ADAVIC SUPPORT GROUP ZOOM GUIDE 2020
–FOR PARTICIPANTS–

PARTICIPANTS GUIDE TO ZOOM

Welcome to ADAVIC's online support groups.

The purpose of this guide is to provide you with an overview of how to attend a support group over Zoom, and hopefully to address any questions you may have about how to use the software.

JOINING THE SUPPORT GROUP

A few minutes before the online support group is scheduled to begin, you will need to join our Zoom session, which you can do by:

a) Going to https://zoom.us/ OR if you have the Zoom desktop app you can enter through there
b) Clicking on 'Join a Meeting'
c) Following the prompts to enter the **meeting ID**, the **name/alias** you provided on the registration form, and the **meeting password**
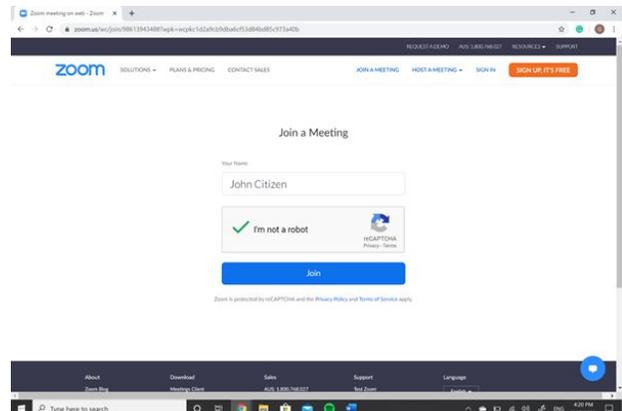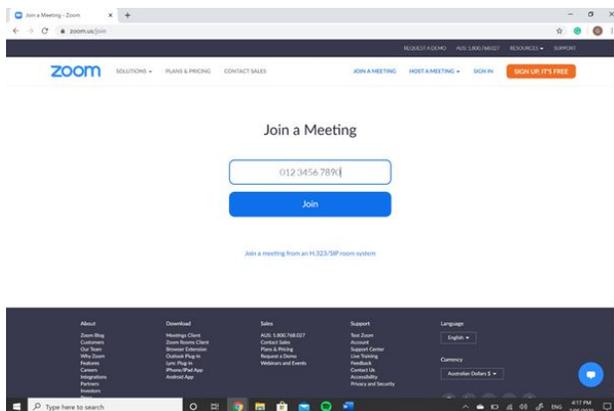

For further help joining a Zoom session, please watch the tutorial below:
https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-

THE WAITING ROOM

After entering the meeting ID and password you will be sent to a waiting room.

Our sessions are organised so that participants enter a waiting room when they first join the support group. This is to allow facilitators time to set up and to ensure the sessions can run smoothly. You can expect to be in the waiting room for 5mins or so while we wait for everyone to join. When the facilitators are ready, you will then be let into the main zoom session.

The Waiting Room will look similar to this:
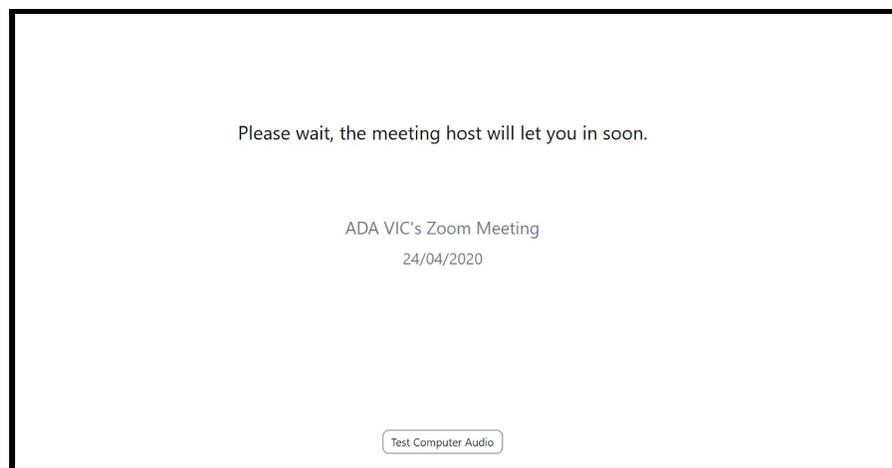
If you are running late that's absolutely fine. You will automatically be sent to the waiting room whenever you join and a facilitator will let you into the meeting.

It is recommended that you test your computer audio while in the waiting room, rather than once the group has started.

Please note. Testing mic and audio can only be heard/seen by you.

CHANGING YOUR NAME

We require you to use the first name or alias you provided on the registration form for the Zoom session. This is so we can check participants off our list.

After clicking 'Join a Zoom Meeting' you will be asked to enter the Meeting ID, password, and your first name or alias.

DURING THE SUPPORT GROUP

Some general things to note about the Zoom sessions:

Audio and Video Etiquette:
Your audio and video may be set to off when you enter the session, however for all support groups we do request that participants;

- Have video turned on for the duration of the support group
- Have audio turned on when you want to talk
- Mute audio when others are speaking to avoid background noise

We understand that being on camera isn't everyone's first preference, however to ensure everyone feels comfortable and for safety reasons, it is a requirement for ADAVIC support groups that all participants show their face.

You can turn your video and audio on via the main control panel at the bottom of the screen (see below)

Main Control Panel *(at the bottom of the screen)*
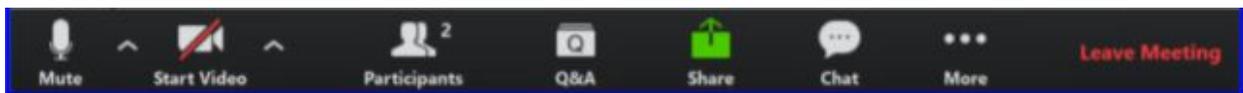
When the microphone or camera icons have a red line through them, this means they are turned off. In the photo above, the microphone is on, but the camera is off.

Simply click on the icon to turn them on (the red line will disappear when on)

Gallery View
We recommend selecting 'Gallery View' throughout the support group, as it allows you to view all the participants' videos at the same time, making it easier to interact and see who is speaking.

You can turn Gallery View on by clicking the option in the top right corner of the window.

Chat

Clicking on the chat icon in Zoom will open a chat window. Here you will be able to chat to either the entire group, or to the facilitators privately.

To speak to a facilitator, click on the drop down button next to 'Everyone' and select the person you'd like to chat privately to.
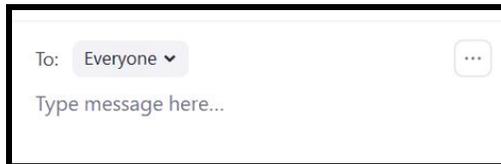
Facilitators are there to help you with any questions, issues or concerns you may have during the support group. Whether it's about the topics being discussed, or a technical issue, please don't hesitate to reach out.

Raising Your Hand

There is a feature in the chat that allows you to raise your hand. Only the facilitators will be able to see that you have done this.

You can use this feature to express that you'd like to share something with the group without interrupting the conversation or speaking over anyone else. This is particularly useful if you are having trouble joining in on the conversation (we understand this can be difficult in an online forum)

LEAVING THE SUPPORT GROUP

You are able to leave the session at any time.

PLEASE NOTE. We do require participants to let a facilitator know that they are leaving the support group. This is so the facilitators are aware that you have left upon your own accord and not due to any technical difficulties. It also allows facilitators to check in with you before you leave.

There are a few ways you can notify a facilitator about your intention to leave the group:

- Saying goodbye to the group verbally
- Sending a private chat message to a facilitator

- Sending a chat message to everyone in the group (This option may be used if someone is speaking and you don't want to interrupt, or if you need to leave urgently)

To leave the meeting, click 'leave meeting' in the bottom right of the window.

Leaving by accident
If you experience technical difficulties or have accidentally left the Zoom session, you are able to get back to the support group using the same link you initially joined with. You will be placed into the waiting room again, and a facilitator will let you in as soon as possible.

If you are experiencing technical difficulties and are unable to rejoin the group, please send an email to adavic@adavic.org.au so that our facilitators know you're okay.

STILL HAVE QUESTIONS?

If you have any questions, issues or concerns about ADAVIC's online support groups, please get in contact with our admin volunteers by emailing adavic@adavic.org.au

END