

# How to use Zoom for Community sessions and webinars

From October 2018, we will be using the Zoom platform (<https://zoom.us/>) for running our Community sessions and webinars.

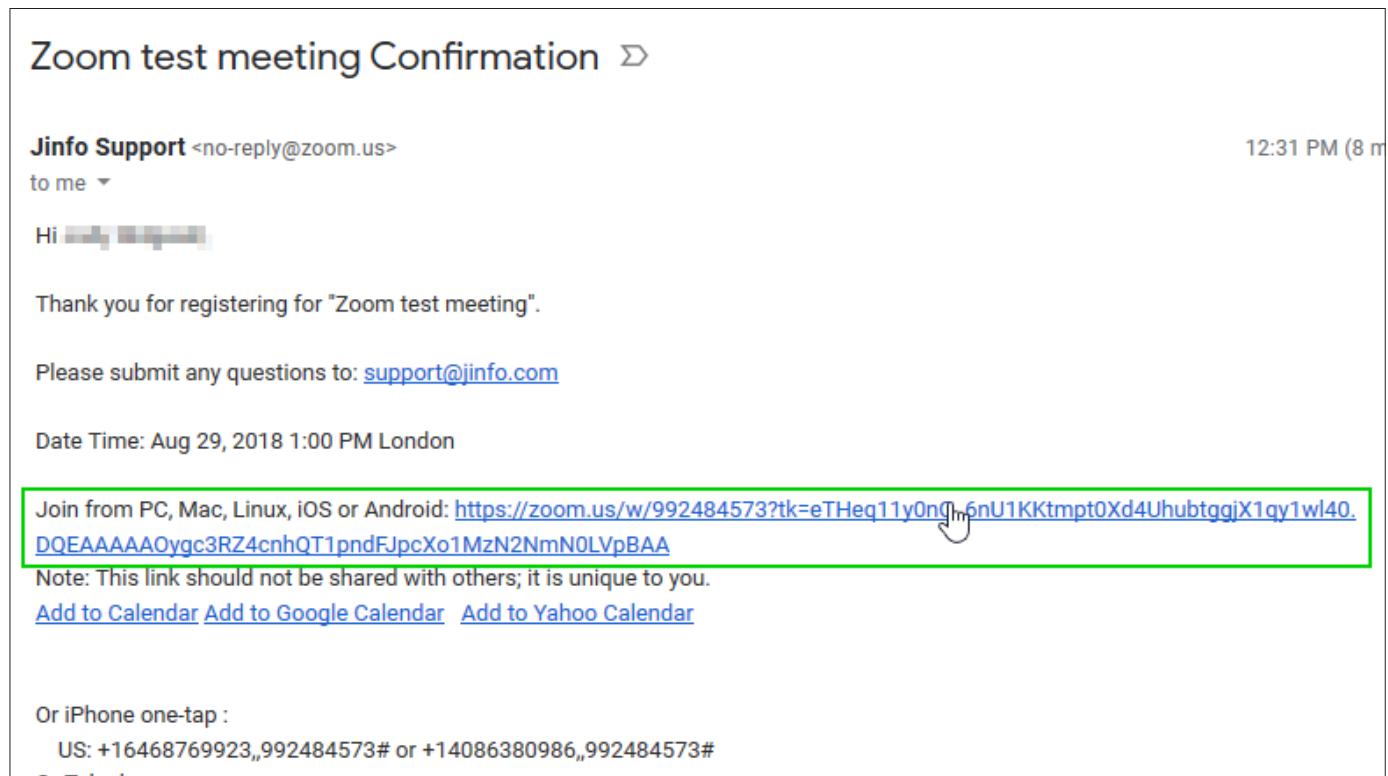
The following guide explains how to use the Zoom software to attend an event.

## 1. Register

Register for a Jinfo [webinar](#) or [Community session](#) by completing the registration form for the chosen event.

## 2. Confirmation email

Once you have been registered, you will receive a confirmation email. You can use the calendar links to add the details to your calendar software. The link you will need to join the session on the day is also included.



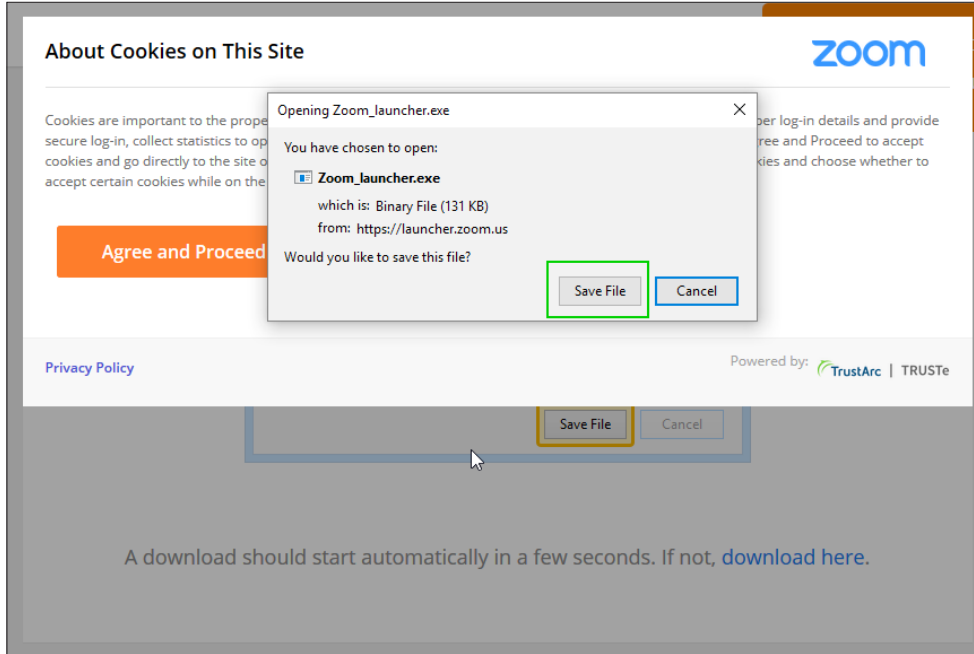
The screenshot shows an email titled "Zoom test meeting Confirmation" from "Jinfo Support <no-reply@zoom.us>". The email content includes a greeting, a thank you message for registering for "Zoom test meeting", and a request to submit questions to [support@jinfo.com](mailto:support@jinfo.com). The date and time are listed as "Aug 29, 2018 1:00 PM London". A green box highlights the Zoom join link: [https://zoom.us/j/992484573?tk=etHeq11y0nqj\\_6nU1KKtmpt0Xd4UhubtggiX1qy1wl40.DQEAAAAAOygc3RZ4cnhQT1pndFJpcXo1MzN2NmN0LVpBAA](https://zoom.us/j/992484573?tk=etHeq11y0nqj_6nU1KKtmpt0Xd4UhubtggiX1qy1wl40.DQEAAAAAOygc3RZ4cnhQT1pndFJpcXo1MzN2NmN0LVpBAA). Below the link, there is a note: "Note: This link should not be shared with others; it is unique to you." and three calendar links: "Add to Calendar", "Add to Google Calendar", and "Add to Yahoo Calendar". At the bottom, there is a section for "Or iPhone one-tap:" with the phone number "US: +16468769923,,992484573# or +14086380986,,992484573#".

### 3. Joining an event

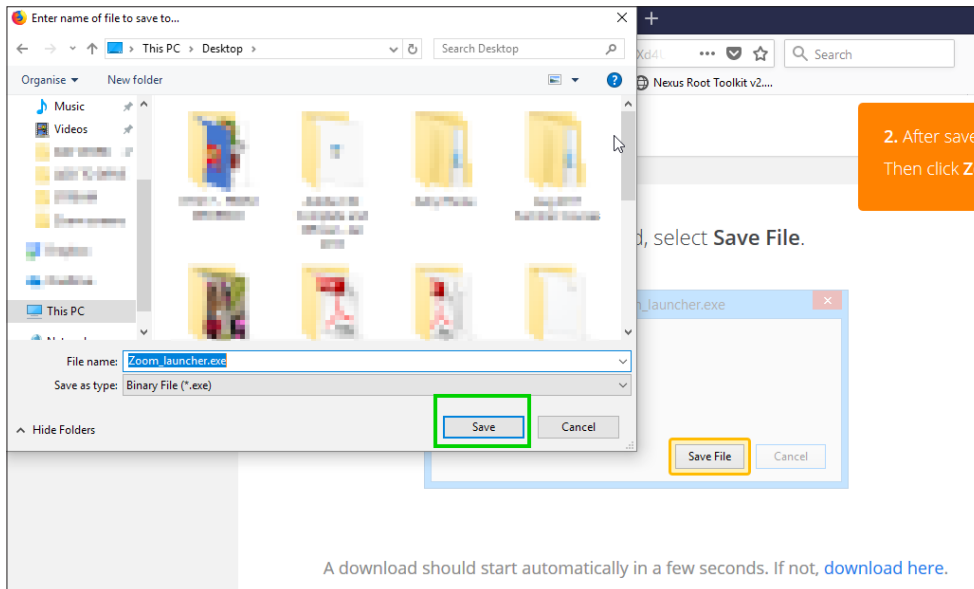
Click on the Join link at the time specified (you can join a few minutes ahead of time to be ready for the start). The first time you attend a Zoom meeting, you will be prompted to download a small file to run the Zoom software on your computer. If you cannot download the file, there is the option to run the event in a browser.

#### Download method:

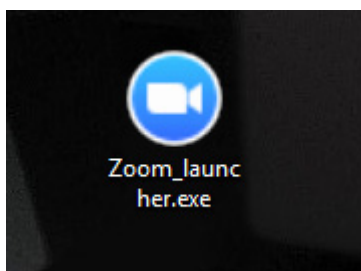
After clicking the Join link, you will be prompted to download a file. Click "Save file":



Save file to your computer:



Navigate to the download destination, and double-click on the file to run it:

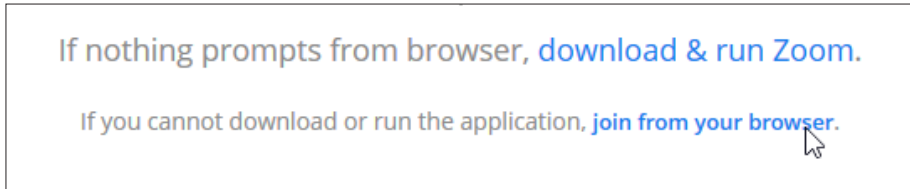


**Browser method:**

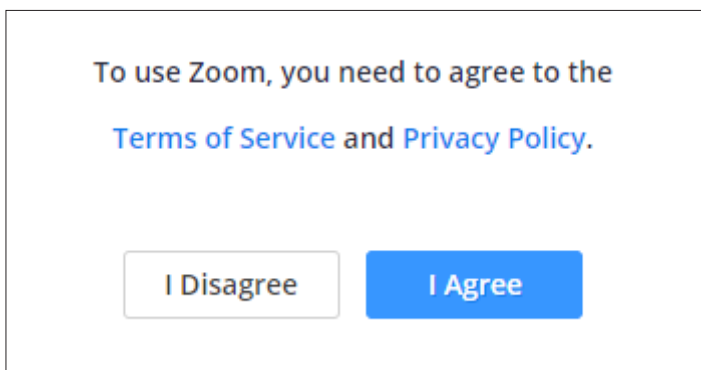
Zoom is optimised for running in Google Chrome, but can also run in Firefox or Edge/Internet Explorer with limited features:

- Firefox: No computer audio (audio via phone call only)
- Internet Explorer: No computer audio (audio via phone call only) and no chat box

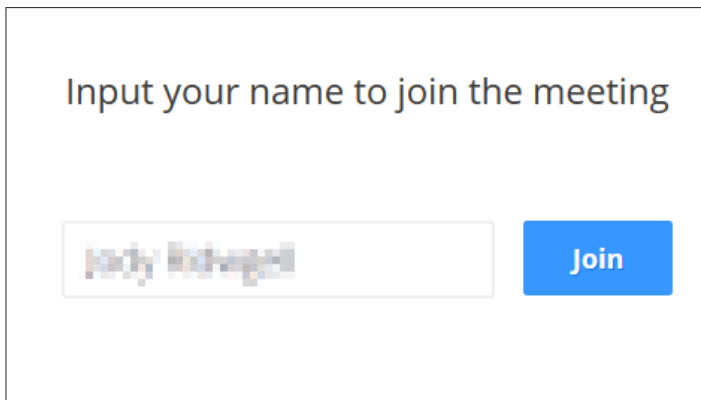
After clicking on the Join Link, cancel the download and select "join from your browser":



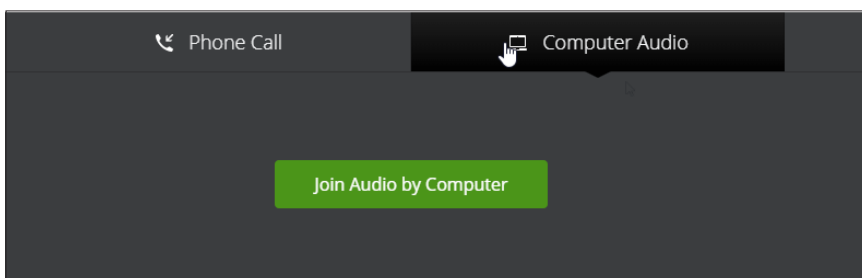
Agree to the terms of service:



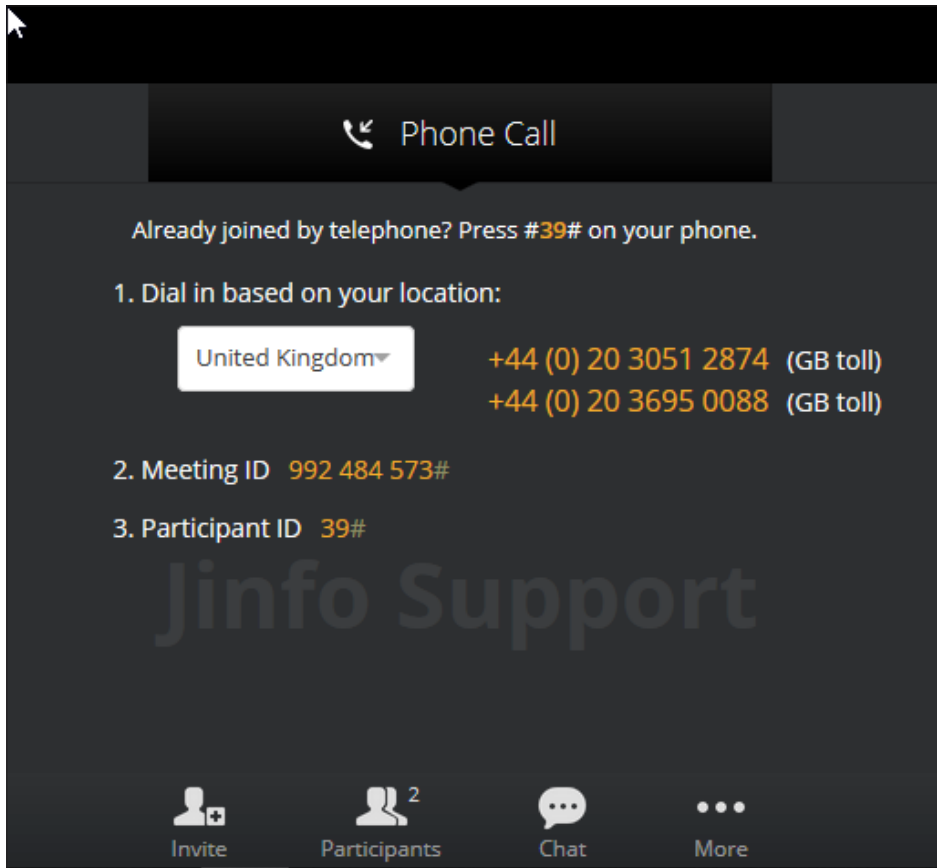
Input your name to join the meeting:



**In Google Chrome**, you can choose to listen in and participate using your computer's audio and microphone:

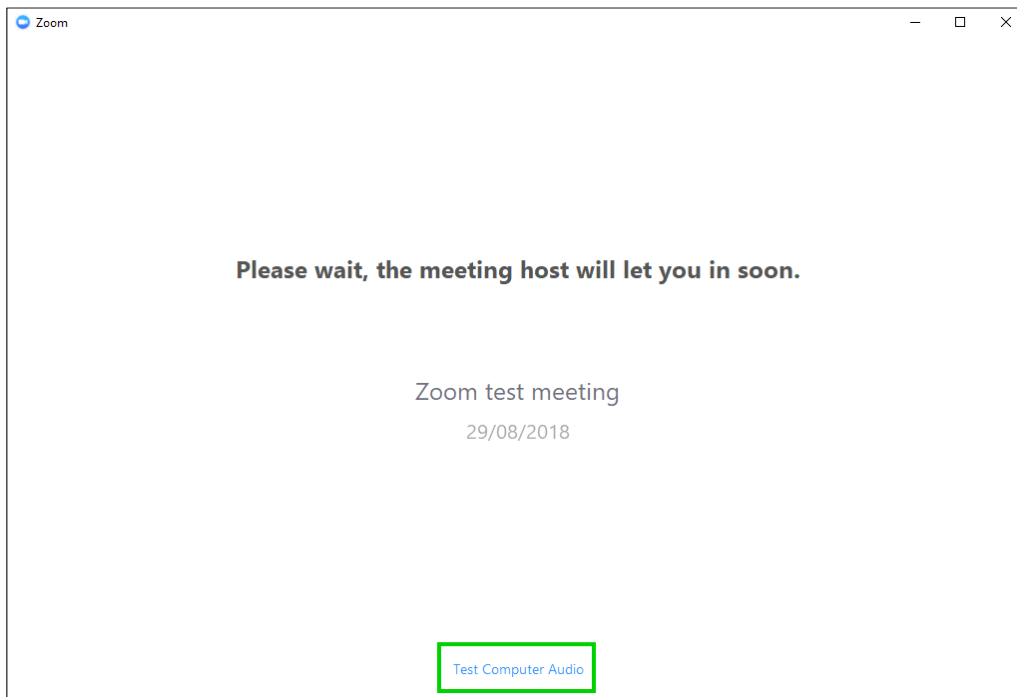


In **Firefox**, you will be prompted to dial in over the phone to listen in and participate (you can select a local phone number based on your location from the list):



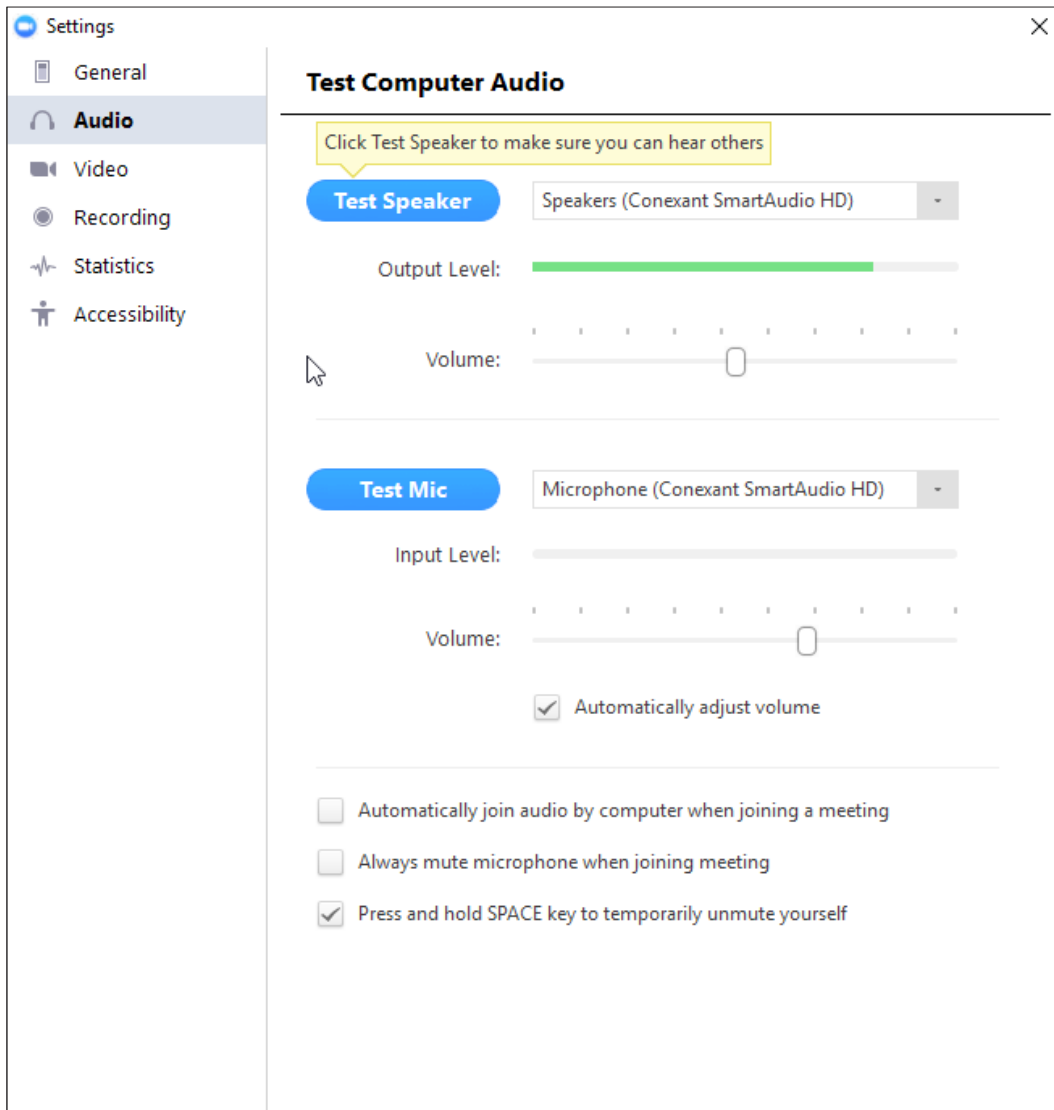
### 3. Waiting to join

Once you are logged in, you will be taken to a waiting screen. Once the event starts, you will automatically join the session from here.

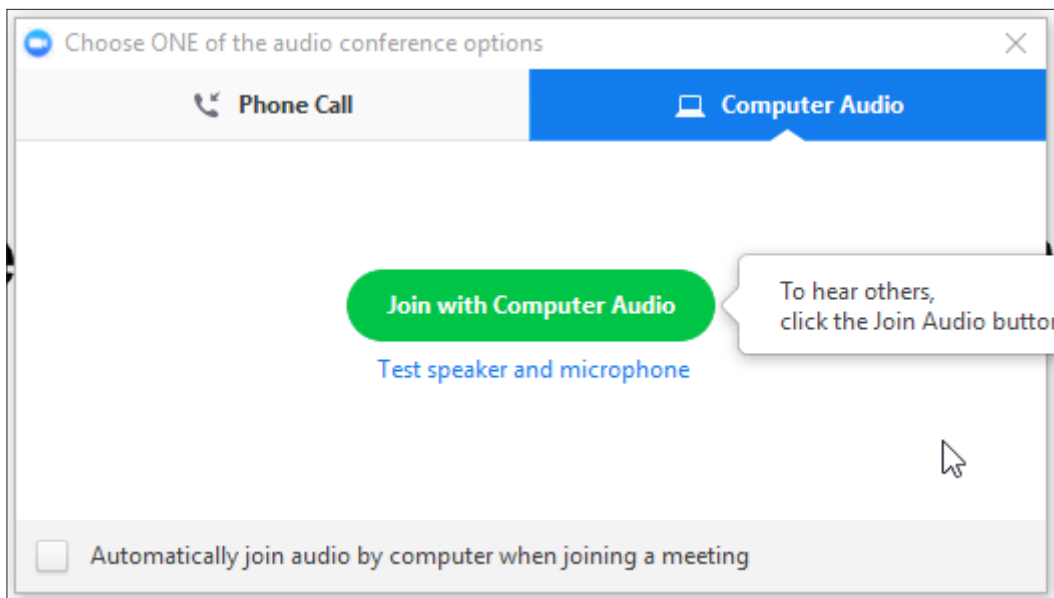


While waiting, you can click on the link to test your audio settings.

Ensure your speaker and microphone settings work correctly using the options shown:

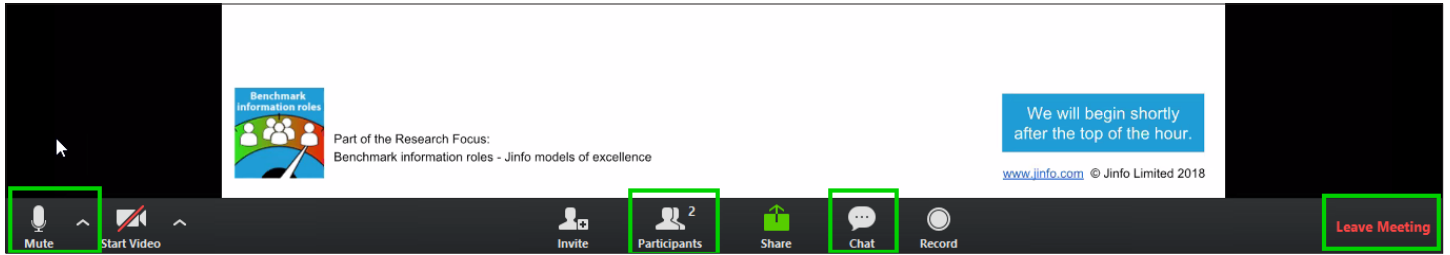


As you join the session, you will be prompted to select an audio option:

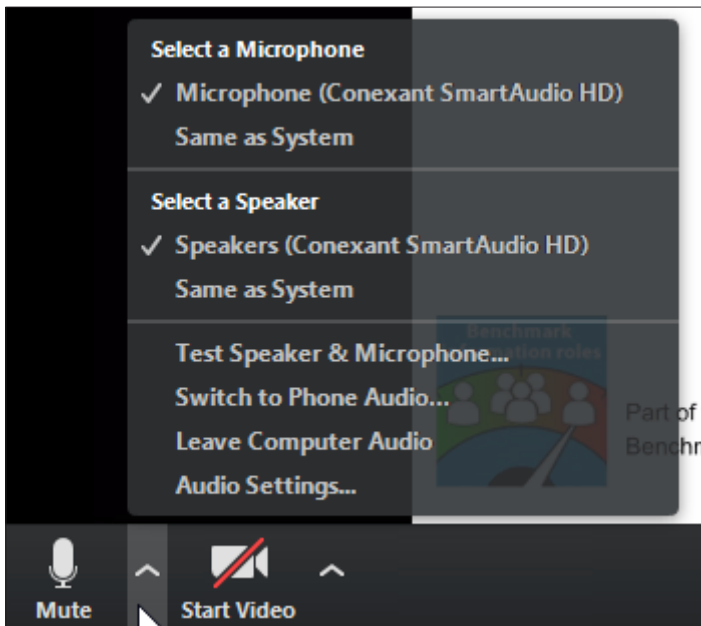


### 4. In-session options

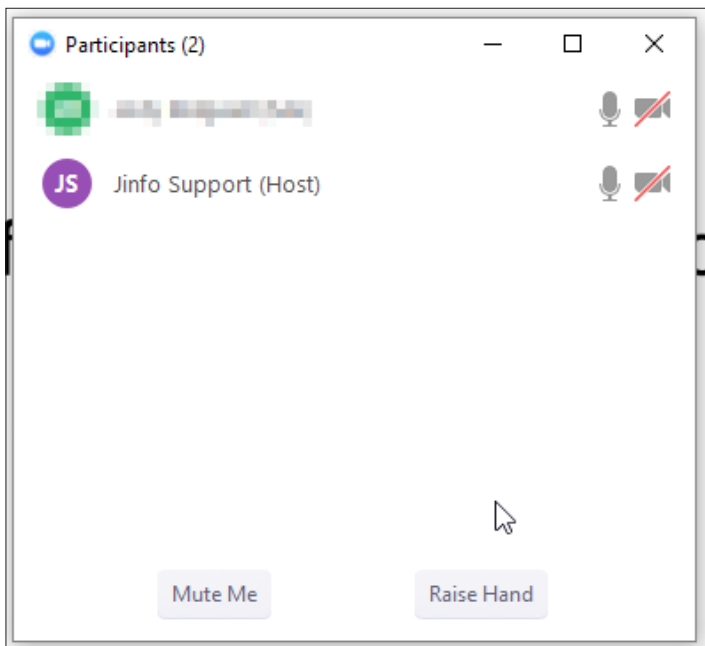
During the session, there are a number of options displayed at the bottom of the screen:



The mute button and audio options are to the bottom left:

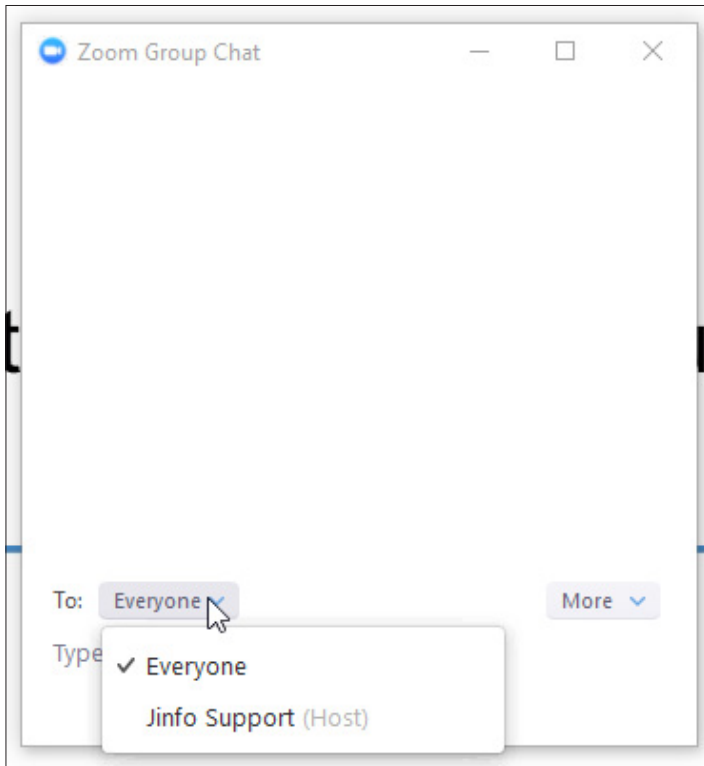


The "Participants button" shows Jinfo staff and presenters in the session:

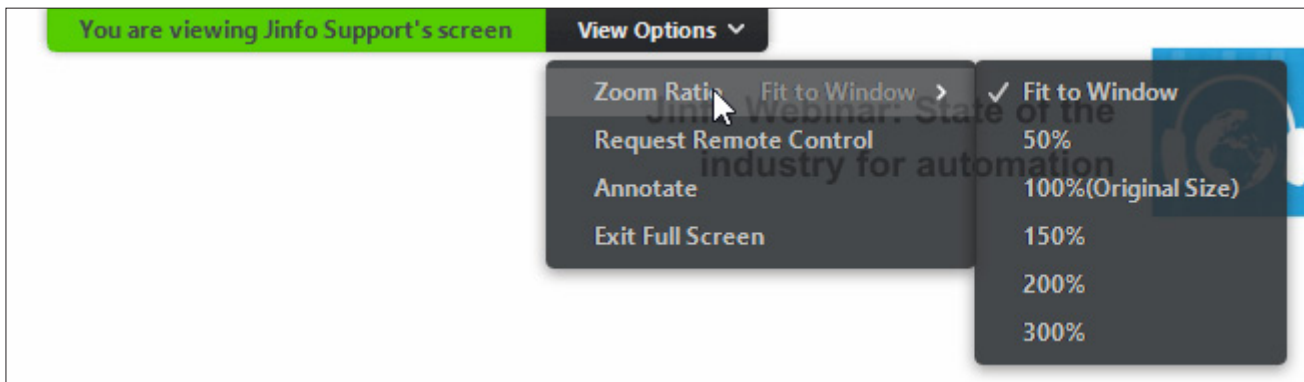




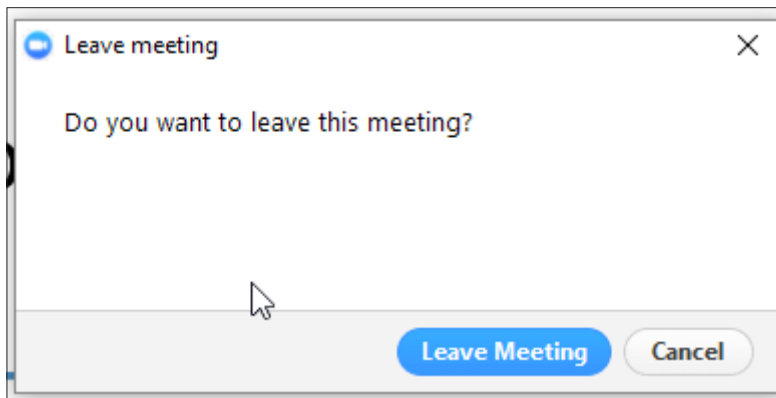
The Chat box allows you to ask questions, either privately or with everyone:



The top of the screen shows the View options:



Click "Leave meeting" to leave before it finishes. Alternatively, the meeting will automatically end when the presenter is finished:



## About this guide

This guide was published by Jinfo Limited in September 2018 and was accurate as of that date.

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