

Using Zoom – a quick guide

Using Zoom's help center (it is American!)

When you've watched the two web training sessions and had a play around with your online account and desktop application, you'll probably have specific questions. The place to find answers is the help centre: <https://support.zoom.us/hc/en-us/categories/200101697>

There is a huge amount of help, in easy to follow guides, plus video tutorials, which are listed here: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Council meetings and members of the public

- Members of public can be invited – you can send them a link to the meeting. As host, you can control their audio setting and disable their option to unmute themselves. The downside is a significant amount of effort (usually this will be the Clerk) is needed to ensure the public are observers and not participators. I would recommend cameras and audio for public are switched off once their participation session is over, this will reduce the distraction whilst still allowing them to watch and listen.
- Zoom meetings can be live streamed via Facebook – this is not available on the free account. This option might be suitable for councils who regularly have a significant public attendance. Public participation is limited to comments via Facebook. Check out the full instruction: <https://support.zoom.us/hc/enus/articles/115000350406-Streaming-a-Meeting-or-Webinar-on-Facebook-Live>

Managing meetings

- Councils may wish to consider having a host (Clerk) and co-host (Chairman). This will provide the Chairman the facility to chair the meeting, such as muting/unmuting councillors who wish to speak. More detail on how to set this up here: <https://support.zoom.us/hc/en-us/articles/201362603>
- Meetings can be recorded; this can be set as a 'default on' facility. In the free account, the audio will save locally (on the host's computer). On the paid account, it saves also in the Cloud – this can then be emailed out or added to your website as a link.
- DPI and leaving meeting obligations can be facilitated via the host controls.

Poor internet? If your internet is still a bit 'rural' then you can join in by phone, by ringing any of these UK numbers and keying in your meeting ID and Password when asked:

- +44 203 481 5240
- +44 131 460 1196
- +44 203 051 2874
- +44 203 481 5237

These numbers are found on this link: <https://us02web.zoom.us/j/kcHvcFFZls> I've just tried this method from my phone and it works well, although there's no video, so if you can join via the internet (laptop, i-pad) it would be much better.