

## Installing Zoom and Accessing Meetings

How to prepare for this Zoom class:

### 1) INSTALL ZOOM (as soon as possible)

First, you need to download Zoom onto your computer, tablet, smartphone or other smart device. You only need to do this once, and you will want to do so as soon as you receive this. Please do not wait until class is about to start, so you have time to trouble shoot if needed. Do make sure you have enough space on your device to install it.

On a laptop or desktop, it's best if you have Google Chrome browser installed on your computer—this is the browser with which Zoom is most compatible.

- Go to [www.zoom.us/download](http://www.zoom.us/download)
- Click on the download button for “Zoom Client For Meetings”
  - If using Chrome, click Download, then Zoominstaller.exe. (zoominstaller.exe is usually in the lower left hand side of your computer)
  - If using Edge, click Download, then Run.
  - If using Firefox, click Download, then Save file, then Zoominstaller.exe at the upper right corner.
- While installing, you can “Ok” any permissions your computer/device (Windows) asks for.
- Follow the prompts to install and open the application
- If it does not open automatically, go to you start menu and find the program then click on it to open to make sure you have successfully downloaded the program

On a smartphone or tablet,

- Go to the Play Store (if you're an android user) or the App Store (iPad or iPhone)
- Search for “ZOOM Cloud Meetings”, then click on Install or the download icon
- Click Open or find it on your home page and click on the icon to open it to make sure that you have successfully downloaded the program

### 2) ACCESS the MEETING (5 to 10 minutes before class)

The link included in this email contains the access details needed for the class.

- Click on the link 5-10 minutes prior to class start time and give your computer permission to open the link in Zoom.
- You will enter the “waiting room” and the host will admit you about 5minutes before the scheduled start time.

OR

- Find Zoom on your device and open the “app”lication
- Select Join Meeting, then enter the Meeting ID (it is also helpful if you enter your name—first name and last initial—in the box under meeting ID) and select Join
- Next enter the Meeting password and select Join Meeting

## TROUBLE SHOOTING

### Can't Install Zoom

If you're unable to install the Zoom app, here is an alternative. You must have Google Chrome to do this.

- Go to the website, [www.zoom.us](http://www.zoom.us)
- Find the link "Join A Meeting" (in blue in the upper right-center of the home page) and click on it.
- Fill in the meeting ID and click Join; select Cancel on the popup asking you to Open Zoom Meetings
- At the very bottom of the white Launching... square on the website, you should see "If you cannot download or run the application, join from your browser. Click on the blue join from your browser text.
- Enter your name, click the box for I'm not a robot, then click Join
- Enter the Meeting Password on the next page and click Join—you might be again prompted to enter your name and click join again.
- You will enter into the meeting waiting room and will be admitted to the meeting when the host is ready

### Can't Hear in the Meeting

- Make sure the volume on your device is up
- If you have an older desktop without speakers or the speakers on your device are not working, consider joining the meeting both on your device (for visuals) and on a phone (for audio).
  - Use your phone to call the number provided by the host, normally a couple lines below the link, meeting ID, and password
  - When prompted, enter the meeting ID and password ID and wait to be placed into the meeting.

### Don't have a camera/Camera not working

That's okay! For many classes, participants do not need a camera. However, some exercise instructors prefer it and if you are using Zoom to connect with family and friends, they are really going to want to see you....

- Trouble shoot: Make sure your camera is not being used by another app. Make sure your camera app, photos, etc. are closed and that all covers are off of the camera lens.
- Skipping: For most classes, you don't need to worry about not having a camera
- Adding one: For computers without a camera, you can find webcams for about \$30 at many stores (Best Buy, Staples, Amazon) that you can plug in using an included USB cable