Quick Tips Guide for Family and Friends
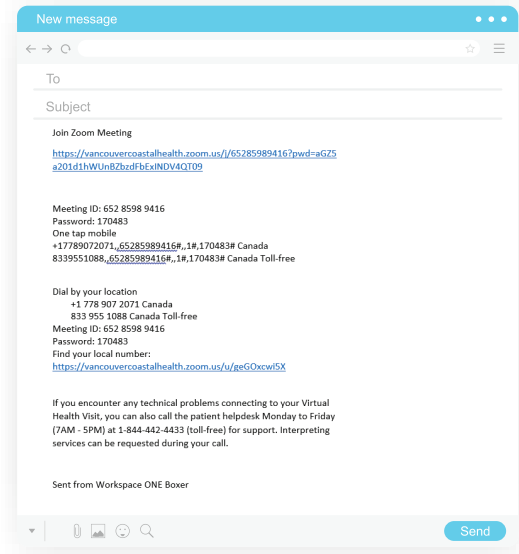
How to join a Virtual Visit using Zoom: Options for all Types of Devices

START EVERY VIRTUAL VISIT WITH AN EMAIL INVITE FROM YOUR "HOST"

Your host could be a VCH staff member or volunteer, your loved one in care, or a family member or friend. They will ask you for your email address to send an email invite for a Zoom visit.

Your Host will decide when the invites are sent. You will get the invite just before your scheduled visit time or in advance. For example, you may get the invite a week before the Zoom visit.

For further information, please also see the: *Family guide for virtual visits: Information, tips and ideas to support quality social connections with loved ones*

New message

To

Subject

Join Zoom Meeting
https://vancouvercoastalhealth.zoom.us/j/65285989416?pwd=aGZ5a201d1hWUn8ZbzdFbExINDV4QT09

Meeting ID: 652 8598 9416
Password: 170483
One tap mobile
+17789072071,,65285989416#,,1#,170483# Canada
8339551088,,65285989416#,,1#,170483# Canada Toll-free

Dial by your location
    +1 778 907 2071 Canada
    833 955 1088 Canada Toll-free
Meeting ID: 652 8598 9416
Password: 170483
Find your local number:
https://vancouvercoastalhealth.zoom.us/u/geGOxcwI5X

If you encounter any technical problems connecting to your Virtual Health Visit, you can also call the patient helpdesk Monday to Friday (7AM - 5PM) at 1-844-442-4433 (toll-free) for support. Interpreting services can be requested during your call.
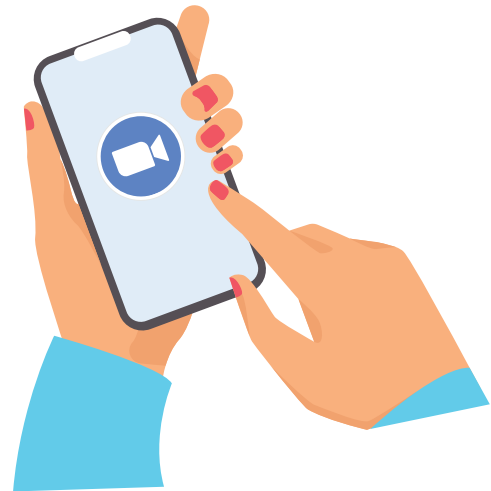
Sent from Workspace ONE Boxer

Send

GET THE ZOOM APP

It's best to download, install, register and activate the Zoom app and your zoom account for a smoother experience and less technical difficulties.

A Zoom icon will be on your device for easy access to Zoom and set up options.

It's not recommended to use a web browser (e.g. Google Chrome or Safari).

JOIN A "SOCIAL" VIRTUAL VISIT IN 2 WAYS

1. Join with your tablet, computer or smartphone
Choose this option if you want to have video and phone dial-in options.

2. Join with your phone
Choose this option if you only want to use a mobile or landline phone and you prefer not to use video.

Vancouver CoastalHealth

Quick Tips Guide for Family and Friends

How to join Zoom with your Tablet, Computer, or Smartphone

There are 4 steps to follow when you want video and phone dial-in options.

1. FIND YOUR ZOOM EMAIL AND JOIN THE VISIT

Go to your email "inbox" and find the email with Zoom in the subject header.

Open the email for instructions on how to join the visit.

You can click on the link provided in your email to join.

Join Zoom Meeting
https://vancouvercoastalhealth.zoom.us/j/65285989416?pwd=aG

2. CHOOSE YOUR VIDEO OPTION

If you would like to join with video, click on "Join with Video".

Alternatively, you can still join without video by clicking on "Join without Video".

Join with Video | Join without Video

3. WAIT FOR YOUR HOST TO "ADMIT YOU TO THE CALL"

Please wait for your host to admit you to the call. Please be aware this may take a few minutes or longer. During this time, it's like being "on hold" and you won't be able to talk or hear anything.

Please wait, the meeting host will let you in soon.

Henri Rousseau's Zoom Meeting
4/17/2020

4. CHOOSE YOUR AUDIO (SOUND) OPTION

There are **two options** to connect to your audio, it depends on the type of device you are using and the quality of sound you get on your device. Choose the option that's easy and works for you.

While you are making your connection, Zoom will let your host know that you are connecting to audio. Please be aware that there can be a small delay until you are fully connected to the visit.

Option 1: Join video and audio with one device

Option 2: Join with two separate devices

Vancouver Coastal Health

Quick Tips Guide for Family and Friends

How to join Zoom with your Tablet, Computer, or Smartphone

There are 4 steps to follow when you want video and phone dial-in options.

4. CHOOSE YOUR AUDIO (SOUND) OPTION

Option 1: Join video and audio with one device (tablet/computer/smartphone)

Choose this option if your device has a built-in microphone and the audio has good sound. Your video and audio will run on the same device from the internet.

What is good audio sound?
The audio is good when you can hear each other clearly on the device.

Option 2: Join with two separate devices (tablet/computer *and* smartphone)

Choose this option when the audio is poor. For this option, use your tablet/computer for your video and use your phone for audio.

What is poor audio sound?
The audio is good when others say they can't hear you very well or your voice sounds muffled/fuzzy or others' voice are not clear to you.
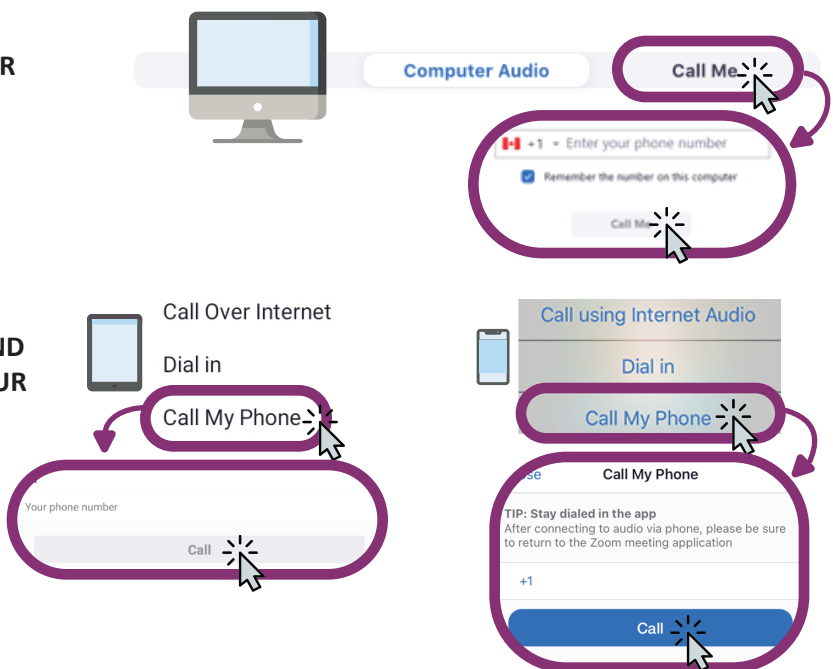
When joining on two devices, there are two ways you can connect

Option 2 (A): Ask Zoom to call you (RECOMMENDED)
This is the easiest way to connect to your phone.

4 easy steps:

1. CHOOSE "CALL ME" ON THE COMPUTER OR "CALL MY PHONE" ON THE TABLET OR SMARTPHONE.

2. ENTER YOUR PHONE NUMBER.

3. PRESS "CALL" BUTTON.

4. ANSWER YOUR PHONE WHEN IT RINGS AND YOU WILL NOW BE ON THE CALL WITH YOUR PHONE AUDIO.

Computer Audio   Call Me

+1 · Enter your phone number
Remember the number on this computer
Call Me

Call Over Internet

Dial in

Call My Phone

Your phone number

Call

Call using Internet Audio

Dial in

Call My Phone

Call My Phone

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

+1

Call

Vancouver
CoastalHealth

Quick Tips Guide for Family and Friends

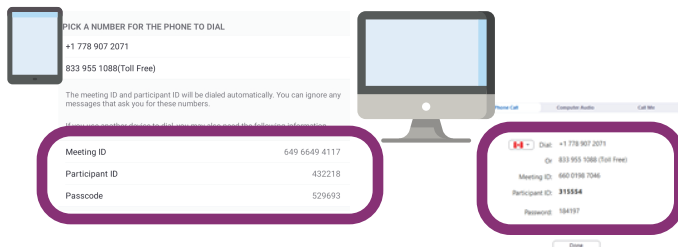## How to join Zoom with your Tablet, Computer, or Smartphone

Option 2 (B): Call the Zoom visit from your phone
To call the visit from your phone you will need the Zoom visit phone number, the meeting ID number, and the password. You can get these details from your device or you can go back to your email invite.

● **GET THE DIALING INFORMATION FROM YOUR DEVICE AND THEN MAKE YOUR CALL**

3 easy steps:

1. CHOOSE "PHONE CALL" ON THE COMPUTER OR "DIAL IN" ON YOUR TABLET.

2. THE NEXT SCREEN WILL GIVE YOU ALL THE NUMBERS YOU NEED.

3. FROM YOUR PHONE, CALL THE NUMBER AND ENTER THE MEETING ID AND PASS WORD WHEN YOU ARE PROMPTED.

PICK A NUMBER FOR THE PHONE TO DIAL
+1 778 907 2071
833 955 1088(Toll Free)

The meeting ID and participant ID will be dialed automatically. You can ignore any messages that ask you for these numbers.

Meeting ID	649 6649 4117
Participant ID	432218
Passcode	529693

Dial: +1 778 907 2071
Or 833 955 1088 (Toll Free)
Meeting ID: 660 0198 7046
Participant ID: **315554**
Password: 184197

Done

To maintain video and audio from your smartphone ask Zoom to call you.

See instructions Option A on previous section.

● **GET THE DIALING INFORMATION FROM YOUR EMAIL INVITE AND THEN MAKE YOUR CALL**

Two ways to connect

● **AUTO DIAL: FOR SMARTPHONES**

From your smartphone, find and open the email invite in your email inbox.

Tap on the "one tap mobile" link. The link will auto dial all the numbers. Please be aware there can be a delay between numbers.

One tap mobile
+17789072071,,65285989416#,,1#,170483# **Canada**
8339551088,,65285989416#,,1#,170483# **Canada Toll-free**

● **MANUAL DIAL: FOR LANDLINES (OR SMARTPHONES)**

Get the dial-in details from your email invite or your host.

Dial the Zoom phone number.

Enter the meeting ID and then the password when the phone voice tells you to.

Wait for your host to let you in: Please be aware there could be a delay.

Dial by your location
+1 778 907 2071 Canada
833 955 1088 Canada Toll-free
Meeting ID: 652 8598 9416
Password: 170483

Vancouver
CoastalHealth

Quick Tips Guide for Family and Friends

How to join Zoom with your Phone (Smartphone and Landline)

Choose this option if you only want to use your mobile or landline phone and if you prefer not to use video.

1. ASK YOUR HOST TO CALL YOU (RECOMENDED)

4 easy steps:

1. ENSURE YOUR HOST HAS YOUR PHONE NUMBER BEFORE THE MEETING.

2. ANSWER YOUR PHONE. YOUR HOST WILL CALL YOUR PHONE USING ZOOM.

3. PRESS 1 ON YOUR KEYPAD. A VOICE WILL SAY: "WELCOME TO ZOOM, PLEASE PRESS 1 TO JOIN THE MEETING".

4. WAIT FOR THE HOST TO LET YOU INTO THE MEETING. PLEASE BE AWARE THERE COULD BE A DELAY.

2. DIAL INTO THE CALL

This manual option for LANDLINE users (or smartphones users)

4 easy steps:

1. GET THE DIAL-IN DETAILS FROM YOUR EMAIL INVITE OR YOUR HOST.

2. DIAL THE ZOOM PHONE NUMBER.

3. ENTER THE MEETING ID AND THEN THE PASSWORD WHEN PHONE VOICE TELLS YOU TO.

4. WAIT FOR YOUR HOST TO LET YOU INTO THE MEETING. PLEASE BE AWARE THERE COULD BE A DELAY.

NEED TECHNICAL HELP?

A helpdesk is available to support virtual visits that involve healthcare. Call toll-free at 1-844-442-4433 for technical support (Monday-Friday, 7 am – 7 pm, and Saturday 10 am – 2 pm).
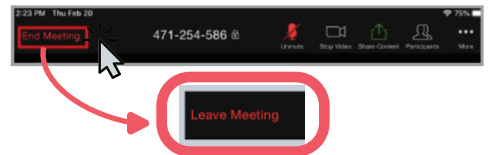
OTHER HELPFUL TIPS WHEN USING VIDEO
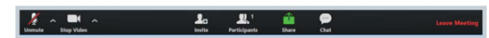
● **End the call when it's time to go**

To end your virtual visit, click "Leave Meeting" or "End Meeting".

If you don't see the icon, tap the screen and it will re-appear.

● **Use the toolbar to troubleshoot sound & video**

Find the toolbar for options to troubleshoot sound and video issues. If you can't see the toolbar which sits at the bottom of your screen then tap on your screen (tablets/smartphones) or hover with your mouse on your screen (computers) and the toolbar will appear .

Sound not working?

Press the microphone icon to change from mute to unmute.

The up arrow has more options for trouble shooting other microphones such as your earphones.

Video not working?

Press the video icon to change from video visible to hidden.

Vancouver CoastalHealth