

Leeds Mind Peer Support

Zoom: Group Member User Guide

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1. What is Zoom?

Zoom is a video conferencing programme which allows the users to see and hear each other. It can be used for 1:1 or group meetings.

2. Is it safe and confidential?

Zoom is GDPR compliant and more information about this can be found here on their website:

<https://support.zoom.us/hc/en-us/articles/360000126326-Official-Statement-EU-GDPR-Compliance>

We also have some specific guidelines in place to keep Leeds Mind Peer Support groups safe on Zoom. You can view these on our website:

<https://www.leedsmind.org.uk/our-services/peer-support/>

3. What do I need to do?

You will need Zoom installed on your computer, laptop, tablet or phone. It can be downloaded for free from:

- Play Store (for Android Devices)
<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>
- Apple store (for Apple Devices)
<https://apps.apple.com/us/app/id546505307>
- Browser (for laptops and Personal Computers)
<https://zoom.us/download>

Zoom uses video and audio. Most smartphones, tablets and laptops have both cameras and microphones built into them so everything you need is already there. If you are on a PC, you can buy an additional microphone and speaker as well as a web cam if you need them.

4. How do I join a group?

When you make a booking for one of our online peer support groups, we will send a link to your email address. You just need to click on this link at the time of the session to join the group.

Please make sure that you use your first name only as your 'display name'.

There is also a virtual online waiting room where you can wait if you click on the link early before your session has started.

5. Introduction sessions

All group members will attend our 'Introduction to Online Group Work' session prior to attending any of our online workshops, courses or support groups. This includes group members who have previously attended our Introduction to Group Work session in person.

This session is an opportunity to have a go at using Zoom in a group. You will also be introduced in more detail to our guidelines and the type of activities you can expect in our groups.

If you would like to have a trial of Zoom on a 1:1 basis prior to your introduction session, please email peersupport@leedsmind.org.uk and we will do our best to book this in for you. Please give us as much notice as possible if you would like to do this.

6. Key Features of Zoom

6.1 How to change the video layout

Desktop

There are 3 different video layouts: Active Speaker, Gallery and Mini. The screen we will be using for group work is **Gallery**. This will allow everyone to see each other.

- To change to gallery view, click Gallery View in the upper right corner of your Zoom window.
- Your screen will then look like the one below (but with fewer participants).



Android/iOS

When you launch the app, it will automatically display the active speaker view. To see other group members, swipe left to switch to gallery view. Please note on the app, only four participants can be viewed at once. To see other group members, continue to swipe left – as shown below.

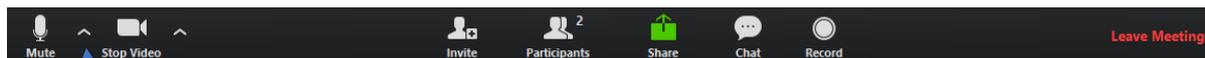


6.2 Mute/unmute yourself

When your audio is turned off, other group members won't be able to hear you. Please mute yourself when you are not speaking to minimise background noise and make sure that the person speaking can be heard.

Desktop

The audio controls that will appear on your desktop are shown below. To mute/unmute your microphone, click the ^ arrow next to mute/unmute icon.



Alternatively, the following keyboard shortcuts will also allow you to mute/unmute self

- Windows: **Alt + A**
- Mac: **Shift + Command + A**

Android/iOS

On the Android/iOS app, simply press the audio button to mute/unmute your microphone.

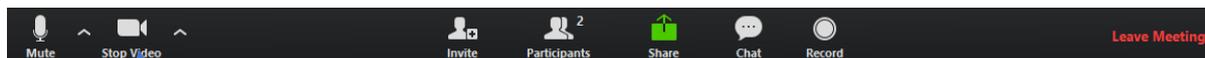


6.3 Turn your video on/off

When your video is turned off, other group members won't be able to see you. Please only turn your video off if you need to leave the room or if somebody else enters the room you are in.

Desktop

Use the same control panel as with the audio. If you press the ^ arrow next to stop/start video it will turn your camera off/on.



Android/iOS

Simply press the video button to turn your camera off/on.

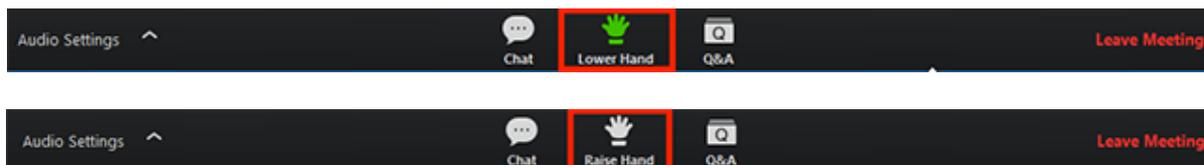


6.4 Raise your hand

During a group you can 'raise your hand' to signal that you want to speak. When we are working in rounds, the facilitator will indicate whose turn it is to speak next, so you do not need to use this feature during rounds.

Desktop

In the webinar controls, click 'raise hand' – the facilitator will be notified that you have your hand raised. To lower your hand, press 'lower hand'.



Alternatively, the following keyboard shortcuts will allow you to raise/lower your hand:

- Windows: **Alt + Y**
- Mac: **Option + Y**

Android/iOS

Simply tap 'raise hand' or 'lower hand'. The facilitator will be notified when you've raised your hand.



6.5 Sending a private message to the facilitator

If you want to take a break from the group, a facilitator can put you in a private breakout room within Zoom so that you don't have to leave the session completely. A facilitator can also join you in the breakout room to offer support if you would like this.

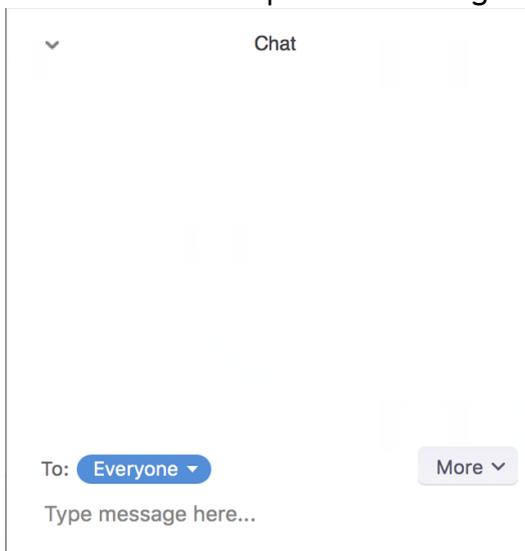
To let the facilitator know that you would like to go into a private space, you can use the Chat function in Zoom.

Desktop

- While in a meeting, click Chat in the meeting controls.



- This will open the chat on the right. Click on the drop down next to 'To:' and choose to send a private message to the facilitator.



Android/iOS

- While in a meeting, tap the screen to make the screen to make the controls appear.
- Click on Participants.



- At the bottom of the participants list, click on Chat.



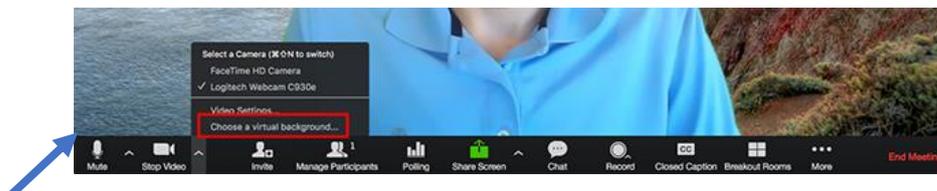
- Click the arrow next to 'Send to:' and choose to send a private message to the facilitator.

6.6 Using virtual backgrounds

If you do not want the room you are in to be visible to other group members, you can choose a virtual background.

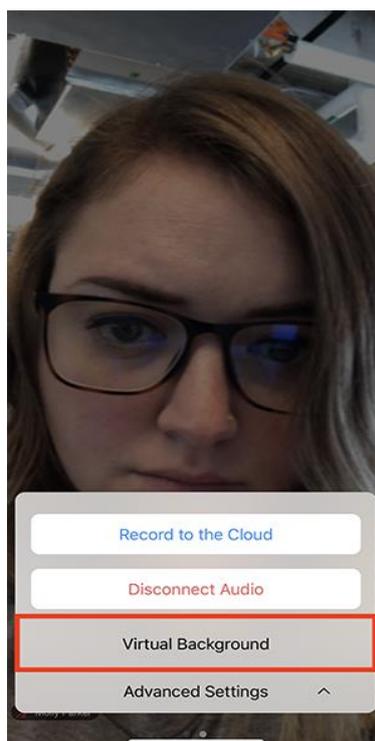
Desktop

- With your video switched on, click the ^ arrow next to start/stop video.
- Then, click 'choose virtual background' and choose an image.



Android/iOS

- Whilst in a group, click on 'More' – this will be on the bottom of your screen.
- Then, tap 'Virtual Background'.
- Choose the background you would like, then press close.
- To switch off the background, click virtual background and choose 'none'.



7. Further information about Zoom

More detail about using Zoom can be found here:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>