

Essential Zoom Skills

Ensuring Successful Meetings

Invitations and joining a Zoom meeting

Joining a Zoom meeting can be as simple as clicking a link in an email. However, invites that require passcodes and / or manually entering a meeting number can be deal breakers for older adults.

Solution: When inviting older adults to a meeting, avoid using a passcode. Use Zoom's waiting room instead.

Joining a Zoom meeting can be a breeze but starting one and sending invites is not so easy. Older adults tend to initiate calls less frequently and Zoom's complexity doesn't help.

Solution: Teach the older adult how to use the Meeting information button (upper left of the Zoom window) to copy the invite link. It's the least confusing option Zoom provides.

Participating in a Zoom meeting

Focus on the following skills to ensure successful participation:

- Muting and unmuting the microphone
- Turning the camera on and off
- Finding the camera on the device
- Using Gallery view to see everyone
- Using chat in case audio isn't working
- Leaving a meeting

Safety First

Zoom is generally a safe platform however its ease of use can lead to abuse. Teach older adults to keep themselves safe by:

- Not using a Personal Meeting ID for meetings
- Enable the Waiting Room for meetings
- Locking the Meeting
- Disabling screen sharing for participants
- Removing unwanted participants

Get the Zoom app

For iOS and Android:

- Search "Zoom Cloud Meetings" in the respective app store.

On Mac or Windows:

- Download the app from: <https://zoom.us/download>

