



PREPARING FOR YOUR VIRTUAL UMBRELLA SESSION

Your upcoming Umbrella workshop will be conducted using a Zoom video meeting. You will receive a registration link from your training organiser. Use that link to preregister for the training session. Once you have pre-registered you will receive a link to join the Zoom session.

IS THIS YOUR FIRST ZOOM MEETING?

If this is your first time using Zoom, please join the call 5 – 10 minutes early so you can get your technology all sorted. You will need a device with a browser and a camera, like a laptop, tablet or smartphone. Installing the Zoom app is optional.

We also recommend using a headset. Usually the one you use for your phone is fine.

Set yourself up in a quiet space where you will not be disturbed or distracted.

Check your internet connection. See trouble shooting steps below.

Close any apps on your device that may interrupt or disturb you like email notifications, instant messaging, etc.

JOINING THE ZOOM CALL

(note the exact steps and prompts will vary according to your operating system and device)

1. Click on the link provided to you in your registration confirmation.
2. In the window that comes up you can choose either:
 - a. To use the Zoom app (if installed) click on “Open Zoom.us”, or click on the “Download & Run Zoom” link, or
 - b. Click on the “join from your browser” option if you do not wish to install the app.
3. When prompted choose ‘join with computer audio’ (app) or ‘join audio’ (browser)

For full instructions tailored to your device type, operating system or browser check out this [getting started article](#).

DURING THE CALL

Your facilitator will give you guidance about how to interact during the session. You may be asked to:

- Ask questions or make comments using the ‘chat’. You can direct your chat messages to one person or Everyone.
- Mute (turn off) your audio if there are distracting background noises etc.
- Please leave your video/camera on – we want to see your face!

AT THE END

- Allow sometime to transition from the training experience – give yourself 5 or 10 minutes breathing space before you go to your next meeting or return to family life.

TECHNICAL PROBLEMS?

If the audio or video is dropping in and out, or you are having other connectivity issues then try the following:

- See who else in your household is using the internet (e.g. watching Netflix, online gaming, working online, watching YouTube, etc). Ask them if they can take a break for the rest of the training time.
- Close any other apps open on your device.
- Try turning off your video and just joining via audio.
- Try leaving the call and re-joining (using the link you used the first time).

OTHER PROBLEMS?

- Check you haven’t accidentally put yourself on mute.
- Use the chat to ask for help from a colleague (each session will have a ‘point person’ from your organisation to help).

FEEDBACK AND MORE INFORMATION

- Please provide feedback to us directly or via your training organiser. You can contact us at bookings@umbrella.org.nz
- You will find lots of great articles and information on our website: <https://umbrella.org.nz/thinking/>
- We invite you to [subscribe to our newsletter](#) for fresh ideas and information on mental health and wellbeing.