



# **Video Conferencing Guide**

**A basic introduction to online communication platforms**

**April 2020**

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# **How to do – Video Conferencing**

## **Overview**

The COVID-19 crisis continues to dramatically impact how community groups, businesses, colleagues and stakeholders communicate.

This document will provide guidance on what platforms are available to use for conference calls, presentations, webinars, trustee meetings, participation sessions and anything else required.

We also recognised the importance of keeping everyone safe online, so please check out P17 for links around online safeguarding.

## **Base requirements**

In order to access the online platforms you need the following:

- Internet or data usage connection\*
- Smartphone, tablet or laptop (must be able to download conferencing software/app)
- Microphone (Included on vast majority of laptops, smartphones, and headphones)
- Email address
- Webcam (if wanting to do video conferencing)\*\*

\* Recommended to use Wi-fi so as to avoid any additional charges to your phone bill based on your network contract prices for data usage.

\*\* All smart phone/tablets and majority of laptops now have webcam functionality built in, however a third party camera will need to be purchased for certain laptop and desktop computers)

## **Potential issues during initial set up**

**Pre-existing firewalls and security measures when using a work device (This will often be referred to as ‘Administrator access/accounts/privileges’)**

*Request accessibility from IT team and run download again*

**Notifications relating to increased data usage / higher charge rates when using remotely from a smart phone**

*Ideally to connect to Wi-fi to eliminate additional data charges.*

*If not possible, minimising the use of video content (Viewing or streaming) will decrease usage amount.*

**Concerns around opening email invitations and links in case of fraudulent activity**

*Always remain vigilant when opening any links sent to you by a third party. Only do so if the name of the sender is recognisable. If not query this with the sender.*

# Zoom Initial Setup

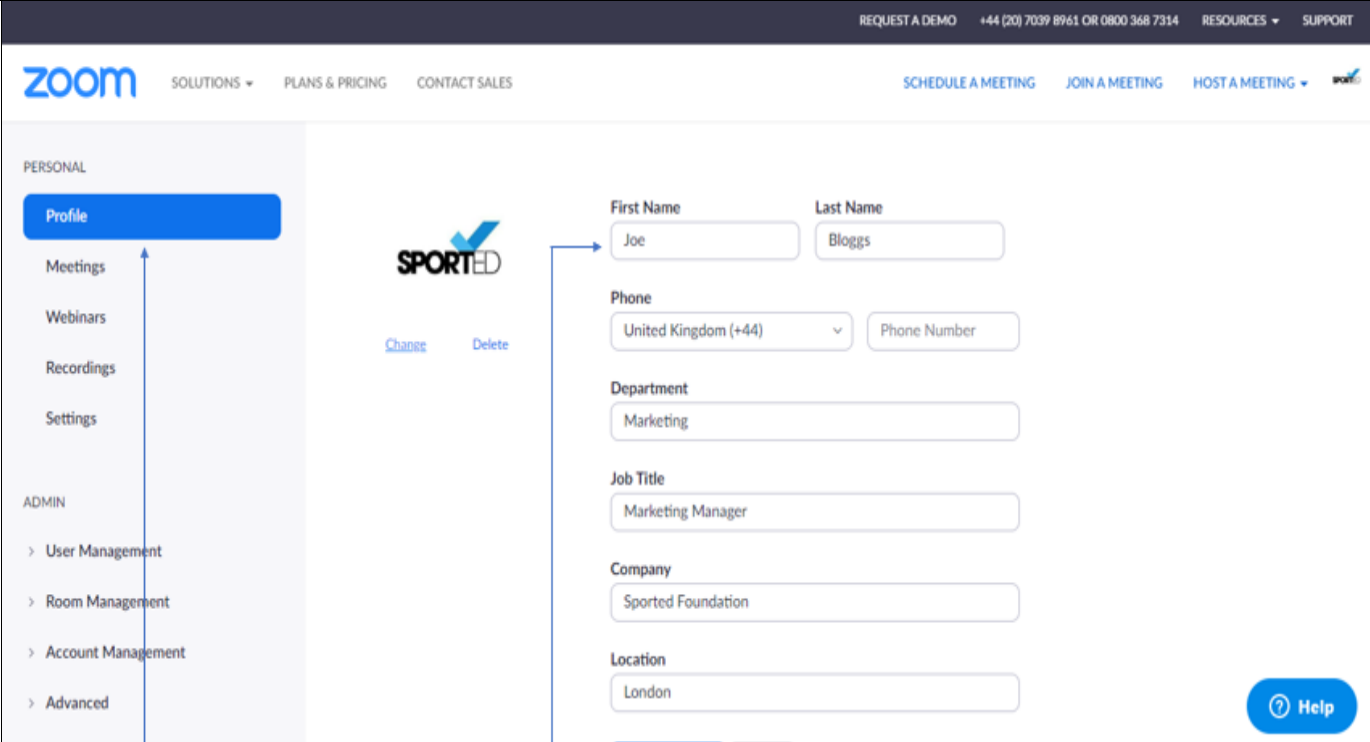
## Overview:

Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online; with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens, all with one easy-to-use platform. Zoom offers quality video, audio, and a wireless screen-sharing performance across Windows, Mac, Linux, iOS, Android, Blackberry, Zoom Rooms.

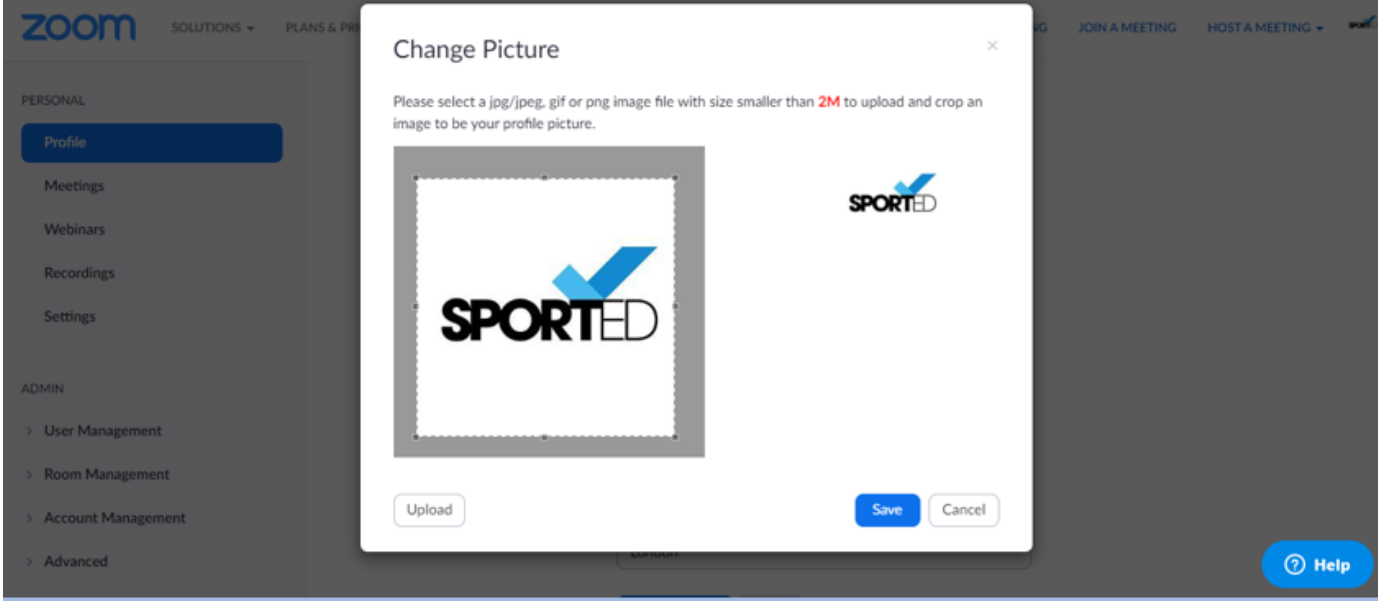
### Register for an account

Go to <https://zoom.us/> and register an account. Then follow guidance below for setting up profile

### Instructions

| LC number | Instruction  |
|-----------|--|
| 1.        |  <p>Click profile</p> <p>Click Edit on the right hand side of the screen</p> <p>Input personal information in boxes highlighted. Make sure Phone code is "United Kingdom"</p> <p>Click save changes</p> <p>Update a profile picture using the "Change" button</p> |

2.



**Change Picture**

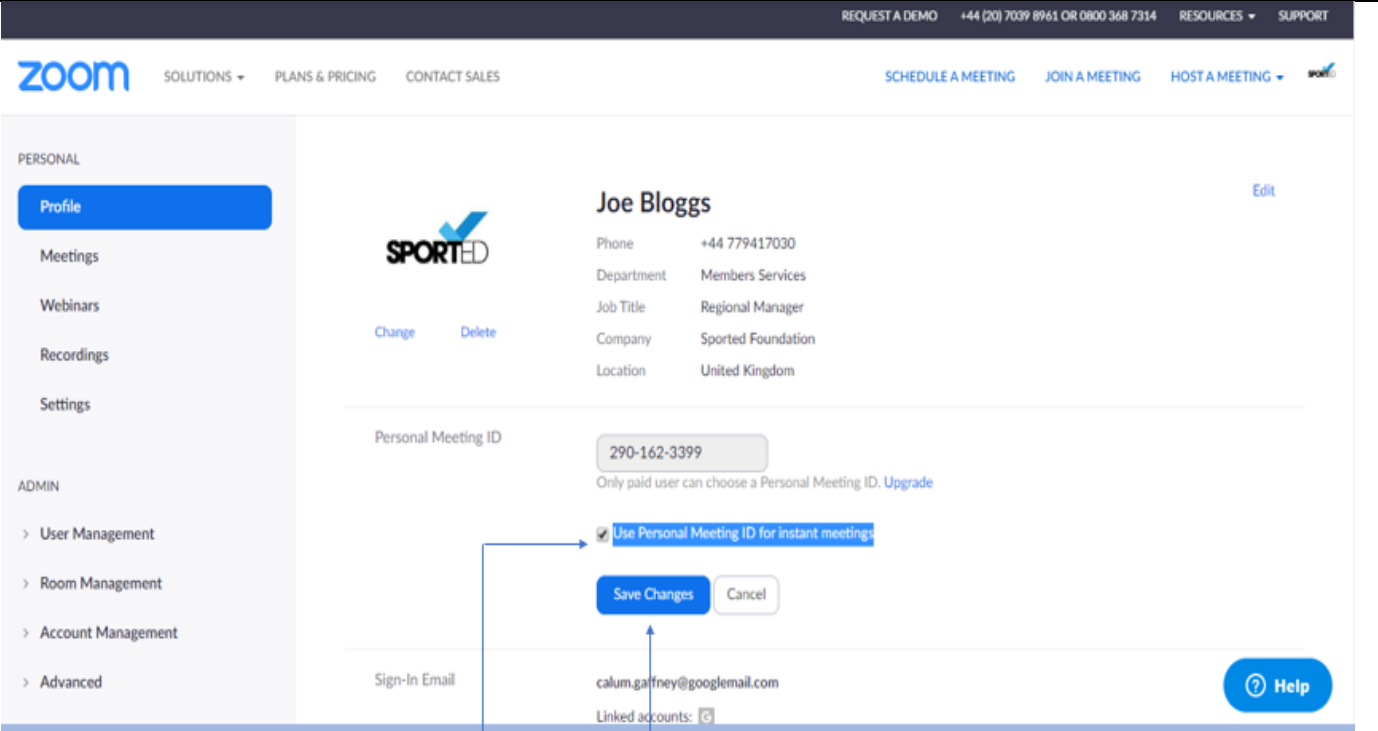
Please select a jpg/jpeg, gif or png image file with size smaller than **2M** to upload and crop an image to be your profile picture.

**SPORTED**

Upload Save Cancel

Click upload    Select photo from files and select it    Move the box section to highlight your face / picture    Click save

3.



**zoom** SOLUTIONS PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

**PERSONAL**

Profile Meetings Webinars Recordings Settings

**ADMIN**

User Management Room Management Account Management Advanced

**Joe Bloggs** Edit

Phone +44 779417030  
Department Members Services  
Job Title Regional Manager  
Company Sported Foundation  
Location United Kingdom

Change Delete

Personal Meeting ID: 290-162-3399  
Only paid user can choose a Personal Meeting ID. Upgrade

☒ Use Personal Meeting ID for instant meetings

Save Changes Cancel

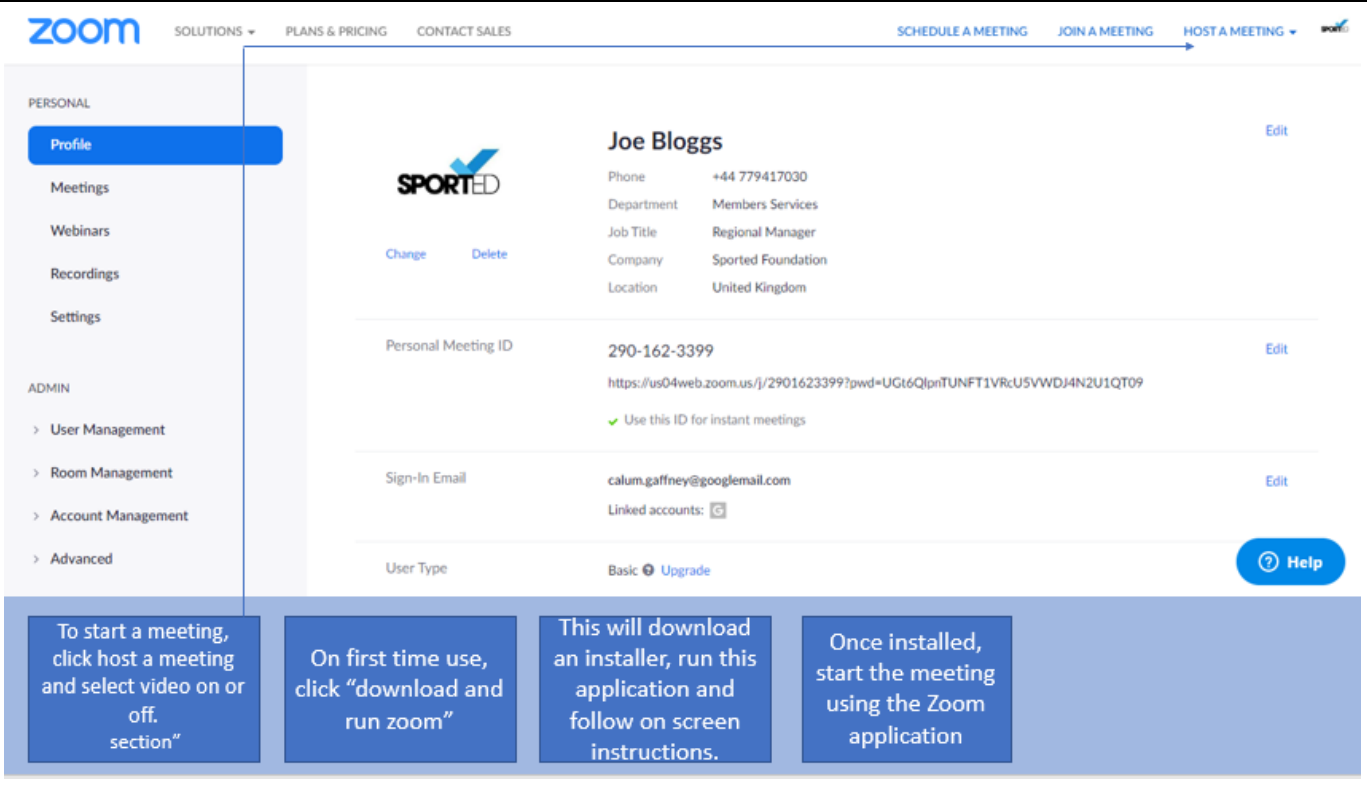
Sign-In Email: calum.galfney@gmail.com  
Linked accounts: G

Click Edit on the right hand side of the screen in the "Personal Meeting section ID section"    Tick the "Use personal meeting ID for instant meetings" box    Click Save changes    When changing other areas of information always make sure to "Save Changes" on each

# How to Host a meeting

## How to host a meeting

### Instructions

| LC number | Instruction  |
|-----------|--|
| 1.        |  <p>The screenshot shows the Zoom web interface. In the top navigation bar, the 'HOST A MEETING' button is highlighted with a blue arrow. A blue line points from this button to the 'Host a Meeting' button in the 'PERSONAL' section of the left sidebar. Below the screenshot are four blue boxes with instructions:</p> <ul style="list-style-type: none"> <li>To start a meeting, click host a meeting and select video on or off. section"</li> <li>On first time use, click "download and run zoom"</li> <li>This will download an installer, run this application and follow on screen instructions.</li> <li>Once installed, start the meeting using the Zoom application</li> </ul> |

2.



### Sharing your screen while on a call

1. Zoom allows users to share their screen to the entire conference call for presentations or group work
2. To do so, simply click **"Share Screen"** at the bottom of the window. Note: **Only one person can use screen-share at a time**, and one person must **"Stop Sharing"** before someone else can start sharing.
2. To stop sharing the screen, simply click **"Stop Sharing."**

### Meeting Recordings

Zoom gives you the option to record meetings/conference calls to assist in minute taking. The recording files can be downloaded to a computer or mobile device (Cloud storage) or streamed from a browser. This footage can then be shared as a resource.

# How to join a meeting

## How to join a meeting

### Instructions

| LC number | Instruction   |
|-----------|---|
| 1.        | <p><b>Join a meeting: Step-by-Step</b></p> <p><i>You do not have to have a Zoom account to join a Zoom meeting or interview. You will be prompted to make an account from a third-party conference invitation however you can still participate in the meeting without downloading any plugins or software.</i></p> <p><u>Join through browser</u></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://zoom.us">Zoom.us</a></li> <li>2. Click the <b>“Join a Meeting”</b> tab. You can find the tab on the top right corner of the homepage</li> <li>3. When prompted, add your designated Meeting ID (The Meeting ID can be a 9, 10, or 11-Digit number). <b>The Meeting ID should be provided by the host.</b></li> <li>4. You’re in!</li> </ol> <p><u>Join through email invitation</u></p> <ol style="list-style-type: none"> <li>1. Open the Zoom invitation email and click the link where prompted in the body of the email (Note: Do not open any emails from senders that you do not recognise in case of fraudulent activity)</li> </ol> |



### Zoom meeting invitation

Inbox x



**Calum Gaffney** <calum.gaffney@googlemail.com>

to Calum

Joe Bloggs is inviting you to a scheduled Zoom meeting.

Topic: Sported Weekly Team Meeting

Time: Apr 6, 2020 05:00 PM London

Join Zoom Meeting

<https://us04web.zoom.us/j/353511454?pwd=dkNCZzFpS1BwTjFBbU1lSUpwVnRYZz09>

Meeting ID: 353 511 454

Password: 702568

When invited to a meeting you should receive an email or message like this

To join the meeting using your computer, click this link

Please login through the website if you do not have email

Click “Join a meeting” on your profile page and enter these details



# How to setup on your phone

## How to set up on your phone or electronic device

Zoom can be accessed through the app on a number of different devices including mobile phones, smart tablets, laptops etc

### Instructions

| LC number | Instruction  |
|-----------|--|
| 1.        | <p>To install on your mobile device, go to the area to download new apps (App store / Play Store)<br/><i>This is a free app</i></p> <p>Once here, search for “Zoom for Intune” and select it</p> <p>Click Install</p> <p>Once installed, login using your details.</p> |

# Google Hangouts

## Overview

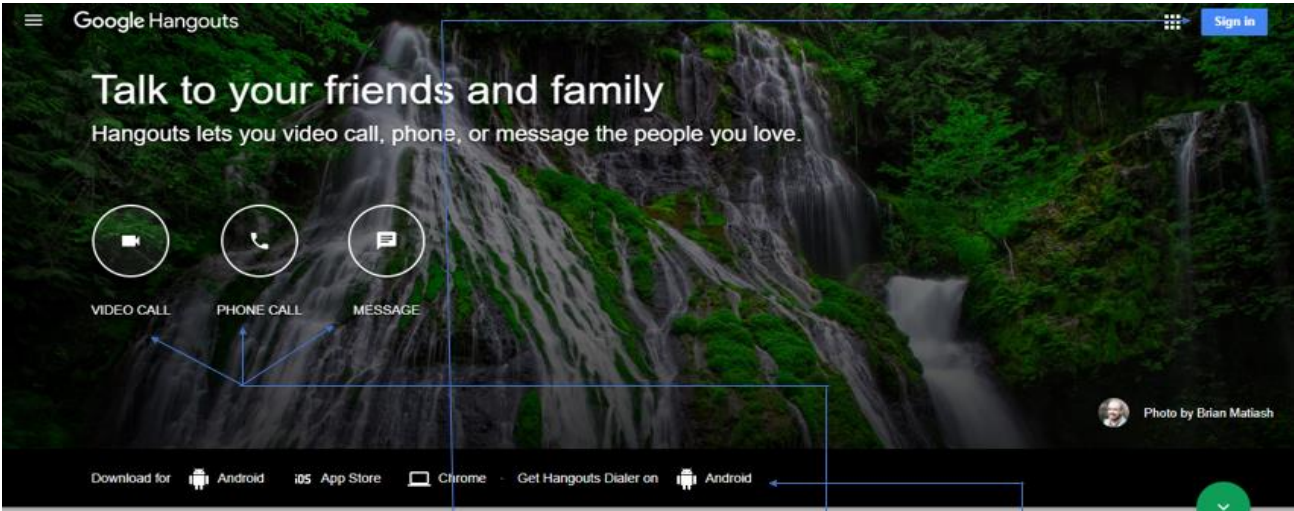
Use **Google Hangouts** to keep in touch with one person or a group. Available on mobile or on desktop, start making video or voice calls today.

### Register for an account

Google Hangouts can be accessed here: <https://hangouts.google.com/>

LC  
number

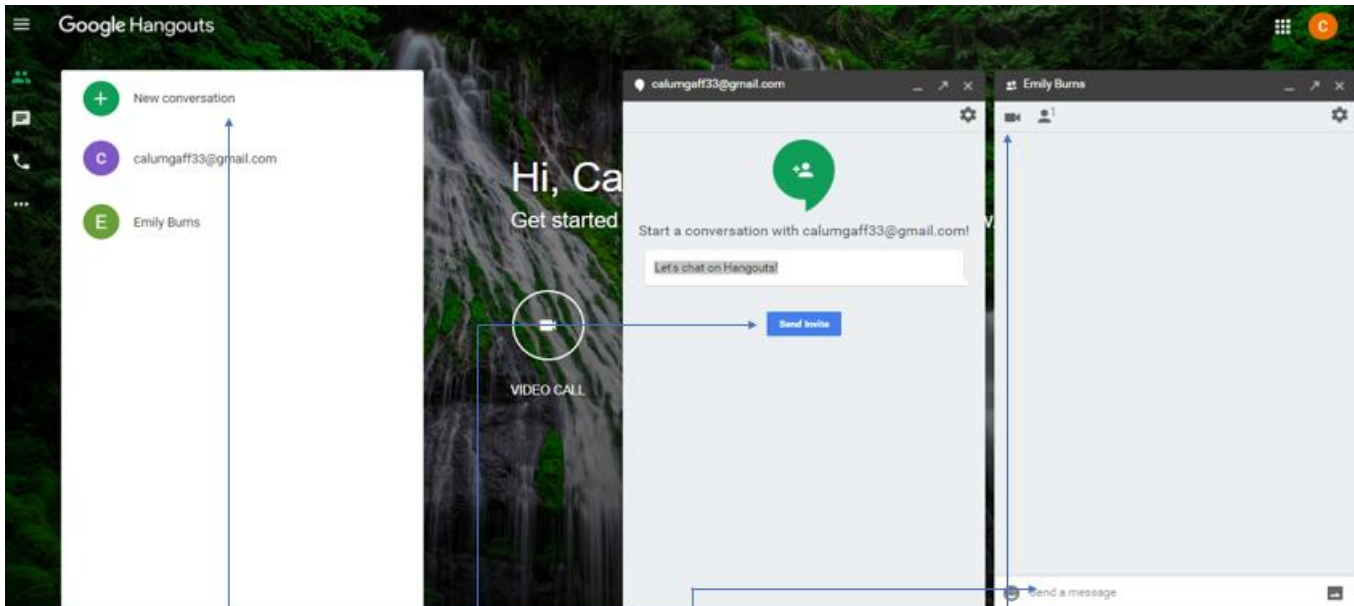
#### Instruction



The screenshot shows the Google Hangouts homepage. At the top, it says "Talk to your friends and family" and "Hangouts lets you video call, phone, or message the people you love." Below this are three circular icons: "VIDEO CALL", "PHONE CALL", and "MESSAGE". At the bottom, there are links to download the app for Android and iOS, and a link to get the Hangouts Dialer on Android. A "Sign in" button is in the top right corner. A small photo of Brian Matlash is in the bottom right corner.

Annotations with arrows point to the following elements:

- Search for [hangouts.google.com](https://hangouts.google.com)
- If not already, please sign into your gmail account
- \*All email accounts can join a Google Hangout call, however you need a Gmail account to be the host\*
- Once signed in you can invite people to Video & Phone calls or Messages
- Download the Google Hangouts App onto Phone, Tablet or Laptop

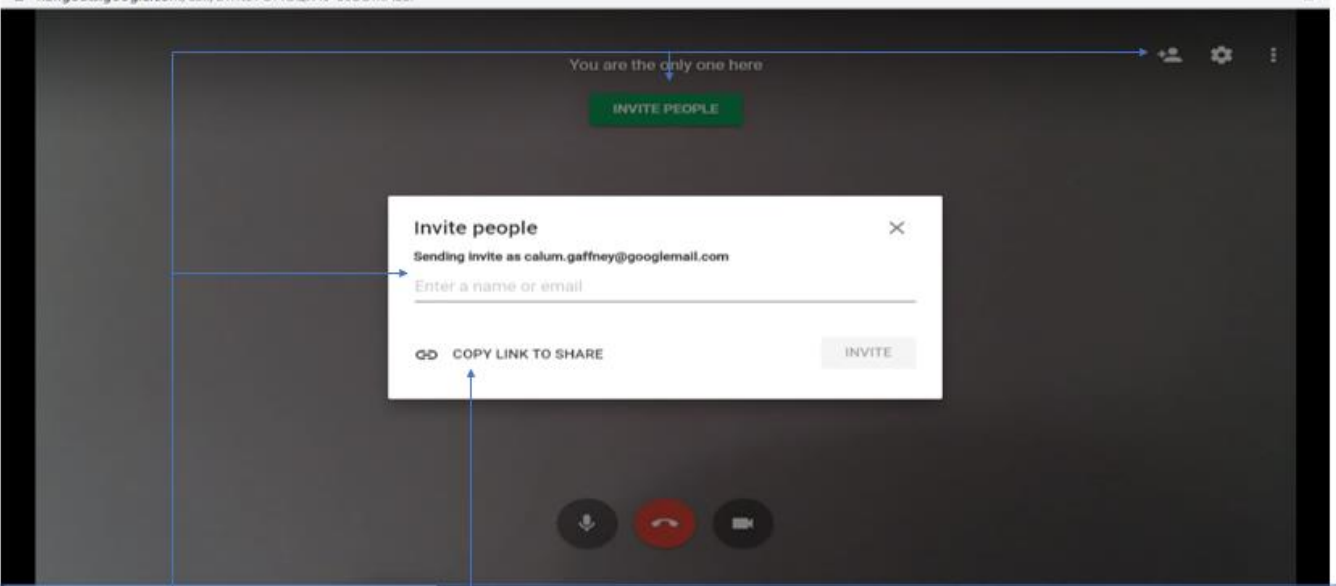


The screenshot shows the Google Hangouts interface. On the left, there is a sidebar with a "New conversation" button and a list of contacts: "calumgaff33@gmail.com" and "Emily Burns". The main area shows a conversation with "calumgaff33@gmail.com" with the text "Hi, Ca" and "Get started". Below this is a "VIDEO CALL" button. On the right, there is a conversation with "Emily Burns" with the text "Send a message".

Annotations with arrows point to the following elements:

- You can add/invite contacts to your Google Hangouts profile page
- If your contact is not already on Google Hangouts you can send them an invite
- Selecting your contact name will then start a text conversation
- Start a video call with person by selecting the video recorder icon

2.



You are the only one here

INVITE PEOPLE

Invite people

Sending invite as calum.gaffney@googlemail.com

Enter a name or email

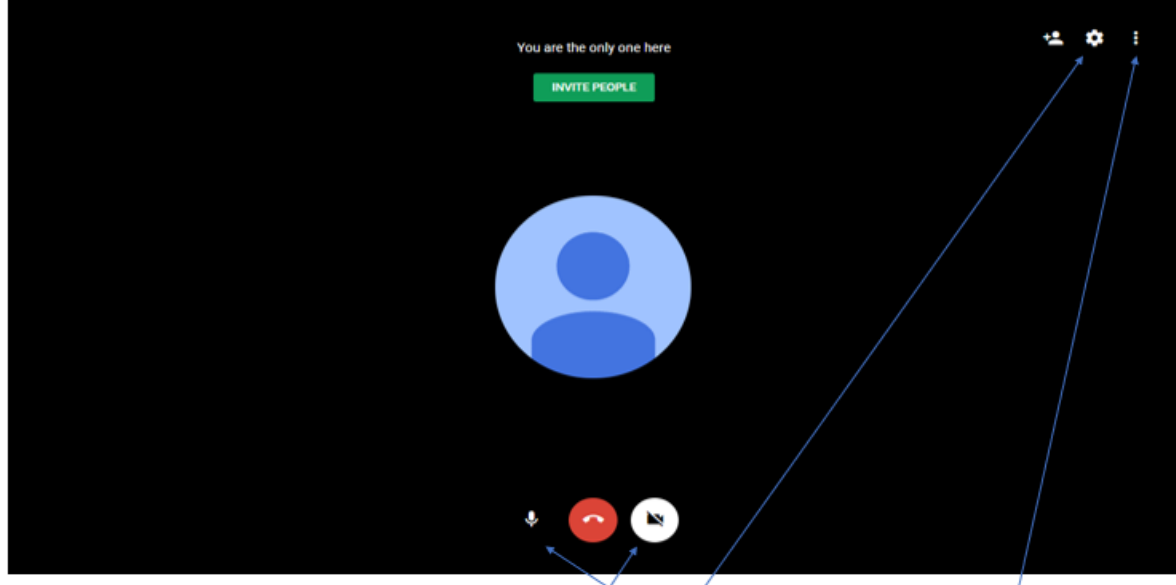
COPY LINK TO SHARE

INVITE

You can invite people to an audio/video call once the call has already started

You can also share a direct link to the audio/video call to include in an email/message

3.



You are the only one here

INVITE PEOPLE

Turn off camera or mute microphone with these two icons

Select to "Cog" icon for settings on camera, microphone and speaker devices

To share your screen with other people in the call or to make it full screen on your device click the "More" icon

### Hosting Google Hangouts

To setup and host a Google Hangout a Gmail email account is required. You don't need to have a Google account to join a Hangout meeting, but you would need an invitation to participate.

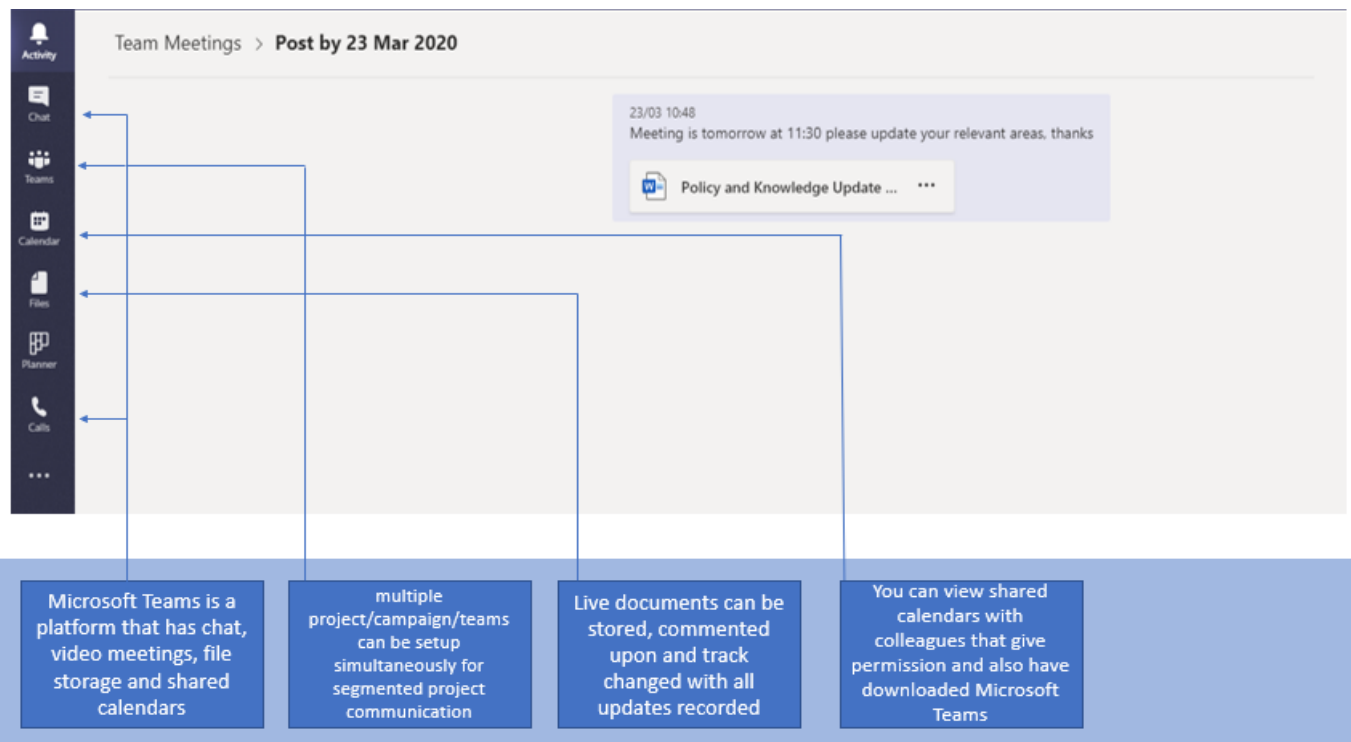
# Microsoft Teams

## Overview

**Microsoft Teams** is a teamwork hub and Office 365 team app that fuses group chat software with collaboration tools.

### Register for an account and set up

Teams can be accessed here: <https://products.office.com/en-gb/microsoft-teams/group-chat-software>

| LC number | Instruction  |
|-----------|--|
| 1.        | <div></div> <p>Microsoft Teams is a platform that has chat, video meetings, file storage and shared calendars</p> <p>multiple project/campaign/teams can be setup simultaneously for segmented project communication</p> <p>Live documents can be stored, commented upon and track changed with all updates recorded</p> <p>You can view shared calendars with colleagues that give permission and also have downloaded Microsoft Teams</p> <p>Microsoft have a whole host of video resources to help you understand how to best utilise the platform. These can be found here:<br/><a href="https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7">https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7</a></p> |

# GoTo Meeting

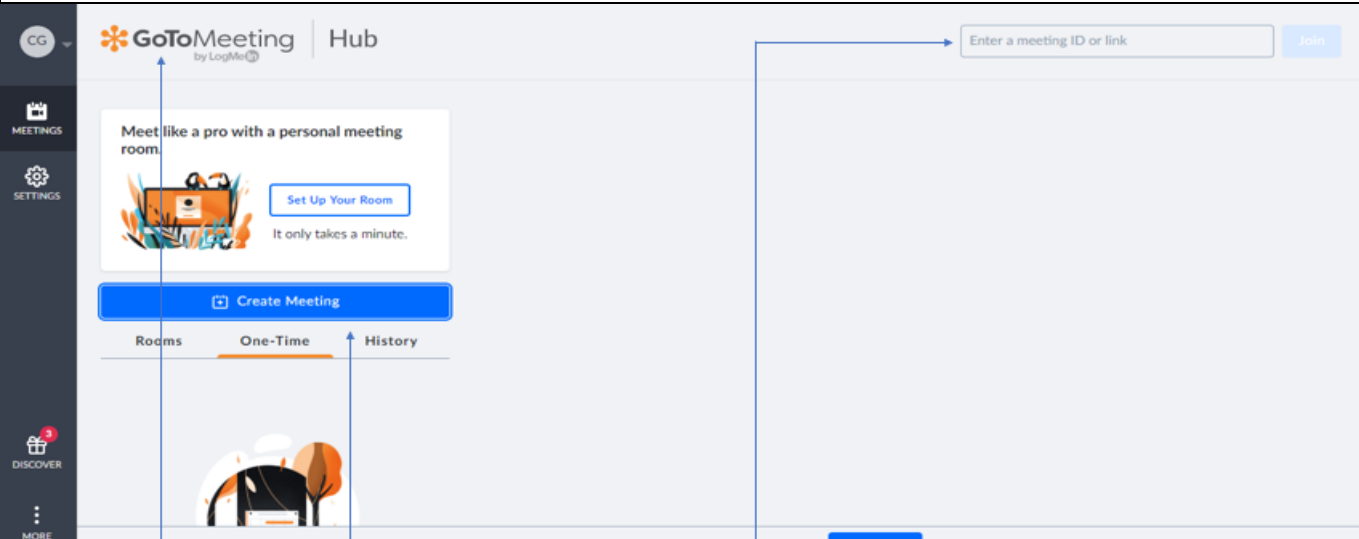
## Overview

**GoTo Meeting** is an online meeting, desktop sharing, and video conferencing software package that enables the user to meet with other groups, customers, clients or colleagues via the internet.

### Register for an account and set up

GoTo Meeting can be accessed here: <https://www.gotomeeting.com/en-gb>

### Instructions

| LC number | Instruction  |
|-----------|--|
| 1.        |  <p>The screenshot shows the GoTo Meeting Hub interface. On the left is a dark sidebar with icons for MEETINGS, SETTINGS, DISCOVER, and MORE. The main area has the GoTo Meeting logo and 'Hub' text. Below this is a card titled 'Meet like a pro with a personal meeting room.' with a 'Set Up Your Room' button and the text 'It only takes a minute.' Below the card is a blue 'Create Meeting' button. Underneath are tabs for 'Rooms', 'One-Time', and 'History'. At the bottom right, there is an input field labeled 'Enter a meeting ID or link' and a 'Join' button. Blue arrows indicate the flow of instructions: one from the 'Set Up Your Room' button to the first instruction box, and another from the 'Enter a meeting ID or link' field to the fourth instruction box.</p> <div> <div>To create an account and create or join a meeting visit <a href="https://www.gotomeeting.com">www.gotomeeting.com</a></div> <div>If you are an account holder you can create a meeting here</div> <div>If you have received a meeting ID or link you can join the call here -&gt;</div> <div>If prompted, click <b>Yes, Download</b> or <b>Trust</b> to accept download -&gt;</div> <div>If requested, enter the Meeting password provided by the organiser</div> </div> |

2.

The screenshot shows the GoToMeeting Hub interface. On the left is a sidebar with icons for MEETINGS, SETTINGS, and DISCOVER. The main area displays a meeting card for 'Sported Foundation' on 'Mon, Aug 3' at '9:00 AM' for '30 min' with ID '180-730-829'. A 'Start' button is highlighted with a blue circle. To the right, a detailed invitation is shown, including the meeting title, date, time, and access code. A 'Copy Invitation' button is circled in blue. Below the invitation, there are four blue boxes with explanatory text:

- Whether creating or receiving an invitation, the details will be generated/received like this
- If you have created the meeting, please copy the invitation text into the body of an email
- You can join a GoTo Meeting without an account by clicking the link in the email
- If the meeting host puts a password on a meeting this will be displayed here

3.

The screenshot shows the GoToMeeting application window during a meeting. The top bar includes the GoToMeeting logo, a 'REC' (Recording) button, and window controls. The main area shows a participant named 'Calum Gaffney' with a 'CG' icon. A 'You're muted' notification is visible. At the bottom, there is a toolbar with icons for Mic, Camera, Screen, and Leave. A blue box highlights the 'REC' button. Below the application window, there are three blue boxes with explanatory text:

- All microphone and video camera settings can be accessed here
- If you are the meeting host you may record the audio/video call for reference later
- You can add more participants to the call and send chat messages here

4.

**Organizer PIN** [Learn more](#)  
For added security, use your own PIN to start meetings on your phone.  
Enter up to 12 digits  
**Please create a PIN.**

**Audio**  
Select your default audio connection settings. You can customize these settings anytime you schedule a new meeting.

☒ Use built-in audio (select one or more)

☒ Computer mic & speakers (VOIP)

☒ Long-distance numbers

☒ United States of America

Your preferred country is United States of America. Attendees will see this first in invites and dial-in options.  
[+ Add all](#)

☐ Toll-free numbers

☐ United States of America

Your preferred country is United States of America. Attendees will see this first in invites and dial-in options.  
[+ Add all](#)

If you have an account you can amend audio and security information in Settings

Having this option selected should ensure your laptop microphone is turned on

5.

**Attendee experience**

☐ Give attendees full access to screen sharing [New](#)  
Attendees can make themselves presenter and share their screen without having to ask the organizer.  
Note: When this feature is turned off, screen sharing is unavailable unless an organizer is present.

☐ New Attendees using the Google Chrome™ browser will join your meetings using the GoToMeeting web application.  
No download required! Drawing tools and keyboard and mouse controls will not be available. Attendees that have GoToMeeting already installed will join using the desktop application.  
[Watch a Video](#) | [Learn more](#)

**Cloud Recordings**

☐ Transcribe recorded meetings  
Get a transcript of your recorded meetings. Easily search for keywords, phrases, and speaker names. (Available in English only)

☒ Detect Slides  
Automatically captures slides shared during your meeting and syncs them with your video. Great for navigating recordings & transcripts and downloadable as a PDF.

**Content Sharing & Security**  
Select your sharing settings for meeting content such as recordings, transcripts, notes, and meeting info. You can also customize sharing & security settings for specific meetings at any time. [Learn more](#)

By default, who can access your meeting content?

You can sync all scheduled GoTo meetings to your outlook/gmail calendar here

All any attendee present slides/presentation in a conference call by selecting

Click this button to make sure all slides / presentations made on GoTo Meeting are saved to your system



# Skype

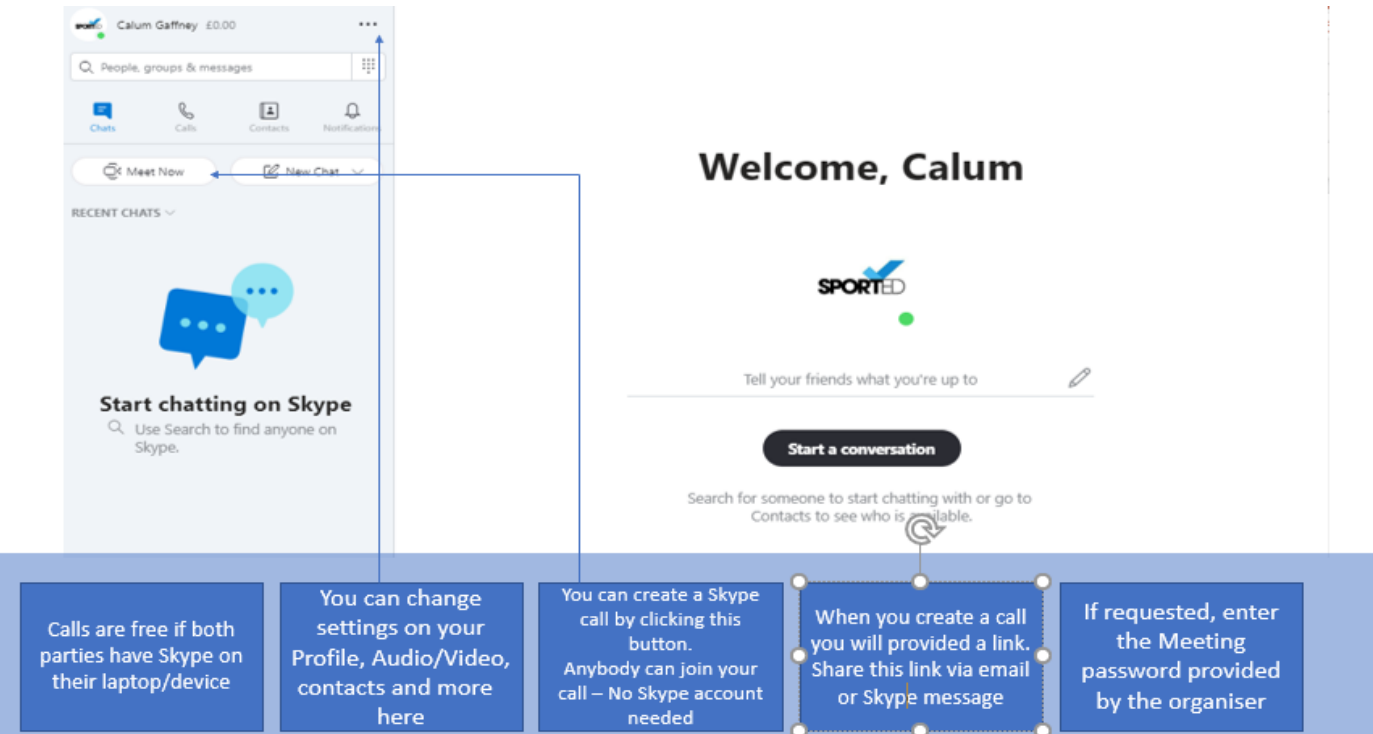
## Overview

**Skype** is an application that specialises in video chat and voice calls between computers, tablets, mobile devices, the Xbox One console and smartwatches over the internet. Skype also provides instant messaging services.

### Register for an account and set up

Skype can be accessed here: <https://www.skype.com/en/>

### Instructions

| LC number | Instruction  |
|-----------|--|
| 1.        |  <p><b>Welcome, Calum</b></p> <p><b>SPORTED</b></p> <p>Tell your friends what you're up to</p> <p><b>Start a conversation</b></p> <p>Search for someone to start chatting with or go to Contacts to see who is available.</p> <p><b>Start chatting on Skype</b></p> <p>Use Search to find anyone on Skype.</p> <p>Meet Now   New Chat</p> <p>RECENT CHATS</p> <p>Chats   Calls   Contacts   Notifications</p> <p>Calum Gaffney £0.00</p> <p>People, groups &amp; messages</p> <p>Search for someone to start chatting with or go to Contacts to see who is available.</p> <p><b>Start a conversation</b></p> <p>Tell your friends what you're up to</p> <p><b>SPORTED</b></p> <p><b>Welcome, Calum</b></p> <p>When you create a call you will be provided a link. Share this link via email or Skype message</p> <p>If requested, enter the Meeting password provided by the organiser</p> <p>You can create a Skype call by clicking this button. Anybody can join your call – No Skype account needed</p> <p>You can change settings on your Profile, Audio/Video, contacts and more here</p> <p>Calls are free if both parties have Skype on their laptop/device</p> |



## Further support and guidance:

Club Matters - Running virtual meetings (incl. AGMs) effectively

[https://learn.sportenglandclubmatters.com/pluginfile.php/30825/mod\\_resource/content/1/Running%20virtual%20meetings%20incl.%20AGMs%20effectively.pdf](https://learn.sportenglandclubmatters.com/pluginfile.php/30825/mod_resource/content/1/Running%20virtual%20meetings%20incl.%20AGMs%20effectively.pdf)

Club Matters - Preparing Your Committee to Operate Virtually

[https://learn.sportenglandclubmatters.com/pluginfile.php/30824/mod\\_resource/content/1/Preparing%20Your%20Committee%20to%20Operate%20Virtually.pdf](https://learn.sportenglandclubmatters.com/pluginfile.php/30824/mod_resource/content/1/Preparing%20Your%20Committee%20to%20Operate%20Virtually.pdf)

NSPCC – Online Safety and Social Media

<https://learning.nspcc.org.uk/safeguarding-child-protection/online-safety-for-organisations-and-groups>

Example online safety policy statement and agreement

<https://learning.nspcc.org.uk/research-resources/templates/online-safety-policy-statement-and-agreement>