Zoom Guidance for BC Brain Wellness Program Class Participants

Upon registration for any class, you will receive a zoom link via email that will allow you to join this class. You can use a computer, tablet, or phone to participate in the class, however we recommend using a larger screen so that you can see the instructor more easily.

Downloading and setting up Zoom

The Zoom application is available for download to use on smart phones and tablets. The apps are available in the Apple App Store and on Google Play. See instructions below for steps to set up your computer or phone for Zoom:

1. You will receive a link to access your class via email. Follow this link to get to the Zoom Website.
2. You will be prompted to download the Zoom software to use on your computer, tablet, or smartphone. This software is free to use. You do not need to create your own account.

Joining a Class

Frequently Asked Questions

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3. Once you have downloaded the software, a box will prompt you to enter your name. Please enter your preferred name.

   COMPUTER
   PHONE/TABLET

4. The next prompt will ask you how you’d like the audio (sound source) for the meeting to be connected. It is best to connect by computer or the audio on your tablet or smartphone.
5. Be sure that your microphone is not muted and that your speakers are not muted. This way you and the instructor can speak to each other. You will also need to make sure that your video stream is “started” so that you can see each other. The tool bar at the bottom of your screen should look like this. You may have to hover your mouse over the screen on your computer or tap the screen on your phone to get this toolbar to appear.

![Zoom toolbar](image)

6. You should be able to see and talk to instructor now! We may ask that you mute your microphone during some of our classes to ensure that there is no background noise. The instructor will let you know if you this is necessary.

**Joining a Class**

You can register for drop in classes up until the class starts. You will receive a confirmation email 24 hours before (or upon registering if within 24 hours) the start of each class you are registered for that contains the Zoom link to access your class. Please plan to join the class a few minutes prior to starting. See instructions below to join your class:

1. You will receive a link to access your class via email. Follow this link to open the zoom meeting.
2. You may receive a message that the host has not started the meeting yet on their end, or you may be placed into the waiting room for the class. While you are waiting, you can test your audio/video settings to make sure that they are working. The instructor will let you in to the class once they are ready to get started!
3. Once you enter the meeting, make sure that your microphone and speakers are not muted and that your video is “started”. The tool bar at the bottom of your screen should look like this. You may have to hover your mouse over the screen on your computer or tap the screen on your phone to get this toolbar to appear.

Frequently Asked Questions

1. **My camera isn’t working. How do I turn it on?**
   Hover your mouse over the screen on your computer or tap the screen on your phone/ipad to show the zoom toolbar. In the bottom left corner, you will see a video icon with a red line through it. Click on this icon to turn on your video.

2. **My sound isn’t working. How do I turn it on?**
   Hover your mouse over the screen on your computer or tap the screen on your phone/ipad to show the zoom toolbar. In the bottom left corner, you will see a microphone icon with a red line through it. Click on this icon to turn on your audio.

3. **How do I send a message in the chat?**
   Hover your mouse over the screen on your computer or tap the screen on your phone/ipad to show the zoom toolbar. In the bottom right corner you should see a chat icon, click this. If you’re using a phone or tablet and do not see the chat icon first click the More icon with the 3 dots and then click Chat.
You should then see the Chat toolbar open. You can choose to send a message to everyone in the meeting, only the instructor, or only another individual by clicking the down arrow circled below.

4. How do I leave the class?
To leave the class early if needed, or once it’s ended, click the red “Leave Meeting” on the right of the toolbar. If you do need to leave early please let your instructor know.

If you still have questions please email us at brain.wellness@ubc.ca