



User Guide (Members)

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A brief guide to getting started with Zoom

Before the meeting

1. Decide how you want to join.

You can use:

- Your ECC device
- Your own laptop, smartphone or tablet
- An ordinary telephone, although not all features are available on a non-smartphone

You may want to have it set up on two devices in case you have technical problems on one on the day.

2. Download zoom

Unless you are using an ordinary telephone you need to download zoom from www.zoom.us. You can download it on your ECC device or on your home computer, smart phone or tablet.

3. Make sure that you have the invitation email on whatever device you are going to use. Please do not share the link with anyone else but it is fine to forward it to your home email account.

4. Consider creating an account (optional)

You don't need to register for an account but if you do:

- The system will remember your name - you won't be asked every time. Please put your name as Cllr firstname surname unless we specially as you differently
- The system will remember your virtual background (if this works well on your device). This is a way to allow the world to see you without showing the world your spare room
- Registration for an account is free • You can register with your ECC email address. Please don't use your main ECC password for your zoom account.
- You will be able to use your free Zoom account for your own purposes and meetings (if you want to).

5. Consider where you are sitting and what is in your background, before the meeting starts. We recommend that, for example, you have no family pictures on display.

Joining the meeting using a laptop, smartphone or tablet

1. Find the email with the login details

2. Click on the link in the email

3. If you haven't got an account you will be asked to enter your name, please put Cllr
firstname surname
4. The name you enter when joining the meeting (or the name on your account) will be
visible to everyone in the meeting.

Joining Zoom meetings by phone

1. You can listen to the audio of a zoom meeting by phone. Note that the host and other
meeting participants will be able to see your phone number.
2. To join the meeting:
Dial 0203 481 5240
Enter the meeting id followed by #
Enter the participant id followed by #
Enter the password followed by #
3. To mute or un-mute your microphone key *6
4. The host can mute your microphone at any time
5. You can ask the host to rename you from your phone number so that others can't see
your phone number.

Switching Views in the meeting

There are several ways you can view a meeting using Zoom, they are based on individual
preference and for different meetings you may have different views.

You can access the different view by selecting them at the top right of the screen or by
using the shortcuts

- Full screen Alt + F
- Speaker View Alt + F1 - this means you just see the person speaking
- Gallery View Alt + F2 – this means you can see everyone (if there are
more than 25 people you can click on the
arrows at the left or right hand side of the
screen) screen to do so

(If there are more than 25 people in the meeting then, once in Gallery View, you can
use the 'page up' and 'page down' keys to switch between screens of participants.

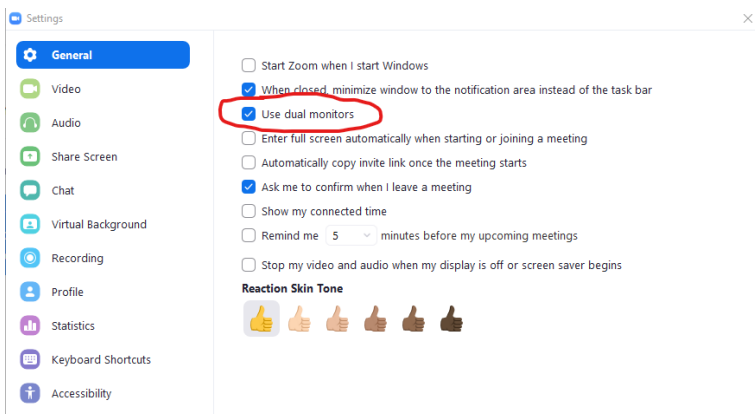
Other useful shortcuts

Here is a list of other useful shortcuts.

- Start/Stop Video Alt + V
- Mute/Unmute your audio Alt + A
- Raise/Lower Hand Alt + Y
- Show/Hide floating meeting controls/bar Ctrl + Alt + Shift + H

Using Dual Monitors on your laptop

If you have a big screen or two monitors you may want to experiment with dual monitor mode by going into the zoom app and then selecting 'use dual monitors' in the 'settings'. This gives you one window showing the person speaking (or any presentation) and another showing gallery view.

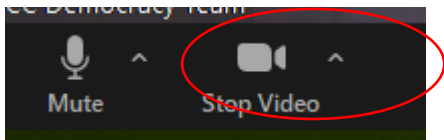


Virtual backgrounds

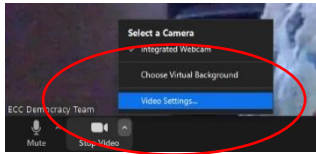
Some members wish to use virtual backgrounds. They don't work on every computer or in every setting. However, if you wish to use a virtual background ECC have created some that you can find on the [member portal \(https://members.essex.gov.uk/guidance-resources-and-key-documents/remote-meetings-and-working/\)](https://members.essex.gov.uk/guidance-resources-and-key-documents/remote-meetings-and-working/), you need to save them to your machine and then select them using the instructions below.

Setting up a virtual background on your laptop:

1. Find the menu bar at the bottom of the screen and click the up arrow next to stop video

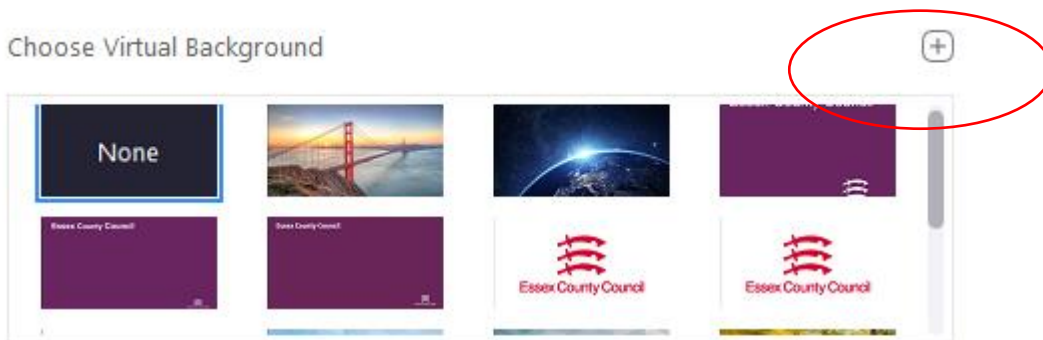


2. Select choose virtual background



3. Either choose a background or select the + button and select add image. If you don't have any images you will have to save them first and then follow these steps.

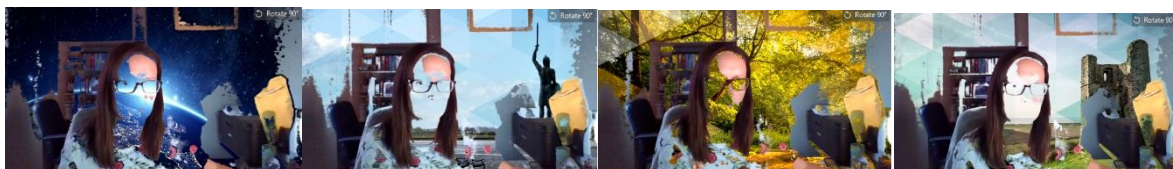
Choose Virtual Background



I have a green screen ? Mirror my video

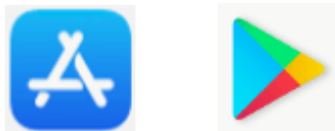
4. Then choose the image by double clicking or selecting open from those on your PC and you can then select the image. It will preview it.

Always check the image before a meeting, as it doesn't always work, check your lighting and background as they do impact on the background. These are examples of when it didn't work so successfully!

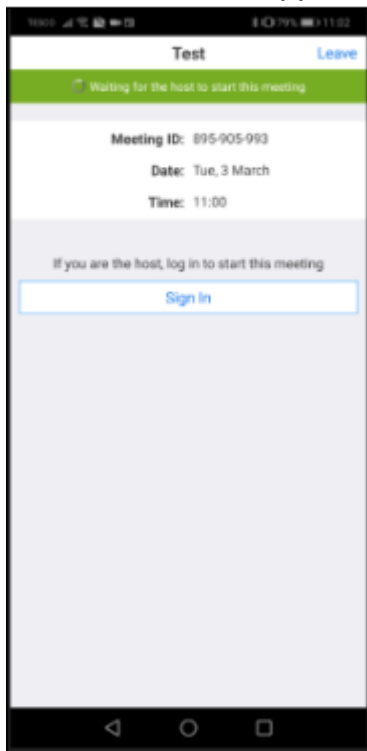


Using an Apple or Android Mobile Phone or Tablet Device

1. If you are attending the meeting using either a mobile phone or tablet device on either Android or Apple iOS, you will need to download the Zoom app from the relevant App Store to join the meeting.



2. Once installed, launch the invite. If the 'Meeting Organiser' hasn't started the meeting, the below screen will appear.



3. Once the 'Meeting Organiser' has started the meeting, you will automatically join. You don't need to sign in or do anything else.

Headsets or Earphones

1. Before joining the meeting, ensure the relevant; Headsets, Earphones, or Web Cams are connected and working. If you cannot see or hear anything, try:
 - Leaving and re-joining the meeting
 - Mute and un-mute microphone on your device
 - Disable and enable your web camera.

Important considerations when setting up your own meeting


Security settings

It is important to ensure strong security settings, we therefore recommend the following:

1. Enabling the waiting room (from September this will be mandatory)

Security

Waiting Room
When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.




Waiting Room Options
The options you select here apply to meetings hosted by users who turned 'Waiting Room' on

✓ Everyone will go in the waiting room

[Edit Options](#) [Customize Waiting Room](#)


2. Do **not** allow participants to join before the host

Join before host
Allow participants to join the meeting before the host arrives



3. Only allow host (or co-host to screen share)

Screen sharing
Allow host and participants to share their screen or content during meetings



Who can share?


Host Only All Participants [?](#)

Who can start sharing when someone else is sharing?

Host Only All Participants [?](#)

4. Do not allow participants who have been removed to re-join

Allow removed participants to rejoin
Allows previously removed meeting participants and webinar panelists to rejoin [?](#)



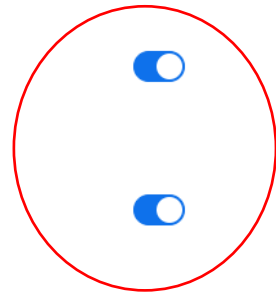
5. Require a password

Require a passcode when scheduling new meetings

A passcode will be generated when scheduling a meeting and participants require the passcode to join the meeting. The Personal Meeting ID (PMI) meetings are not included.

Require a passcode for instant meetings

A random passcode will be generated when starting an instant meeting



6. Consider locking the meeting once all participants have joined, however please note that should someone drop out you will have to unlock the meeting before they can be readmitted.

7. Do not share your password or details of the meeting more widely than you need to and do not share on social media platforms, you don't know who might join your meetings.

Setting up Meetings from your ECC Laptop

1. Sign into <https://zoom.us/>
 - Username: [username as set-up]
 - Password: [as set-up]
2. In the top right-hand corner, click **My Account**.
3. Click **Meetings** on the left-hand side of the screen.
4. Click **Schedule a Meeting**.
5. Complete the fields as necessary. Many of these are remembered by default, you do need to check they are set correctly but you may not need to adjust them.

Schedule a Meeting

5A

Topic

Description (Optional)

5B

When

Duration hr min

5C

Time Zone

5A. Enter the title of the meeting – make it clear what the meeting is about

5B. Make sure sufficient time is built in to allow for joining and make sure the full length of the appeal is built in. If you use a free account this might be limited to 40 minutes.

5C. Make sure the Time Zone is correct to (GMT+1:00) London, unless we are out of BST then change to (GMT+0:00) London.

5D

Meeting ID Generate Automatically Personal Meeting ID 968 840 8864

5E

Meeting Password Require meeting password

5F

Video
Host on off
Participant on off

5G

Meeting Options
 Enable join before host
 Mute participants upon entry
 Enable waiting room
 Record the meeting automatically on the local computer

5D. This will generate an ID that people can use to join if they don't use the link in the email and they go to Zoom directly.

5E. Zoom will create a password for you – please do not change this.

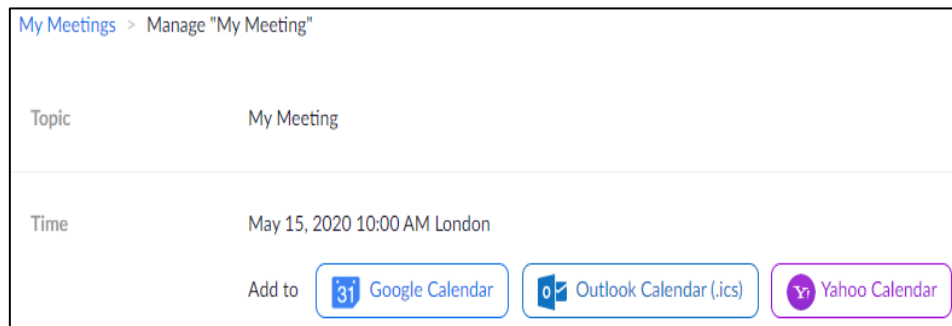
5F. Make sure video for both hosts and participants are turned **On**.

5G. You may not need some of the meeting options so leave them unticked.

You must enable a waiting room and you will need to admit members.

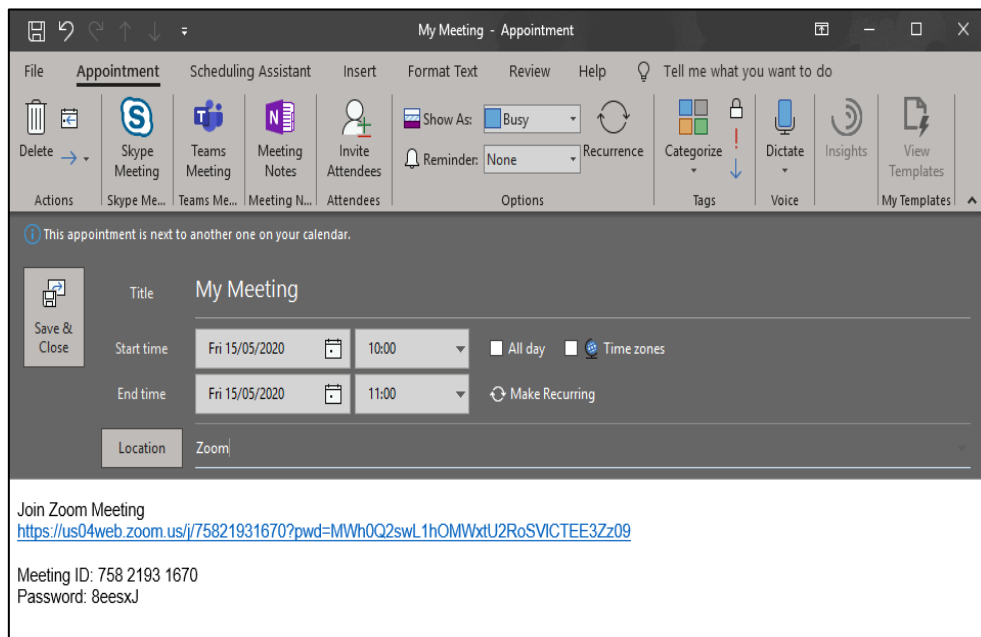
6. Click **Schedule**.

7. To add the meeting to your diary, scroll to the top of the page and click **Outlook Calendar (.ics)**. If a security messages appears, click allow.



8. This will automatically populate an Outlook calendar invitation.

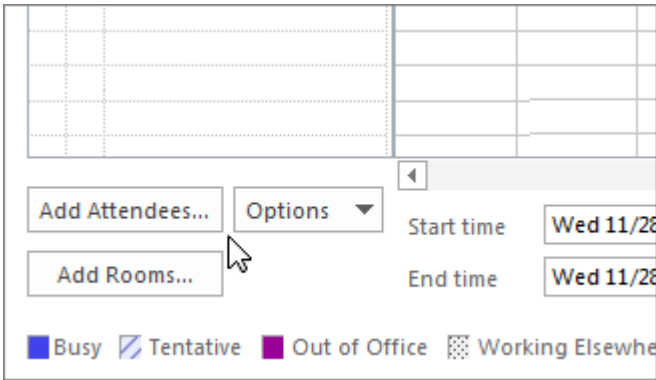
9. To invite attendees click **Invite Attendees** and send. You can add other attendees later by opening the invitation in Outlook. You can also add attendees at a later date or if you already have a



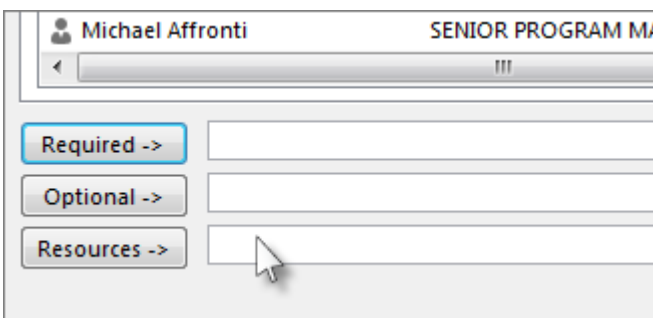
calendar invitation, you can copy and paste the instructions into an existing invitation. If you have members of the public or groups enter them in the resources field so they cannot see one another's contact details.

Hiding participants in calendar invitation

1. In the new meeting request, in the **Show** group, choose **Scheduling Assistant > Add Attendees**.

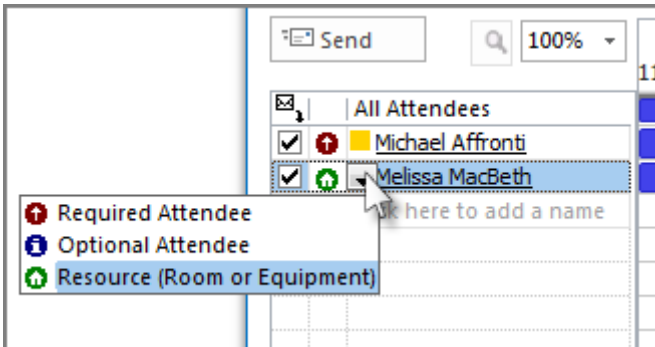


2. In the **Resources** box, type the name or email address of each person you want to receive a copy of the meeting, but not be listed as an attendee.



3. If you've already added them to the list of attendees, click to the left of their name and choose **Resource (Room or Equipment)** from the drop-down list.

Important: This will put the attendee's name in the Location field of the meeting request.



4. Finish filling out the meeting request as you normally would and choose **Send**.

Starting a Meeting you have scheduled

1. Sign into <https://zoom.us/>
 - Username: [your username]
 - Password: [your password]
2. In the top right-hand corner, click **My Account**.

3. Click **Meetings** on the left-hand side of the screen.
4. A list of upcoming meetings will appear. Find the relevant one and click **Start**.
5. A message will pop up regarding audio – click **Join with Computer Audio**.
6. A screen similar to the below will appear (although it will show your face).

6A. To check the meeting is in progress, look for the green dot at the top left-hand side of the screen.

6B. It is recommended that participants mute their microphones when not speaking, to prevent any interference when others are speaking.

7. When the meeting has finished, click **End Meeting** and select the option **End meeting for all**.

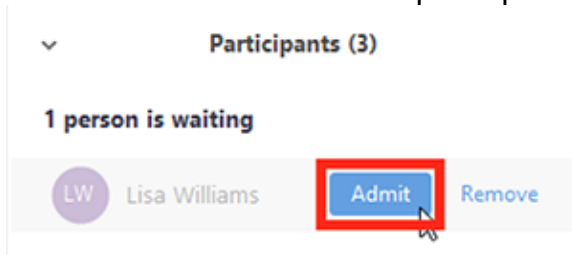


Using Waiting Room

Admitting participants during a meeting

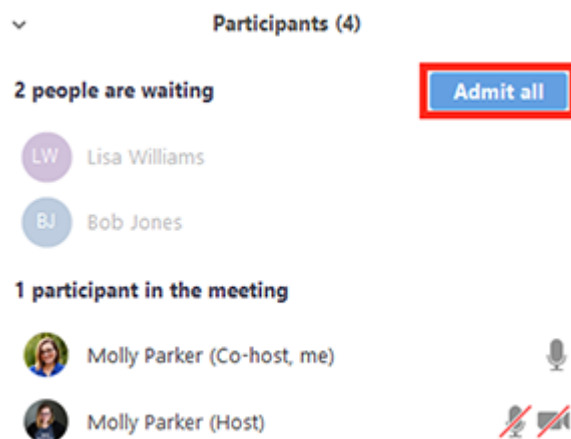
1. As the meeting host, click **Manage Participants**.

Click **Admit** to have the participant join the meeting.



Admit all participants from the Waiting Room

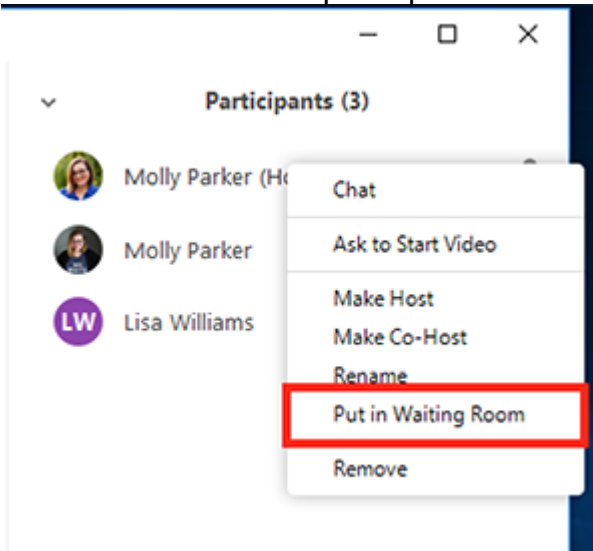
1. As the meeting host, click **Manage Participants**.
2. Click **Admit all**.



Sending participants to the Waiting Room during a meeting

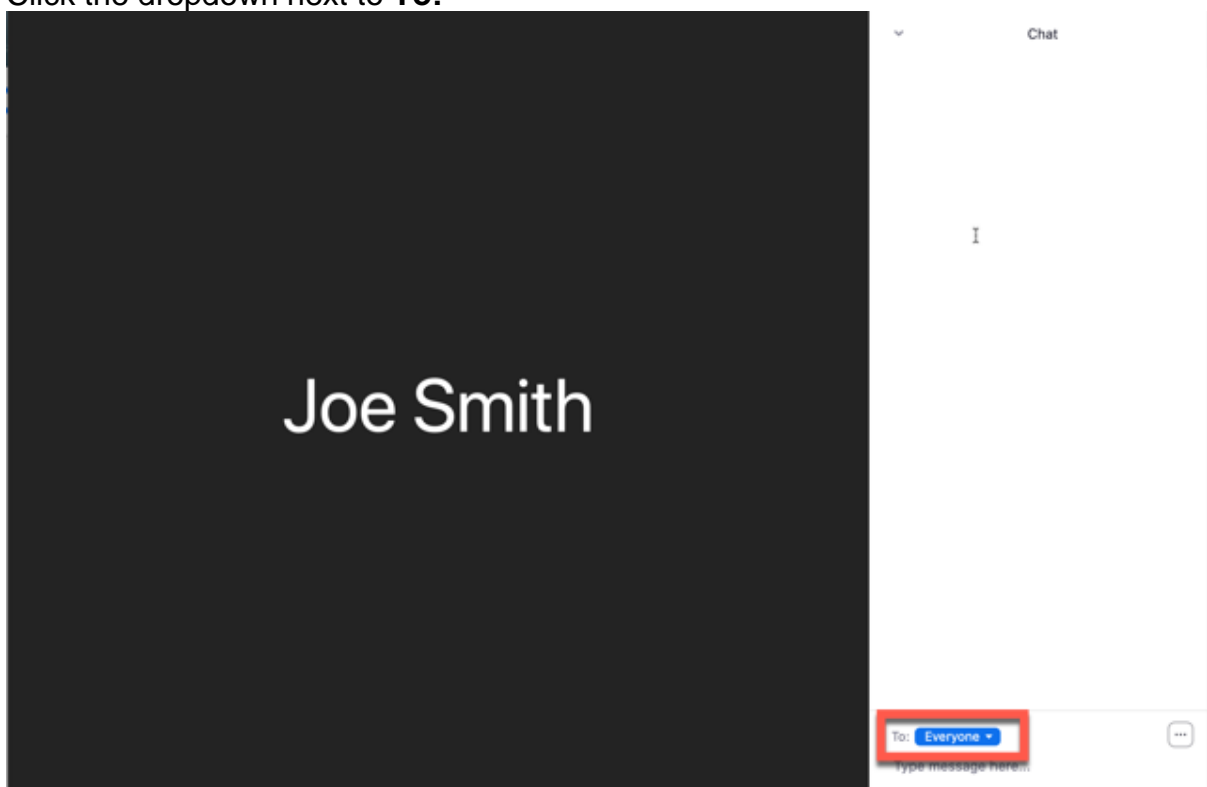
1. As the meeting host, click **Manage Participants**.

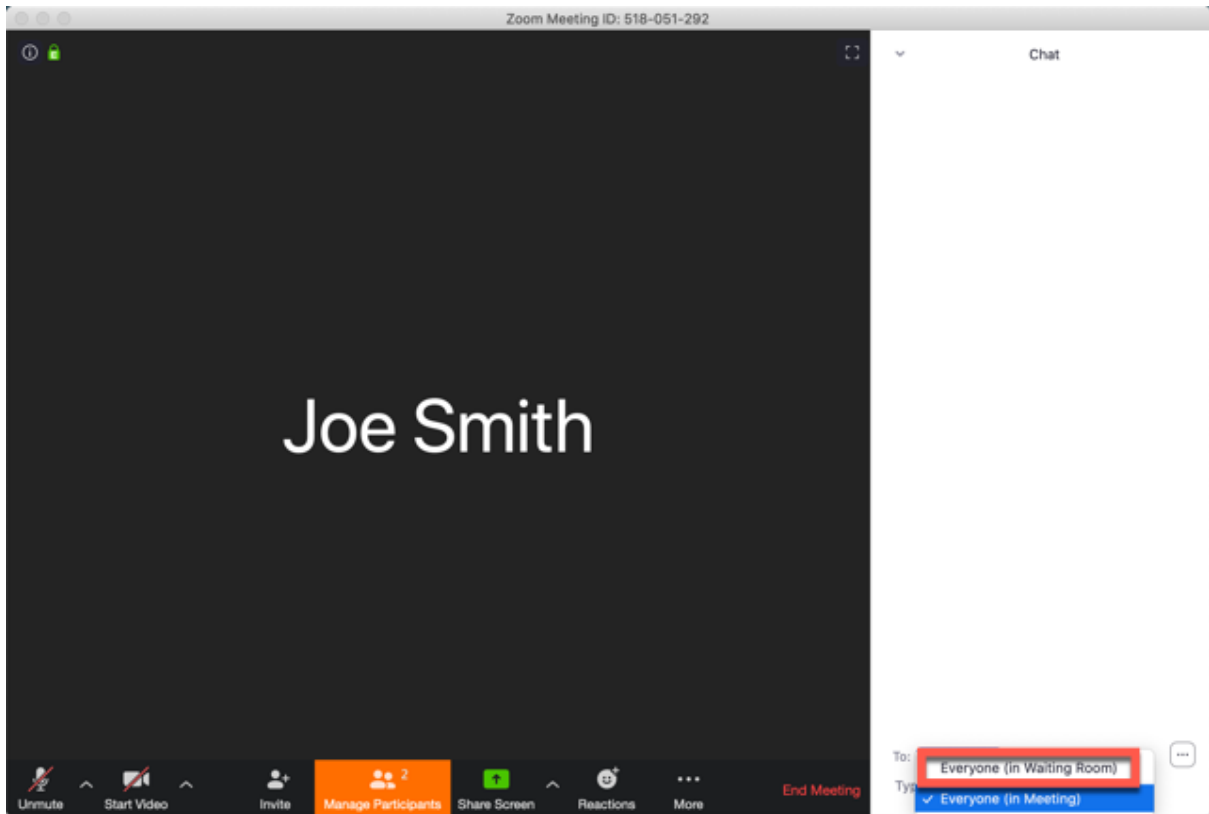
2. Click **More** next to the participant's name and choose **Put in Waiting Room**.



Sending messages to participants in the Waiting Room

1. As the meeting host, click **Chat**.
2. Click the dropdown next to **To:**

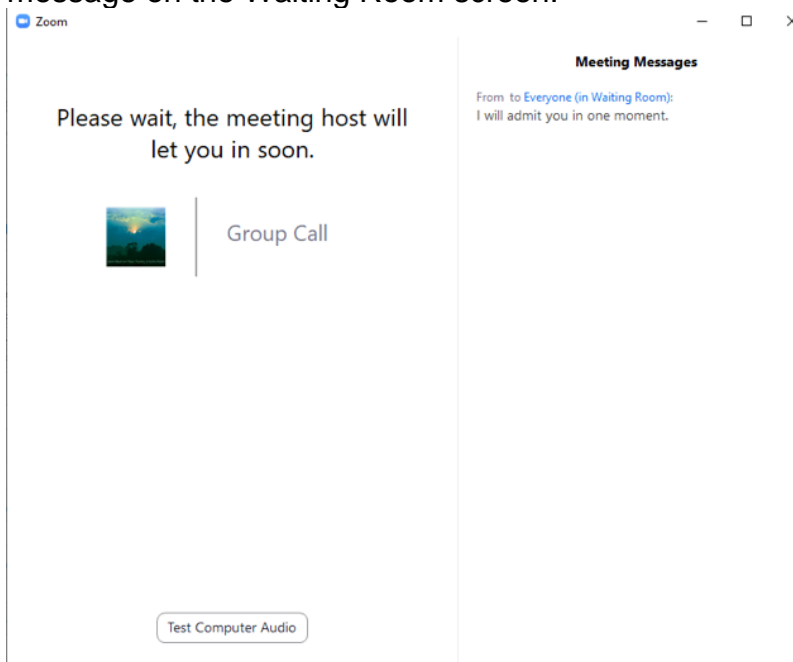




3. Click **Everyone (in Waiting Room)**.

4. Type and send your chat message to the waiting room.

5. Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:



Roles in a Meeting

Host

The user that scheduled the meeting. They have full permissions to manage the meeting. There can only be one host of a meeting.

Co-hosts

Shares most of the controls that hosts have, allowing the co-host to manage the administrative side of the meeting, such as managing attendees. They could share their screen if needed.

Participants in a Meeting

Feature	Host	Co-host / alternative host	Participants
Participating in the meeting			
Start the meeting	✓		
Mute/unmute themselves	✓	✓	✓
Start/stop their own video	✓	✓	✓
View participants list	✓	✓	✓
Share screen	✓	✓	✓
Request or give remote control	✓	✓	✓
Chat with participants (in-meeting chat)	✓	✓	✓
End meeting	✓		
Managing participants			
Mute or unmute participants	✓	✓	
Stop participant's video	✓	✓	

Ask participant to start video	✓	✓	
Promote participant to host or co-host	✓		
Change who attendees can chat with	✓	✓	
Remove attendees**	✓	✓	
Put participants on hold	✓	✓	
Rename participants	✓	✓	

** If you remove an attendee they cannot get back in with the same link.

For committee meetings we use the webinar version, this allows the public or officers or members not engaged in the meeting to be 'attendees' where they can see and hear but not be seen or heard. If you use the free or basic version personally, you will not have this option, people will either be in the waiting room, where they cannot hear or see or in the meeting as a participant.

Additional Controls for Hosts

There are some additional controls at the bottom of the **Participants** panel:

- **Mute All / Unmute All:** Mute or unmute all participants currently in the meeting.
- **Mute participants on entry:** Automatically mute participants as they join the meeting.
- **Allow participants to unmute themselves:** Participants can unmute themselves if they want to speak to others in the meeting.
- **Allow participants to rename themselves:** Participants can change their screen name displayed to other participants.
- **Play enter/exit Chime:** Play a sound when participants join and leave the meeting