

Zoom Video Conference Visit Instruction Guide for Visitors

Corrections Victoria

The Zoom video conferencing application has been implemented as a temporary option in response to suspension of personal visits for prisoners. Zoom-based visits will enable offenders to continue face-to-face communication with family and friends. It is the responsibility of the offender to correctly record their visitor's telephone number, to make it available for the activation of the visit.

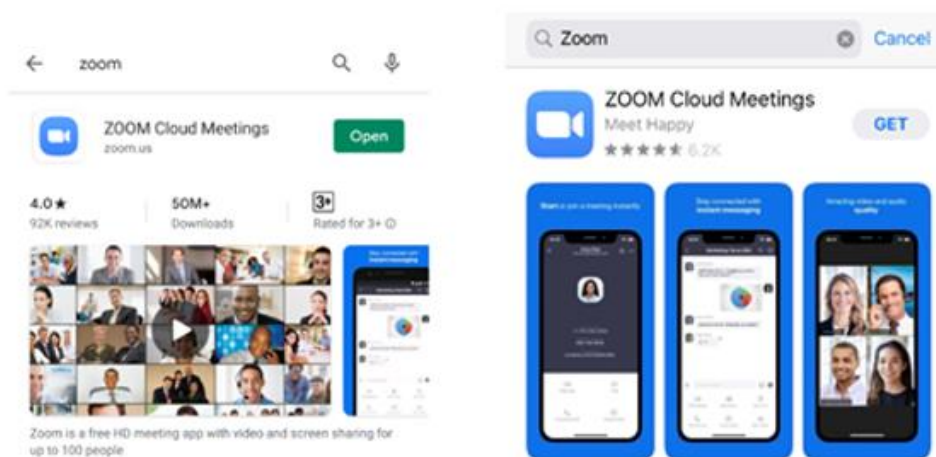
This guide will assist approved visitors to access, setup and receive Zoom video calls. To participate in a Zoom visitors must:

- Be connected to WIFI or have access to network data (this may incur data costs)
- Have a device that can access <https://zoom.us/join> or install the Free Zoom app on their device.
- The device must have a camera, microphone and speaker.

Preparing for Zoom-based visits

If accessing the Zoom Visit from a smart device being tablet or phone:

- Go to either the App Store for iPhone/iPad or Google Play store for Android devices and download / install the **Zoom Cloud Meetings** application.
- There is no need to create an account. The Zoom application only needs to be installed on your device.



If accessing the Zoom Visit from a Laptop or Personal Computer (PC):

- Go to <https://zoom.us/join> and enter the meeting details once received
- Go to <https://zoom.us/download> to download and install **Zoom Client for Meetings**.
- There is no need to create an account. The Zoom application only needs to be installed on your device.

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 5.3.0 (62640.0920)

On the day of the visit:

- Have the Zoom App open on your Phone / Tablet / Laptop / PC if already installed.
- At the time of the visit you will either:
 - receive a telephone call, SMS/message or email

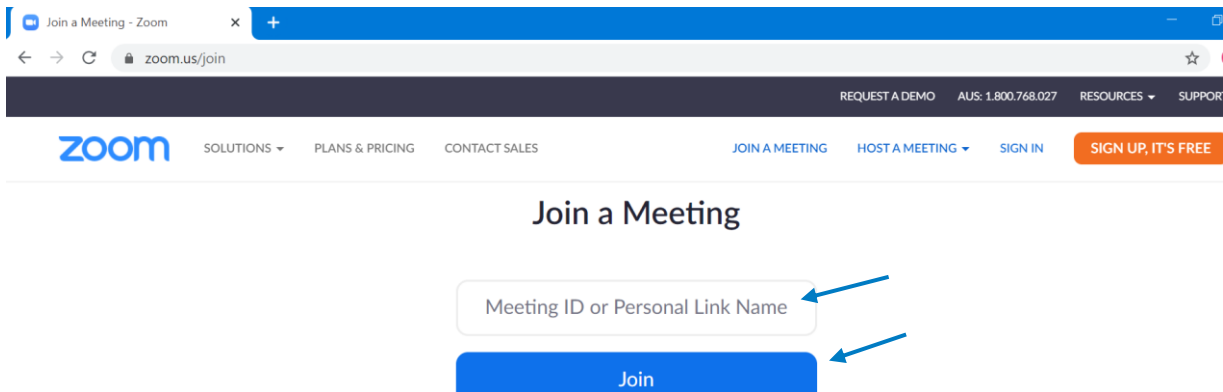
1. Telephone call

If you are provided with a **Meeting ID** and **Password** over the phone click or tap **Join Meeting** on your PC or Laptop at <https://zoom.us/join> or via the Zoom application. You will then be prompted to enter the **Meeting ID** then the **Password** you have been given.

- a) If you have the Zoom app already installed on your PC or laptop please open it and select **Join a Meeting** then skip to point e)



- b) If you are doing this for the first time on a Laptop or PC and have not installed the Zoom Client please access the Zoom website - <https://zoom.us/join>
- c) Then enter the Meeting ID and select Join



- d) You will then be prompted with a box and if you have **Zoom Client** installed please **select Launch Meeting** if you are doing this for the first time on a machine please select **Download and Run Zoom** and if you are unable to do either please select **Join from your browser**.

Join a Meeting

When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

- e) You will then be prompted to either install the Zoom application or if it already installed please enter the password given to you

- f) Please select **Join with Video** and you will then be put into the waiting room until you have been admitted into the meeting by a staff member who will need to verify your identity so please have your photo ID such as a license handy.

Please wait, the meeting host will let you in soon.

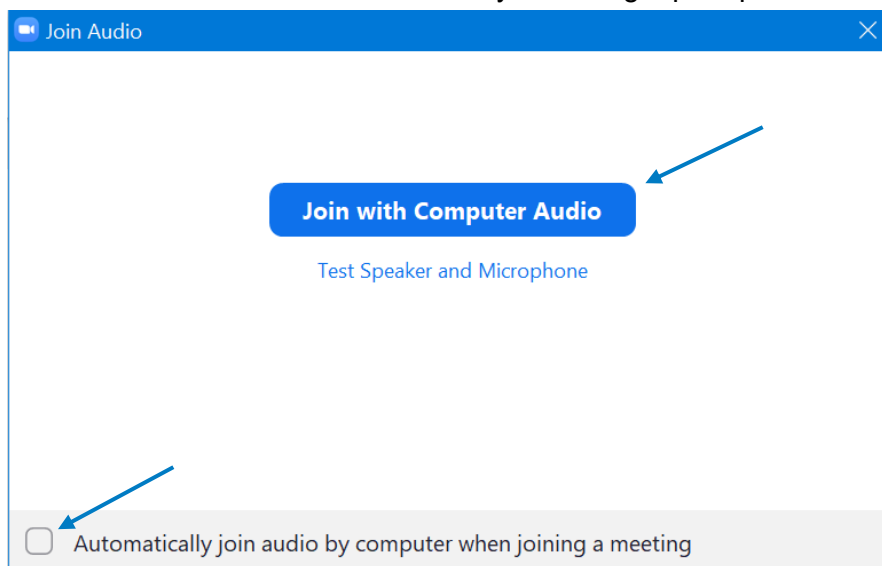
testvcv003@corrections.vic.gov.au

Zoom Meeting

24/09/2020

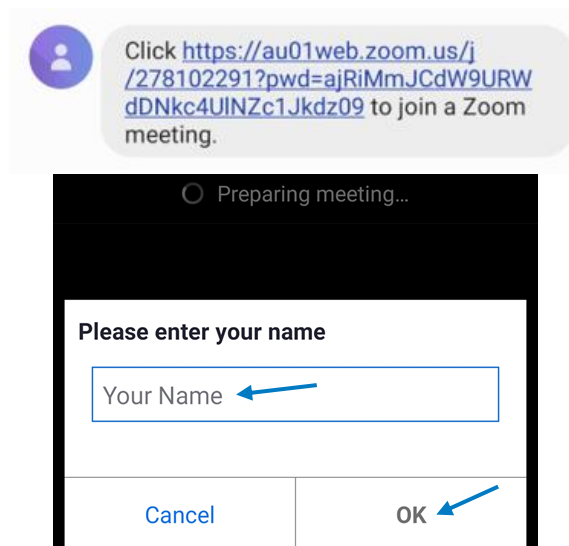
Test Computer Audio

- g) Once admitted into the meeting please select **Join with Computer Audio** and you can tick the box at the bottom for future reference so you don't get prompted.



2. SMS Message

If you are sent a link via SMS, tap the link which will open Zoom. If you have not already downloaded Zoom you will be prompted to do so now. You will then be prompted to enter your name. Enter your name then tap **OK** then you will be put into the waiting room until you have been admitted into the meeting by a staff member who will need to verify your identity so please have your photo ID such as a license handy

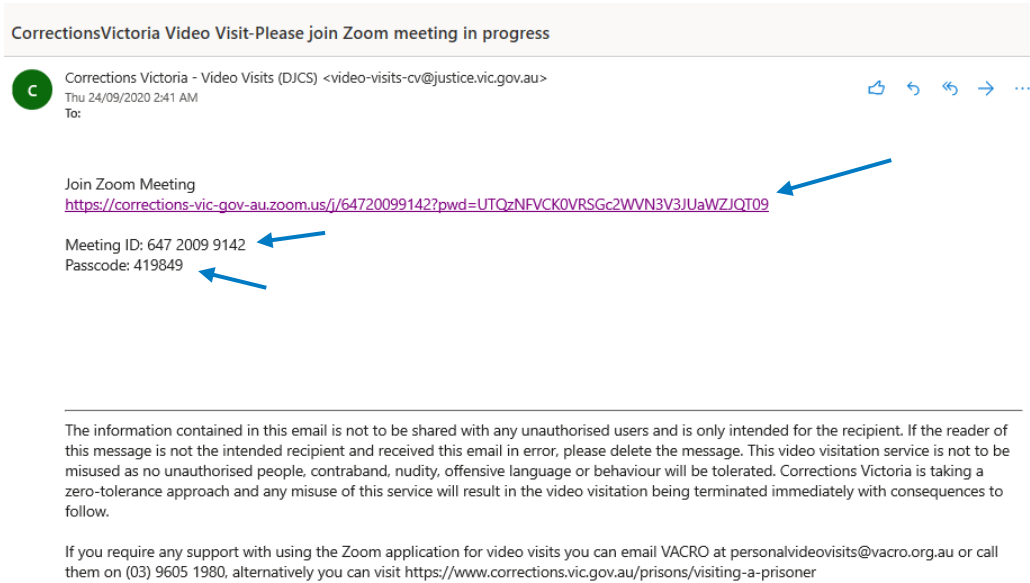


Please wait, the meeting host will let you in soon

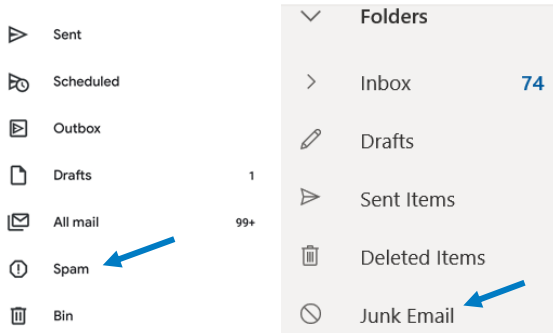
TESTVCV003@corrections.vic.gov.au's Zoom Meeting

3. Email Option

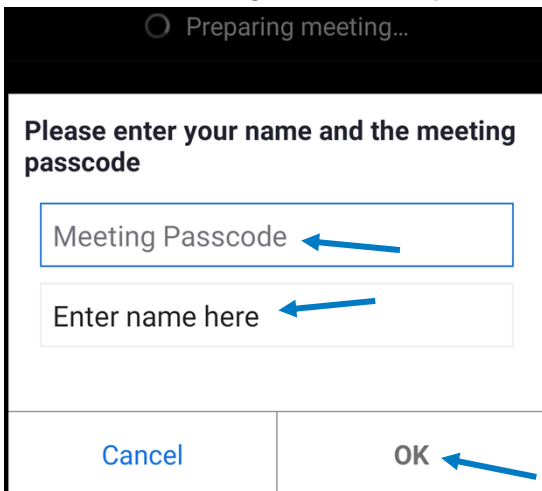
1. If you are sent a link via email, you can either tap the **link** which will open Zoom or you can enter the **Meeting ID** and **Passcode** on another device if you choose to.



2. Please ensure you refresh your mailbox as well as check your SPAM and JUNK folders on the left hand panel if it can't see the email in you inbox.

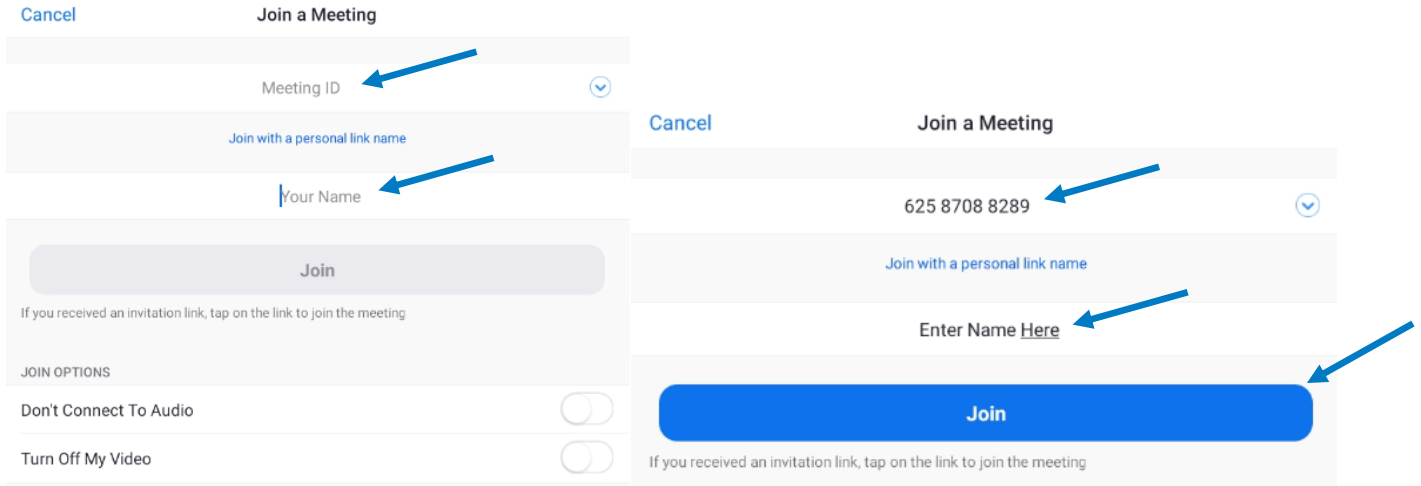


3. If you select the link you will be taken directly to the meeting and requested to enter the Meeting Password, your name and then select OK.
4. You will then be placed in the waiting room for the staff member to admit you into the meeting and confirm you identity against a photo ID so please have that ready.

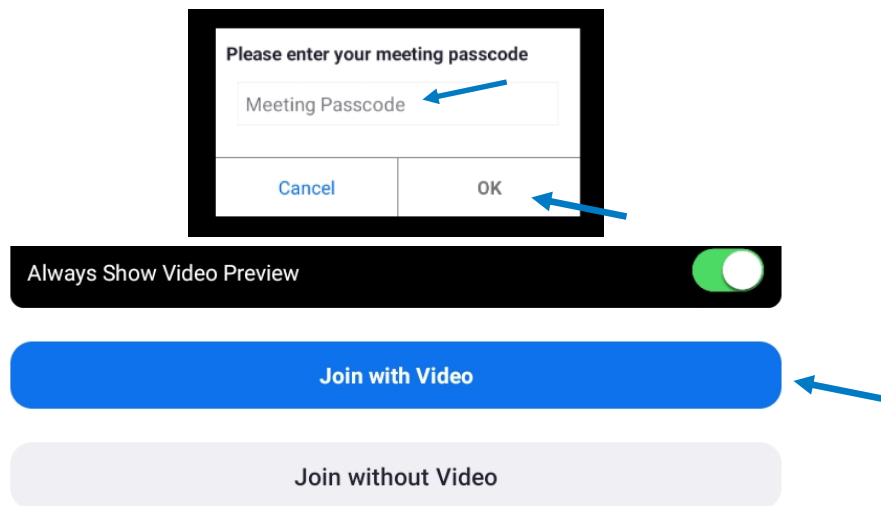


Please wait, the meeting host will let you in soon
testvcv003@corrections.vic.gov.au's Zoom Meeting

5. If you wish to use this on another device to access the Zoom meeting please access the Zoom application and follow the below prompts
 - a. Enter the **Meeting ID** provided in the email and enter **Your Name**



- b. Then enter the **Meeting Passcode** and select **OK**
- c. If successful please select **Join with Video**
- d. You will then be placed in the waiting room for the staff member to admit you into the meeting. You will be required to confirm your identity against a photo ID so please have that ready.



Please wait, the meeting host will let you in soon

testvcv003@corrections.vic.gov.au's Zoom Meeting

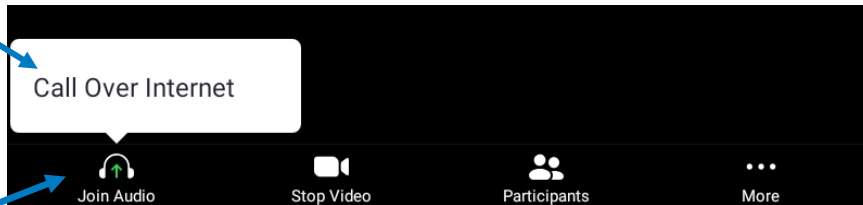
6. Meeting Settings

When in the visit, make sure the **Microphone**, **Video** and **Speaker** are turned on. These can be turned on or off by clicking or tapping on the icons on your screen. See below.

Microphone Icons: (tap or click icon to change)



Microphone not joined to the visit side – please select **Join Audio** on the bottom left and then select **Call Over Internet** in the white box



Microphone is turned on (other side can hear you) ✓



Microphone is turned off (other side cannot hear you)

Video Icons: (tap or click icon to change)



Video is turned on (other side can see you) ✓



Video is turned off (other side cannot see you)

Speaker Icons: (tap or click icon to change)



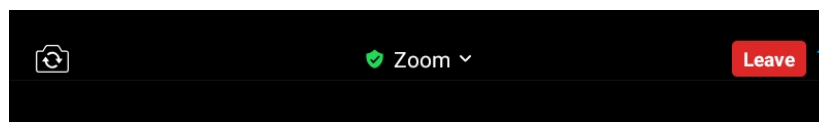
Speaker is in Bluetooth mode (you cannot hear the other side or volume very low)



Speaker is turned on (you can hear the other side) ✓

Leave Meeting: (tap or click icon to change)

If you are required to Leave a meeting for any reason please select Leave in the top right hand corner in red



Then select Leave Meeting when it appears this will remove you from the meeting.

