Disability Equality Scotland

Using Zoom: A Beginner's Guide

Since the start of the pandemic, Disability Equality Scotland has been moving as much of what we can online – from meetings, to training sessions and our events. To do this, we use the video conferencing service Zoom.

For those who are new to Zoom, we have written this short introductory guide, where we will walk you through the basics of setting it up and using the software, as well as providing some information on accessibility and security features. If you have any trouble with this, please get in touch and I will try to advise, or take a look at the Zoom Help Centre (opens in new tab).

Getting Started in 4 Steps

Using Zoom is very similar to using Skype. We prefer Zoom because it seems to handle weak internet connections better than Skype and allows for a lot of useful functions.

1) To use Zoom you will need:
   - A video webcam, either built into your device or a separate webcam (most modern computers, smartphones and tablets have this built in)
   - A microphone, either built into your device or in the webcam (most modern computers, smartphones and tablets have this built in)
   - A broadband internet connection
   - The Zoom software installed on your device (Zoom can be downloaded on Windows, Mac, iOS and Android). You can join Zoom meetings through your web browser; however, this prevents you from using some features and configuring accessibility settings.

2) To download Zoom on PC or Mac, follow this link (opens in new tab). To download it on iOS, find it in the Apple App Store, or for Android, find it in the Google Play store.

3) We also encourage you to sign up for a free Zoom account (opens in new tab). Called a 'Basic Plan', this makes it easier to schedule and join meetings or webinars, as some hosts will require you to have an account for security reasons. Once you have signed up, login to your Zoom account on a web browser (opens in new tab), where you can change account settings as well as schedule and join meetings.

4) Once you have successfully installed Zoom, you might find it helpful to get used to the software by joining a test meeting (opens in new tab), where you can click around, try screen sharing, muting your audio, recording the session and using the chat box without anyone else on the call.

Hosting a Meeting

To learn how to schedule a meeting, watch this short instructional video (opens in new tab).

As host of the meeting, you can set the date, time, attendees, as well as security precautions, for example setting a password to enter the meeting, or individually admitting people from the virtual 'waiting room'. You can see who is in the waiting room by clicking 'Manage Participants' along the bottom bar while in the meeting, as below:

Either admit people into the meeting, or remove them from the waiting room

Manage participants in the waiting room here
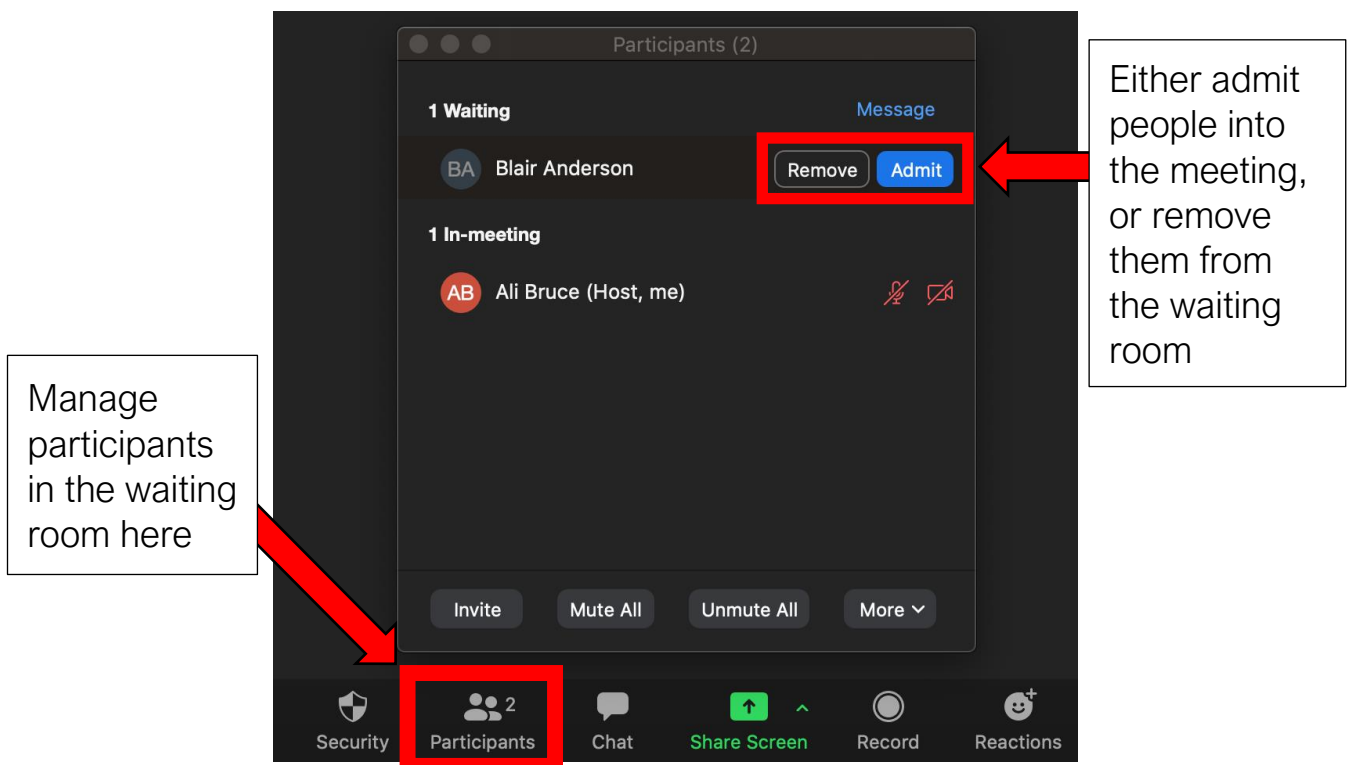
Also, along this bottom bar, you can adjust the security settings; send text messages to other attendees in the Chat Box; share content from your screen with other attendees (e.g. a PowerPoint presentation open in another window); record the meeting; as well as share 'reactions'.

It should be noted that with a free Zoom account, meetings with multiple participants are limited to 40 minutes (when your time is up, you can simply restart a meeting if need be).

Joining a Meeting in the App

To join a meeting you have been invited to you can either:
- Clicking the internet link included on the invitation, which will open a web browser that will prompt you to open the Zoom app. Here, you may not need to enter a password.
- Enter the 9 to 11-digit 'Meeting ID' included on the invitation (as well as the password, if requested)
- If you would prefer to join from your web browser: after you click on the invitation link, click 'cancel' on the pop-up, and then click on 'start from your browser' at the bottom of the page.

If you would like to mute yourself, or stop sharing your webcam video with other attendees, click the microphone and camera icons on the bottom left until they have a red strike through them, like this:
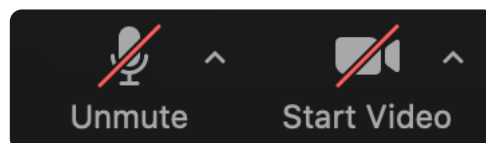
If you are having trouble with either your audio or video while on the meeting, click the ^ symbol next to these icons to open settings. Here you can change the sound and video inputs, e.g. choose to speak through an external microphone or play sound through a Bluetooth speaker.

When you would like to leave the meeting, click 'Leave' on the bottom right. If you are the host, it will say 'End' – but be careful, if you leave, that will end the meeting for everyone else:
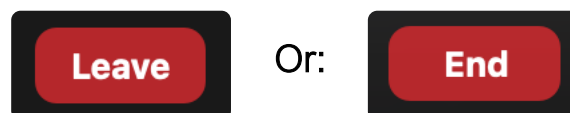
Top tips:
- When you are not speaking, it is best to temporarily mute yourself, especially if where you are has a lot of background noise. This avoids disrupting the meeting for others.
- Do not have an 'Alexa' in the same room, or disable it – they can easily be triggered during meetings.

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Joining a Meeting by Phone

In order to join a meeting by phone, you do not need to have the Zoom app open.

As long as the meeting does not require registration in advance, you will only need to enter the phone number listed on the meeting invitation sent to you by the host, which looks something like this:

> Disability Equality Scotland is inviting you to a scheduled Zoom meeting.
>
> Topic: Test Meeting
> Time: May 28, 2020 12:00 PM London
>
> Join Zoom Meeting
> https://us02web.zoom.us/j/84454299986?pwd=cXUzNGN
>
> Meeting ID: 844 5429 9986
> Password: 113323
> One tap mobile
> +442034815237,,84454299986#,,1#,113323# United Kingdom
> +442034815240,,84454299986#,,1#,113323# United Kingdom
>
> Dial by your location
>   +44 203 481 5237 United Kingdom
>   +44 203 481 5240 United Kingdom
>
> Meeting ID: 844 5429 9986
> Password: 113323

If you have a smartphone, it is easiest to join by viewing the invitation sent to you (e.g. via email), and then to copy and paste one of the numbers under 'one tap mobile' as above into your phone dialler, which will automatically enter you into the meeting with the Meeting ID and password.

To dial in from a landline or non-smartphone, you will have to manually input the phone number from 'Dial by your location', followed by the Meeting ID and password when prompted.

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Zoom and Accessibility

Zoom has a range of accessibility features to enable remote participation for people with varying accessibility requirements. Please see below for guidance on how to make Zoom more accessible for you.

Visual Impairments

Zoom contains a number of features to make the software more operable and perceivable for users with visual impairments. It supports common screen readers such as NVDA, JAWS, VoiceOver, and Android Talkback. Additionally, visual interfaces are designed with adequate colour contrast, size, and usage of colour to ensure clarity for users with various vision needs.

If you use a screen reader, you can customise your personal settings at any time on the Zoom app. Click 'Settings', then 'Accessibility', then 'Screen reader alerts'. Many users find that the default setting of alerting to each new message in the chat box is distracting and unnecessary, so you can turn this off here, as well as a range of other alerts.

Unfortunately, if someone is presenting content via the 'screen sharing' function, the content is displayed as a video and is therefore not readable by screen readers. We ask speakers using presentations to describe all content displayed on their slides, and where possible, we also request in advance for presenters to distribute any content they intend to present beforehand with all attendees.

The Zoom Application on Windows, iOS, and Android support the high contrast settings defined in the system preferences. The Zoom Application for macOS supports Dark Mode.

British Sign Language (BSL)

Disability Equality Scotland provides British Sign Language (BSL) support for all of our webinars. Sign language interpreters join a Zoom meeting just like any other video participant. Disability Equality Scotland will always 'spotlight' BSL interpreters so they are visible by attendees at all times. If you are joining an event where breakout groups will be used (this is where attendees are split into smaller discussion groups), please let us know if you are a BSL user when you register for the event, and we will make sure that you are placed into a group with an interpreter.

Live/Closed Captioning

Disability Equality Scotland provides live captioning for our webinars. This is provided directly through the Zoom interface, in order to make the captions viewable within the meeting.

If you are in the meeting, you can enable live captioning by clicking on the box called 'CC: Live Transcript', and clicking 'Show Subtitle'. You can disable this at any time.
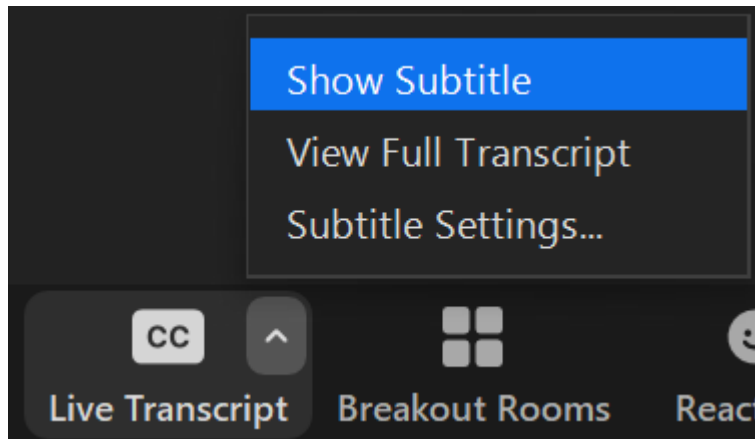
You can also adjust the size of the captions by clicking on 'Subtitle Settings'. You can do this in advance of the meeting at any time, by opening your Zoom app, clicking 'Settings', then 'Accessibility', then 'Closed Caption font size'.

Learn more about Zoom's accessibility features on their website (opens in new tab).

If you have experienced any accessibility issues during our online events, please let us know by emailing alistair@disabilityequality.scot or calling 0141 370 0968 so we can resolve this for future events.

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Security

Zoom have published a [security guide (opens in new tab)](#) for hosts to keep their meetings safe from unwanted users, as well as improving default security settings for users.

Disability Equality Scotland makes sure to follow best practice to keep our online events secure. We continue to act fully in line with our own [Privacy Policy (opens in new tab)](#), following GDPR processes to make sure your data is safe while interacting with us on Zoom. If you have any further concerns, or would like to know more about how we manage data, please feel free to email us at admin@disabilityequality.scot.

For more information on keeping your meetings safe, please take a look at [Zoom's Privacy and Security Guidance (opens in new tab)](#) on their website.

I hope this guide has helped you, and if you have any more questions, please get in touch or take a look at the [Zoom Help Centre (opens in new tab)](#).