

Bridges to Learning Tutorial

After reading this, you will be able to:

- Download Zoom to your computer or phone
- Use the basic functions of Zoom
- Troubleshoot some common problems



Connecting to/Downloading Zoom

Step One: Click the link for the class or meeting on the [Bridges webpage](#). If you've never used Zoom before, you will be prompted to download the app. We recommend downloading Zoom, which is easy and free. To do so, click on the "download and run Zoom" link. If you don't want to download the app, jump to **Step Six**.

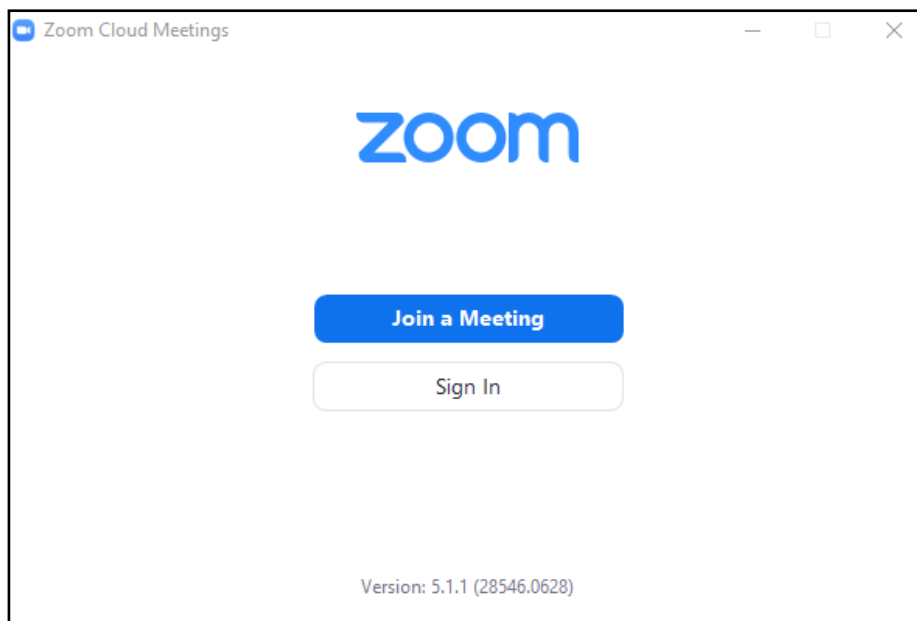
A screenshot of a web browser window showing a Zoom meeting page. The browser's address bar contains a long URL. The page has a white background with the Zoom logo in the top left. A system dialog box is open in the center, titled "Open Zoom Meetings?". It contains the text "https://zoom.us wants to open this application." and two buttons: "Open Zoom Meetings" and "Cancel". A red arrow points from the "Open Zoom Meetings" button to the text below. The text below the dialog box reads: "When system dialog prompts, click **Open Zoom Meetings**." Below this, there is a blue link: "Click this link to participate in Bridges to Learning (B2L) without downloading Zoom. See Step Six for more." At the bottom of the page, there is a line of text: "If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#)." The "download and run Zoom" link is circled in red. At the very bottom, there is a small copyright notice: "Copyright ©2020 Zoom Video Communications, Inc. All rights reserved. Privacy & Legal Policies".

Step Two: You'll be asked to save the download package. You can choose where you save it — best bet is to your downloads folder or desktop for ease of access.

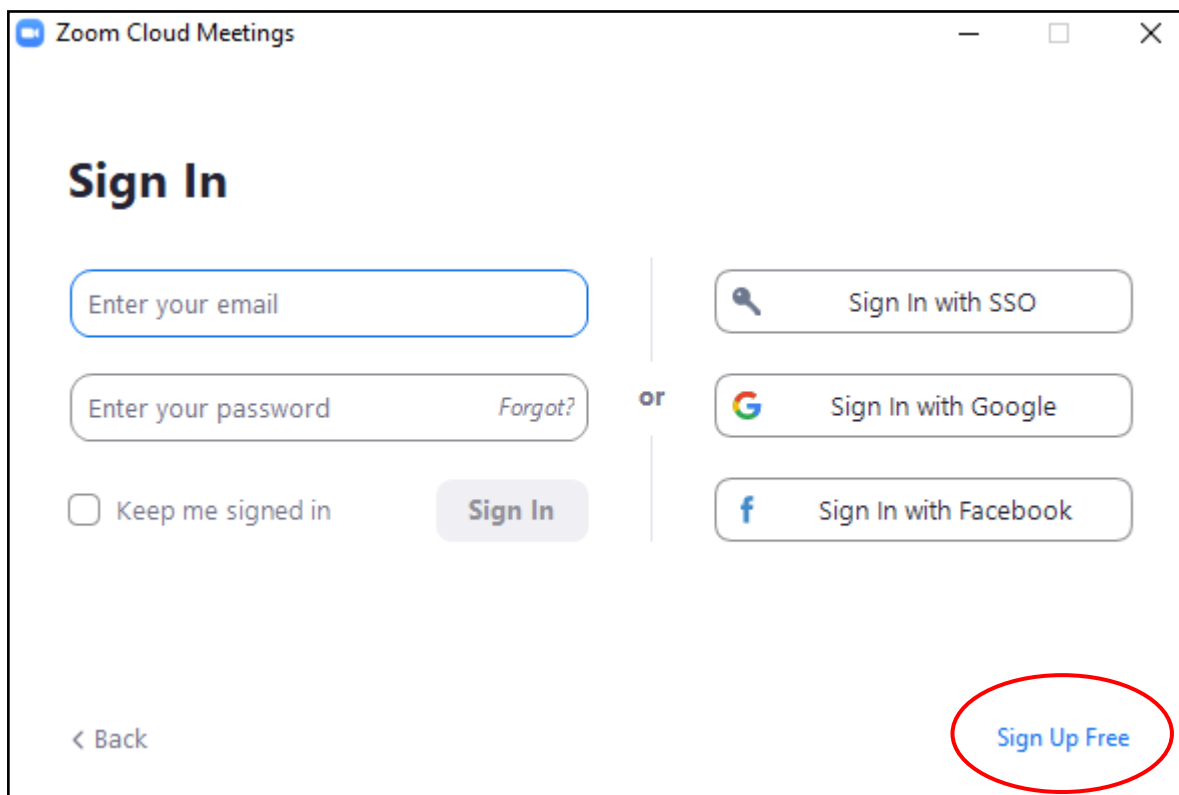
Step Three: Once the package has downloaded, double click to open it and let it run. Simply click continue and enter your computer password if prompted.

Step Four: Don't worry if nothing seems to happen for a few minutes.

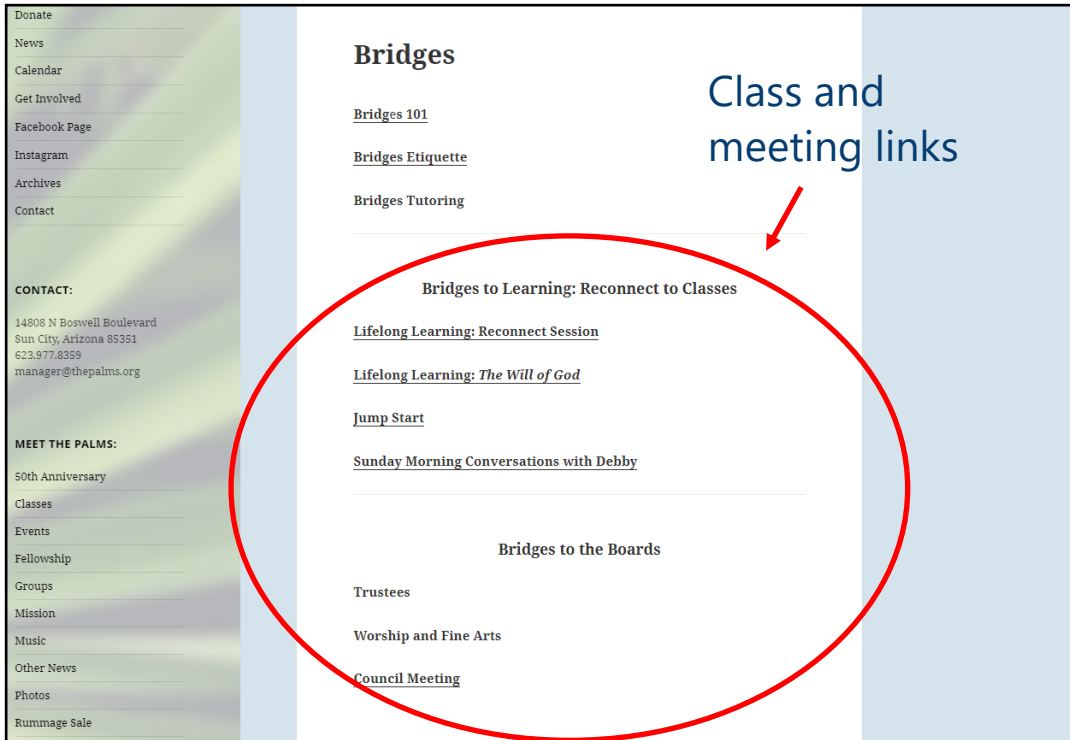
Step Five: If you want to sign up (or if you already have an account and want to sign in), click the "Sign In" button.



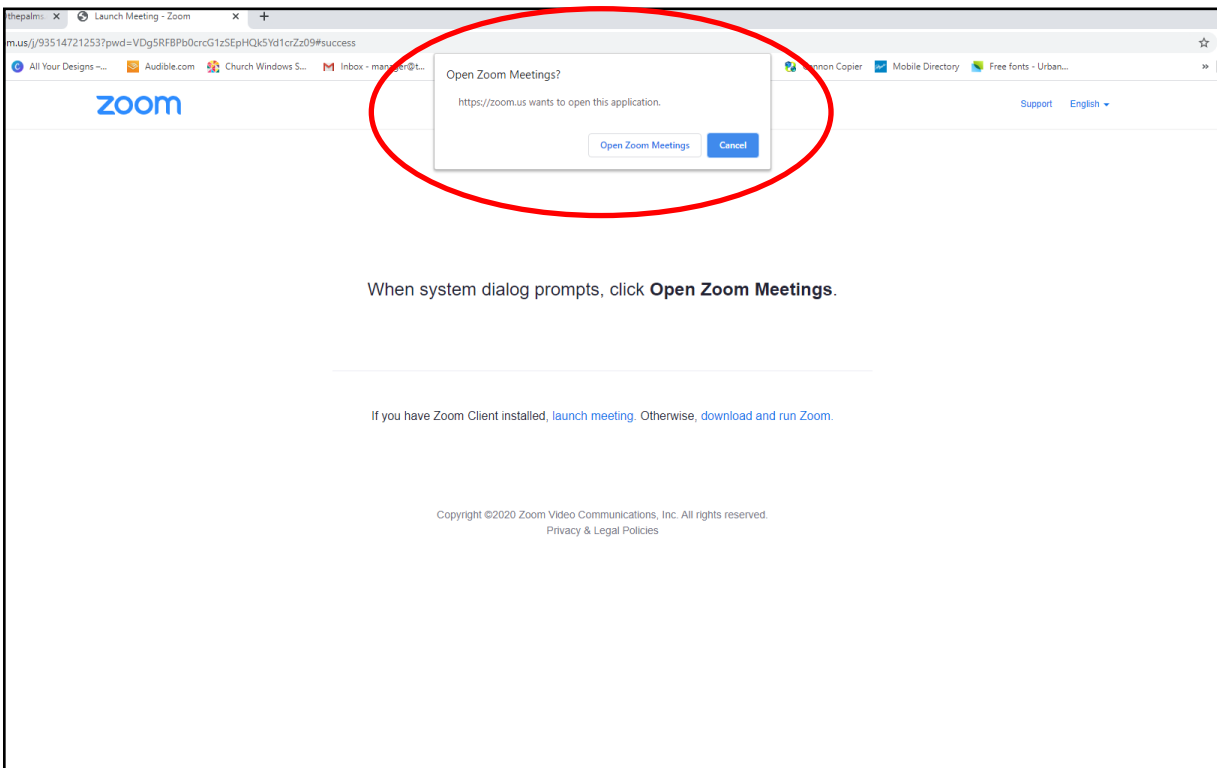
If you don't have a Zoom account, click the "Sign Up Free" link. Otherwise, go ahead and sign in.



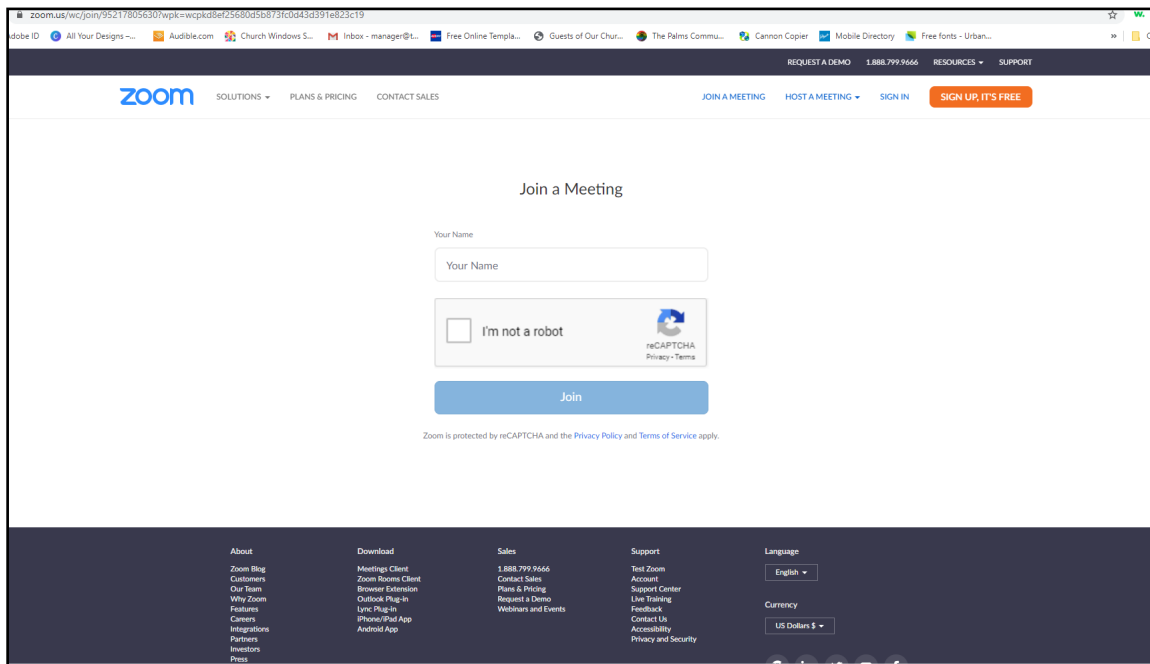
Step Six: You don't need an account to join a meeting, so if you'd prefer not to create an account, no problem. Click the link on the Bridges' webpage for the meeting you want to attend.



A pop-up box will ask if you want to open the Zoom app. Click "Open Zoom Meetings."

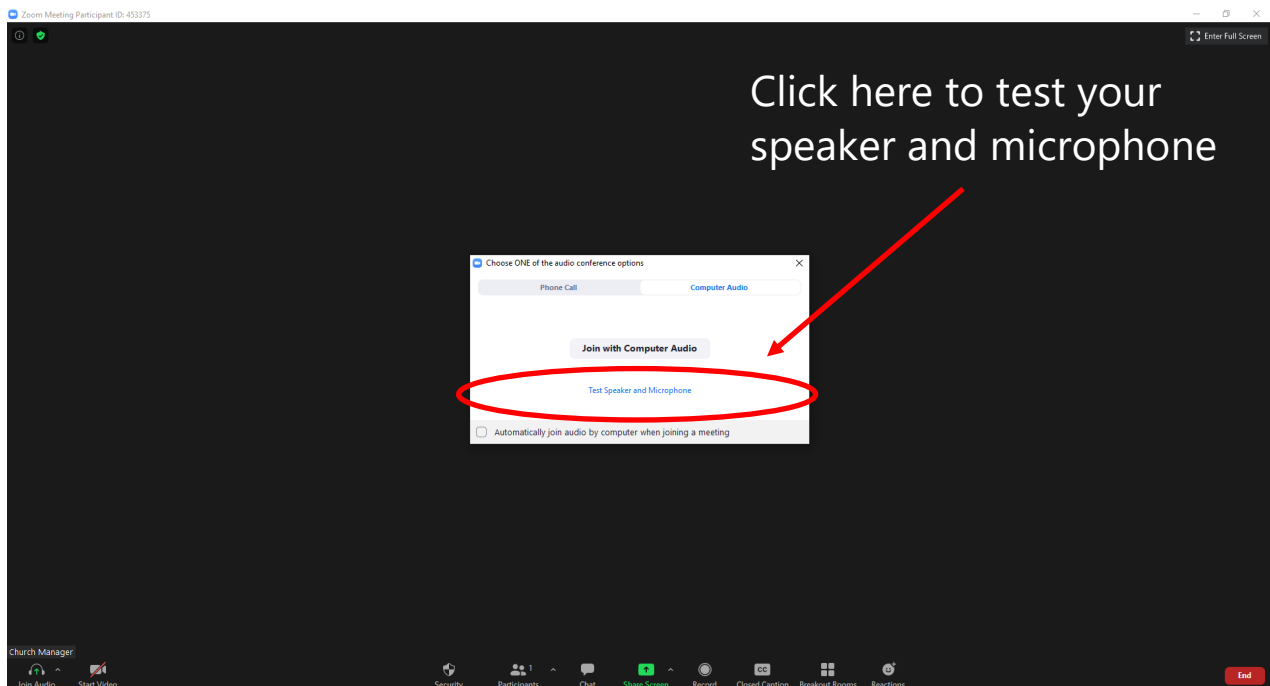


Once Zoom is open, it will ask for your name. Enter your name and click "Join."



A box should pop up showing you on camera — assuming you have a camera on your computer — and asks if you to join with or without video. (Please join with video; it helps other people to be able to see your face, and it helps The Palms maintain a sense of community when we're at a distance.)

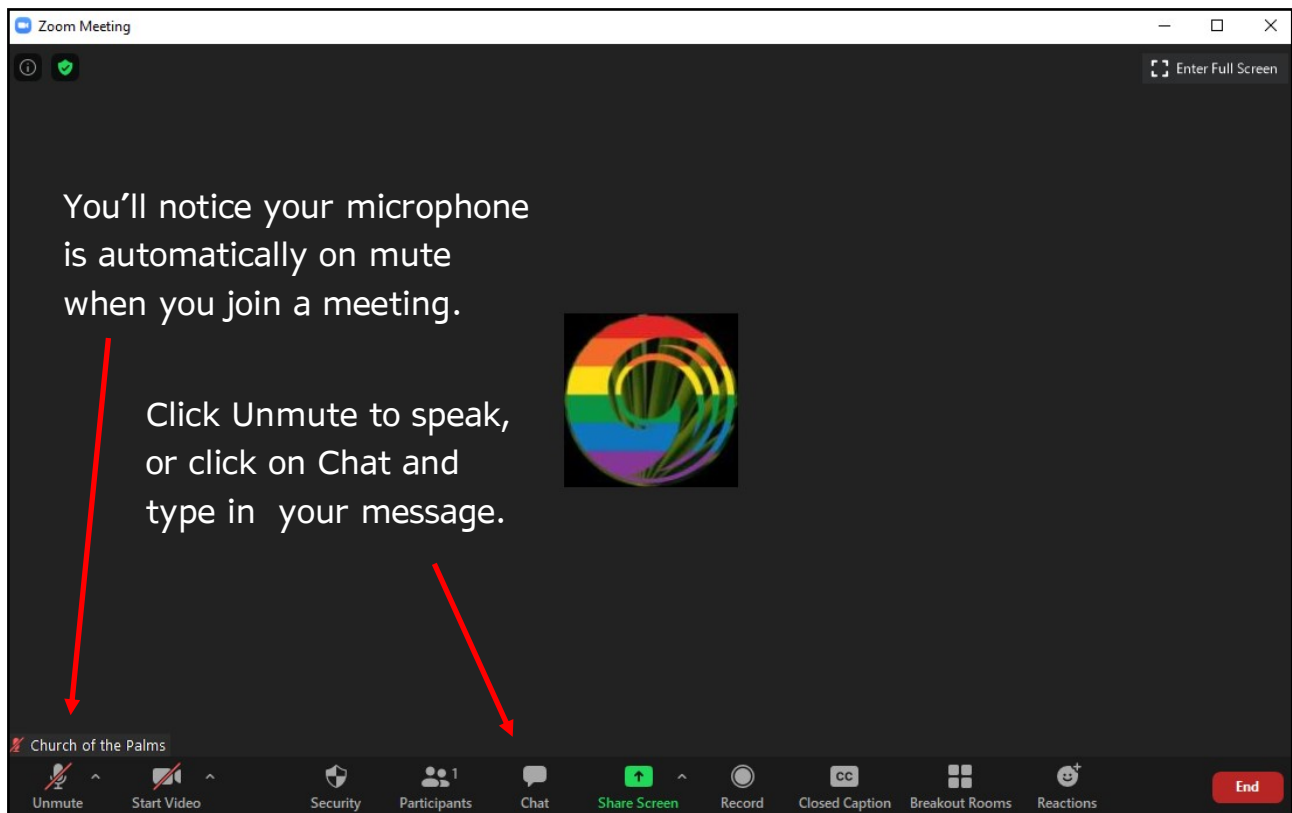
Then, you'll see a pop-up box asking you to "Join with Computer Audio." If you're using headphones (which we recommend), you'll want to test the speaker and microphone first to make sure you're hearing things the way you want to.



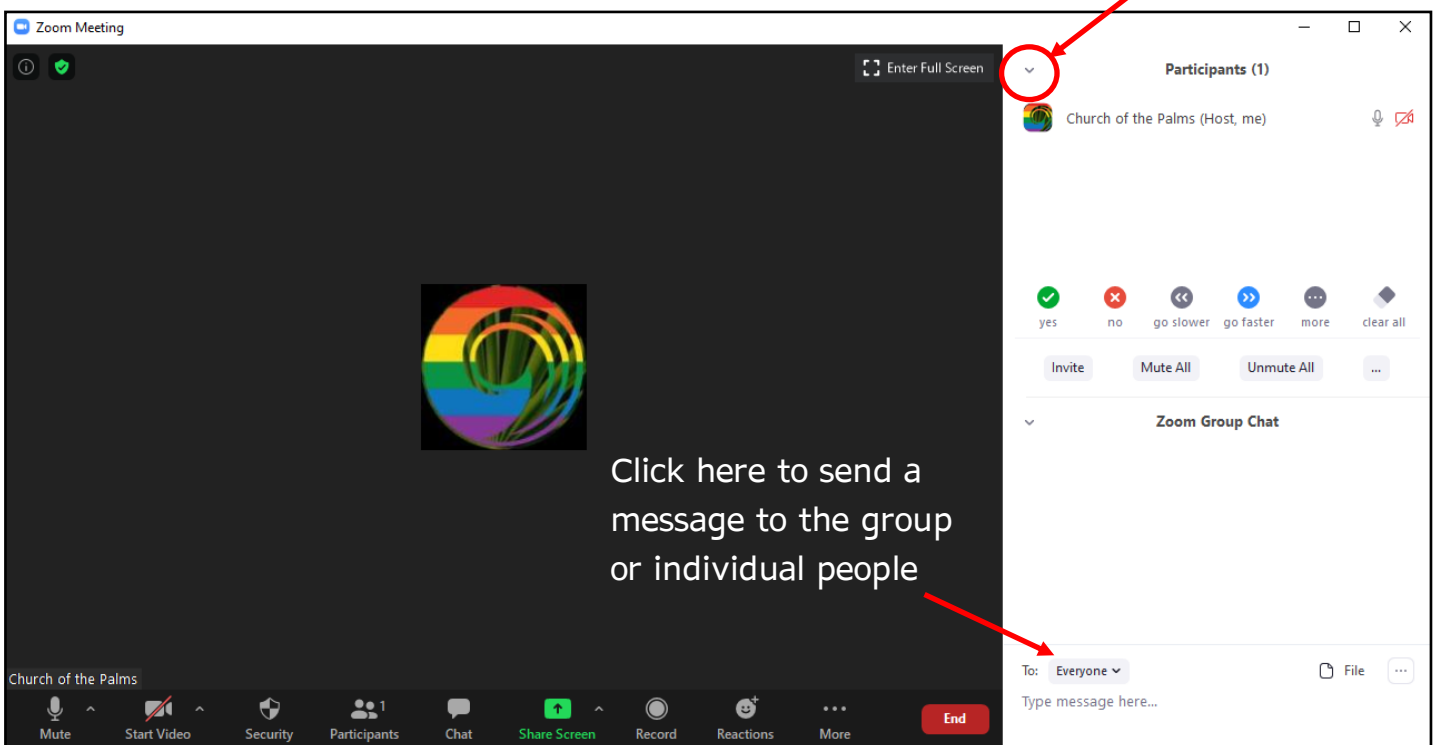
Zoom Screen Functions

Here is an overview of some basic Zoom settings.

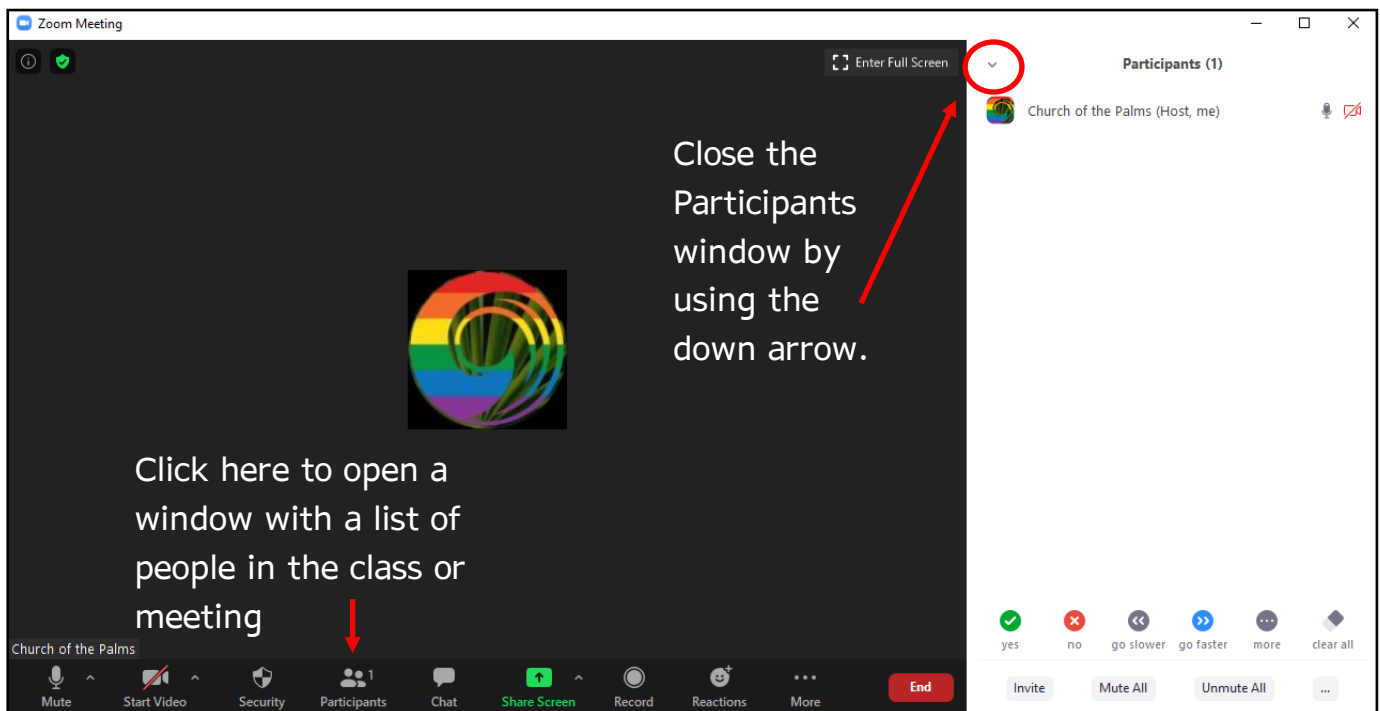
Microphone and Chat



Clicking on Chat opens up the Chat box, where you can type a message to everyone in the group or specific participants. To close the Chat box, click the down arrow.



Participants



Troubleshooting

1. If you log in and no one else is in the class or meeting, double check to make sure you have the right [date and time](#); if you do, it's likely that you've clicked the wrong link. Each meeting has its own link and only works for that meeting.
2. If you can get into the meeting but can't seem to connect audio, try using the chat to ask for help.
3. If your internet connection fails and you get knocked off, simply join back in. It happens.
4. If you're stuck, contact the host of your class or meeting. Or call the church office at 623-977-8359, from 8 a.m. to 1 p.m. Monday through Thursday.
5. If you can only see one person, try clicking on the "Speaker View" button on the top, and it should switch to a Gallery View, where you can see more people.