**Zoom Meeting Instructions**

**How to Join zoom meeting from computer**
1. Copy meeting link into browser and press enter
2. Allow access to video
3. When prompted to join the audio portion of the call by phone or computer, select PHONE. Dial in one of the phone numbers listed. If one number is "busy", try the next number. Phone will prompt for meeting ID. Enter meeting ID then #. Next, it will prompt for participant ID. Enter #, enter participant ID, then #. You have now joined the meeting for both video and voice (your phone number will be linked with your video so your phone does not show up separately on zoom from your video.)
   a. If Step 3 does not work initially, you can merge your video and phone by going to the video portion in the left hand corner, select the up arrow next to "mute", towards the bottom of options is "switch to phone audio". Select this and follow the prompts to merge.
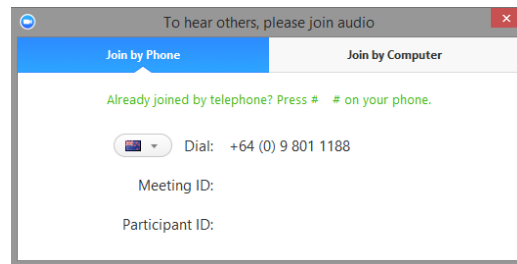
4. Please do this each meeting rather than joining the voice portion of the call over your computer. This helps ensure your voice connection remains clear, even if your internet or video slows down or freezes.
   a. Join over internet only if you are in an area with poor cell service and you do not have the phone setting option that allows you to improve your cell service using WIFI.

How to Change Name on Zoom
5. Hover cursor over the video box that is linked to your computer/phone. There is an ellipses/… in the upper right corner - change your screen name to your appropriate title, in plain language. Ex: John Smith - Interpreter, Dr. Jane Doe – Physician, John Doe – Team Lead
   a. Alternatively, when in a meeting, you can find and rename yourself using the "participants" button on bottom of screen.
6. Please have video off unless you are speaking to the patient to minimize confusion and preserve bandwidth unless your team decides otherwise.
7. Please mute yourself unless speaking. You can mute yourself directly on the zoom meeting by pushing mute in your zoom call or muting your phone.
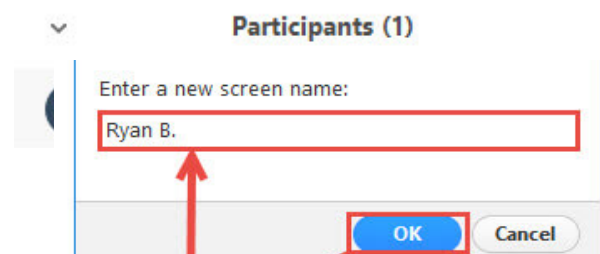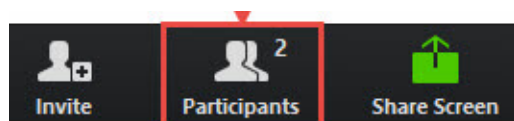
How to Add a Language Line Interpreter
1. Any member of the care team can add an interpreter to the zoom call. This can only be done if you joined the audio by phone.
2. Select 'add call' from iPhone or Android. This puts the zoom call on hold and brings up your phone dialer
3. Dial your program's interpreter line (XXX-XXX-XXXX) and follow interpreter line's instructions.
4. Once on the line with the interpreter, select "merge" on your phone to add the interpreter into your zoom call
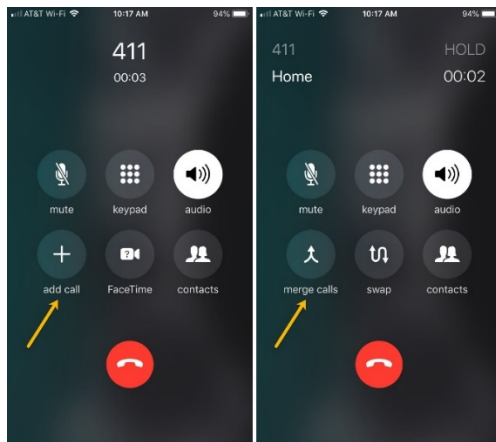
IPhone   **Android**
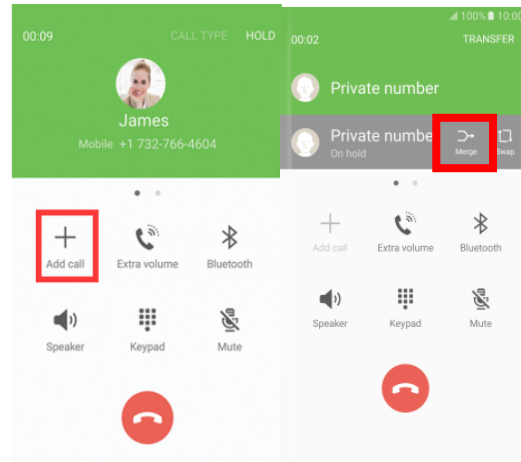
If a Patient Is Unable to Access Zoom via the zoom application
1. **First option** → try texting them the one-touch call-in information to join the zoom call by phone (the one-touch dial-in allows both the zoom number and the meeting ID to be automatically entered) – instruct them to tap "call/dial" to permit their phone to dial, then instruct patient to press # once they hear that their phone has dialed all the numbers
2. **Second option**→ move to calling the patient to add them to the zoom via the same method above for calling an interpreter if the patient utilizing one-touch dialing doesn't work
   1) Member of care team should call the patient. This can only be done if you joined the audio by phone.
   2) Select 'add call' from your phone. This puts the zoom call on hold and brings up your phone dialer
   3) Dial patient number.
   4) Once on the line with the patient, on iPhone or Android, select "merge" to add the patient into your zoom call

In the rare instance where a patient's poor internet connectivity makes a direct-zoom meeting non-viable, resort to calling the patient directly and then add your group call to the clinic's zoom meeting..
Most phone carriers allow 4-6 parties on one call, and the maximum this would be is 4 parties on one call (DAWN volunteer as the call initiator + called into zoom via phone + patient + interpreter).
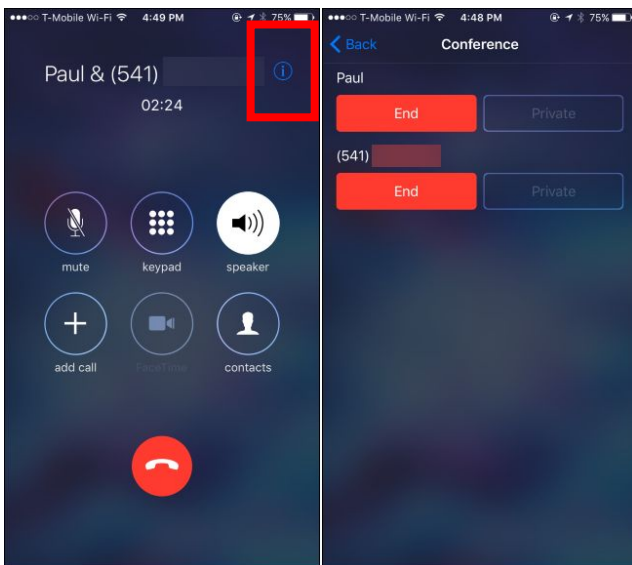
IPhone   **Android**
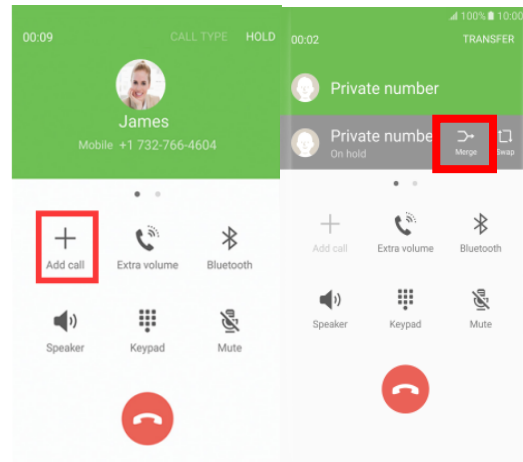
How to end individual calls without ending meeting
1. iPhone:
    a. Look at the top right corner of the call, click on "I" (looks like an 'information' button)
    b. A view pops up with the numbers on the call and allows you to hit "end" to any of the individual numbers.
2. Android:
    a. Next to the list of people involved in a call, select the "manage" button.
    b. A view pops up with everyone on the calls and allows you to "drop" any of the individual numbers

iPhone   **Android**