IT Support FAQ

"I'm having issues completing the online registration form."

There are 3 main reasons for this:

1. Have you checked that there are **NO** RED* asterix's beside any of the form fields?
   You may have incorrectly filled out or missed a field which needs to be completed before you can submit the form. Please also check you have entered your email address in the correct format i.e
   john.white@email.com

2. There have been a small number of users who have missed the data protection agreement <u>Check box</u> at the top of the page which states that 'I grant Hospice UK the permissions required to transfer my data to the U.S.' **Please make sure this box is ticked.**

3. Most commonly, users in GP practices have been unable to complete the form as their web browser is out of date (i.e older versions of Internet Explorer). If you are currently using a GP Practice machine this will likely be the case. It's best if you forward the link to a personal email address and open it on a more up to date PC/Laptop or tablet device.

FAQ's ZOOM

1. **I don't have a PC, can I download Zoom on my tablet device or Smart phone?**

   Yes, Zoom can be downloaded onto any Iphone/Ipad device or Android. Go to the Apple App Store or Android Play Store and type in 'Zoom Meetings', then select download.

2. **I have lost my meeting ID, where can I retrieve the correct one for my network/clinic?**

   Contact your Network administrator for support on 02895 582390 or alternatively, your Network lead can provide this for you.

3. **I'm in a video session but nobody can hear me, how do I fix this?**

   Check that you have a microphone connected. This can sometimes can be attached to the webcam itself, double check the webcam is connected to the device by its USB cable.

   Have you 'Joined Audio?'. You can achieve this by selecting the Join Audio button at the bottom left of the Zoom window. In the same screen position, if you can see a microphone icon with a line through it, this means your muted. Push the button once to Unmute.

4. **I'm in a video session but nobody can see me, how do I fix this?**

   Check that you have a webcam connected via USB. If so, make sure you have selected the 'Start Video' button at the bottom left of your active Zoom window. You can also check if there is a lens cap or cover over the camera lens.

5. I can see the presenter but I cannot hear sound, how do I fix this?

Check the volume on your device. On a Mobile or Tablet the volume buttons are normally situated on the side of the device. If you are using a PC or laptop, check the volume controls located at the bottom right of your screen.

Everything might be fine and the Host could simply be muted. Unmute your microphone and ask if they can hear you.

6. How do I sign into Zoom, I don't have an account?

You are not required to have a Zoom account to join an ECHO session. All that is required is a meeting ID. Simply select 'Join Meeting' and enter the ID number along with your name in the field below it.

7. It won't let me install Zoom, I don't have admin privileges.

This will be a task for your IT department. Contact your IT support or if you are within the Trust you will need to log a call by sending an email to supportteam@hscni.net and request that Zoom be installed on your account profile.

8. Can I use Zoom from my Citrix/Thin client?

This is not recommended as it can be unstable due to limited bandwidth and not generally designed for Video Conferencing. Preferably use a PC/Laptop or Tablet/Mobile device. Zero/Thin clients or Cisco Boxes are found within the Trust and usually look like a tiny PC attached to your monitor. These are remote PCs and not actually situated on site, but a remote location and do not have the same power as a PC or Laptop.

9. How do I open Zoom? It has installed but I can't locate the program icon.

Once Zoom has been installed you can locate it from the program menu by selecting the Start Button (Also known as the Windows symbol at the bottom left of your screen). Zoom can be download from www.Zoom.us/download

10. I have unmuted my mic but the audience still can't hear me. How do I fix this?

Some Webcam/microphone models come with their own muting button which is physically situated on the camera itself or via a remote control – Hence, you can unmute your mic via the Zoom controls but might still be muted because the mic camera is also muted.

11. The meeting has a problem. Error code 5004. What does this mean?

No Connection to the internet. Check your Wi-Fi connection to make sure you are definitely connected to the internet. Also check the LAN/Network cable is plugged in correctly.

12. I tried my meeting ID to connect to the hub, but it states 'The Host has not begun the meeting'.

This simply means the host hasn't signed yet to begin the meeting, but don't worry! – Once the meeting has been initiated (As long as that window is still there of course) you will be brought straight into the VC Room.

14. I've raised my hand but I don't think I've been seen – how do I send a message to the hub?

If you are using a mobile device – select the 'Participants' button at the bottom of the screen and then select the Host or user from the list who you wish to send a chat message to.

On a PC/Laptop device, simply select the 'Chat' Button at the bottom of the screen and select the User who you wish to chat with.

15. I was unable to view the Poll questions onscreen when they were shared with everyone.

Typically this can occur if you are using one of the large Video Conferencing units also known as a H232 or SIP system. Polling is not compatible with these devices.

If the same scenario has arisen when using a compatible device such as laptop or PC, there's a good possibility that you have an older version of Zoom installed. Try updating to the latest version of Zoom, from www.Zoom.us/download and try again.

16. How do I test my equipment is suitable before the ECHO session.

The ECHO IT Team run scheduled Live Testing Sessions throughout each week which run for an hour a time. Check out our schedule for a date/time that suits. Then simply enter the TEST ID to Join us and test out your camera and microphone with a member of our team live. This also gives you the opportunity to freely use Zoom and try out the facilities without any implications. A member of our IT team can help answer queries you may have.

Please visit either of the links below to view the scheduled test sessions

https://echonorthernireland.co.uk/echo-networks/zoom-test-sessions/

https://www.hospiceuk.org/what-we-offer/clinical-and-care-support/project-echo/video-conferencing-support/zoom-participant-test-sessions

17. I can see the speaker/presenter but I'm unable to see the other participants in the meeting.

This can be fixed by simply clicking on 'Gallery View' on the top right hand side of the Zoom window. Gallery view will show all the participants on your screen, but now the Presenter window will be smaller like the rest. To change the view back, select 'Speaker View' located again at the top right hand side of the Zoom window.

18. I'm presenting at the next ECHO session from a remote location. Can I share my screen from here?

Yes. To share your PowerPoint presentation or PDF, you must first open in it the background. Open the Zoom window and select 'Share' (Green button located in the bottom centre of the screen). Select the PowerPoint document from the list. The users will only see the PowerPoint presentation that you have selected and they will not be able to see any other active windows in the background. To stop sharing your screen, select 'Stop Share' at the top of your screen.