



Longhurst Ltd
Innovation Centre
Silverstone Park, Silverstone
Towcester, Northamptonshire
NN12 8GX

☎ 01327 223243
✉ hello@longhurst.co.uk
🌐 www.longhurst.co.uk

Guidance Notes for using Zoom

We understand that video conferencing might be new to you. If it is, we want to reassure you that there's no need to be nervous. But, to help it go as smoothly as a face-to-face meeting we've created some guidelines to help you:

1. The link you will need for our video call has been emailed to you
2. Please click it a few minutes before our scheduled start time
3. If you have not used Zoom before it will prompt you to download Zoom
4. If asked whether you want to open Zoom, click 'Open Zoom'
5. If asked about cookies, please click 'Agree and proceed'
6. Check that your speaker isn't muted
7. If asked, click 'Test Computer Audio' to confirm that both your speaker and mic are working
8. Then wait for me to start the meeting
9. You will then be asked whether you want to join the meeting with or without video; if you are happy, please click 'Join with video'
10. Then click 'Join with computer audio'
11. You should then be able to see and hear me

Troubleshooting

The main two problems we tend to find people have are with sound and video.

If you cannot see or hear us, please move your mouse to the bottom left of the Zoom window where you will see 'Mute' and 'Stop Video'. If either of these has a red line through them, please click them to remove the line. This will turn on your mic/camera.

If you are still having difficulties, you will see the 'Chat' function towards the middle of the Zoom window. You can use this to type messages to us.

If you have any questions or queries about our meeting and how to use Zoom, please drop us a line back or call 01327 223243 (day-time) or 07793 841654 (if evening session).

Otherwise, we look forward to meeting with you.