zoom Guide

Why Zoom?

Why can't I meet with my Community Group anymore? Why do I need to download Zoom? Why do we need to be making this all about technology? What happened to good old face-to-face interactions?

These are all valid questions! Unfortunately, due to the rapid global rise of COVID-19, we find ourselves in a position where Community Groups are simply unable to meet in person. For the health and safety of us as individuals, as groups, and as a nation, restrictions have been placed on us by the government (restrictions that have been proactively supported by our Archbishop), meaning we have had to re-think the way we do church and community together.

We read in the Bible that:

"there is a time for everything,
and a season for every activity under the heavens"
Ecclesiastes 3:1

While meeting online as a Community Group is far from ideal, we believe that in this season of life, it should be viewed as a great blessing. In a time of *physical distancing*, we need to make sure that we remain as *socially connected* as possible.

We know that this won't be an easy experience for everyone! We recognise the limitations, and eagerly await a time where we can continue to meet face to face. But as Christians we are told to:

"not give up meeting together, as some are in the habit of doing,
but encouraging one another—
and all the more as you see the Day approaching."
Hebrews 10:25

Therefore, in this season, we are encouraging as many people as possible to be a part of an online Community Group. To continue encouraging one another, as often as we can, as we seek to Know Jesus, Treasure Jesus, Depend on Jesus and Represent Jesus.

And finally, you are not alone on this journey! If you are having trouble please reach out to your Community Group leader, to a tech-savvy friend, or to one of our pastoral staff.

"Now may the God of peace, who through the blood of the eternal covenant
brought back from the dead our Lord Jesus, that great Shepherd of the sheep,
equip you with everything good for doing his will, and may he work in us what is
pleasing to him, through Jesus Christ, to whom be glory for ever and ever. Amen."
Hebrews 13:20-21

Cheers and God Bless
Robbie Hayes
Assistant Minister
Email: robbie@bac.org.au

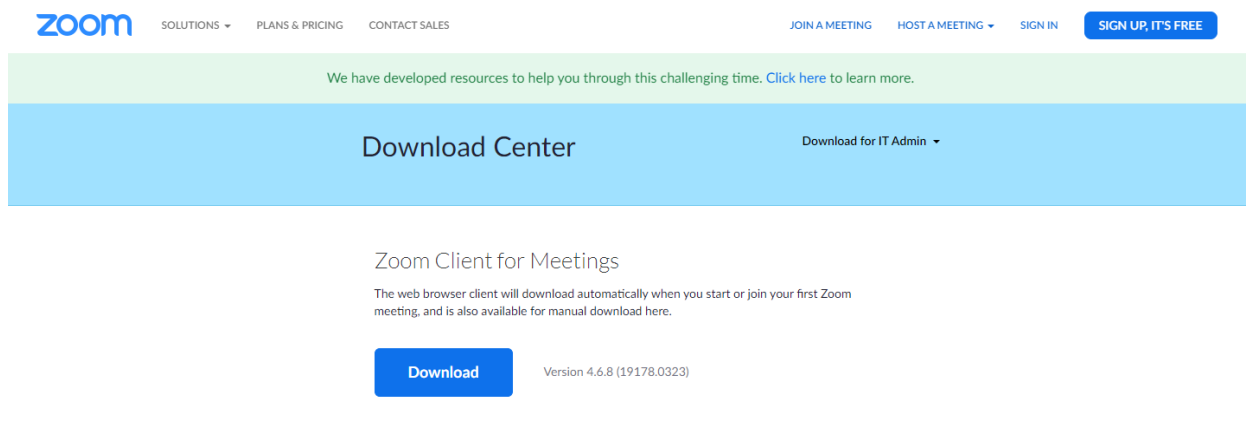# Downloading the Zoom App

What device you'll need

You will need either:

- A computer with webcam and microphone (most laptops have this built in)
- A smartphone (either iPhone or Android)
- A tablet (either iPad or Android)

Download the App

For Computers

1. Go to https://zoom.us/download and download the Zoom Client for Meetings
2. Follow the prompts to install

For iPhone or iPad

1. Go to the App store
2. Tap the Search icon
3. Search Zoom
4. Tap GET to download then tap OPEN

For Android smartphones and tablets

1. Go to Google Play Store
2. Search Zoom
3. Tap INSTALL to download and then tap OPEN

Zoom Accounts

Do I need to create an account?

If you are a Community Group member, then **no**, you don't *need* to create an account.

You are, of course, very welcome to create a free account. The advantage of having an account is that all your setting will be saved, and you can receive notifications of upcoming meetings you have been invited to.

If you are a Community Group leader, then yes you need to create an account.

How do I create an account?

1. On your web browser, go to https://zoom.us/signup
2. Enter your email address and click *Sign Up*
3. You'll then receive an email asking you to click a link to *Activate Account.*
4. You then need to provide your First Name, Last Name, and a password (which you need to confirm by entering in a second time).
5. You'll be asked to 'Invite your Colleagues' – feel free to click on 'Skip this Step'
6. Lastly, you'll get to a screen that says 'Start your test meeting'.

If you click on the link, or the Start Meeting now button, a new window will open with a dialogue box asking, 'Open Zoom?'
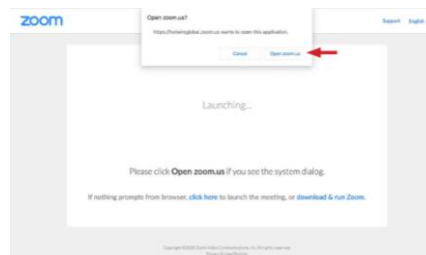
If you click Open, the Zoom program (or app) will open and a new meeting will begin. Your video will probably be switched off automatically. You can click on the 'Start Video' icon to test that it works.

You're now in a position to go back into Zoom and 'Sign in'.

What type of account do I need?

At this stage you will get a 'Welcome to Zoom' email showing what the Basic (free) plan includes, with an ability to upgrade.

At this stage, we are recommending people to stay with a free account. This limits meetings to 100 people (which shouldn't be a problem) and, in theory, 40 minutes. However, it appears they are not enforcing this limit currently. Should the limit be enforced, it's possibly to schedule Community Groups as two meetings with a 10-minute tea break in-between.

Participating in an Online Community Group
on a Computer

Two ways to join a meeting

Your Community Group leader (or a member of staff) will send you a **link** and a **meeting ID**.
This might be through an email, SMS or social media post.

There are then two different ways to join a meeting:

If you get an email on your computer with the meeting details, it may be easier to use the link method.

If you get a message on your phone and you want to join on your computer, it may be easier to use the Meeting ID method.

Option One: Joining with a link

1. Click on the link which will open a web browser
2. Click on Open Zoom.us which will open the Zoom app.
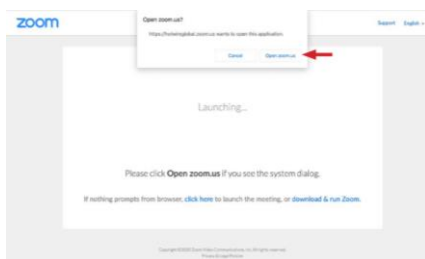
Option Two: Joining with a Meeting ID

1. Click on the Zoom app
2. Click **Join a Meeting** (you don't need to sign in to join a meeting)
3. Enter the **Meeting ID** supplied by your Community Group leader or staff member
4. Enter your **name** (this will be the name that will appear to everyone else in the group)
5. Click **Join**

Beginning the Meeting

From here the steps are the same:

1. If you have a webcam, click **Join with Video** (otherwise click Join without Video)
2. Click **Join With Computer Audio**
3. You've joined the Community Group!!

Participating in an Online Community Group on a Smartphone or Tablet

Two ways to join a meeting

Your Community Group leader (or a member of staff) will send you a **link** and a **meeting ID**.
This might be through an email, SMS or social media post.

There are then two different ways to join a meeting:

On a phone **tapping on the link is easier.**

If you don't have a link (for example if a friend is telling you the Meeting ID over the phone), you can use the Meeting ID method.

Option One: Joining with a link

1. Click on the link provided which will automatically open the Zoom app.

Option Two: Joining with a Meeting ID

1. Open the Zoom app.
2. Click **Join a Meeting**
3. Enter your **Meeting ID** and your **name**
4. Click **Join**

Beginning the Meeting

From here the steps are the same:

1. Click **OK** to allow access to your camera
2. Click **Join With Video**
3. Click **Call using Internet audio**
4. You've joined the Community Group!!

Getting Around in Zoom

Speaker View and Gallery View

The main interface has two different views that you can toggle between:

- Speaker View (which is the default view); and
- Gallery View

Speaker view shows the main speaker in a large screen, while all other group members are shown on the top of the screen:
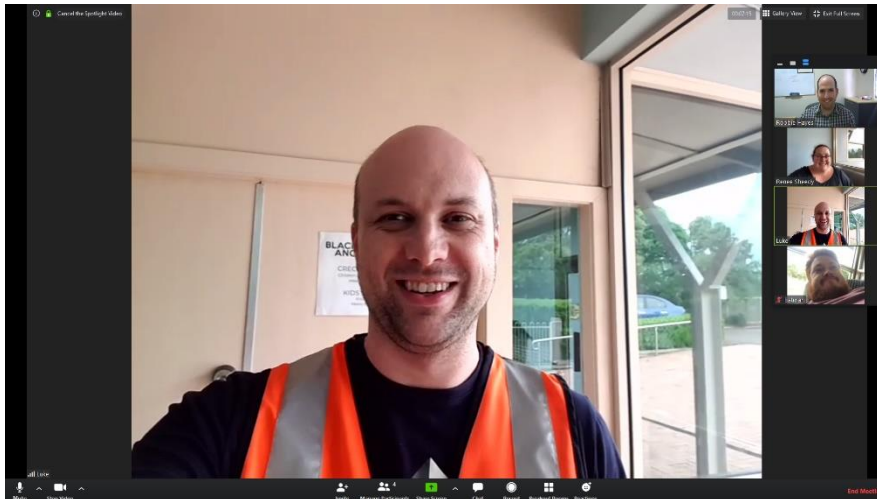
While Gallery view shows the speakers in a grid:

For Community Groups, the Gallery View is highly recommended for all!

Zoom Interface

On a computer

Here are some helpful hints to navigate your way around. (Some of these features will only appear on the Hosts screen):

Toggle between Speaker View and Gallery View

Switch in and out of Fullscreen mode

Creating Breakout rooms allows you to split into smaller groups, for example two same-sex prayer groups after the study

Mute your audio or video

Share your screen so others can see a window or your desktop or a virtual whiteboard

Opens the chat panel

Allows you to clap or give a thumbs up for encouragement

Ends the meeting either for you or all

Zoom Interface

On a smartphone or tablet

Here are some helpful hints to navigate your way around. (Some of these features will only appear on the Hosts screen):

Ends the meeting either for you or all

Mute your audio or video

Share your screen so others can see a window or your desktop or a virtual whiteboard

Clicking on More opens the following options:

Toggle between front and back camera

Toggle between Speaker View and Gallery View
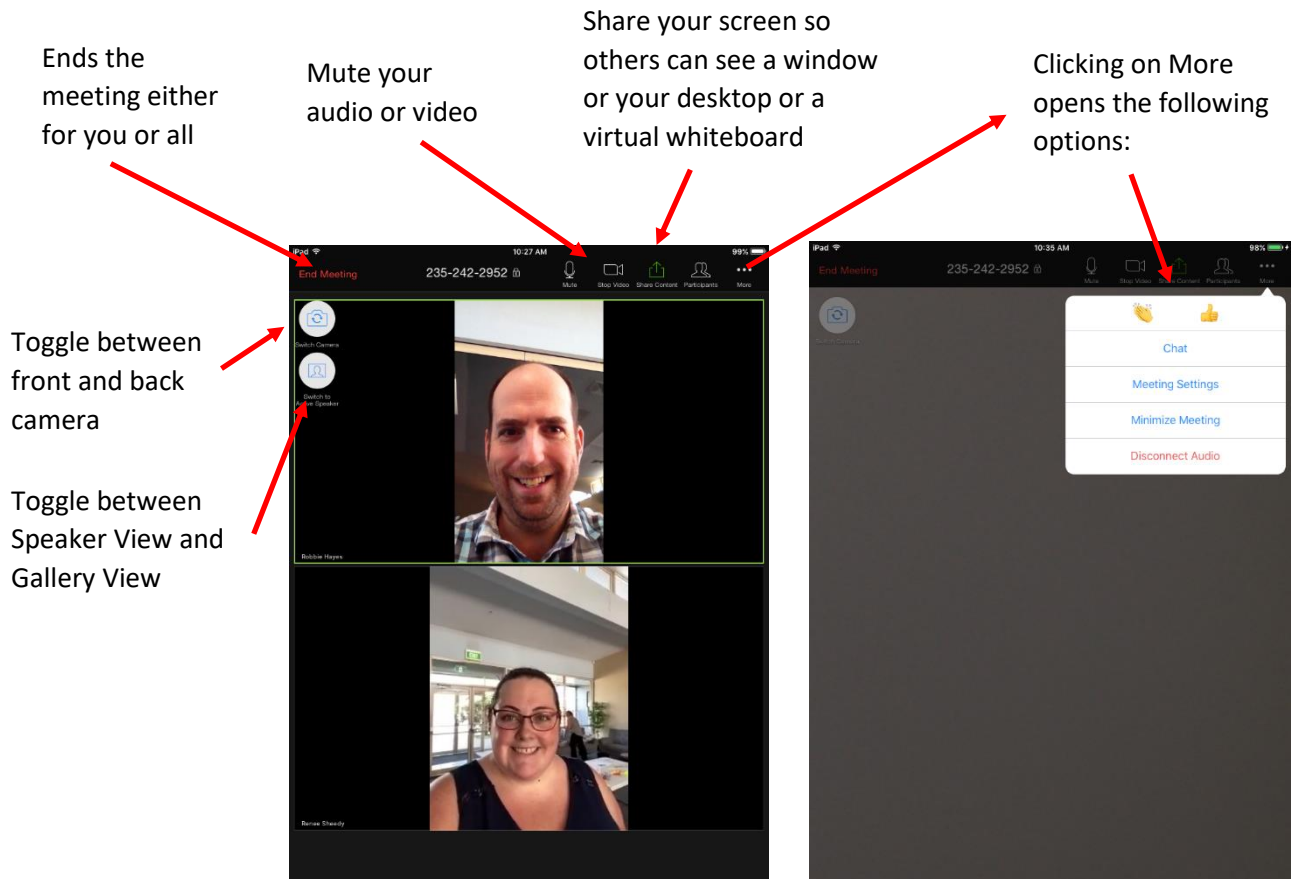
Chat

- The chat panel is useful to send text messages or links to people in the group. This is especially useful if you don't want to interrupt the audio conversation
(or you can't get a word in anyway…)
- You can send messages either publicly to everyone, or privately to individual members
(although you can also choose to turn off private chat – see under Advanced Hints and Tips)

Zoom Etiquette

If you're not used to being on camera, Zoom may take a bit of time to get used to!

In order to make everyone's experience of Zoom better (and safer) we have put together the following (inexhaustive and hopefully common sense) list of Zoom etiquette:

Technology Basics

- Try to **be on time**. This one should be standard with any Community Group meeting. However, when you're dialling in, it's especially important. While you might be able to get away with sneaking into a physical meeting late, everything is more visible online.
- **Be aware of your environment**. Make sure that what's behind you doesn't become a distraction for others.
- **Consider the lighting**. Position yourself so that most of the light is coming from in front of you (behind your monitor), instead of behind you. If you have a window behind you, shut the blinds. Otherwise, you will be backlit.
- Where possible **adjust your camera** if it is too low or high. Only your barber wants to stare at the top of your head. Ideally, your camera should be at eye level.
- **Look at the camera**. This takes a bit of getting used to since you want to look at the other members faces (and, let's be honest, your own face), but try to look at the camera when you're talking. This tactic will mimic the in-person feeling of eye contact. It's important to gauge reactions by looking at the screen, but alternating that with looking at the camera makes others feel like you're really talking to them.

Doing Community Groups Online

- As mentioned previously, the **Gallery View** is probably the best display.
- Avoid talking over people.
- Don't talk too much!
- Don't yell, but also don't whisper.
- Be guided by your Community Group leader on how discussions will be run in your group.
- Therefore, Community Group leaders, try to begin each meeting by setting clear expectations. Can people talk whenever they like? Would you prefer to address people individually before they speak? It's good to think about how your group in particular would work best.

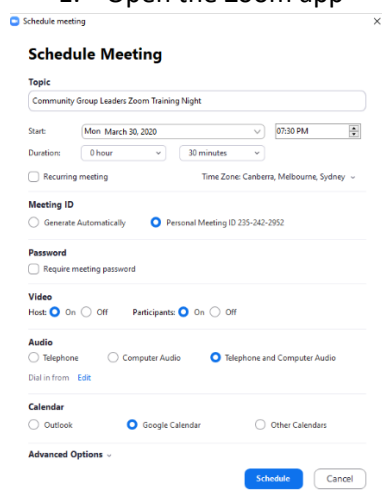## We shouldn't have to say this, but…

- If you can, hold off on eating full meals during your meeting. Imagine how unappealing it would be to watch someone up close slurping a plate of spaghetti on a big screen. If you can, chow down when your meeting is over.
- Refrain from private behaviour – i.e. scratching your armpits, picking your nose, or going to the bathroom (for those on a movable device). We can see you!
- Even though it's tempting, try not to multitask by constantly checking your phone or flicking between windows/apps. It's no less rude in Zoom than it is face to face.

Hosting an Online Community Group

Scheduling a Community Group

1. Open the Zoom app

2. Click **Schedule.**
3. Use **Topic** to give the Community Group a name.
4. Give the meeting a **Start Date** and **Time**, as well as a **Duration**.
5. We suggest you use your **Personal Meeting ID** for consistency (and to avoid needing to remember passwords).
6. Change **Video** to On for both Host and Participants.
7. Under Audio, select **Telephone and Computer Audio.**
8. Choose whichever **Calendar** you use (this will automatically create an event in your chosen calendar).
9. Under **Advanced Options** click *Enable Waiting Room, Mute Participants on Entry* and *Automatically record meeting on the local computer.*

Inviting Members to a Community Group

1. Inside the Zoom app, click on the Meetings tab at the top (under the clock icon).
2. Click **Show Meeting Invitation.**
3. The last two lines include the **Link** and the **Meeting ID**.
4. These can then be emailed, SMS'd, or shared on social media.

Managing Participants

By clicking on Manage Participants (on a computer) or Participants (on a tablet or phone) you can:

- Mute or Unmute everyone at the same time;
- Mute or Unmute people individually; and
- Turn off an individual's video feed.

Settings for Community Groups

Hosts can control LOTS of settings within Zoom!

Thankfully, the basic settings work fine, so don't feel like you need to be a master in order to try.

However, once you feel confident in the basics, or if you have time to try and get things humming before your next meeting, then check out the Advanced Hints and Tips section over the page.
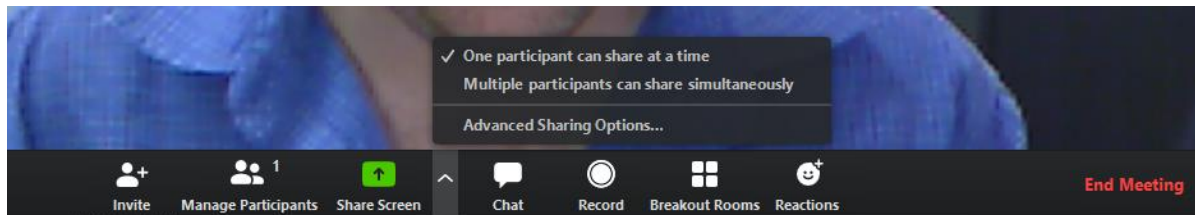
Advanced Hints and Tips

Screen Sharing

Another great function within Zoom is the ability for people to share their screen with others.

1. Get the Screen Sharing Options right first by clicking on the up arrow beside Share Screen (if you haven't already done so in your meeting settings – see Advanced Hints and Tips for more details)
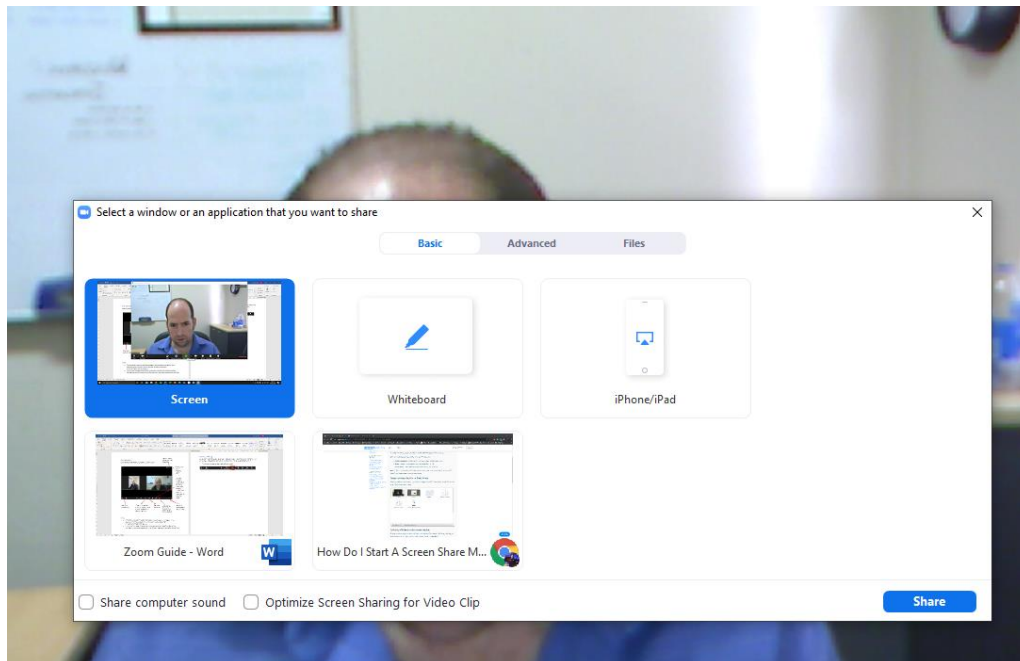

It's generally recommended that only one person be able to share their screen at a time. Likewise, under *Advanced Sharing Options*, it's generally recommended that only the host be able to share.
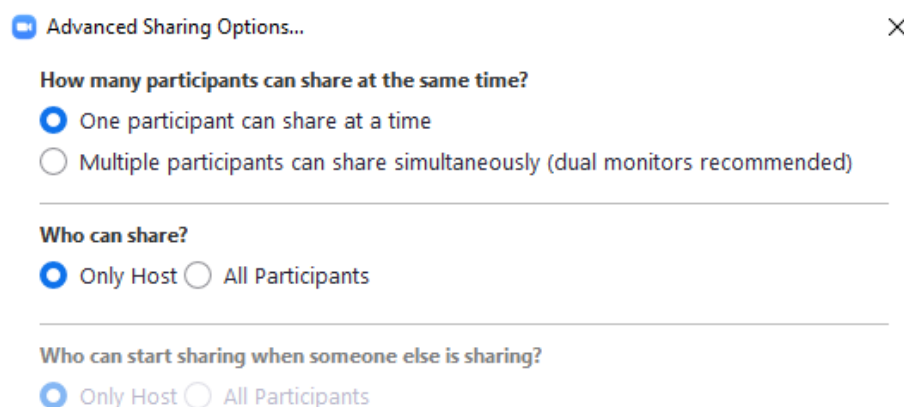
2. Click on the green button labelled 'Screen Share'

3. Choose what you want to share.

As you can see, it's possible to share your screen, any program you have open, a built in whiteboard, or by clicking on *Files* you can share anything stored online through either Dropbox, One Drive, Google Drive or Box.

4. Once you make your selection, click on Share.

Having shared your screen, you can then see several further options by hovering over the green strip that will appear at either the top or bottom of the screen:

Here you can *Annotate* your screen (meaning you can draw or write all over it), and under *More* you can either allow or disable other people from annotating your screen.

Likewise, as a group member, you can hover over the green strip and the select *Annotate* in order to draw or write over someone else's shared screen (where this is allowed by the host).

(Note: while it is possible to share videos, we are yet to find a way of doing it without considerable frustrations in both the video quality, and the lag between the audio and the visual. If you manage to get this solved, please let us know by emailing us at office@bac.org.au)

Breakout Rooms

One of the standout features of Zoom is the ability for hosts to create Breakout Rooms, which allows the group to be broken up into smaller groups. This could be particularly useful in the context of splitting up into smaller groups for prayer.

1. As the Host, click on Breakout Rooms
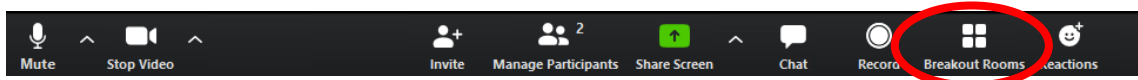
2. You can then determine how many break rooms you want, and whether you want them to be automatically or manually assigned.
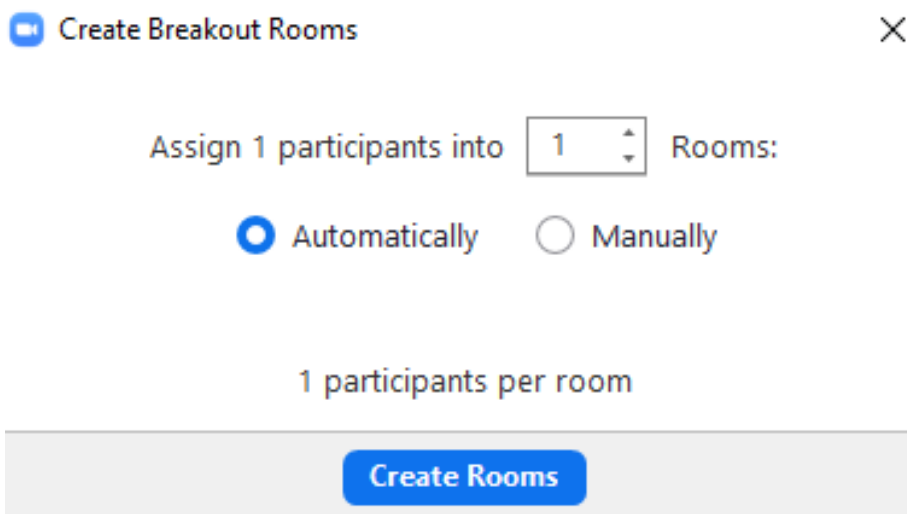
Rooms can then be named, people can be assigned or re-assigned, and settings can be adjusted.

For something like breaking into groups for prayer, it is recommended that you adopt the following settings (although feel free to change the time).
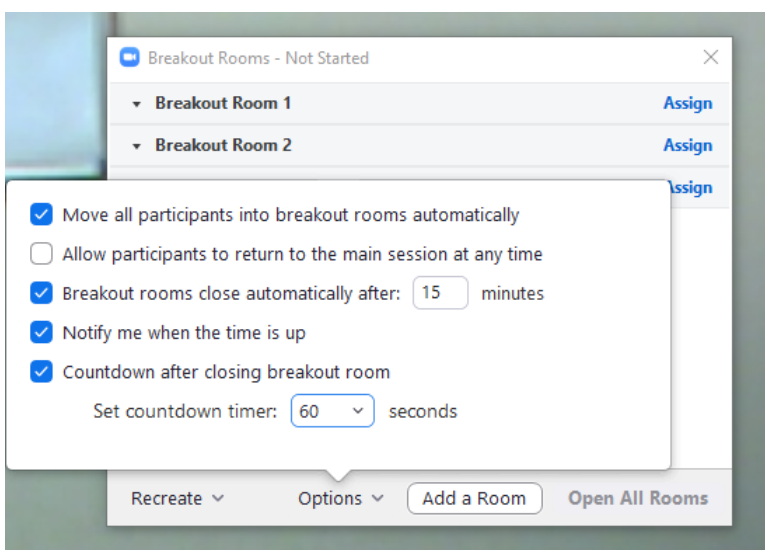
Settings

If you're a Community Group leader, it's worth taking the time to get your Zoom settings right.

To do this, open Zoom and click on Settings (which is the cog icon).
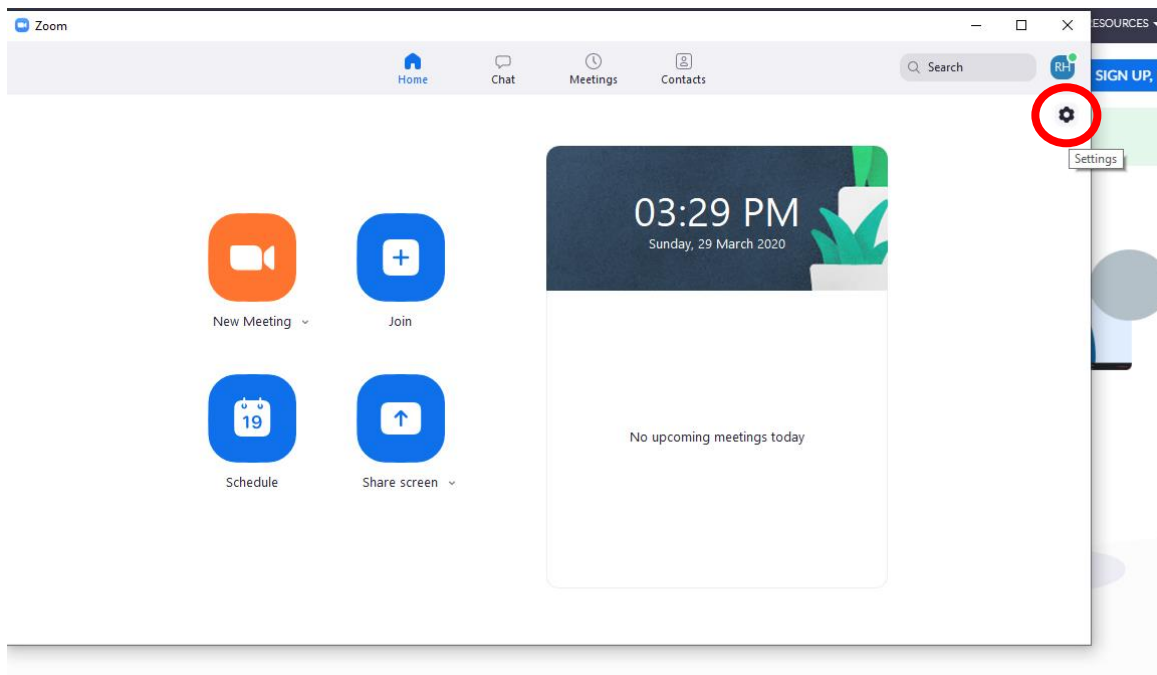
Some helpful settings to consider include ticking the following:

General

- Ask me to confirm when I leave a meeting (in case you accidently click mid-meeting)

Video

- Touch up my appearance (can't hurt, right?)
- Always display participant names on their video
- Spotlight my video when I speak

Share Screen

- Side-by-side mode
- Silence system notifications when sharing desktop

Advanced Settings

In order to set up things like Waiting Rooms and Breakout Rooms, you may also need to adjust advanced settings. This can be accessed through the Zoom website or by clicking on View More Settings on the General tab, and will require you to log in.
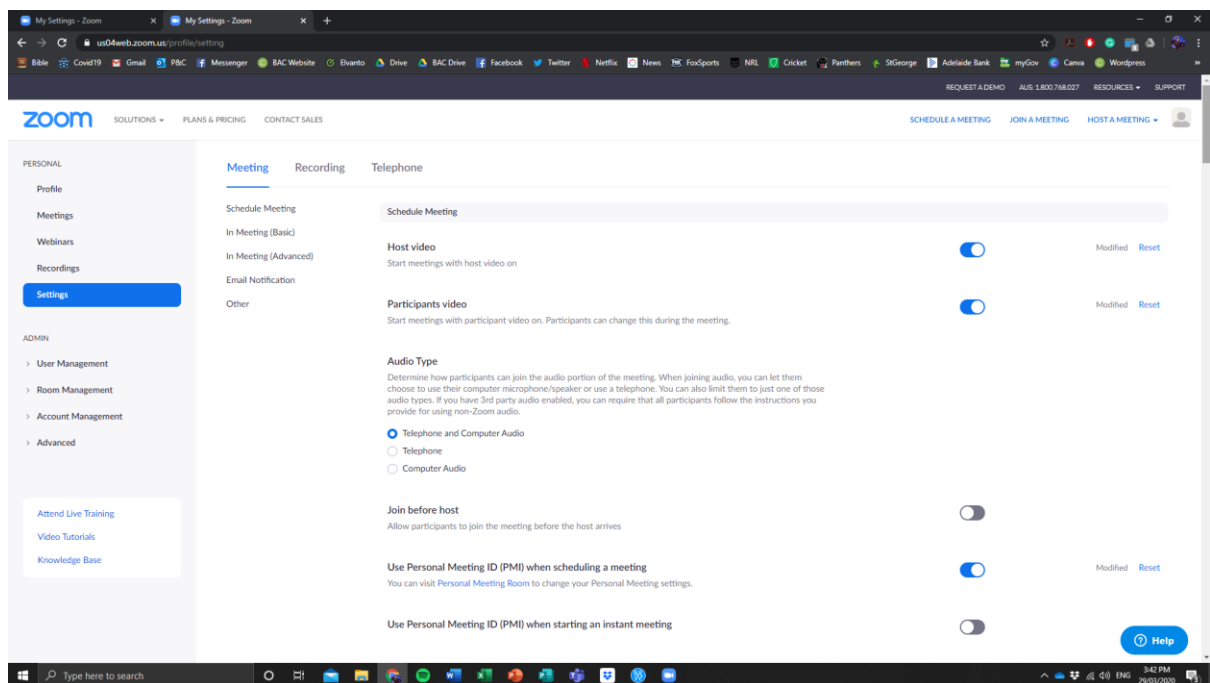
Checking the following settings are recommended:

- Have *Join before host* ON (assuming you are using the Waiting Room feature below).
- Have *Chat* on, but consider whether turning *Private Chat* off. (Any time there are minors present, it is essential that Private Chat be turned off).
- *Always show meeting control bar* ON is helpful for hosts.
- Turn *Screen Sharing* ON. In these master settings it would be good to allow all participants to share, noting you can change this setting from meeting to meeting in the Share Screen options within Zoom.
- Turn *Annotation* and *Whiteboard* ON.
- *Breakout Room* ON, including *Allow host to assign participants to breakout rooms when scheduling*.
- *Virtual Background* is really cool (but also potentially very distracting) – use your best judgement here.
- The *Waiting Room* setting allows people to join the meeting before a host but disables their camera and audio. If you are confident your group is able to interact positively without you present, this can be turned OFF. If your group relies heavily on yourself for control, or if you have any minors in the group, this should be turned ON.
- In the context of Community Groups, do not use the *Record* function without the express permission of everyone in the group.