

Guidelines for remote workshops

Since the recommendations for us all to stay in our homes as much as possible, you may have heard talk of an app called Zoom. We have also started using this so that we can continue to offer our workshops – even in remote form. This is a new endeavour for us so please be patient with any technical issues and don't be afraid to offer suggestions of how to improve things. We want to make the experience as useful as we can!

We have created this simple guide to make the most of the Zoom meetings. As there are already some useful links and resources out there, we have linked to these where appropriate to avoid duplication.

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Getting started

For anyone who may not be all that confident with technology, have no fear! Zoom can be used on any computer with an internet connection (ideally also with a webcam) or on any smart phone (ideally with a camera).

Simple steps:

1. First, you will need to register to attend the meeting in advance following the link on the [website](#) or [Facebook page](#). This just requires adding your name and email address to a specific meeting.
2. You will be emailed the link to the meeting. At the time of the meeting, click on the link in the email
3. Follow the prompts to download or open Zoom
4. You will then have joined the meeting

Further details:

- **Zoom for mobile phones:** If you are using a mobile you will need to download the app. This can be found in your phone's app store or by following this link: <https://zoom.us/download>
- **Zoom for computers:** If you are using a computer you can also download the app following the same link as above: <https://zoom.us/download>. However, you can also attend the Zoom meeting through your web browser if you aren't able to download the app.
- For full step by step guides, there are a number of videos on YouTube that go through the basics of joining a Zoom meeting:
 - For a one minute guide to joining a meeting for those confident on a computer, Zoom's official guide is here <https://www.youtube.com/watch?v=hIkCmbvAHQQ>
 - For those with more basic computer skills looking for more a detailed step-by-step guide to joining a meeting on Zoom, try these two links:
 - <https://www.youtube.com/watch?v=kh50kValdAY> (5 mins)
 - <https://www.youtube.com/watch?v=9isp3qPeQ0E> (8 mins)


Staying safe

Your safety is our priority in our sessions. If you ever have any concerns about the safety of you or anyone else in the meeting, please do let the session leader know. The general advice below should help to limit any safety risks from the remote meetings.

Registering for meetings. All our Zoom meetings will require you to register to attend. You do not need to sign up to Zoom. All you need to do is follow the registration link on the [Brentford Together](#) website or Facebook page and fill in your name and email address (see image below). You will then be emailed the details for the meeting. If you are joining a recurring meeting, you will only need to register once.

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Email Address*	Confirm Email Address*
<input type="text"/>	<input type="text"/>

* Required information

<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
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Register

We are requiring everyone to register to prevent something which has been called 'Zoom-bombing' where people find public links to Zoom meetings and enter them in order to cause upset and disruption.

Because of this, **please don't publicly share the Zoom meeting link**. Only share the link to register which will be on our website and Facebook page.

Be aware of your surroundings. Remember that if you have your camera on, everyone at the meeting can see you and the room behind you. Unless you know everyone in the meeting, be mindful of moving around the house with your camera on and giving people a tour of your home.

Avoid giving out personal details. While we want to encourage relaxed conversation to get to know each other, be mindful of who is at the meeting and avoid sharing things such as your exact address or personal information you aren't comfortable disclosing.

Session recordings. Occasionally we may wish to record the sessions for promotion and monitoring purposes, and for participants to be able to watch back again if they want to. No one other than the meeting host will be able to do this. If we are planning on recording the session, we will let you know at the start. There is no obligation to be included in any recordings we produce.

Remote meeting etiquette

Conference calls online are quite different from face to face interactions and, as such, conversation can be more jolted and slower. The tips below will help to run a smoother meeting and ensure that everyone is heard.

One voice at a time. Microphones can cut out if multiple voices speak at once so do your best not to talk over other people. At the same time, be aware that others may wish to contribute so while speaking keep an eye on other people's hand signals to see visually if anyone else would like to speak.

Use hand gestures. To avoid talking over other people, common hand gestures which can be used in meetings include the following:

- **Thumbs up/nod your head** – I agree with what is being said
- **Thumbs down/shake your head** – I disagree with what is being said
- **Hold one hand up** – I have something to contribute
- **Hold both hands up** – I have something to contribute that directly relates to what someone is saying right now

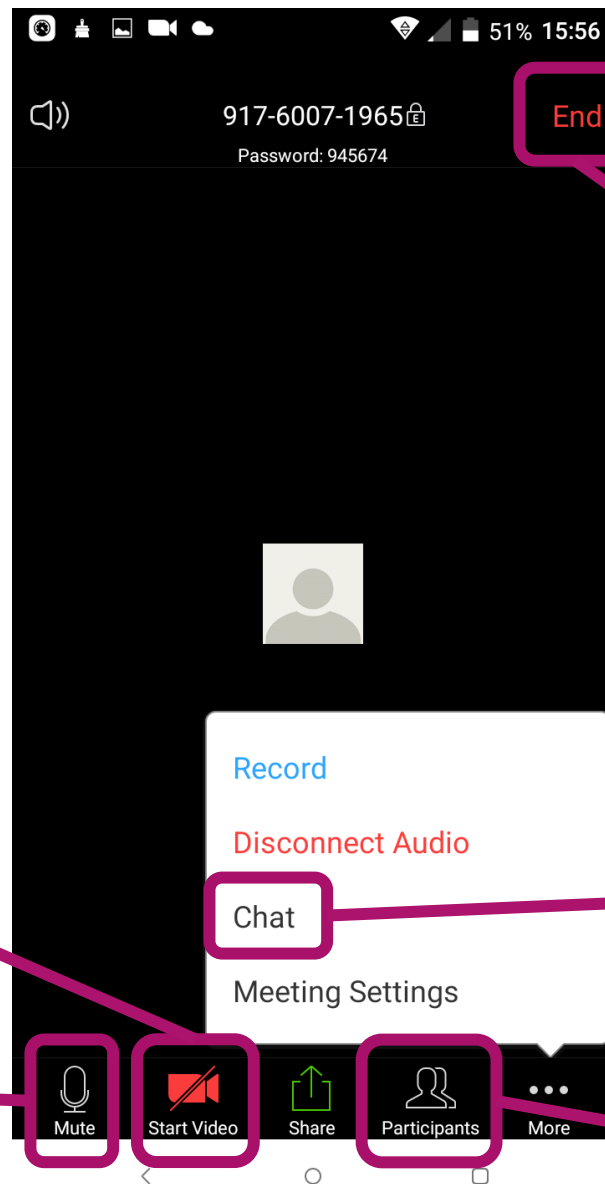
Mute your microphone when you aren't speaking. This will minimise any background noise or audio feedback and make it easier for one person to speak at once. If you do have something you'd like to say, raise your hand and the session leader will call on you as soon as they can.

Use a video where at all possible. Remote meetings feel much more personal if you can see everyone's facial expressions and hand gestures.

Be patient with the session leader. Please remember that most of us are new to this and getting our heads around new technology. There may be technical challenges or elements which don't run as smoothly as they would if the session was held with us all in the same room. Be patient with us if things go wrong and don't be afraid to let us know if there is anything we could do to improve things.

Bring along a cuppa! Remember, these are informal get togethers so we encourage everyone to bring along a hot drink and a snack – just make sure to mute yourself if you are a particularly loud slurper!

Zoom on a smart phone



To leave the meeting.
May say 'Leave'

To turn your camera on and off

Click to open the chat box
to message the group

To turn your microphone on and off

Click to see who is in the meeting

Zoom on a computer

The image shows a Zoom meeting window titled "Zoom" with a dark background and the text "Brentford Toget...". The bottom toolbar contains several icons: Mute, Start Video, Security, Manage Participants (with a '1' next to it), Chat, Share Screen, Record, Breakout Rooms, Reactions, More, and End Meeting. Five callout boxes with pink borders and lines pointing to specific icons provide instructions:

- To turn your camera on and off**: Points to the Start Video icon.
- To turn your microphone on and off**: Points to the Mute icon.
- Click to see who is in the meeting**: Points to the Manage Participants icon.
- Click to open the chat box to message the group**: Points to the Chat icon.
- To leave the meeting. May say 'Leave Meeting'**: Points to the End Meeting icon.