microphone is unmuted. Otherwise, keep your microphone muted to limit audio feedback.
- **Use *6** to unmute/mute yourself when dialing into Zoom via your phone.
- Try using a headset with a microphone.
- Choose an external microphone device, if available, by clicking the caret/circumflex symbol next to the microphone icon, and selecting from the available options. You may be experiencing issues because you were automatically connected to the wrong microphone.
- Ensure Zoom has access to the device's microphone.
  - Computer: System Preferences > Security & Privacy > Privacy> Microphone > click to make sure the Zoom.us icon is selected.
  - iPhone: Settings > Privacy > Microphone > Zoom > switch on the toggle for Zoom.
  - Android: Settings > Apps & notifications > App permissions > Microphone > switch on the toggle for Zoom.

Webcam/Built-in Camera
- Is there something blocking the lens (e.g., cover, lens cap, tape)?
- Make sure other programs that use the camera are off (e.g., Photo Booth, FaceTime)
  - Can confirm if your camera works by checking on other programs that require use of a webcam.
- Check operating system permissions/privacy features to confirm that Zoom has access to the camera.
  - PC/Mac Computer: System Preferences > Security & Privacy > Privacy> Camera> click to make sure the Zoom.us icon is selected.
  - iPhone: Settings > Privacy > Camera > Zoom > switch on the toggle for Zoom.
  - Android: Settings > Apps & notifications > App permissions > Camera> switch on the toggle for Zoom.

- Try restarting your device.
- Uninstall the Zoom client and reinstall the latest version from the download centre (see Part 1 for instructions on downloading/updating Zoom).
- Update the camera driver for external webcams (Logitech, Dell, etc.).

b. Zoom Troubleshooting Page

For further support, consult the Zoom Support page, available at: https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

Contact the BCCSU ECHO team!

- If you want to test you Zoom prior to the session, or have general IT questions, please contact: BCECHOonsubstanceuse@bccsu.ubc.ca
- If you experience technical difficulties during the session, please send a private message in the Zoom chat window to **our IT specialist**, and they will try to assist you.