Hello,

These are instructions on how to support someone getting onto ZOOM for the first time who might need a helping hand.

**What is ZOOM?**

ZOOM is an online programme that will allow you to join in with The Cares Family Social Clubs online during this period of lockdown - as well as lots of other activities run by the amazing organisations across Manchester. Through ZOOM you can connect with us and other neighbours and volunteers.

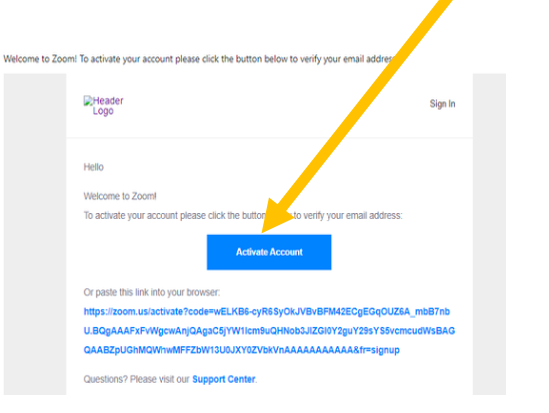
**Before inducting someone:**

* Get the basics of an account set up on their behalf

**Step 1**

Go to your email inbox and you should find an email from Zoom.

Open the email and click on the big blue **‘Activate Account’** button which will take you to a **‘Welcome to Zoom’** page.



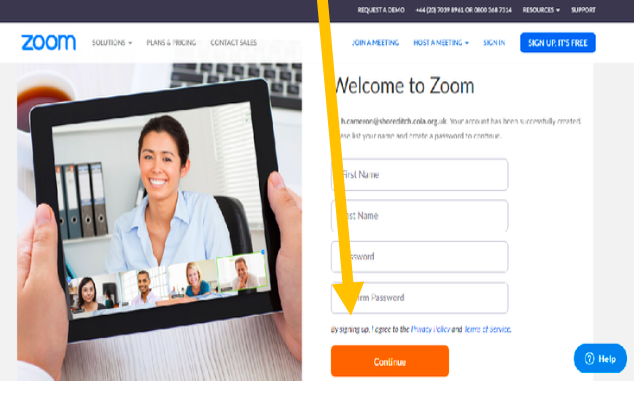
Please note: it might ask you if you are signing up on behalf of a school. Please tick ‘no’.

**Step 2**

Fill in your name, surname and create a password. The password needs to have:

* At least 8 characters
* At least 1 letter (a,b,c…)
* At least 1 number (1,2,3…)
* Include UPPER CASE and lower case characters

It’s OK to write this down on a piece of paper so you don’t forget it.

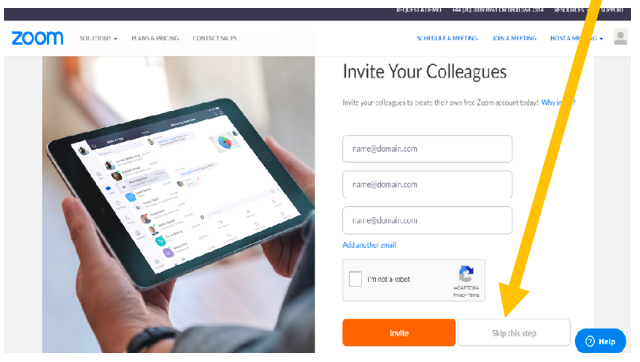


Press the big orange ‘Continue’ button.

*(It may ask you to click in the ‘I’m not a robot’ box, if it does, that’s fine).*

**Step 3**

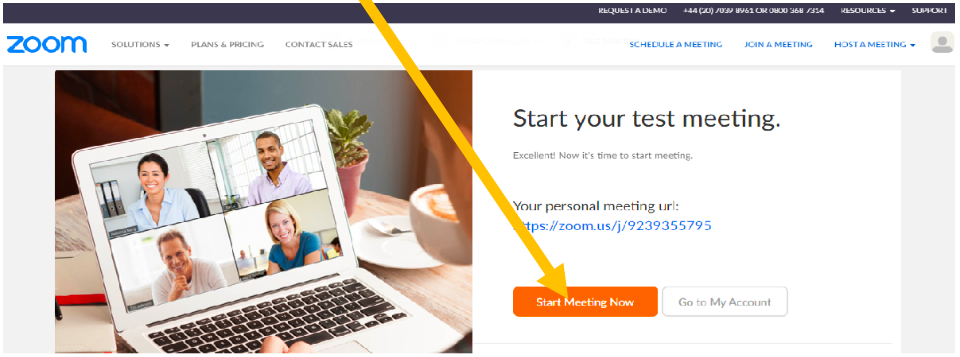
You will now find yourself on an ‘Invite Your Colleagues’ page. You do not need to do this so click the light grey button ‘**Skip this Step’**

****

**Step 4**

On the final page, there is a button that says ‘**Start Meeting Now’**, click on that and it will download the Zoom programme to your computer.

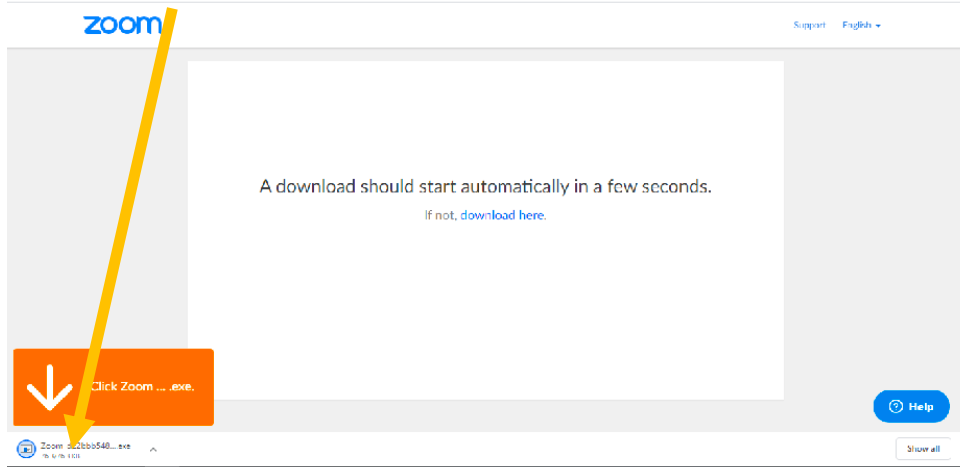
(ZOOM should show to be downloading on the bottom left-hand side of your screen).



**Step 5**

Once Zoom has downloaded, click to **open the programme** and follow your computer’s instructions to install it.

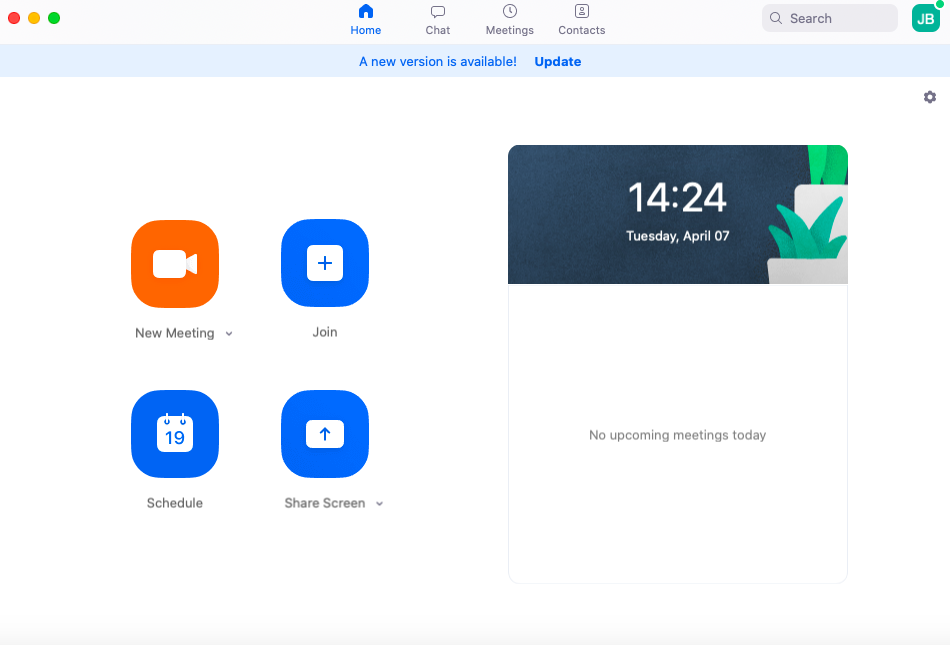
*(Depending on the make of your computer, it will usually be an ‘ok’ or ‘continue’ or ‘accept’ button that will pop up).*



**Step 6**

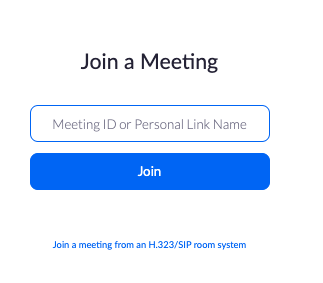
Zoom should now open a small window in the centre of your screen.

Click the **blue ‘Join a Meeting’** button.



**Step 7**

This will bring up a Join Meeting box. Your volunteer will email you a ‘Meeting ID’ to enter here, along with a ‘password’ to enter.



Now, you can chat with your volunteer over ZOOM!