

Get Involved

Bradford Libraries, Museums and Galleries

Using Zoom

What is Zoom?

Zoom is an online video conferencing platform. BMG occasionally use Zoom to deliver online meetings and training. We also use Microsoft Teams or Webex.

Is it free to use?

Zoom is free to use as a participant. Make sure if you are signing up for the first time you select the basic Zoom license.

Do I need an account?

You don't need an account if you are joining a meeting via a web link on a desktop/laptop. If you are using a smart phone or tablet/ iPad you will need to download the Zoom app and register prior to joining a session.

What equipment do I need?

- Access to the internet.
- A desktop computer/laptop or a tablet/ iPad or smart phone which has the functionality to stream video and audio.
- You can chat verbally, but you can also ask questions in text format via the chat box.
- If you do not have a video-capable device, or if your internet signal does not support video conferencing, you may be able to join a meeting by phoning in and just listening to the discussion. This will not give you the full experience however.

How do I join a meeting?

Simply click the meeting link provided and enter the meeting passcode. Or search join.zoom.us and enter the unique meeting ID number and passcode. Or go into the Zoom app and enter the unique meeting ID number and passcode.

Sometimes you may get a pop-up text box about joining audio at the beginning; please select **join** if this happens.

What are the in-meeting controls I need to be aware of?

Mute / Unmute – **Mute** so you cannot be heard / **Unmute** to speak to the group

Start Video/Stop Video - to turn your camera on or off

Participants – shows a list of everyone on the call. Press the X to close.

Chat – a text box through which participants can type in questions or comments. Use the pull-down menu to contact Everyone or the host/co-host.

In the Participants box, you will see this toolbar:



Use **Raise Hand** to attract attention if you wish to speak



Use **“clapping”** symbol to show appreciation



Leave the meeting

Frequently Asked Questions about Zoom

What does it mean if I am pending in the waiting room?

This means the host needs to let you in to the training session. If you are waiting longer than two minutes your admittance may be 'stuck'. Try leaving the meeting and re-joining. If you still can't get access, contact the meeting organiser through the contact details provided in your joining instructions.

I have concerns about how secure Zoom is

Some of you may have seen articles in the press about how secure Zoom is, with regard to data sharing and meetings being taken over by individuals seeking to cause distress. Zoom has made a number of changes to restrict the data it shares with others and has improved the meeting controls functionality to ensure access to the meeting remains for its intended participants.

Museum Development Yorkshire takes the following precautions to reduce the risk of unauthorised access to its training sessions:

- Each training session will have a unique ID and passcode
- Each unique training ID and passcode will only be sent to registered participants
- The host will control admission to the training session
- The host reserves the right to remove participants from the session if their behaviour is not in line with community standards

Please note that, as an external piece of software, Bradford Libraries, Museums and Galleries cannot guarantee that using Zoom will be risk free, and users must determine themselves whether they are happy to use Zoom. Participants should also note that BMG does not have control over the data that participants supply to Zoom.

My Zoom account

As Zoom is an external piece of software, BMG cannot answer any questions about your Zoom account. Please see Zoom's support page here: <https://support.zoom.us/hc/en-us>

Full FAQs about Zoom

If you have other questions about Zoom, please see their detailed FAQs page on the Zoom website which can be found here: https://support.zoom.us/hc/en-us/articles/206175806-TopQuestions?_ga=2.18240122.217611518.15897887331511727051.1588079862#h_12512067-340a-4ca9-8d5b-f52a7ed016fb

Other questions?

If you have any other questions please contact us at bmgvolunteers@bradford.gov.uk

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