

SHSCT ZOOM VIDEO CALL PRACTICAL GUIDE FOR SERVICE USERS

COVID-19

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CONTEXT

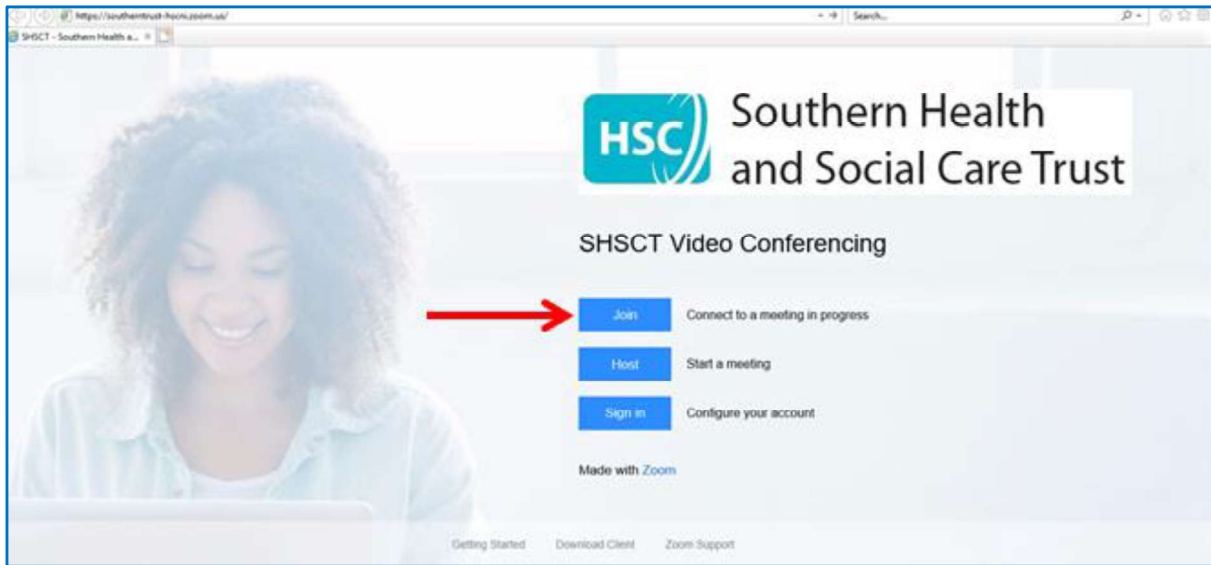
In light of disruption from COVID-19, Southern Trust staff are doing things differently. We are trying to connect virtually with some of our service users, and one of the ways we are doing that is video-calling with a service called ZOOM. This is a brief guide to tell you about it and help you get set up to use ZOOM.

KEY POINTS

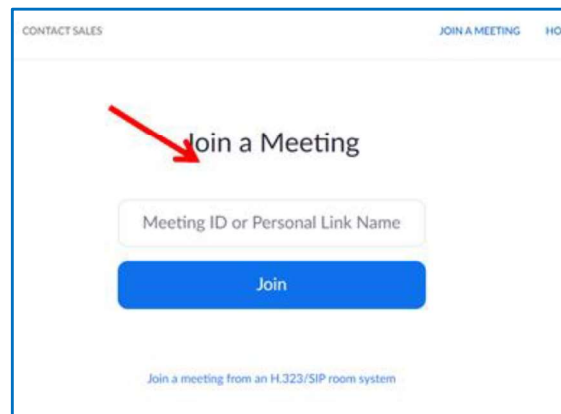
- You can use ZOOM from a smartphone, tablet computer, or a computer/Mac.
- There is no charge to you for using ZOOM.
- If you are using a smartphone or tablet, you would need to download the ZOOM app. Instructions for this are below. You can use either Apple or Android mobile phones.
- You don't need to set up an account with ZOOM. You only need a number called a "Meeting ID" which your Southern Trust worker will give you. At the arranged time this will allow you to join a video call with them.
- If you are using your smartphone, be sure to use it on WiFi rather than using your mobile data. This is because the video call could use up your mobile data allowance.
- ZOOM calls are not to be recorded either by Southern Trust staff or our service users.
- If you have any queries or concerns about video calling, you can contact your Southern Trust worker, or their line manager.
- There are instructions below on how to join a ZOOM call from either a computer, or a smartphone/tablet.

OPTION 1: JOINING A ZOOM CALL ON A COMPUTER

1. Go to the ZOOM website <https://southerntrust-hscni.zoom.us/> and click “Join”.
(You do not need to sign up and create a Zoom account).

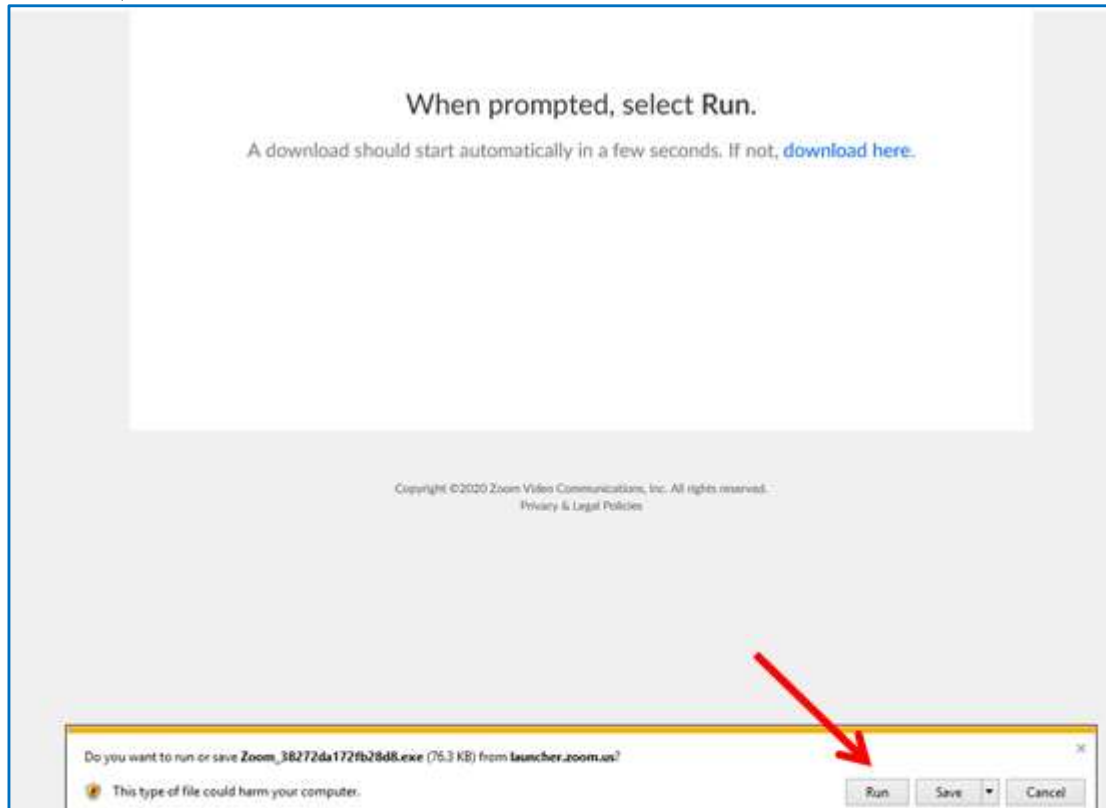


2. Enter the Meeting ID that your Southern Trust staff member will give you.

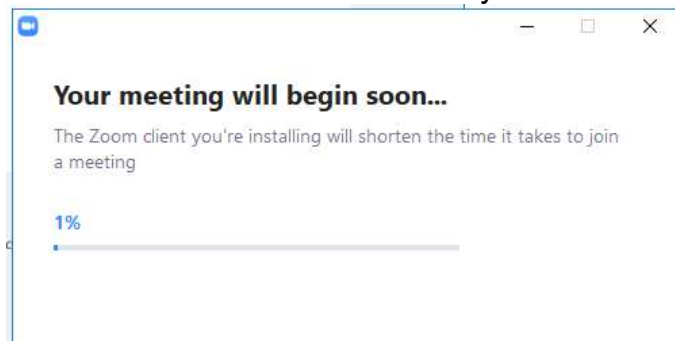


3. Then click “Join”

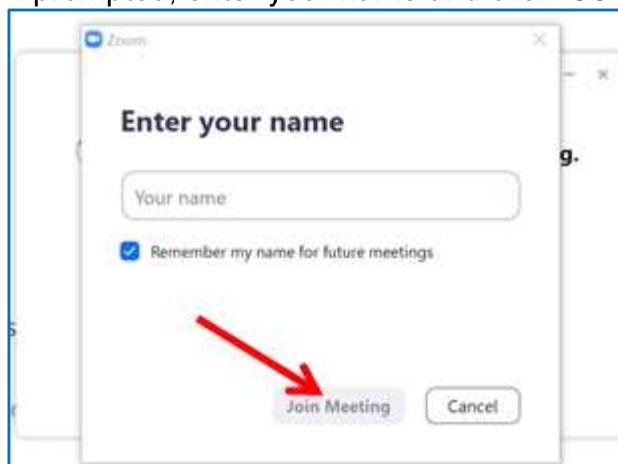
4. If asked, click **“Run”**



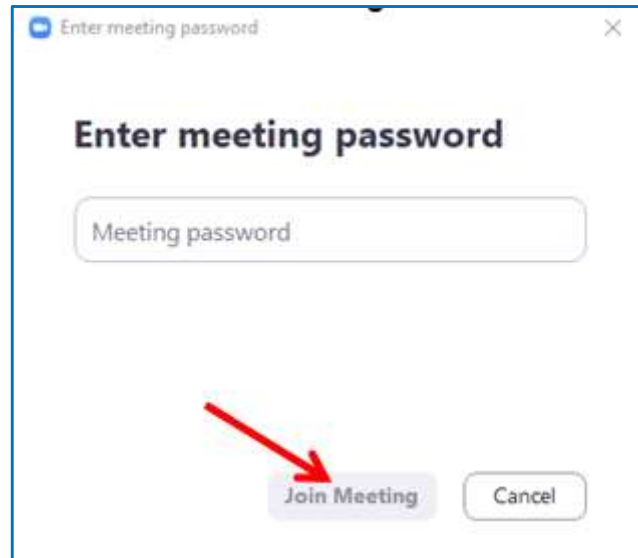
5. Zoom will install a small client on your device



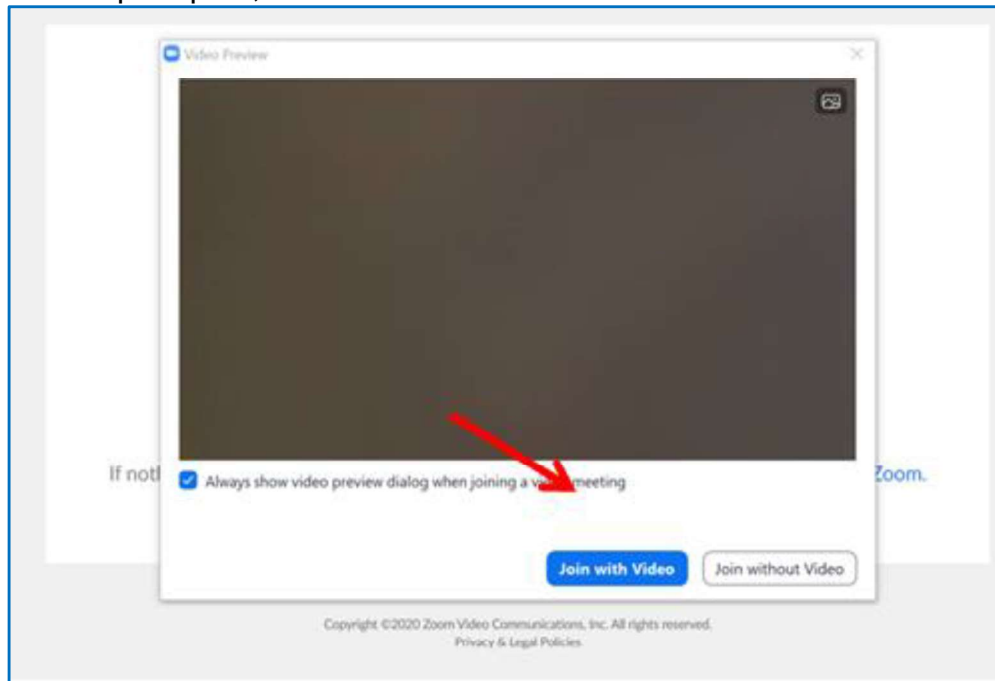
6. If prompted, enter your name and click **“Join Meeting”**



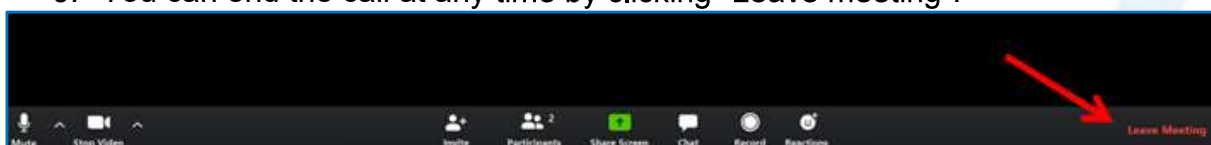
7. Enter the meeting password given to you by the Southern Trust staff member and click **“Join Meeting”**



8. Then if prompted, click **“Join with Video”** as shown below



9. You can end the call at any time by clicking **“Leave meeting”**.



OPTION 2: JOINING A ZOOM CALL FROM A MOBILE PHONE

a) JOIN VIA IPHONE

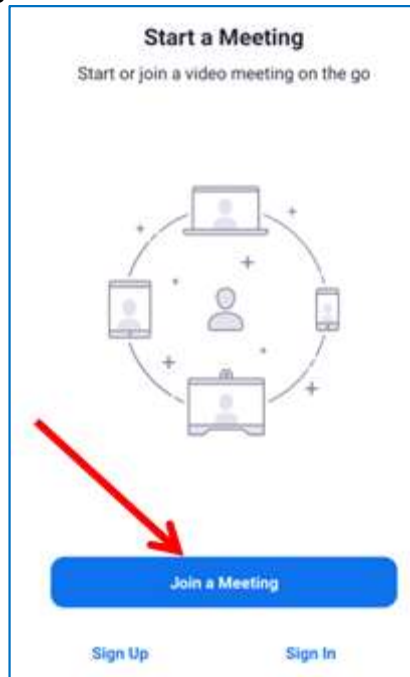
1. For this, you will need the Zoom app installed on your device. In your app store (the Apple app store) search for “**zoom**”.
2. The app will look something like the picture below. Tap “**Install.**” It may take a minute or two to download the app. (We advise doing this when connected to WiFi so you don't use up your mobile data).



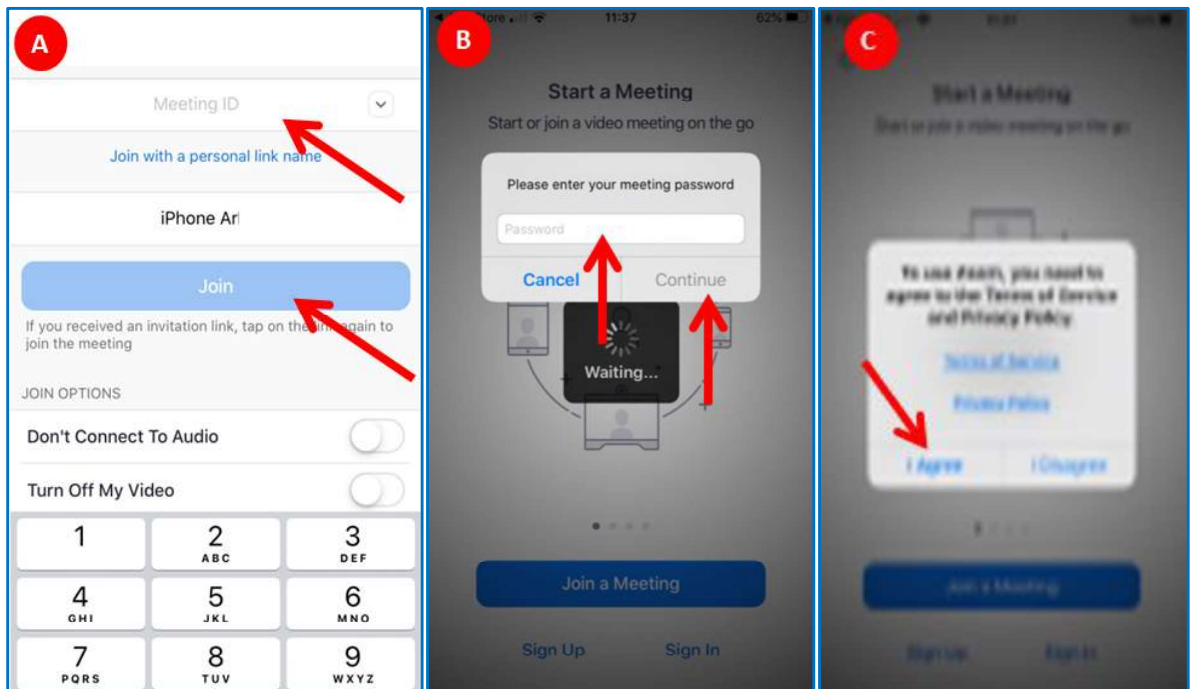
3. When the download is complete tap “**Open**”



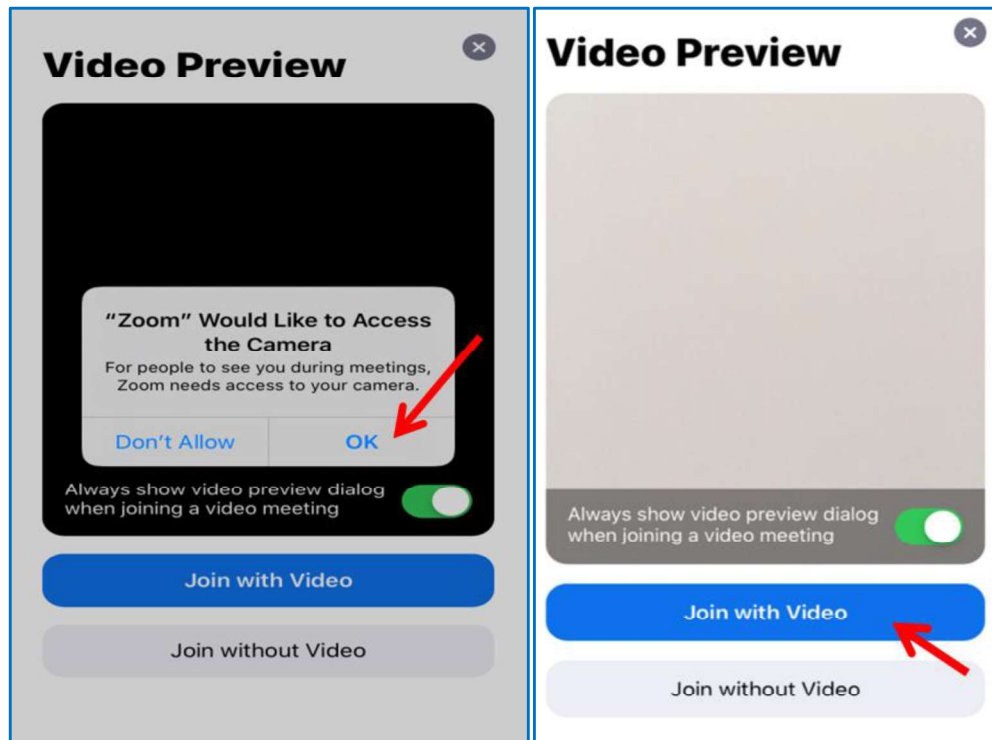
4. Tap “Join a Meeting”



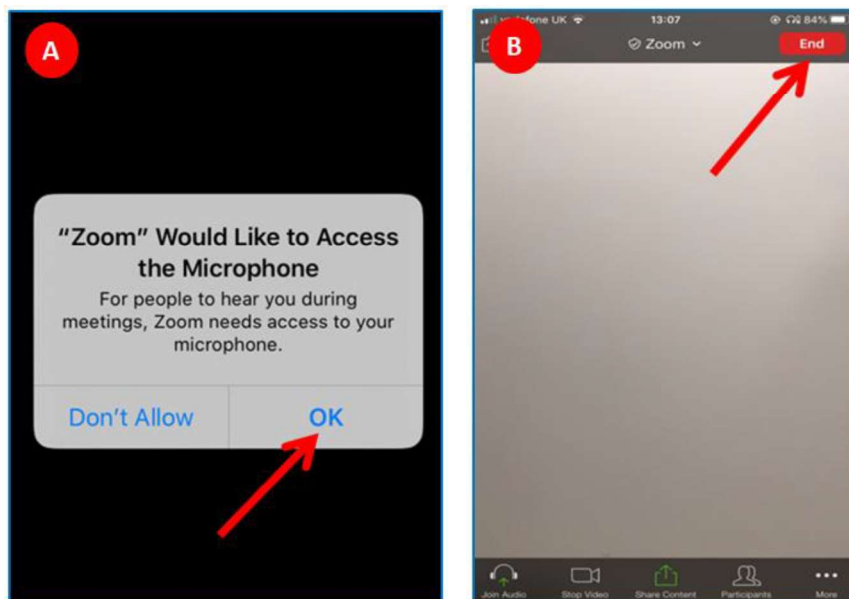
5. At the top, enter the Meeting ID number that your Southern Trust staff member gave you. Below this, if prompted, enter your name. Then tap “Join” (screen A below). Then enter the **Password** that your Southern Trust staff member gave you (screen B below) and click continue. If prompted, click on “I Agree” to Terms and conditions to use Zoom (screen C below).



6. If prompted please select “OK” to allow access to camera, and then click “Join with Video”

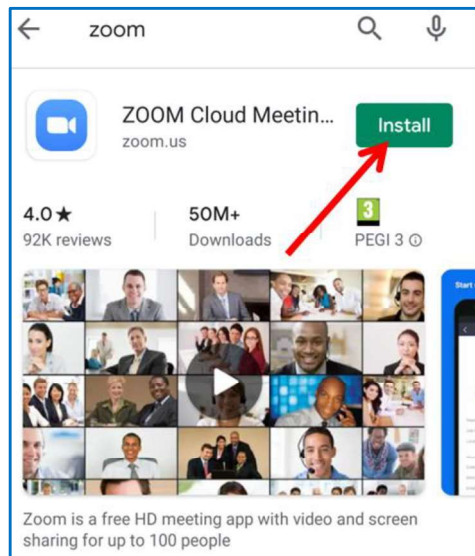


7. If prompted please select “OK” for Zoom to access your microphone and start your meeting (screen A below), you can leave the meeting at any time by clicking “End” (screen B below).

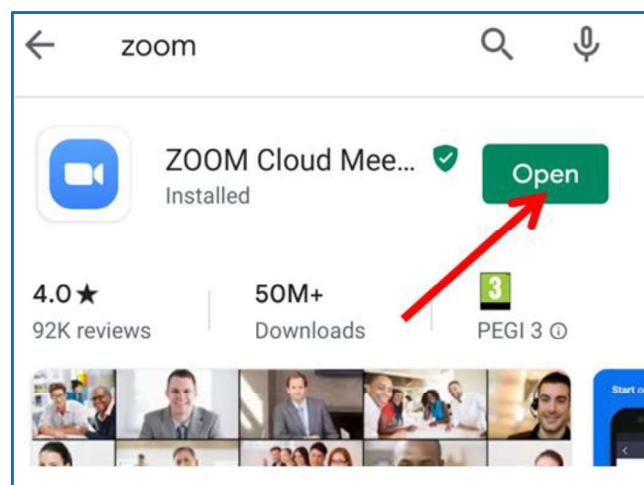


b) JOIN VIA ANDROID / SMARTPHONE

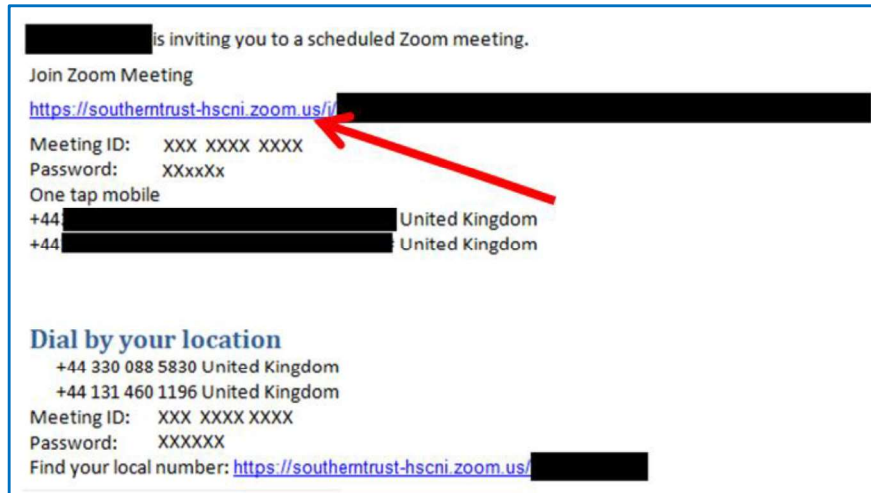
1. You will need the Zoom app installed on your device. In your app store (the Google play store) search for “**zoom**”.
2. The app will look something like the picture below. Tap “**Install.**” It may take a minute or two to download the app. (We advise doing this when connected to WiFi so you don't use up your mobile data).



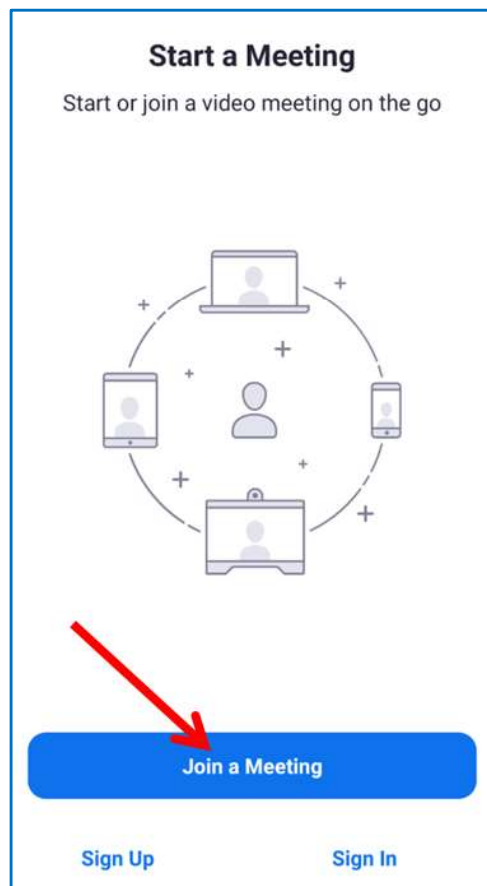
3. When the download is complete tap “**Open**”



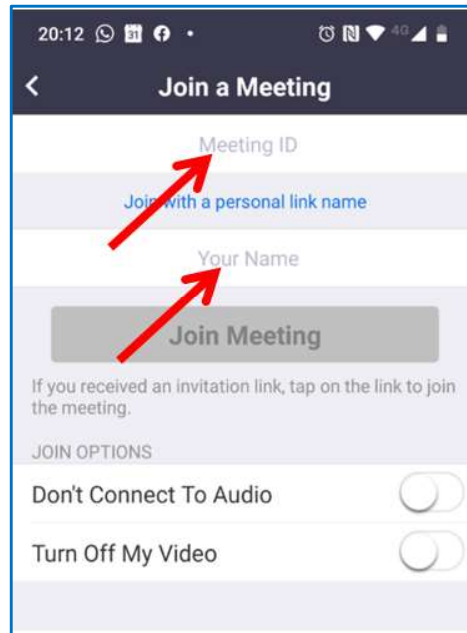
4. If you get an email/text invite (example below) from a Southern Trust staff member you can either click the link to automatically join the meeting, otherwise follow the instructions from “step 5” to manually join the meeting



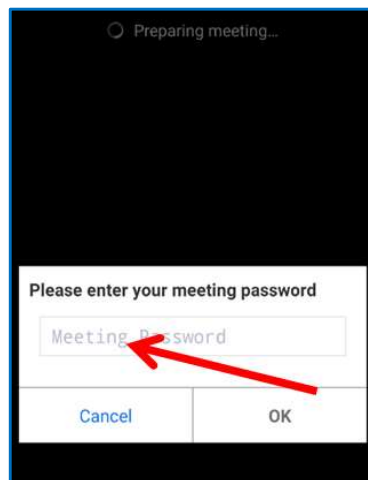
5. Tap “Join a Meeting”



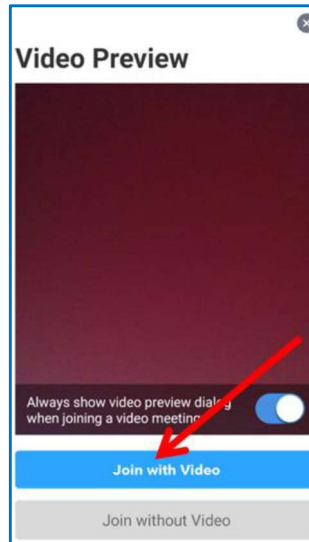
- At the top, enter the Meeting ID number that your Southern Trust staff member gave you. Below this, enter your name. Then tap **Join Meeting** (screen pictured below).



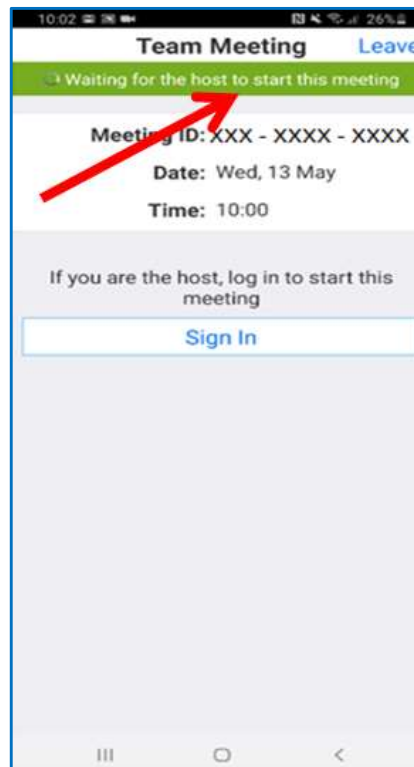
- Next, enter the password your Southern Trust worker has given you (this will be a different number from the meeting ID).



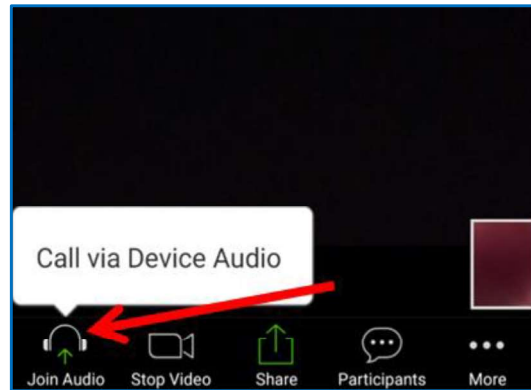
8. Then tap “Join with Video”



9. The screen below may appear. The call will begin as soon as your Southern Trust worker admits you to the meeting.



10. Next, you may have to tap **“Call via Device Audio”**



11. To leave the meeting at any time you can click **“Leave”**.

