



Guide for participating in the 2020 AGM via Zoom

Welcome to this guide for using Zoom. You may well be familiar with some of the features of Zoom if you have already participated in other meetings using this tool. This guide assumes that you are unfamiliar with it, but of course will include instructions on using Zoom to vote on any motions.

I (the author) am Ian Crossley, and can be contacted at ian@performancewd.co.uk or on 07973 716460 should you have questions about Zoom ahead of the AGM.

My role is to facilitate the technical element of the AGM, and you'll hear me popping into the AGM occasionally when elements of Zoom need to be explained.

Four (and a half) ways to participate in the AGM.

1. Using the Zoom App on your laptop or desktop computer (assuming the latter has loudspeakers* – and possibly a camera).
2. Using the Zoom App on your tablet – such as an iPad.
3. Using the Zoom App on your mobile phone (if it is a smartphone).
4. Dialling in via your telephone (mobile or landline) –but in this case you will not be able to vote.
5. *If you have a desktop computer with no loudspeakers, but you'd like to see more of the meeting, you can view it on your desktop monitor and join separately on your smartphone to enable you to verbally participate, or dial in on your telephone (mobile or landline).

Using Zoom safely

You may have heard some horror stories soon after lockdown about 'Zoom-bombing' where unauthorised participants post unpleasant images within the meeting. Let me re-assure you that in the months since that was occurring, Zoom have invested considerably in security, and I have heard no recent reports of this. Your part in maintaining this is in NOT sharing the link to the meeting with anyone else. For those interested, I've included some brief advice on IT security in an Appendix at the end of this document.

Using the Zoom App on your laptop or desktop computer

Installing Zoom on Desktop or Laptop

If you don't already have Zoom installed on your desktop or laptop, click on this link to a demo meeting:

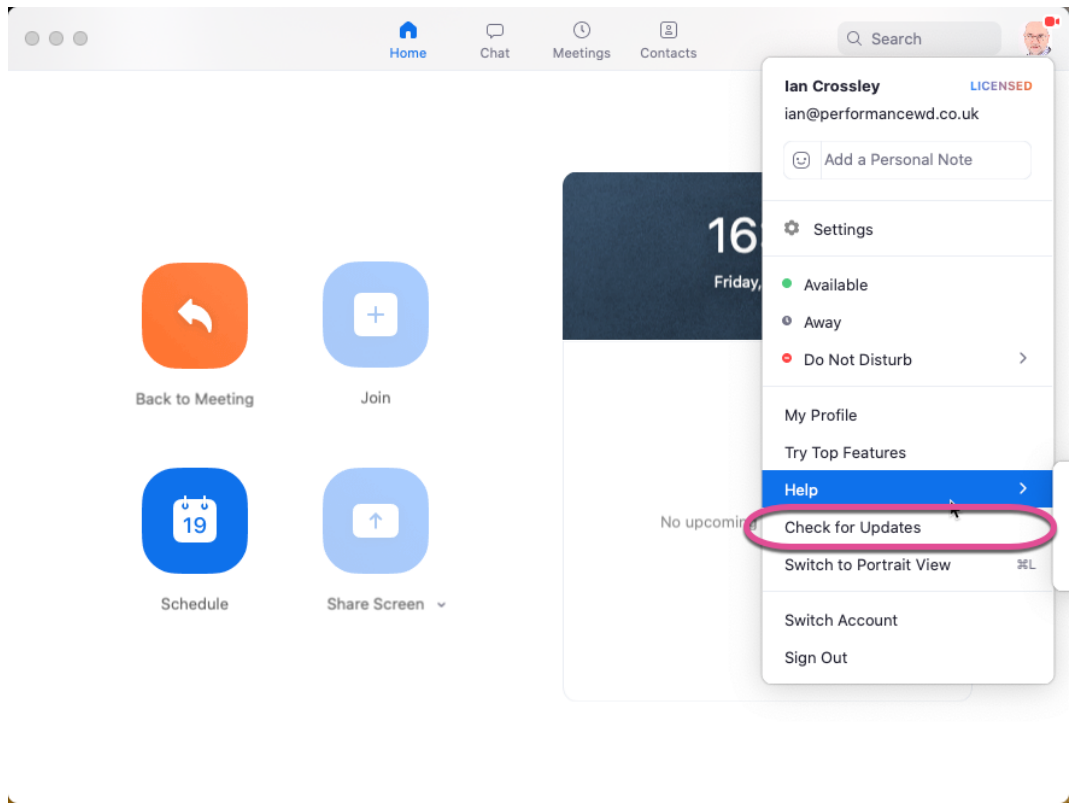
<https://zoom.us/j/987412502>

You will be prompted to download and install Zoom. You be asked to create an account with Zoom. This is perfectly normal, and the Basic Plan is free of charge, so is nothing to be concerned about. Just create a password that you don't use anywhere else.

Note: Although Zoom does allow you to join meetings straight from your internet browser (e.g. Microsoft Edge, Safari, Google Chrome or Firefox), you will not have the same level of participation (including voting) as if you use the Zoom App.

If you already have Zoom on your computer, it's worth checking for updates. To do so:

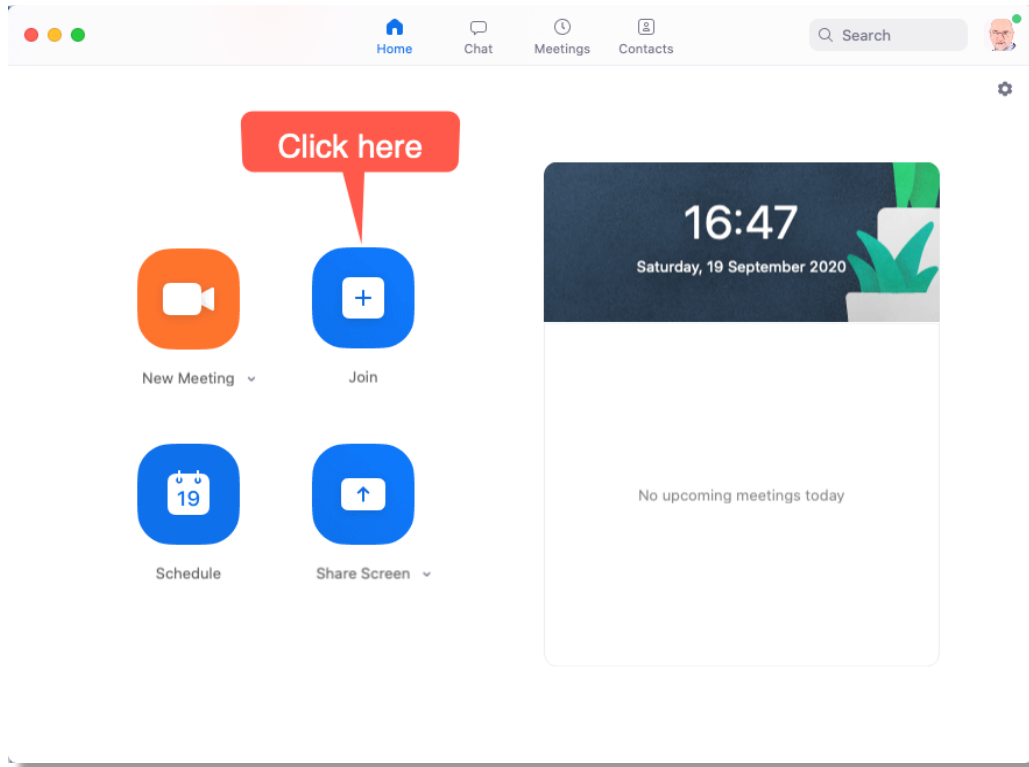
1. Open the Zoom App
2. Click on the icon (or image of yourself) on the top right:
3. Select Check for Updates



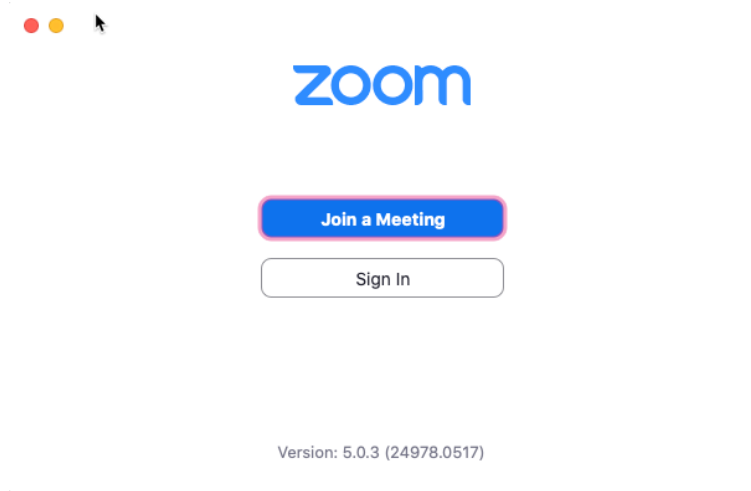
Joining a meeting on Desktop or Laptop

If you have the link in an email or on a PDF document, click on the link.

If not, open the Zoom app, select Join Meeting



Or



If you have the instruction in an email or PDF, click on this link to open the meeting

Join Zoom Meeting:
[https://us02web.zoom.us/j/835\[REDACTED\]E1sU3JQZz09](https://us02web.zoom.us/j/835[REDACTED]E1sU3JQZz09)
Telephone participants: 0203 481 5240
Meeting ID: 835 [REDACTED]
Passcode: 9 [REDACTED] 9

If you don't have a link, it's quicker to select JOIN MEETING and then enter the Meeting ID and Passcode from the AGM invitation.

Note that I've obscured the numbers in this document as it is available on a public website.

Tip: If you aren't plugged into the mains electricity supply have a fully charged phone/tablet/laptops OR a battery pack.

The screenshot shows the Zoom 'Join Meeting' screen. It features a dropdown menu for 'Meeting ID or Personal Link Name' (callout 1), a text input field for the name 'Ian Crossley' (callout 2), and two checkboxes: 'Don't connect to audio' and 'Turn off my video'. At the bottom, there are 'Cancel' and 'Join' buttons (callout 3).

Type the meeting Number here

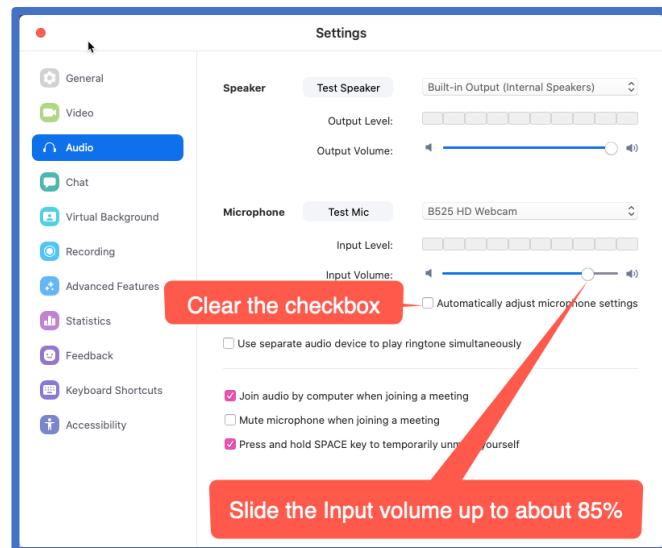
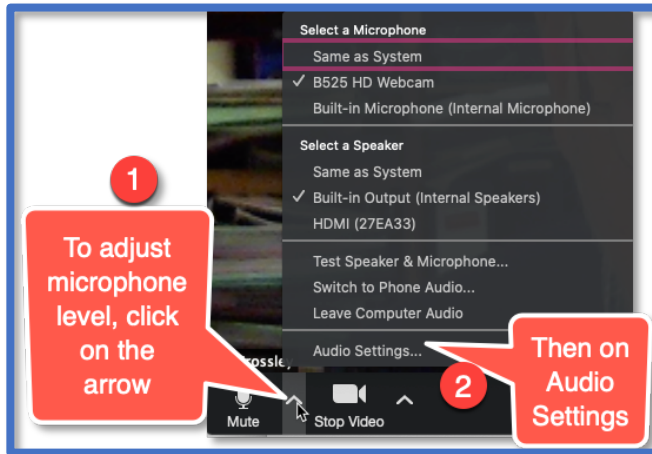
Ensure your name (forename & surname) is here

Once you've selected JOIN, you'll be prompted to enter the meeting password.

Adjusting microphone levels

In my experience, the default settings for Zoom microphone levels can be too low.

Once in a meeting (even the test meeting)



Please ensure you can work the audio on your computer / phone and that you will be somewhere where you can talk and listen freely. **If you have a noisy background then please mute your microphone unless you are talking.**

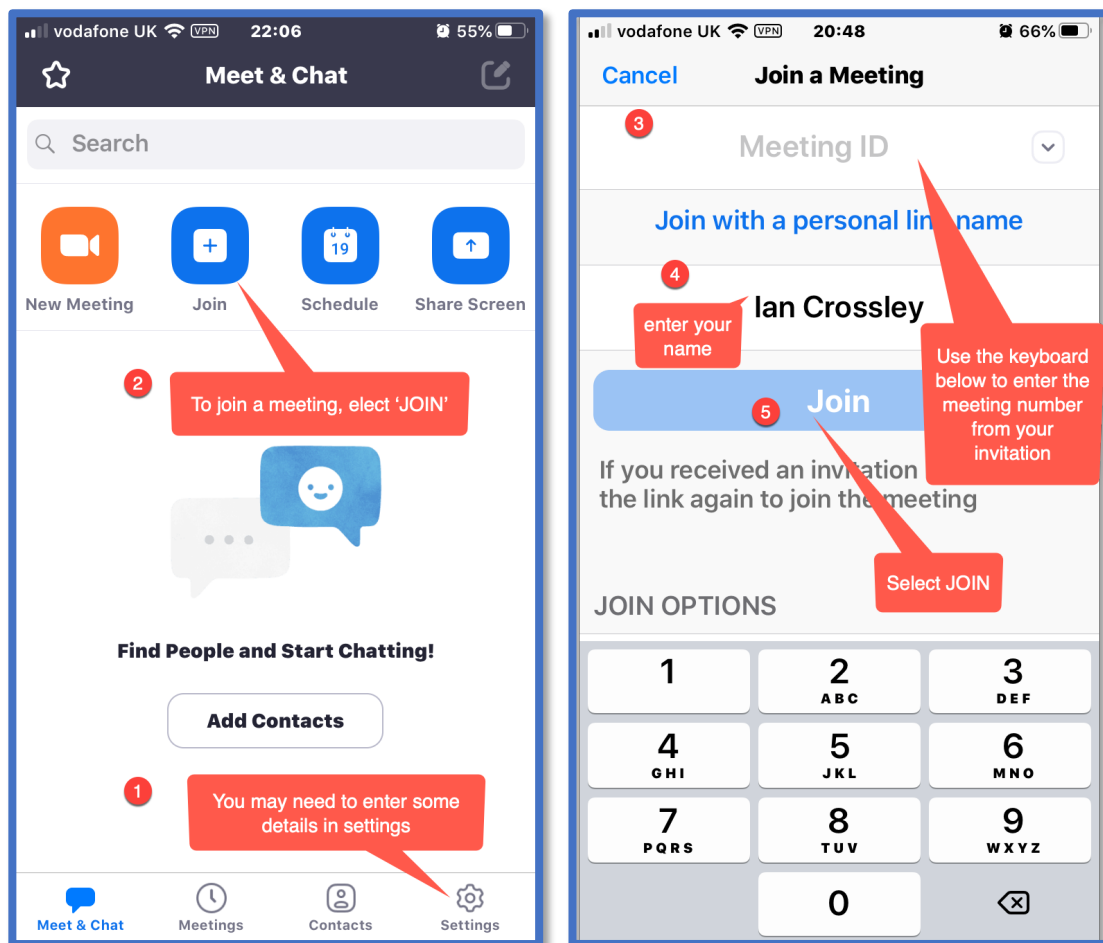
Remember that if your microphone is not muted, other participants will be able to hear what you are saying – they may come across as sotto voce comments!

Generally, we will mute participants during the meeting and advise or request that you unmute yourself at appropriate times.

Tip: If you aren't plugged into the mains electricity supply have fully charged phone/tablets/laptops OR a battery pack.

Using Zoom on Tablet or Phone

On your tablet or phone, download and install the Zoom App. Follow any instructions it gives you – which may include adding your name and email address. You won't have to pay anything. Zoom at entry level is free.



Use the meeting number and passcode from your AGM Invitation. When prompted, select **Call using Internet Audio**.

Tip: If using video, it is better to prop a laptop, tablet or phone on a solid surface, rather than on your lap – otherwise every movement you make will appear as 'camera shake'.

Voting

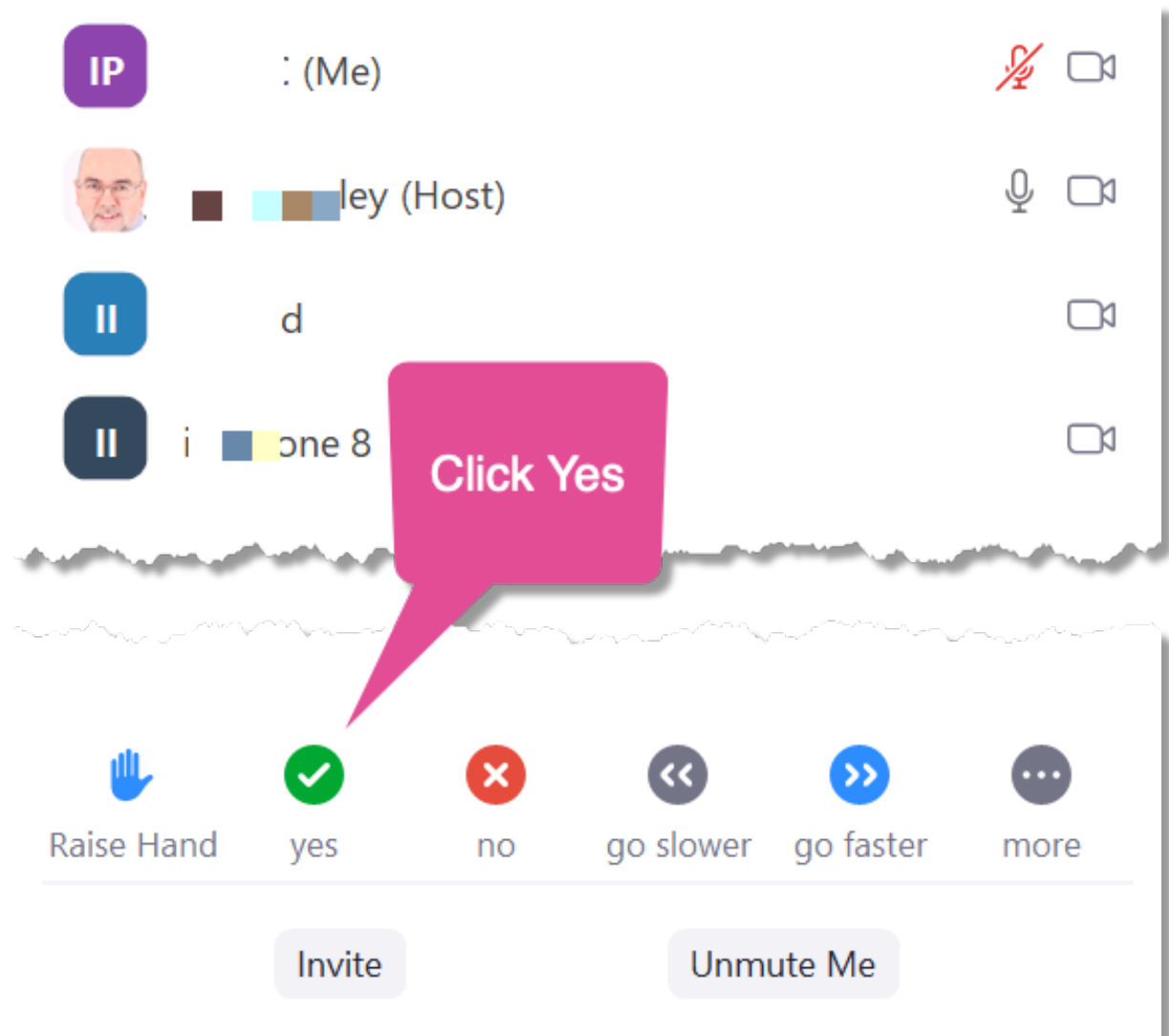
In order to vote, you will need to use the Yes or No buttons.

Voting on a laptop or desktop

On a laptop, select Participants from the bottom of the window:

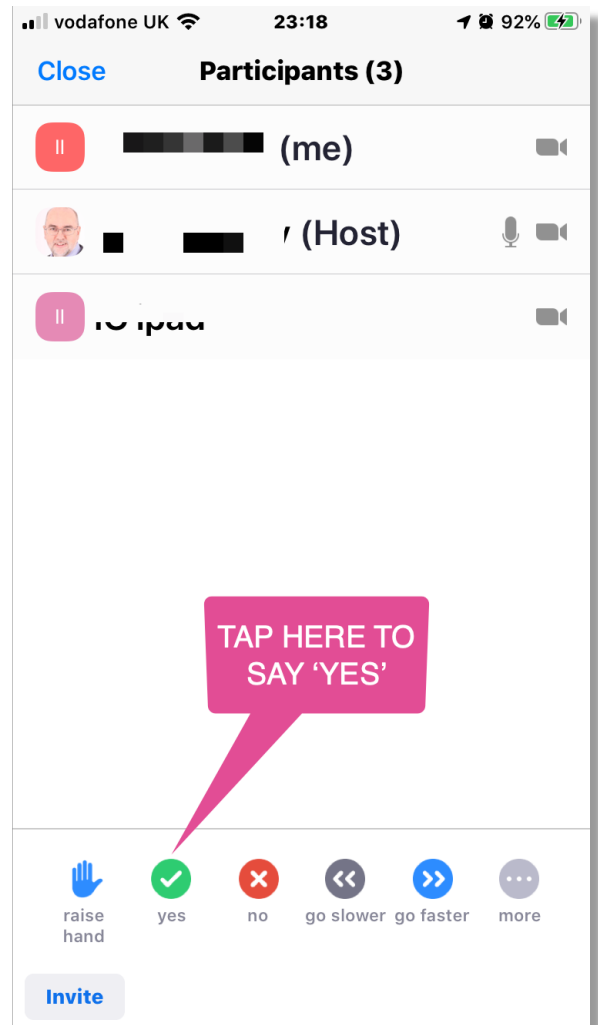
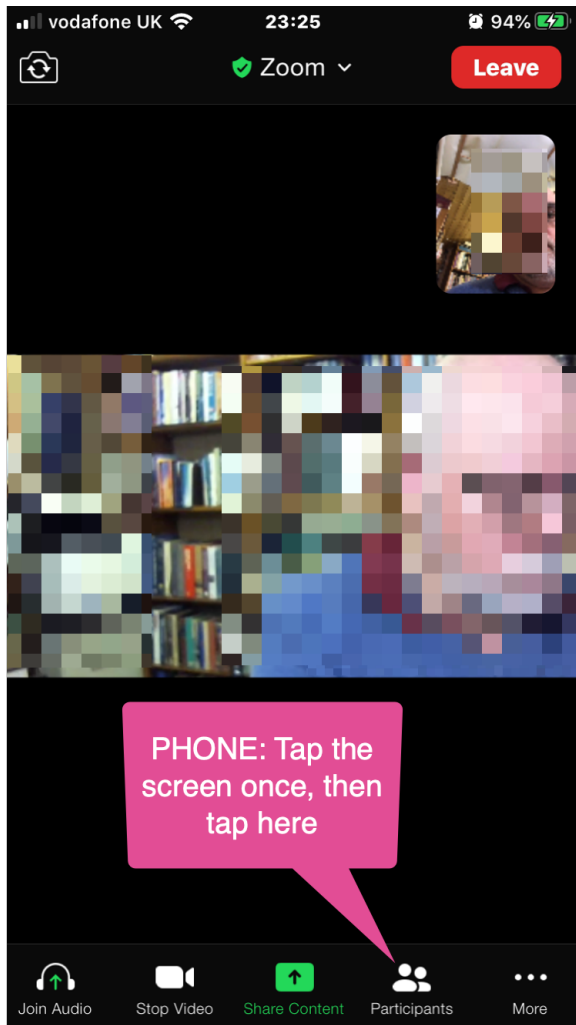


At the bottom of the Participants panel that appears, you will see Yes and No buttons.



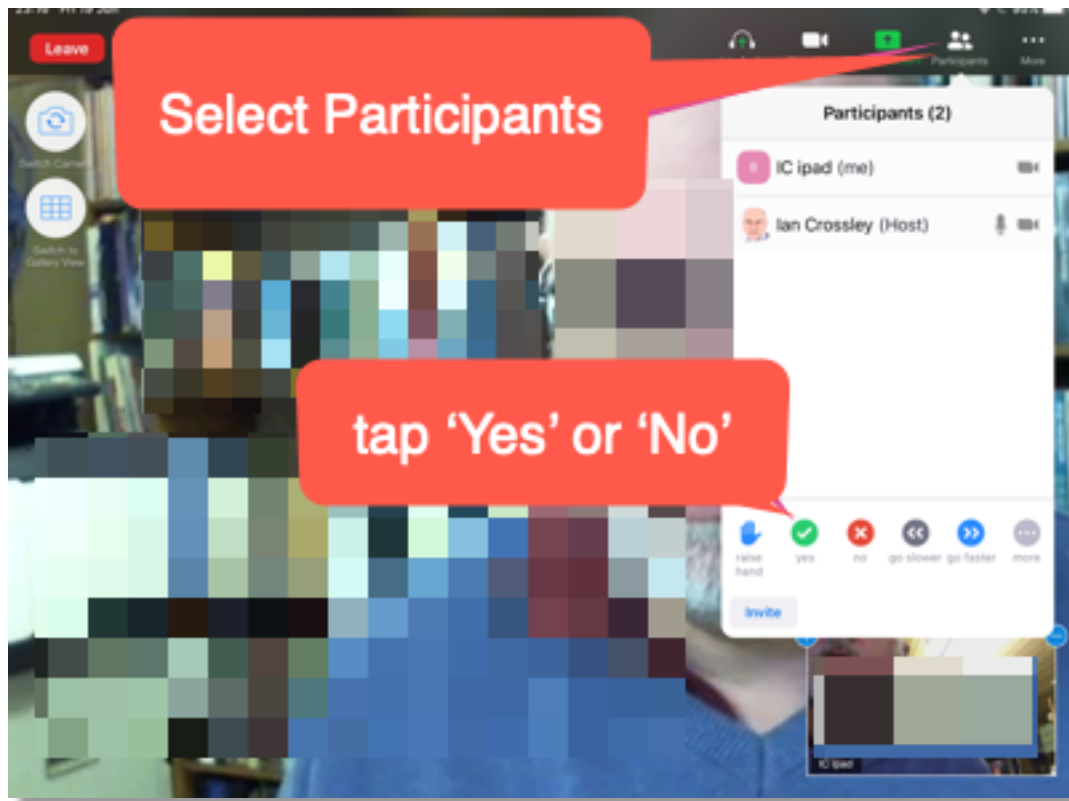
Voting on a SmartPhone

Tap the screen once.



Voting on a Tablet

Tap the screen once



Using a Landline or Mobile Phone to dial in to the meeting.

1. Dial 0203 481 5240
2. When prompted, enter first the meeting Number, and then the Passcode.

Many telephone packages allow calls of up to one hour to be free of charge.

We will aim to break at 50 minutes in order to allow phone callers to hang up and redial to re-enter the meeting.

Appendix: IT Security Tips

Almost every piece of software has settings (or in Mac language, Preferences). Often we just accept the software as it comes 'out of the box'.

First, let me say that as a computer user for 30 years, and as a software trainer for 10 of those, I'm resigned to being hacked – that experience where people steal some of your information or even access private data. [Caveat: I'm not a 'techie' – I've trained people to use apps (we used to call them programmes) and my specialism is not IT security.]

I do three key things to minimise the risk of hacking:

1. I avoid using public WiFi – such as in coffee shops) without using VPN (Virtual Private Network.

Here's an explanation of VPNs.

<https://us.norton.com/internetsecurity-privacy-what-is-a-vpn.html>

(I use <https://www.tunnelbear.com/> as my VPN).

2. I don't use any password for more than one website, application or login. (I have over 500 passwords associated with my work, my clients or private computer use). My approach is to use a secure password manager to store my passwords. They are NEVER written down or even worse, stored in a document or spreadsheet in my computer. I only have to remember one master password to allow me to access all of my other passwords, whether on phone, tablet or laptop.

Here's a link to an article which I recommend:

<https://obtsynergy.com/password-manager-stops-aladdin-the-hacker/>

3. But clicking on a dodgy link in what appears to be a genuine email can undermine that – as someone seeks to gain access to my address book. The trick is to look carefully at a link in before you select it. By floating your mouse over a link, the true link address will display. Check that it looks genuine (be careful of similar spellings, for example amazzon instead of amazon).