



Guidance for Networking Meetings

As part of our commitment to supporting you and your organisation through this difficult time, we're hoping to run sessions through an app called zoom. This will allow networking to continue and help provide valuable support and advice across Dorset. To help ease the move to this online world we've put together this document to help you make the most of this technology.

Please take some time to **download the zoom app** from zoom.us before the meeting, this app will work on both phones and laptops but take a few moments to install so we recommend you do this well before the meeting is due to start and just check that the app opens for you after install too. (The app is free to all and allows us to send you invites to our meetings.)

We'd encourage people to use Zoom on their laptops or computers as there is a messaging facility that is easy to use, should you not be able to do this then the phone will only allow you to watch and speak but not contribute to the messaging. This will be available afterwards though for you to review.

We shall distribute the link for the meeting half an hour before the session is due to start, from this link you'll be able to click directly into the meeting. Should you not be able to connect then we can send you another link directly and a password to enter via zoom's secondary method.

On 'arrival' to the meeting, we have set the default to mute all participants, this is to help with interference and background noise – should you wish to speak then you will need to unmute your microphone although we have put together some guidance so that it stays easy to hear all participants and so everyone gets the most out of the session.

Zoom Guidance:

Please use the chat/messaging option to pose questions or comments initially, we shall keep an eye on this to make sure that no one is missed although we suggest this is best so that we can hear and people don't talk over the top of each other. Should you wish to make a comment then we encourage you to write your name and organisation in the comments box so that we can invite you to speak and others are aware of who you are.

To open the chat, you can click on the bottom tool bar of your screen and click on the messaging image, the chat box will open up to the right of the video screen.



If waiting to speak, please ensure the previous person has finished their sentence. Due to varying internet connection speeds, we may find that there is a slight delay in some of the video and audio, this could lead to missed information or confusion so please wait until it is clear that someone has finished what they were saying before speaking.

Using headphones is advised, even just normal phone earbuds, if you have the chance to use these then it makes your audio better and also helps avoid any background noise.

Don't view the app in full window view, this eliminates the messaging facility unfortunately.

We are aiming to record this session so that others can benefit at a later date, this will also help should there be any technical issues. The recording will be of both the video/audio screen and the comments within the chat box. Do contact us should you have any concerns over this aspect and please be mindful that your comments will be viewed by others in the group.

As this is new to us, and many people are moving over to a similar method of communication, we may experience a delay or technical problem. Should this happen and it causes concern or you are unable to have a query answered then please be aware that our specific telephone support number is live and available from 11am to 4pm to help you and your business with specific COVID-19 related issues through this time on 01202 847609.

We are also going to follow up the sessions with information, links and factsheets to help support you through this time.

Zoom Trouble Shooting:

On opening, the app will ask you if you wish to use your audio and video, should you not have selected yes or find you can't see anything then simply use the far left hand buttons on the toolbar to 'start video' and 'join audio'. It may ask what method you'd like to select, simply choose default options.



If people can't hear you when you do speak, then please check that your machine is not muted.

[Links to the zoom help centre – Getting Started](#)

How is this paid for?

Zoom is a free service that anyone can download, DCA have chosen to purchase a subscription to zoom, the difference between this and the free version is that it will allow us to record the sessions so that we can make them available online afterwards for everyone.

Want to use this yourself for your own organisation? [Here's some guidance](#) from our CRM provider to support you.

Just to reiterate: We are here to support you and our communities, we have set up a dedicated Helpline to answer questions you may have regarding Coronavirus and your Organisation – 01202 847609 – Open between 11am and 4pm.

[Click for our further links to COVID-19 advice](#)