Zoom Etiquette for Counselling and Mentoring Parenting Groups

Zoom Etiquette for Groups

- Group participants are asked to join the meeting a few minutes before the due start time in order to allow the meeting to commence on time.

- Unless a participant is speaking, their microphone must be set to mute. This enables better sound quality for the group by reducing background noise and feedback.

- If a zoom member wishes to speak, they can raise their hand and the group facilitator will acknowledge them.

- Participants need to set their 'identification badge' to display their first name. This assists all members to get to know one another.

- If a participant is zooming in whilst out and about, they are asked to disable the video function as constant visual movement on zoom can be distracting.

- Clients are asked to join the meeting a few minutes before the due start time in order to allow the meeting to commence on time.

- Try to limit background noise as much as possible. If this is not possible, please put your microphone on mute when you are not speaking. This enables better sound quality for the session by reducing background noise and feedback.

Zoom Meeting Steps

1. Click on the link provided to you on your email invitation. You can do this from a smart phone or a computer.

2) When you are prompted, make sure you select 'Join with Computer Audio' as this will automatically use your computer or phone's microphone and camera settings.
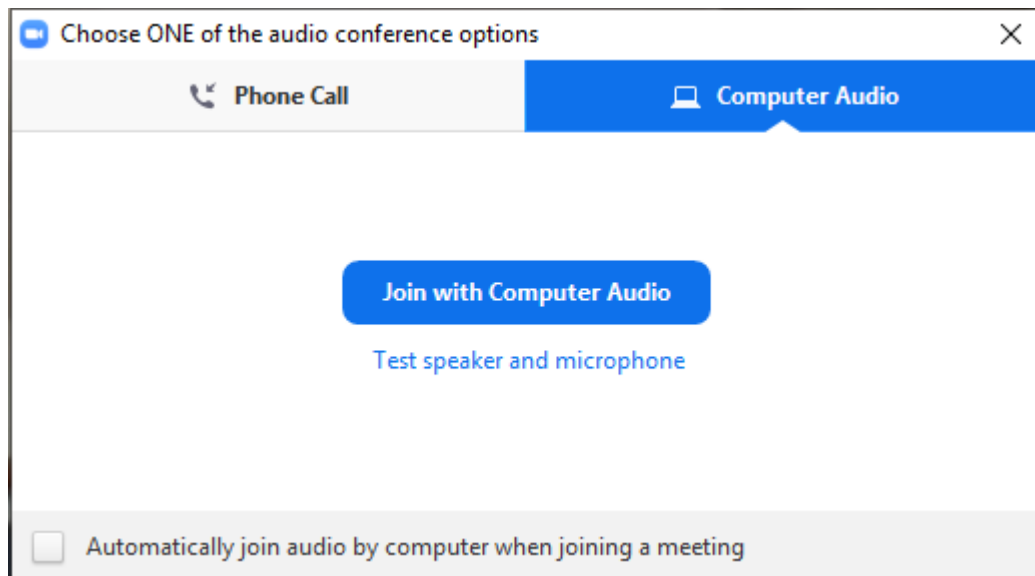
3) If you have audio issues during the meeting, you can hover over the bottom of your screen to select the 'chat' option. Clicking on this pops open a chat box where you can type text to your teacher and group.
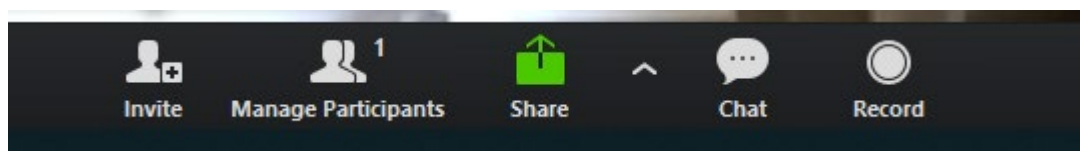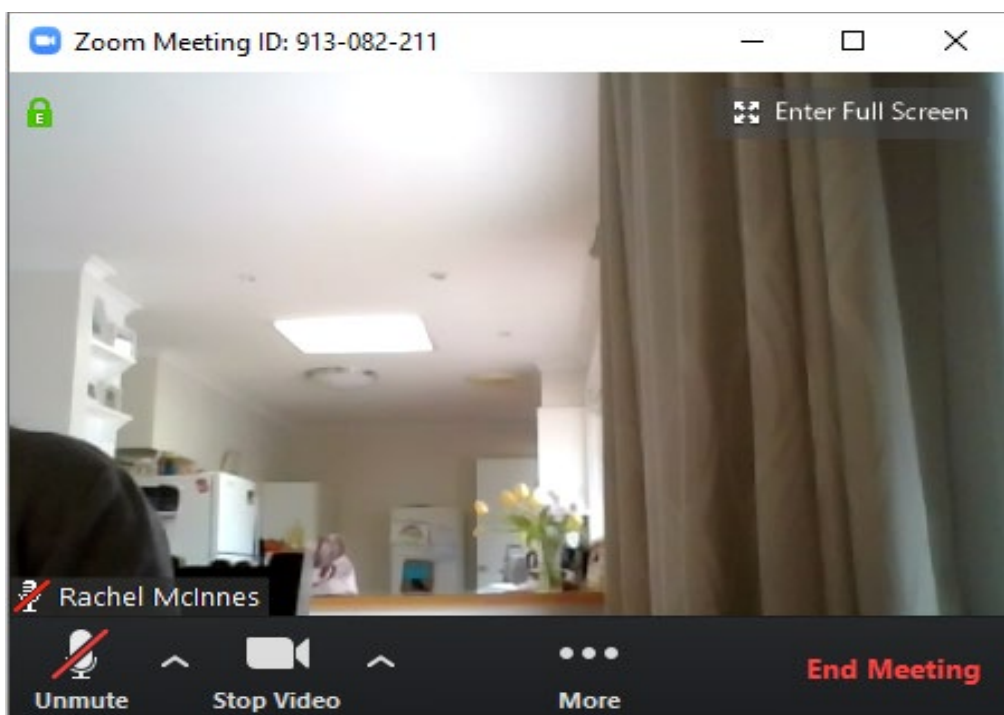
4) If you hover over the bottom left of your screen the mute and Video button will pop up. You need to have both of these turned on. A red line through the middle means you are muted or your camera is turned off.
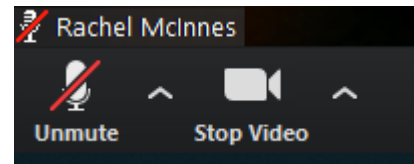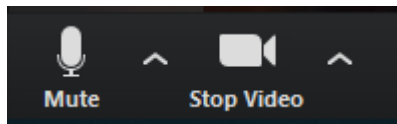
5) At the end of the meeting, simply click on the red text at the bottom right of your screen which says 'leave' or 'end meeting.'
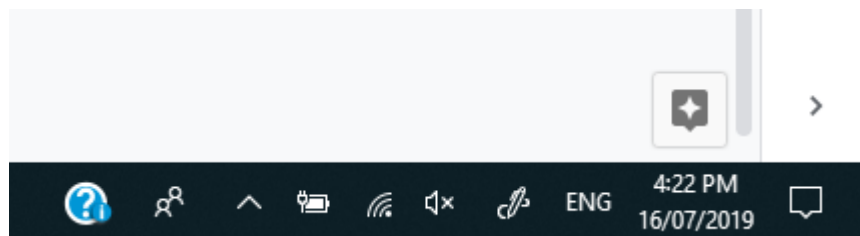
Troubleshooting

My Microphone isn't working, and others cannot hear me

1. Check that your zoom microphone is turned on by hovering over the bottom left of your screen. There should be no red line through your microphone icon.

2. Make sure that when you join the meeting, you select the 'join with computer audio' setting. If you forgot to do this, end the meeting, and then re-join by clicking on the meeting link again, this time ensuring that you use the device's audio settings when prompted.

I cannot hear the call

1. Check that your computer audio is turned on and up. The icon can be found at the bottom right of your screen. The picture below shows a cross next to the speaker icon indicating the audio is muted. Click on the icon and unmute the audio.

My video isn't working

1. Check that your zoom camera is turned on by hovering over the bottom left of your screen. There should be no red line through your camera icon.

2. Make sure that when you join the meeting, you select the 'join with computer audio' setting. If you forgot to do this, end the meeting and then re-join by clicking on the meeting link again, this time ensuring that you use the device's audio settings when prompted. This will make sure zoom can access your camera.

I clicked on the link but nothing happened

If you are the first one to join the meeting, you will be prompted to wait for the host to start the meeting. You don't need to do anything except wait. As soon as the host starts the meeting the screen will pop up for your meeting.