Getting started

What is Zoom?

Zoom is a program that allows video, web and audio conferencing. You can download it free onto your computer or phone/tablet.

STEP 1: Before the Meeting

Please download Zoom either onto your computer or your phone/tablet. Ensure you have a speaker/headset and microphone attached to your device.

To download onto your computer:

1. Visit **https://zoom.us/download**, locate Zoom Client for Meetings and click Download.
2. Follow the download and installation prompts (you do not need admin access).
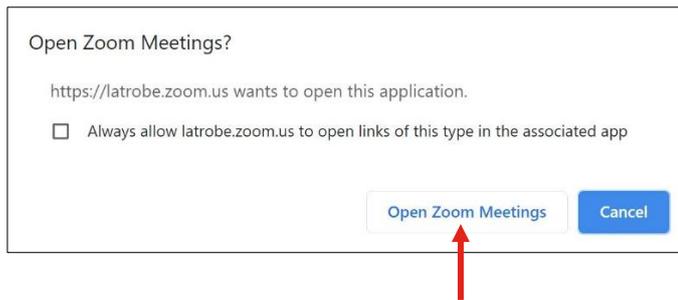
To download onto your phone / tablet:

1. Go to the App store of your device (e.g. App Store or Google Play).
2. Search for "Zoom US download"
3. Download app.

STEP 2: At the Meeting time

Join via your confirmation email

1. Click on the Meeting URL provided in your confirmation email.
2. Enter the Password provided in your confirmation email.
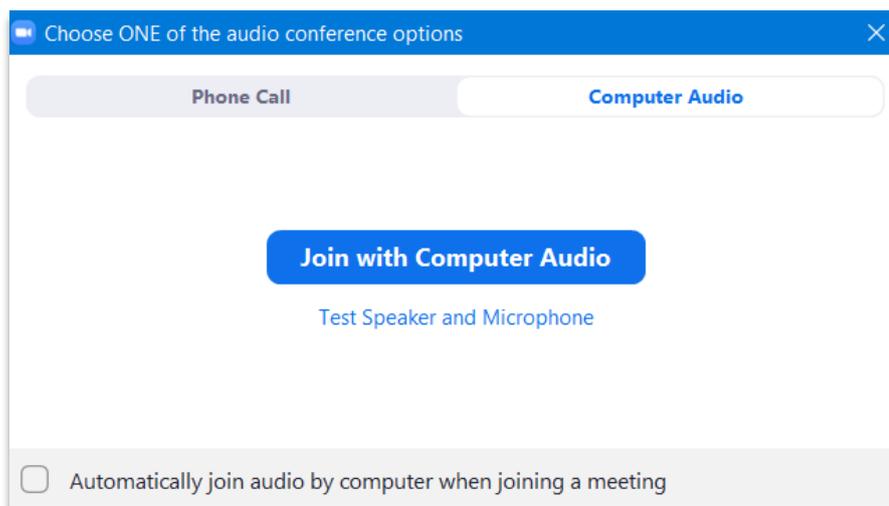3. Click on **Open Zoom Meetings** when the dialog box below pops up.

Join via Zoom on your browser

1. Go to https://zoom.us/join
2. Enter the Meeting ID you have been provided in the confirmation email.
3. If required, enter the Password you have been provided in the confirmation email.
4. Click on **Open Zoom Meetings** when the dialog box below pops up.

Accessing Audio

1. Access audio either via **Computer Audio** (preferred) OR via **Phone Call**.
2. You have the opportunity to test your audio at this point by clicking on **Test Computer Audio**. Once you are satisfied that your audio works, click on **Join with Computer Audio**.

Join via phone line while staying connected on your computer/tablet (if you have trouble hearing the session)

1. Dial in via one of these numbers:
   - +61 3 7018 2005
   - +61 731 853 730
   - +61 861 193 900

2. Enter the Meeting ID you have been provided in the confirmation email.
3. Enter the Password you have been provided in the confirmation email.

STEP 3: Once you have entered the Zoom meeting room

1. Video - you can choose if it is On or Off (On = more internet bandwidth is used)
2. Your microphone will be muted by default (to minimise background noise)

Click the **Mute** icon to Unmute and turn on your microphone when you would like to speak. Click the icon again to Mute when you are finished. *It is advisable to remain on Mute at all times unless you are speaking.*

Click on the **Start Video** icon to switch your webcam on. Click the icon again to switch it off.

Support

1. If you encounter any technical issues, click here for a possible solution.
2. If you are unable to resolve your technical issues, please contact us at (03) 8481 4800.