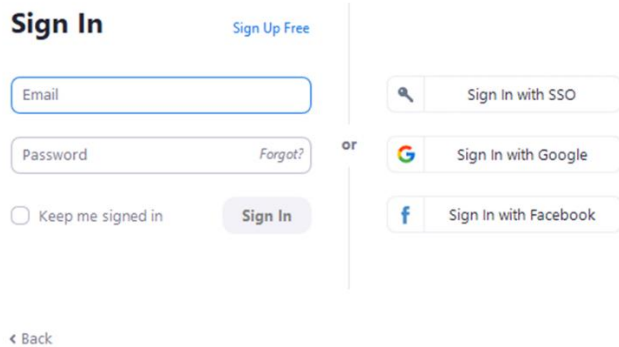


Getting started

Accessing ZOOM

Prior to the meeting, go to <http://ehlers-danlos.zoom.us> to download the software onto your iphone/pad, android, desktop or laptop. Click Download Client and select the one relevant to your equipment.

Requirements for joining – you will need a computer, phone, or tablet with internet connection. To sign in you can use your Zoom, Google, or your Facebook account.



The image shows the Zoom 'Sign In' interface. On the left, there are input fields for 'Email' and 'Password', with a 'Forgot?' link next to the password field. Below these is a 'Keep me signed in' checkbox and a 'Sign In' button. On the right, there are three social sign-in options: 'Sign In with SSO', 'Sign In with Google', and 'Sign In with Facebook'. A '< Back' link is visible at the bottom left.

Familiarise yourself with Zoom - within the getting started tab there is information that will help with this, including an option to join a meeting in test mode if you would like to practice.

For a helpful Youtube video please follow this link

<https://www.youtube.com/watch?v=vFhAEoCF7jg#action=share>

Joining a meeting

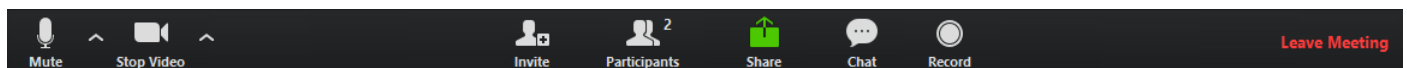
To join a meeting - Click the registration link to register to attend the meeting. This can be done ahead of time. You will then be sent an email containing the web link to join the meeting at the allotted time. It may be useful to highlight the email so that you can find it easily when it is time to join the meeting. The link will look something like this <https://ehlers-danlos.zoom.us/j/2087365604>

Connecting to the meeting

Click on 'Join Meeting' and check your name is displayed. You are able to turn off your video if you choose to do so and you can mute yourself if you would just like to listen. You can 'unmute' if you would like to say something. There is also the option to write a chat message to the host – this message can only be seen by the host of the meeting. The user tab appears at the bottom of the screen when you take the cursor down.

Web:

The attendee controls appear at the bottom of your screen.



Mute – you can mute/unmute yourself during the meeting

Video – you can stop the video if you wish to and remain on audio

Invite – you can invite friends to join the meeting via email address

Participants – this shows how many people in the meeting – if you click on it you will see participants names

Share – this is for sharing documents on screen

Chat – you can chat with your host via message

Record – you will not see this option unless you are the host

Android:

The attendee controls appear at the bottom of your screen, except for Leave meeting which appears at the top-right corner.



IOS:

The attendee controls appear at the bottom of your screen, except for Leave meeting which appears at the top-right corner.



Issues

If you experience issues connecting, try starting again from the email link and re-connecting.

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

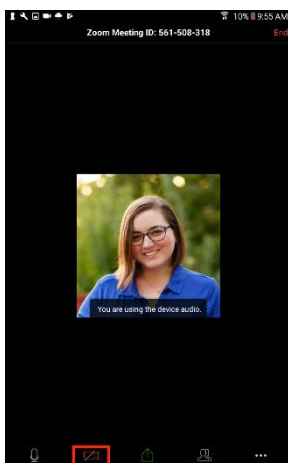
PC:

Make sure that all other programs that utilize the camera are not using the camera or are closed.

Restart your computer.

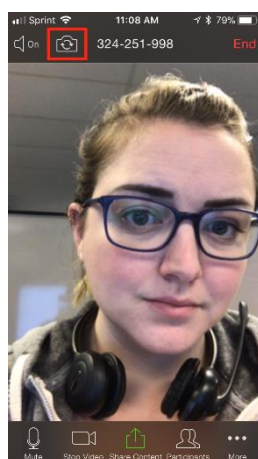
Android:

Troubleshooting Tips for Android devices



- Attempt to start your video by tapping **Video**.
- Switch between the front camera and the back camera by tapping **Switch Camera**.
- Check if any other applications are already using the camera.
 - Open recent applications. How to open this varies by devices. On some devices, you can hold down the home button and some have a recent applications key.
 - Swipe right to close any applications that are using the camera.
- Check that Zoom has permissions for the camera.
 - Open the device **Settings**.
 - Tap **Applications**.
 - Tap **Application Manager**.
 - Tap **Zoom**.
 - If it does not list access to **take pictures and videos**, uninstall and reinstall the app as shown below.
- Uninstall and reinstall the Zoom app.
 1. Open your device **Settings**.
 2. Tap **Applications**.
 3. Tap **Application Manager**.
 4. Tap **Zoom**.
 5. Tap **Uninstall**.
 6. Confirm **Uninstall**.
 7. Open the [Play Store](#).
 8. Search for **Zoom Cloud Meetings**.
 9. Tap **Install**.
- Restart your Android device.

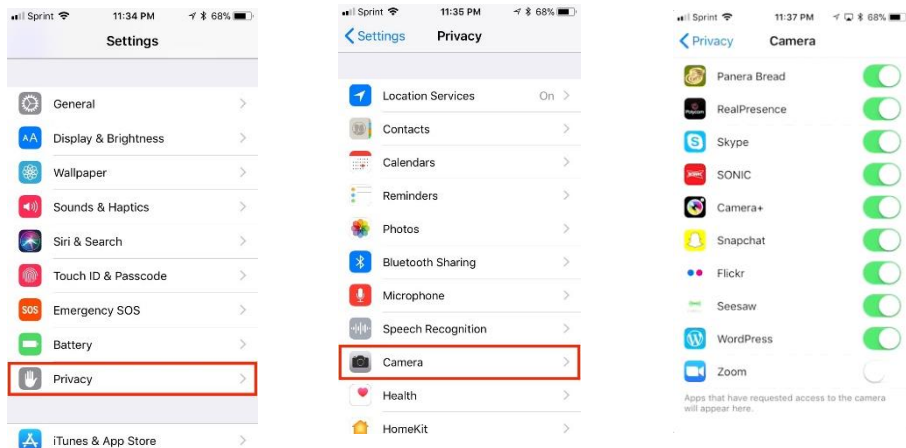
IOS:



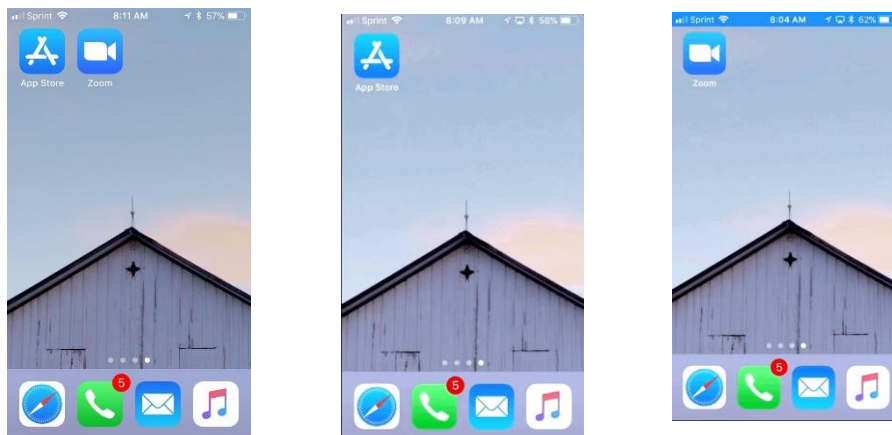
Troubleshooting Tips for iOS devices

- Attempt to start your video by tapping **Start Video**.
- Tap the camera icon at the top of your screen to switch between the front and back cameras.
- Ensure no other apps are using the camera.

- Double tap the home button to view all open apps.
- Swipe up on any apps that may be using the camera.
- Confirm that Zoom has camera access.
 - Open your iOS **Settings**.
 - Tap **Privacy**.
 - Tap **Camera**.
 - Toggle Zoom access to on (green).



- Restart your iOS device.
- Delete the Zoom app and reinstall it from the [App Store](#).
 - Hold down on the Zoom app icon until it starts to move and an X appears.
 - Tap the X.
 - Confirm that you want to delete the app by tapping **Delete**.
 - Open the App store.
 - Search for Zoom.
 - Tap the cloud next to **ZOOM Cloud Meetings** to download it.
 - Once it's finished downloading, Zoom will appear in your apps.
- Confirm that the camera is working in other iOS apps, such as the Camera app.
 - If it works in other apps, [contact Zoom support](#).
 - If it does not work in any app, [contact Apple support](#).



Please be aware that some support group meetings are recorded. These recordings are stored safely and not shared. You will know if a meeting is being recorded as the host will tell you and you will see the red 'recording' button in the top left corner.