Accessing and Using Zoom

* You do not need any specialist software to access Zoom or use Zoom. You just need to set up an account on their website <https://zoom.us/> or download their app to set up your account.
* You will need access to the internet to set up and use Zoom.
* When you are admitted to the course session, your video will not be shown and your microphone will be muted. If you wish to keep your video off, that is absolutely fine, we want everyone to feel comfortable with using a new platform for learning.
* To prevent background noise, microphones will stay on mute throughout the course unless you are in a break out room discussing with other students. If you want to say something during the session, please put in the chat or raise your hand and when we can we will come to you (trainers will show you how to do this when the session starts).
* When you have an account set up on Zoom, you will be able to join the session by clicking on **Join, adding the meeting ID (which will be sent to you 48 hours prior to the course session starting, you will then add the password also sent 48 hours prior.**
* You will either see a message saying ‘The meeting host will start your meeting shortly’ or you will go straight into a waiting room. We will start to let students in around 5 minutes before the session is due to start.

Everything you need to know

* Please join us from a quiet space where you can get the most from the course.
* Please join the session 5-10 minutes before it’s due to start where you will wait in a waiting room. This helps us to ensure we can start the session on time.
* If your course is longer than 1 hour, there will be a comfort break half way through your course session.
* Please have a pen and paper handy so that you can make notes if you want to. We will email any relevant handouts to you following the session.
* 48 hours before your course is due to start (providing you have replied to your booking email with your confirmation that you understand and agree to our disclaimer) you will be sent an email with the log in information. There will be a Meeting ID and password for you to use (as you will have agreed, due to security, do not share this information with anyone else).
* If you are struggling to join your course session, you can call or text us on 07891 099460 or email us on [wellbeingrec@mpft.nhs.uk](mailto:wellbeingrec@mpft.nhs.uk)

If you have any queries at all, please do get in touch with us using the details below.

**Wellbeing and Recovery College**

**07891 099460**

[**wellbeingrec@mpft.nhs.uk**](mailto:wellbeingrec@mpft.nhs.uk)