

What is Zoom?

Zoom is a video/audio application that allows you to participate in virtual group workshops provided by the South Calgary Primary Care Network while posing no physical risk to your health and safety during the Covid-19 pandemic.

What Device(s) can I use?

You can use a desktop computer, laptop, or mobile device like a smartphone or tablet to attend the workshop. Make sure you have:

- The most up-to-date software and security patches installed on your device.
- A built-in camera or webcam so the workshop facilitators and participants can see you.
- A headset or earphones (earbuds) with microphone, so you can participate in conversation (should you wish) throughout the workshop. Some devices have these built in.

Be sure your device is plugged in to power during the workshop. You will lose your connection to the workshop if your battery runs out.

Testing Your Devices' Connection Prior to the Start of the Workshop

1. **We ask that you please test your connection to Zoom (via a 'Zoom Test Meeting') at least 24 hours prior to the workshop.** Testing your connection and equipment/device ahead of time allows you to attempt to resolve any issues that may arise with your equipment/device before you join the actual workshop.
2. Be sure you have a reliable internet network connection (check with your service provider if you're not sure) and close any applications you do not need to run at the same time as Zoom.
3. Please note that there will not be anyone in the test meeting with you, it is an automated service provided by Zoom. For instructions on joining a test meeting, please visit: <https://support.zoom.us/hc/en-us/articles/115002262083>
4. If you encounter problems with your Test Meeting and need to troubleshoot your audio or video, visit: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
5. If you are still having technical difficulties after you've joined a Zoom test meeting, we can have one of our staff attempt to assist you. Please call 403-931-5121. This voicemail is monitored Monday-Friday, 9am-5pm. Please leave a message and someone will get back to you within 24 hours.
6. **NOTE:** Our workshop facilitators are not troubleshooting experts and will only be able to provide basic assistance once you've joined the live workshop.

Connecting to Your Live Zoom Workshop

You will have received workshop registration confirmation email that contains the Zoom 'meeting' link for your workshop. Click on this link and then choose the appropriate [blue](#) link on the website page that comes up.

- If you have the Zoom application already installed on your device, clicking on the link will automatically [Launch Meeting](#) in the Zoom application.

- If you do not have the Zoom application already installed on your device, you can [Download and Run Zoom](#) OR you may [Join from your Browser](#) without installing the app.

Below is the message you will see when you click on the link to the meeting and the webpage opens:

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).


IMPORTANT NOTE: In order to enjoy the full functionality of the workshop, we recommend that you choose the 'download and run Zoom' option (or join via the app if you have it installed already).

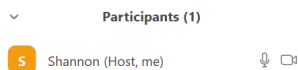
If you are 'joining from your browser', you will have limited functionality in that you:


- will not be able to see 'polls' (interactive questions that will pop up for participants to answer during the workshop).
- will not be able to adjust your view to see more than a few workshop participants at a time. The 'gallery view' where you see several/all participants is not available if participating via your browser.

Trouble Shooting Assistance During the Workshop

Should you have difficulties getting your computer audio or camera to work at any point during the workshop, please private message the 'Co-Host' to see if they can be of assistance to you. Note: Host and Co-Host are 'Zooms' names for Workshop Facilitators.

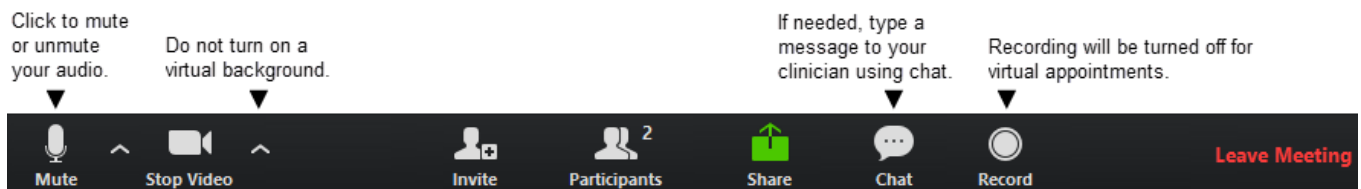
- Co-Host can be identified by clicking on to the 'Participants' icon .
- A window will pop up on the right-hand side of the Zoom screen listing all participants in the workshop. You will see the host/cohost label/title in brackets beside their name



- Click the 'Chat' icon and private message them .

If your difficulties with your *computer audio* cannot be resolved with the Co-Host's help, you have the option to join the workshop with your phone. Please refer to the confirmation email that was sent to you when you registered for the workshop to look up the local phone number (587 area code), meeting ID and passcode that you will need to call in. Call the number and listen for the prompts.

Adjusting Your Meeting Controls



Your Microphone and Camera

- When you are admitted into the workshop from the 'virtual waiting room', if you don't have your microphone and video on, one of our facilitators will ask you to turn them on for security and attendance monitoring purposes.
- Depending on your device and mode of connection to Zoom, there is a 'Virtual Background' option. This displays an image or video as your background and blurs out your actual background. It is important for the privacy and confidentiality of all group participants that everyone be able to see you, the room behind you and be comfortable that there are no others in the room with you. As such, *please do not use a Zoom 'Virtual Background'* because it blocks the view of what's behind you.
- If someone who has also registered for the workshop is sitting in the room with you, that is no problem, provided you share that information with the group.
 - NOTE: there will be an echo if you are using sound on two devices in the same room. Please choose one device for your incoming/outgoing sound and mute the speakers and microphone on the other device. Learn more: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>


As addressed in the Virtual Workshop Consent Form you consented to when you registered for this workshop, you must be in a quiet, private space while participating in this workshop. Additionally:

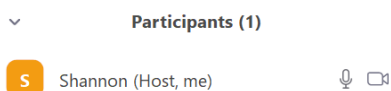
- If you are not in a quiet, private space (ie. if you are in your kitchen with family members walking around behind/around you, if you are in a coffee shop etc.), you will unfortunately not be permitted to remain in the workshop. The reason for this is when non-participants can potentially see and/or hear other workshop participants, this poses a privacy and confidentiality risk.
- It may also discourage you from fully participating if you are concerned that others not involved in the workshop might over hear you.

'Renaming' Yourself

- If the name displayed when you log in is not the same as the name you registered for the workshop with, a Facilitator will ask you to 'rename' yourself. You may use your first name and last initial only, if you wish. First name only is also acceptable if there are no others in the workshop with your same first name.

To rename yourself:

- click on the 'Participants' icon 
- hover over your name as it appears in the pop window on the right hand side of your screen.



- Choose 'Rename' option and change your name.

Using the 'Chat' Function



This function is intended for two purposes:

1. Clarifying questions on the content of the workshop/asking questions that haven't been addressed
2. Sending 'private message' to the Co-Host for troubleshooting assistance

NOTE: 'Private Messaging' from participant to participant is disabled.

What about Privacy on the Zoom Application/Website?

- Zoom Healthcare™ workshops are conducted on a secure encrypted server.

Additional Notes

- The South Calgary Primary Care Network workshops and the Zoom application/website are both free services.
 - However, if you are not connecting via a wifi connection, be aware that you may be using a higher amount of your device's data than normal, which could result in extra charges from your internet or cellular service provider. South Calgary Primary Care Network is not responsible for any unforeseen costs from your service provider.
 - If you are concerned about data usage when participating in a workshop, we suggest that you contact your internet or cellular service provider prior to joining the workshop.

We hope that this document helps prepare you to fully engage in and enjoy your workshop and we look forward to your feedback!