About this guide

This guide is intended to assist staff with the process of using a Person Centred Virtual Visiting (PCVV) iPad to make video calls using Zoom.

Who is this guide for?

This guide is for NHS staff who will be helping patients use Zoom to make video calls to family members using a PCVV iPad.

What does Zoom do?

Zoom is an app that enables a patient to have video and/or audio calls with family and friends. Zoom refers to these calls as “meetings”. It works on tablets, iPads, smart phones, laptops and PCs, and on different systems like Windows, Apple Mac, IOS and Android.

One person - the meeting “host” - starts the call (this should be NHSGGC staff using an iPad), and then invites others to join.

The free version of Zoom includes:

- Unlimited (i.e. no time limit on length of call) 1-2-1 meetings
- For meetings of 3 or more people, the call is limited to 40 minutes (but you can hang up at 39 minutes and start a new call if needed). Up to 100 people can join a call.
- No limit on the number of meetings you can have

Setting up for the first time

1. Find the Zoom app on your device. If you are using a PCVV iPad, the Zoom app should already be installed. The icon looks like this:

2. Check if a Zoom account has already been set up for this iPad. If an account already exists and you have the log in details, then you can move on to the section below; “Now check the following”.

Now check the following
3. If no Zoom account exists already, check if an email address has been set up for this iPad - if not, create one:

- You need an email address (and its account password) to register for a Zoom account, and it is also needed to sign into the Zoom app.
- Check the iPad box to see if an email address and password has been created already, e.g. for a Skype account. If so, take a note of it and go to step 4 below.
- If no ward email address has been set up, you need to create one. Follow the instructions on the guide called “Setting up an email account”. Once you’ve done that, let the iPad custodian know that an email address has been created so that no one else creates one, and add the details to the iPad box.

4. If no Zoom account exists already, create one (this account will be used for this iPad by the whole ward)

- Open the Zoom app and click on the **Sign Up** option at the bottom of the screen
- You’ll be asked to confirm your date of birth – this information isn’t saved, so you can enter any date that means you are at least 18 years old
- Enter an email address: this should be the **Microsoft email address** for your ward’s iPad as outlined above. If prompted for your name at this stage, follow the pattern for first name and surname described below
- Click the **Sign Up** option
- Zoom will then send an email to verify your account to the ward email address
- Log in to the ward email address account, find the email from Zoom, click on ‘activate account’
- Click ‘No’ if asked if you are signing up for a school
- Enter your ward name in the first name box (e.g. Ward08A) and hospital name in the surname box (e.g. RAH)
- You’ll then be asked to create a Zoom password. Please use the same password as the iPad’s FaceTime account. You can find this on the iPad box.
- Select “Skip This Step” at the next screen inviting you to email others
- The final page confirms account has been set up and invites you to join a meeting. Close this page and sign out of the email account if it is still open.
- Add the details of the Zoom account you have just created to the FaceTime/ Skype details on the iPad box

If your ward has multiple iPads, and you think that more than one Zoom meeting could take place at the same time with different patients, you will need to create more than one Zoom account.

Zoom does have an advanced meeting scheduling feature but to keep things simple, we recommend you just follow the procedure in this guide.
Now check the following:

Do you know the email address and password for the Zoom account? These will be held by the iPad custodian for your ward. Please note that the **Zoom password is not the same as the patient WiFi password**.

We recommend you start the call, then share the meeting details (ID and password) with the participants by text or phone call. Do you have contact details for at least one family member or friend of the patient who will be joining? If there is more than one person joining the call, liaise with one main contact and ask them to share the meeting details with the other participants. (Because these are not personal iPads, it’s not possible to use the **Invite** feature in Zoom, which links to a personal email account or personal contacts list to share meeting details).

NB meeting details **should not be shared in a public place**: e.g. posted on a Facebook page. This is to prevent unwanted participants joining. Only the people you want to join the call should receive the meeting details.

**How to make a call (‘host’ a meeting)**

1. Open the **Zoom app** on the iPad.

2. If you see ‘**Sign in**’ at the bottom of the screen, click it. **Enter your Zoom account email and password. NB** the Zoom password is not the same as the patient WiFi password. If you don’t know the Zoom password, ask the Ward iPad custodian or check the iPad box.” **If you don’t see ‘Sign In’, go to next step.**

3. Select **New Meeting**.

4. Select **Start a Meeting**.

5. Select the **Internet audio** option when prompted. You should see yourself on screen.

6. To see the **Meeting ID and password**, tap **Zoom** once at the top of the screen and the meeting ID and password should display. Take a note of them. Tap once more to get back to meeting screen.
7. Share the meeting ID and password by the appropriate method with the other people taking part in the call.

8. Wait for the participants to join. You should get an onscreen prompt when someone is ready to join. Click *Admit* for each one.

| 9. Switch to the **Gallery view** (top left of screen) to see everyone on screen. You should be able to see and/or hear everyone as they join. |
| | 10. Having **problems with audio or video**? On some devices, you can click or tap your screen to see the audio/video options and click on them to make changes: e.g. *join with computer/device audio* if you didn’t receive a prompt when joining |

| 11. Other options include in-call chat and emojis. Click … **More** in the top right to view these. |
| | 12. To end the call, select *End Meeting* in the top left. You’re done! |

**Relatives’ contact details shouldn’t be saved after calls have finished. However, if you discover any saved personal contacts within Zoom, please delete these immediately.**

**Troubleshooting**

Getting Started guides are available at [https://support.zoom.us/](https://support.zoom.us/). If you require any further information or help, please email library.network@ggc.scot.nhs.uk.