DIGITAL GUIDE

- Glossary of terms
- How to use digital video platforms
- Identifying video icons
- Video call etiquette
As more and more people learn to work from home due to the coronavirus outbreak, the need to find ways to do our jobs virtually has never been greater. In the face of the isolation and social distancing now required, we must find alternative ways to collaborate and communicate with other people, both inside and outside our organisations. A variety of tools are accessible that allow us to chat, run audio and video calls, and share files with others. This aim of this guide is to support you to feel confident when taking part in virtual video calls and meetings. The guide starts with a brief glossary looking at common words you may come across and is followed by explanations on how to use four common video calling platforms: Google Meet, Zoom, Skype and MS Teams. It then concludes with a helpful guide to identify common icons you may find on Google Meet and MS Teams. Remember that using different devices, e.g. laptops, iPads/tablets or mobile phones can present some different challenges and functions. Smaller screens and touch screens can be a little more difficult to use. We hope that you will find it useful.

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**USEFUL TERMS:**

**GLOSSARY**

**A**

**Attachment** - An attachment is a file that you want to include with your email or chat message. This could be a word document, pdf, video or image for example.

**B**

**Breakout rooms** - Breakout rooms allow you to split video call meetings up into separate sessions. This allows smaller group conversations or task and finish type work to take place.

**C**

**Channel (MS Teams)** – Similar to breakout rooms but specific to MS Teams. Channels allow team members to have focused conversations about specific topics. Every team has its own set of channels and team members can decide what they want the rest of their channels to focus on. Every channel within a team is fully accessible to all the team members, so everyone can join in a channel conversation. Some channels are devoted to specific projects, initiatives, and locations. Others focus on different areas of interest, updates, or discussion topics.

**Chat** – The chat function is on all video call platforms. It enables call participants to type questions, comments and have conversations whilst the video call is going on. By default, if you type a message here and send it, everyone on the call will be able to read it and reply to you. Some video call platforms allow you to send a message to just one, or a selection of people in the call.

**Closed Captions (CC)** – You can select closed captions (otherwise known as subtitles) during a video call. This enables the video call platform you are using (for example MS Teams or Google Hangout) to transcribe what is being said on the call in real time into text which appears on your screen. This will enable you to read what is being said as well as listen.

**Content / presentation sharing** - The ability to show data over a video conference call. See also data sharing.
Digital - Digital technologies are electronic tools, systems, devices and resources that generate, store or process data. Well known examples include social media, online games, multimedia and mobile phones. Digital learning is any type of learning that uses technology.

Emoji - a small digital image or icon used to express an idea or emotion

GIF – (Graphic Interchange Format) - a type of computer file that contains an animated or still image

Group chat (MS Teams) - A private chat with more than two team members involved in the chat

Icon – an icon is an image displayed on a computer screen in order to help the user navigate a computer system

Layout - Video call platforms allow you to choose how you want to see the people you are talking to, for example:
  - Sidebar - Allows you to see the person who is talking more prominently, with others on the call stacked down the side of the screen
  - Tiled - Allows you to see lots of people on the screen at once
  - Spotlight - You only see whoever is speaking

Link to the meeting - Before the meeting you will be sent either a calendar invite or an email. Both will have a unique url which when you click on it, will take you through to the virtual space where the meeting is being held. The url (or link) could look like this - meet.google.com/cxp-mwrx-gkx or https://teams.microsoft.com/l/meetup-join/19%3ameeting or it could be longer

Mute / unmute - The voluntary silencing of a microphone or speaker
**Platform** – (e.g MS Teams, Google Meet, Zoom, Skype, WhatsApp Messenger, Facebook rooms)

**Private chat (MS Teams)** - A chat that is visible only to the two members involved in the chat

**Raise hand (MS Teams)** - The raise hand feature allows you to notify the host and other participants that you have something to add to the on-going conversation

**Recording** - The ability to record a video conference call

**Remote Screen Sharing** - The ability to share what you see on your screen with people on the video call

**URL – (Uniform Resource Locator)** - The address of a World Wide Web page

**Video calling** - A visual communication between two people. Skype popularised video calling, which enables any two individuals in the world who have access to computers, a video call platform and decent Internet connections to place a video call to each other

**Virtual** - Something that is virtual can be done or seen using a computer and therefore without going anywhere or talking to anyone

**Virtual meeting room / breakout rooms** - A reserved space on a bridge allowing multiple participants to meet

**Waiting room** - a virtual staging area that prevents people from joining a meeting until the host is ready. Meeting hosts can customise the Waiting Room settings to gain further control over which participants join a specific meeting and when.

**Webinar** - a seminar or learning opportunity conducted over the Internet
You've been asked to join a Google Meet video call. What do you do next?

1. You will have been sent a link to join the video meeting via a calendar invite or in email - click on that link. It may look something like this: https/www...... or meet.google.com/cxp-mwrx-gkx You do not have to download Google Meet, the link should work. We recommend using Google Chrome web browser for ease.

2. 'Join with Google Meet' will take you to an area where you will see yourself on video. Under 'ready to join?' click the green 'join now' button, this will take you into the virtual meeting room and you are ready to talk to others in the meeting. You may need to wait for the host to let you in. DO NOT PHONE IN as this will cost you money.

3. Your call options are displayed along the bottom of the screen. Hover your mouse / trackpad cursor (or if using a tablet or phone, touch your finger) at the bottom of the screen to see the options. You can mute your microphone, turn off your camera, leave the call and even turn on captions if you are struggling to follow conversation.
HOW TO USE:

ZOOM

You've been asked to join a Zoom video call. What do you do next?

1. Before joining a Zoom meeting on a computer or mobile device, you can download the Zoom app from the Zoom website. Otherwise, you will be prompted to download and install Zoom when you click a join link which may look similar to this: https/wwww.......

2. You will have been sent a link to join the video meeting by the organiser - click on that link. You will be prompted to enter the meeting ID, this will also be sent to you prior to the meeting.

3. Click ‘join a meeting’ if you want to join without signing in, or you can sign in first to join a meeting. Select if you would like to connect audio and/or video and click Join.

4. During the call, you can mute your microphone, turn off your camera (start/stop video), or leave the call.
SKYPE

HOW TO USE:

You've been asked to join a Skype video call. What do you do next?

1. **Download the software.** Depending on which device you plan to use, you'll download a specific version of Skype. Alternatively you can use Skype online in your web browser.

2. **Come up with a username and password** you can easily remember.

3. You will be invited to connect with the other people on the video call by **sharing your username with them.** They will then find you on the system using your username and call you. You can see your connections on the left hand side of your screen.

4. **Video calls** - Click the video button if you want to communicate face-to-face. **Phone calls** - Click the phone button if you want to make a call without using the webcam.

5. Once you've finished the call, simply **press the red handset icon to end the conversation.**
You can use MS Teams by either downloading a desktop app or by using your usual internet browser. It may be easier to download the app, especially if you are using a tablet or phone.

You can be invited to join a meeting in several ways:

1. You will be sent a link to join the meeting, which will look like this:
   **Click on the blue underlined 'Join Microsoft Teams Meeting' using your mouse / trackpad which will** take you to a page where you can choose to either join / download the app or join using your internet browser. If you already have the MS Teams app, the meeting will open there automatically. You may have the option to enter your name to join the meeting as a guest or click **'Sign in'** to join. Then, depending on the organiser’s settings, you may join the meeting right away or go to the lobby where people in the meeting can admit you when the meeting starts.

2. You may also get a long web link in an email which looks similar to this: https://teams.microsoft.com/l/meetup-join/19%3ameeting you can click on this with your mouse / trackpad.

3. You can **'raise your hand'** 👋 in MS Teams if you would like to speak

4. You can use the **chat function** 🗤 to type responses or comments

5. During the call, you can **mute your microphone, turn off your camera (start/stop video), or leave the call** (see video icons section for more information)

6. **Please remember to 'accept' or 'decline' any meeting invites so the organiser knows how many people to expect**
You may see this screen when joining:

This screen gives you three joining options:
1. 'Download the Windows app' asks you if you would like to download the MS Teams app onto your computer or tablet. You can then join meetings via the app.
2. 'Continue on this browser' is a simple link which takes you straight to the meeting using the internet browser you are already using (e.g. Google Chrome, Internet Explorer)
3. 'Open your teams app' is for if you have already downloaded the app as in option 1.

You may see this notification box:
Simply click 'allow' so that you can talk in the meeting and people can see you via your device's camera

When you see this:
This is when you can press the 'join now' button which takes you into the meeting. Remember you may join a waiting room or 'lobby' until the organiser lets you in.

- Video camera on / off
- Microphone on / off
- Settings
HOW TO IDENTIFY:

VIDEO CALL ICONS

Common Video Platforms

Google Meet  
Skype

Microsoft (MS) Teams  
Zoom

Common Icons

Different platforms have different icons but most look similar:

REMEMBER: You can click on these icons to switch video or microphone on / off

- Video camera is on
- Video camera is off
- Microphone is on
- Microphone is off
Common Icons (cont..)

<table>
<thead>
<tr>
<th>(MS) Teams</th>
<th>Google Meet</th>
<th>REMEMBER: You can click on these icons to present, hang up, start a chat or show participants</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Present now" /></td>
<td><img src="image" alt="Present now" /></td>
<td>Present now / share content</td>
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<tr>
<td><img src="image" alt="Hang up call" /></td>
<td><img src="image" alt="Hang up call" /></td>
<td>Hang up call</td>
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<tr>
<td><img src="image" alt="Chat (text)" /></td>
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<tr>
<td><img src="image" alt="Show participants" /></td>
<td><img src="image" alt="Show participants" /></td>
<td>Show participants</td>
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Other examples

- Start meeting now
- Stream
- Use a sticker (image)
- GIF (Use a moving image)
- Send chat message
- Send an emoji (Thumbs up, smile, etc)
- Add a file as an attachment
- Raise your 'hand' to let the chair know you want to comment

REMEMBER: You can click on any of these icons

More actions / settings

Three dots in a line usually brings up further actions, where you can for example record the meeting, check your sound or video (settings), or change how you see the people on your screen (layout)

REMEMBER: You can click on this icon
1. Prepare yourself for the call 10 minutes in advance. Check your microphone and camera are working. You can do this after you click to join the meeting, if you are taken to a waiting area / lobby then no-one will see / hear you until you press the 'join now' button. Sometimes you will be asked by the chair to mute your microphone to limit feedback noise. Please make sure you are comfortable and that you are looking at the screen directly and not hunched over it.

2. Follow instructions and guidance from the meeting chair. If you are finding it difficult to contribute, raise your hand physically or by using the virtual hand raiser (in MS Teams) to indicate you would like to speak or you can type something in the chat box, which looks like this.

3. Keep your contributions as simple and concise as possible. You may need to move away from the camera to use the bathroom or get a drink. Please feel free to do this, you can turn your camera off if you step away from the meeting.

4. Virtual meetings can be tiring and so we aim to keep them as short as possible. The chair will usually ask each person if they have comments in case they have missed a visible cue, don't worry, if you don't have anything to say you can make this clear or you can use the opportunity to comment if you would like to.

5. During meetings, attendees may 'share their screen' this allows everyone on the call to see a powerpoint, video, text or anything else that the group would like to discuss.

6. Always ensure that you are well lit (that people can see you) and that any background noise is kept to a minimum.

7. The meeting organiser has the capability to put you on mute, this helps with feedback noises on the call.

8. Meeting protocols can vary depending on the organisers preferences. You will be advised if there are any specific protocols to follow.

9. If you do not have a video camera you may be able to phone in. Always talk to your meeting organiser beforehand if you would like to do this, to make sure there is no cost to you.