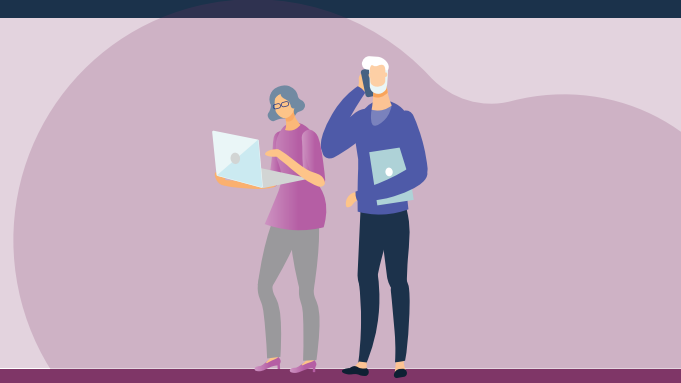


How to use Zoom to make video calls



What is Zoom?

Zoom is one of the world's most popular video conferencing platforms. It enables people to see and speak with anyone, anywhere in the world, in real time.

Users can make a video call to one person or participate in a group video call with others. Millions of people use Zoom each day for many reasons, such as holding business meetings, attending online classes, joining health appointments and connecting with friends and family.

As with any online application, it's important to know how to use Zoom safely.

What you need to use Zoom

- An internet connection
- A 'smart' device
- A home or mobile data plan

Internet connection

Zoom uses the video and audio functions on your device at the same time. This requires a stable, high-speed internet connection to ensure good quality. If your connection is slow, you may notice lags or delays in the video picture or the sound may become distorted.

Device

You will need a 'smart' (internet-enabled) device such as a desktop computer, a laptop, iPad or mobile phone. Importantly, you will need a camera that is built into your device, or you can attach a separate camera to your home computer.

Data plan

Zoom can use a lot of your data allowance and it increases as more people join the call. So check to make sure you have enough data.

Getting started

If you are using a desktop or laptop computer

1. Open the web browser on your device and enter <https://zoom.us/> into the address or search bar.
2. Click on the 'SIGN UP IT'S FREE' button to create an account.

Follow the instructions and enter your personal details including your date of birth, name and email address. You will also be asked to create a password. Remember to create a strong, secure password.

1. Zoom will then send a verification link to your email address – you will need to click on to activate your account.
2. Once your account is activated, download the ‘desktop client’ to your computer to begin using Zoom.

If you are using a mobile device

1. Go to the Play Store or App Store.
2. Search for the Zoom meetings app.
3. Download and install the app, following the prompts.

Using Zoom

Once you have signed in, use the menu on the home page to move around and customise your Zoom account. You can access and change your profile information, privacy settings and password, as well as set up meetings and check your invitations.

The meeting host

- Calls the meeting and sends the email invitations
- Controls who can join the meeting, who can speak and when the meeting ends
- Can send a passcode to participants so people who have not been invited are unable to join
- Can change the security settings to protect participants by locking the meeting, hiding participant profile pictures and disabling chat messages

Meeting Participants

- Invited to join the meeting by email, including the date and time, a link to

the meeting ‘room’ and a meeting ID (identification) number

- Can be sent a passcode to enable entry, if the meeting is restricted

Tip: To host a meeting, click ‘Schedule a Meeting’ on the top right hand of the screen and follow the prompts to invite participants from your Contacts List. You can add your meeting details at this stage too, such as the topic and proposed date and time. Zoom will automatically generate a unique meeting ID and passcode.

During a meeting

- Use the settings to select the camera or microphone you want to use.
- You can show other people your screen, ‘chat’ to meeting participants by typing a message and share your reactions by using emojis and symbols.
- Mute the microphone when you do not want anyone to hear you or the background noise where you are.
- Turn off the camera if you do not want other participants to see you.
- Use the camera settings to change your background if you do not want other participants to see where you are – choose one of Zoom’s virtual backgrounds or upload an image of your own.
- If you would like to use a filter to change how you look click on the arrow next to the video icon to choose an option – click on the video icon to change back.

Accessibility features

- Closed captioning
- Keyboard shortcuts
- Automatic transcripts
- Screen reader support



For more information about Zoom's accessibility options, visit zoom.us/accessibility.

Staying safe on Zoom

A strong password helps protect you from financial fraud and identity theft. Don't share it with anyone.

Use a random meeting ID

- A Personal Meeting ID (PMI) is a unique 10-digit number assigned to each account holder. It provides access to their virtual meeting room.
- If you use your PMI to schedule a meeting, any participant who has the number can use it to join any later meeting you host, unless you lock the meeting.
- It is safer to schedule each new meeting with a randomly generated ID number.
- You can change your PMI settings in your account profile.

Don't share meeting details publicly

Only send the meeting link and password to participants via email. Don't send it any other way or share it on social media.

Avoid sharing personal information

If you are using Zoom to call close friends and family, it's usually safe to chat with them as you would in a normal, face-to-face conversation. But it's important to be careful if you are connecting with people you don't know well. Don't share personal details such as your phone number, home address or financial information in the Zoom call or chat message.

Think about what people can see

Remember that everything in your camera's view can be seen by others on the Zoom call, unless you use a virtual background. It's also a good idea to close any windows on your screen that you would like to keep private, especially any showing your personal financial details.

Check the sound

Remember to check whether your microphone is on. It's usually best to mute it when you are not speaking, so you don't share any personal conversations by mistake or disrupt the meeting.

For more information about using Zoom visit: beconnected.esafety.gov.au/how-to-use-zoom

For more information about Zoom privacy and security visit zoom.us/docs/en-us/privacy-and-security.html

TIP: Are you using Zoom to stay in contact with the children in your life? Find practical advice in Online safety for grandparents and carers, available at

esafety.gov.au/seniors/online-safety-grandparents-carers

Take the time to discover Be Connected

Be Connected is a comprehensive website with free resources specifically designed to support older Australians to connect online safely and navigate the digital world confidently. The site is also useful for families and community organisations who want to help older community members access all the benefits of the internet.

beconnected.esafety.gov.au

