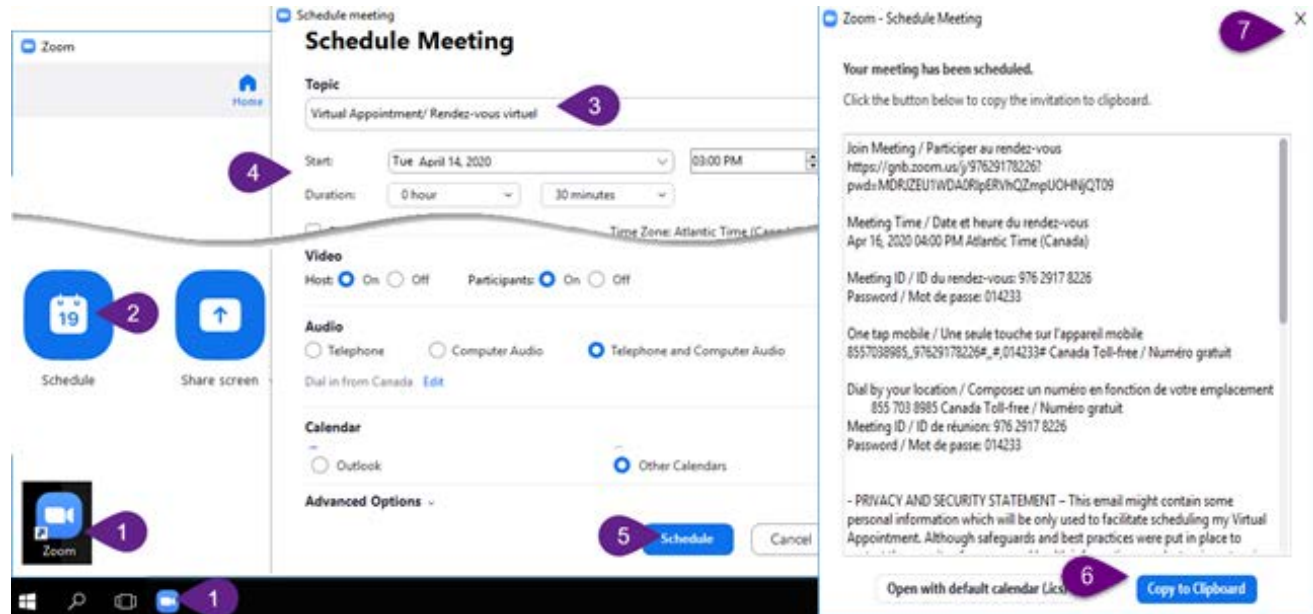


## 04a - Zoom Meeting Quick Reference – Meeting Basics using Zoom Desktop Client

### Scheduling Zoom Meetings

1. Open the Zoom desktop client (from your toolbar or desktop)
2. Click **Schedule** to open the Schedule Meeting window.
3. Enter appointment **Topic**.
4. Enter appointment **Date & Time**.
5. Click **Schedule**.
  - Note: if you use Outlook inside Citrix, always select **Other Calendars****
6. A schedule meeting window will open with the Zoom Meeting details. Click **Copy to Clipboard** if you wish to copy the details into your Outlook calendar.
7. Close the window.



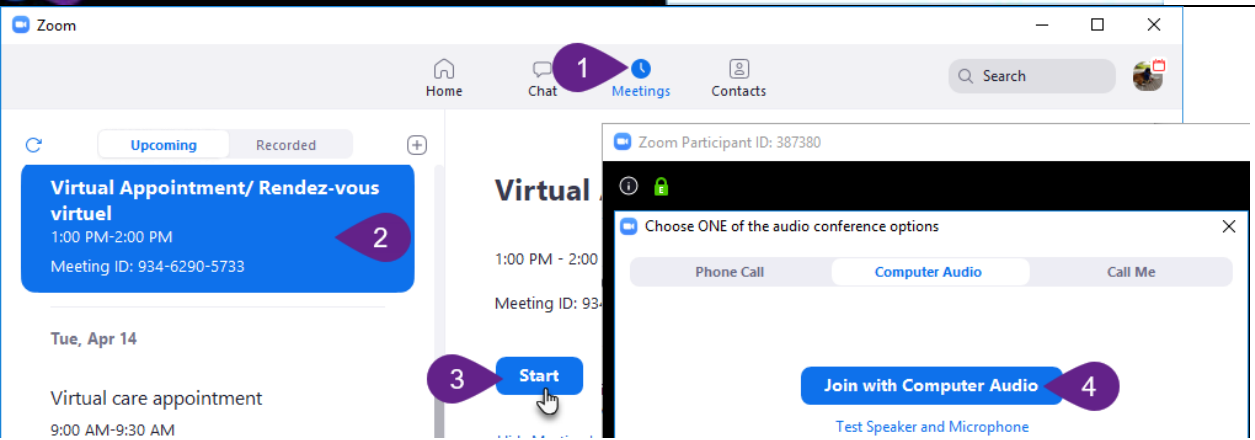
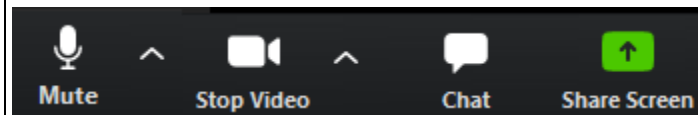
### Launch Zoom Meeting

Open the Zoom desktop client.

1. Navigate to the **Meetings** section.
2. Select the **Zoom meeting** from the Upcoming list.
3. Click **Start**.
4. Click **Join with Computer Audio**.

The Zoom meeting has now been started.

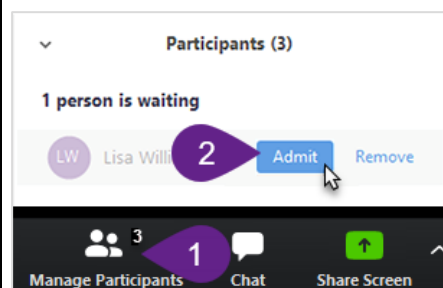
**For more on In Meeting Controls see page 2**



### Admit Meeting Participant(s)

For increased security, the Host must admit participants into the meeting:

1. Click **Manage Participants**.
2. Click **Admit** next to the waiting participant's name.

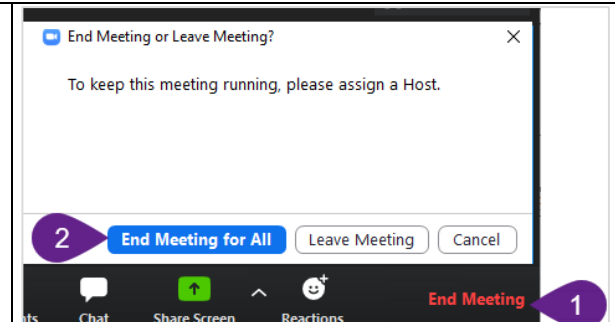


### End Zoom Meeting

For the Host to end the meeting:

1. Click **End Meeting** in the lower right-hand corner of the Zoom Meeting.
2. Click **End Meeting for All** to close the meeting for all participants.

Note: For a meeting to continue after the Host leaves, click **Leave Meeting** instead and assign another participant as Host.

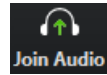


## 04a - Zoom Meeting Quick Reference – In Meeting Controls and Basic Troubleshooting

### Join Audio/Mute Audio

When entering a Zoom Meeting, select your audio conference option. Until an option is applied, the following icon is displayed:

To mute/unmute your microphone, click the **Mute/Unmute**



button.

### Join Video/Stop Video

To start your webcam, click the icon once. To stop, click the **Stop Video** button once. When disabled, the

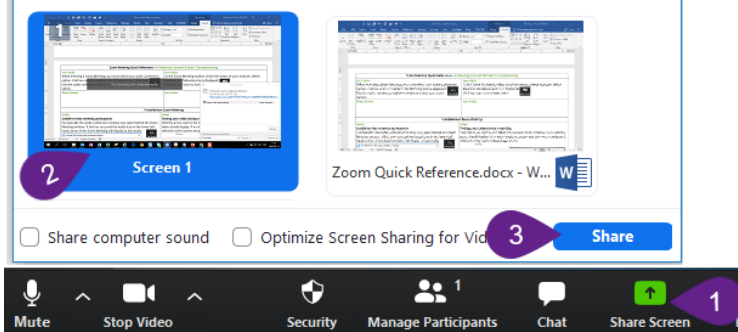


following icon is displayed:

### Share Screen

1. Click Share Screen.
2. Select the screen to be shared (desktop or specific application).
3. Click Share

Note: All participants in your meeting can share their screen.



### Chat

Click “Chat” to advise the attendees of any technical difficulties (audio or video difficulties).



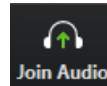
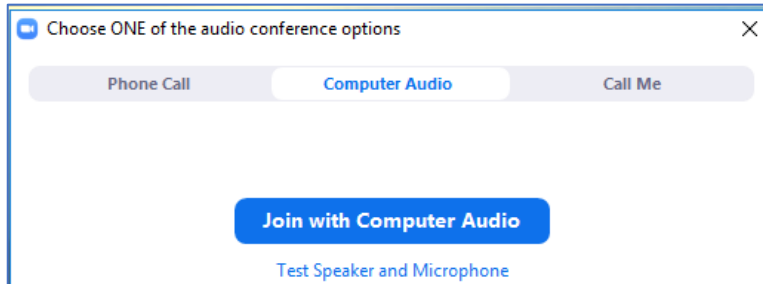
Note: The Chat feature is only to be used to communicate any technical difficulties you or the participants may be experiencing. If the participant prefers a text communication, use standard SMS text messaging services.

## Troubleshoot Zoom Meeting

### Audio

#### **Unable to hear meeting participants**

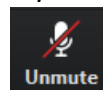
Occasionally the audio conference window may open behind the Zoom Meeting window. If this has occurred the Audio Icon in the lower left-hand corner of the Zoom Meeting will display as Join Audio:



#### **Meeting participants unable to hear you**

In the Zoom Meeting toolbar, check the status of your microphone.

When muted, the following icon is displayed:

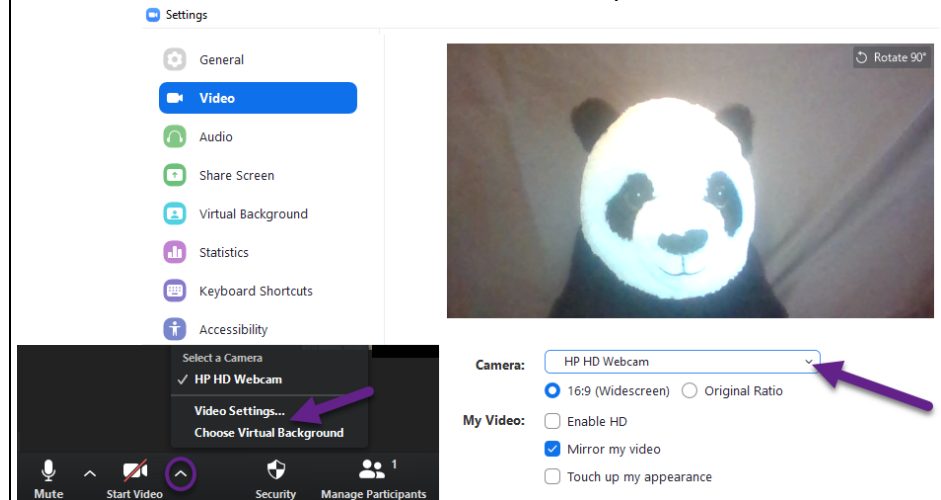


Click the icon once to unmute.

### Video

#### **Testing your video during a meeting**

Click the arrow next to the Video icon to open Video Settings. Your webcam video should display. If no video displays, ensure that the correct webcam is selected in the Camera drop-down menu.



## Privacy Reminders

Obtain informed verbal consent from the client (or their substitute decision-maker, if applicable) for the use of videoconferencing for virtual care. Remember that requirements for privacy and confidentiality continue to apply to virtual care and be sure to hold virtual care sessions in an environment that is professional and private.

## 04a - Zoom Meeting Quick Reference – In Meeting Controls and Basic Troubleshooting

### Updating or Cancelling an Existing Zoom Meeting – Other Calendars Option

#### Updating an Existing Zoom Meeting (Date & Time)

1. Open the Zoom desktop client.
2. Click **Meetings**.
3. Select the Meeting to update.
4. Click **Edit**.
5. Update the meeting information.
6. Click **Save**.
7. Click **Copy Invitation**.
8. In your scheduling tool (in this example Outlook) find the original invitation and update the **Date & Time**. **Delete the content in the body of the email**. Right click in the body of the email and select **Paste** to paste the updated meeting invitation.
9. Click Send Update to send an update to the meeting invitees.

#### Cancelling an Existing Zoom Meeting

10. Select the meeting you want to delete and Click **Delete**.
11. A Delete Meeting window will open to confirm the action. Click **Yes**.
12. In your scheduling tool (in this example Outlook), find the original invitation, click **Cancel Meeting** and **Send Cancellation** to send a cancellation email to the meeting invitees.

