

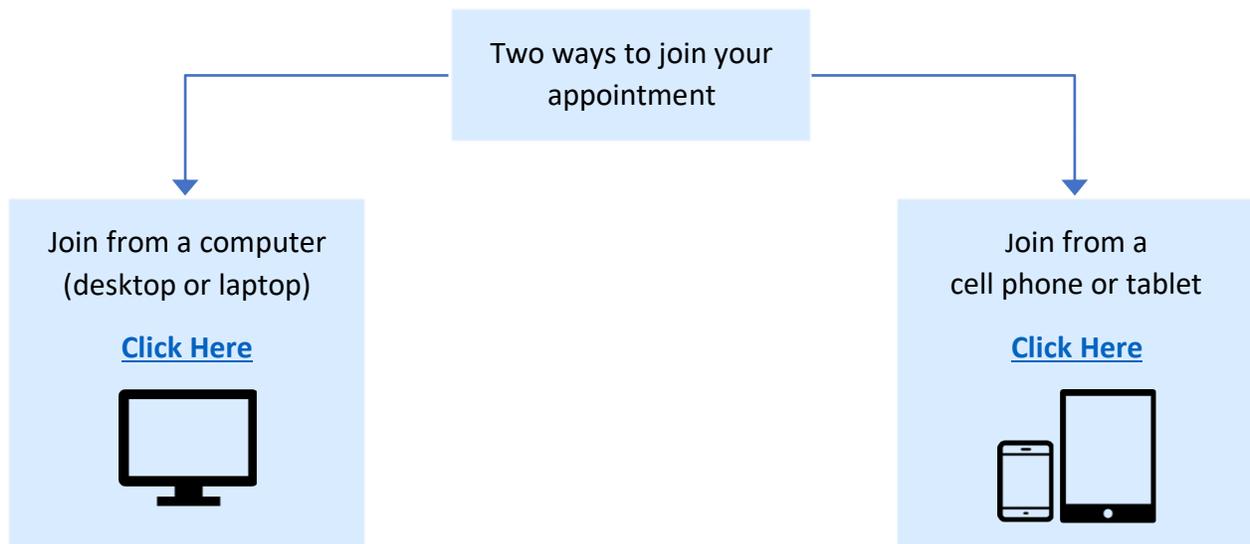


## Getting Set-up for Your Zoom Appointment

Your upcoming appointment will take place by video call using a program called Zoom.

### What you will need:

1. Computer (or laptop) or mobile device (smart phone, or tablet) with a camera
2. Speakers or headphones
3. Microphone (built-in to computer or external on headphones)
4. Stable internet access



For Instructions on Zoom meeting features, [Click Here](#)

Call the UBC Pharmacists Clinic at **604-827-2584** for any help you need.

For additional support, refer to the Zoom support page: <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-web-client>

### Privacy and Security:

Your comfort and safety are important so please know that Zoom meets the UBC requirements for privacy and information security. For more information, please refer to the clinic's [privacy statement](#).

## Join Your Appointment from Your Computer (Desktop or Laptop)

If you don't have Zoom installed

If you have Zoom installed

**Step 1:** Click the Zoom link in your appointment e-mail

Please use the following Zoom link to join your appointment virtually:

<https://ubc.zoom.us/j/2423839230/pwd=efqf12313>

**Step 2 (use Chrome, Firefox, or MS Edge):**

- First, click "Launch Meeting"
- Then, select "Join from your Browser"

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

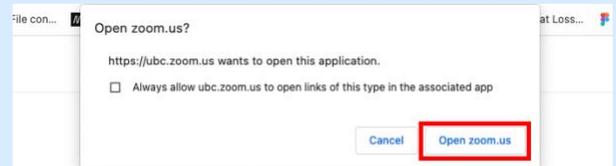
Launch Meeting **a**

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#) **b**

**To install Zoom instead,** click "Download Now" and open the downloaded file to finish installation. Then, follow the steps for if you have Zoom installed

**Step 2:** Click "Open Zoom Meetings" on the pop-up in your browser



Click **Open zoom.us** on the dialog shown by your browser

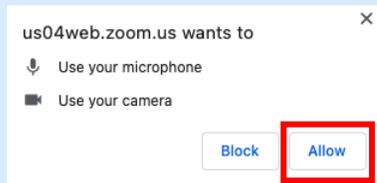
If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

**If the pop-up doesn't appear,** click the "Launch Meeting" button to trigger it

**Step 3:** Click "Allow" on the pop-up to grant microphone and video access



**Step 4:** If you see either of these windows, you have successfully joined the appointment. Your pharmacist will let you in shortly. Please use this time to test your settings by clicking "Test Computer Audio."

Waiting for the host to start this meeting

This is a recurring meeting  
[Name]'s Clinic Room  
If you are the host, [sign in](#) to start this meeting

Test Computer Audio

[Clinician name] will let you in shortly. No additional action is required on your end. Thank you for your patience.

Welcome to the UBC Pharmacists Clinic  
[Name]'s Clinic Room  
Test Speaker and Mic

## Join Your Appointment from Your Phone or Tablet

If you are using an **Android** device  
(skip to Step 3 if you have Zoom installed)

If you are using an **Apple** device  
(skip to Step 3 if you have Zoom installed)

**Step 1:** Click on this link to install Zoom

Android: <https://tinyurl.com/bddnvuwk>

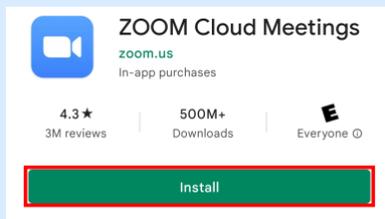
Click **OPEN IN PLAY STORE APP**

at the bottom of the page to download from Play store

**Step 1:** Click on this link to install Zoom

iPhone: <https://tinyurl.com/yckr4exf>

**Step 2:** Tap the "Install" button.



**Step 2:** Tap the install icon (whichever icon appears on your device)

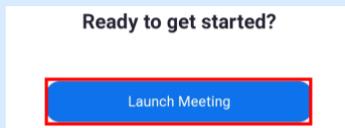


**Step 3:** Click the Zoom link in your appointment e-mail

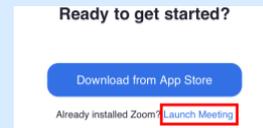
Please use the following Zoom link to join your appointment virtually:

<https://ubc.zoom.us/j/2423839230/pwd=efqf12313>

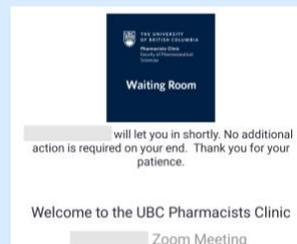
**Step 4:** Click "Launch Meeting" on your browser



**Step 4:** Click "Launch Meeting" on your browser

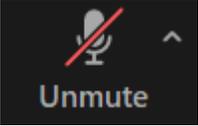
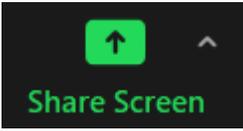
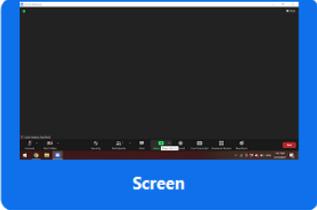
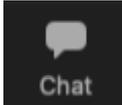
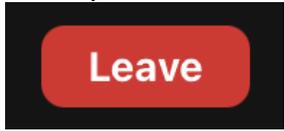
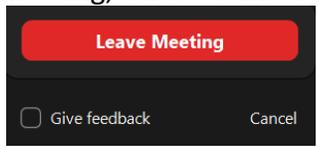


**Step 5:** If you see either of these windows, you have successfully joined the appointment. Your pharmacist will let you in shortly. Please use this time to test your settings by clicking "Test Computer Audio."

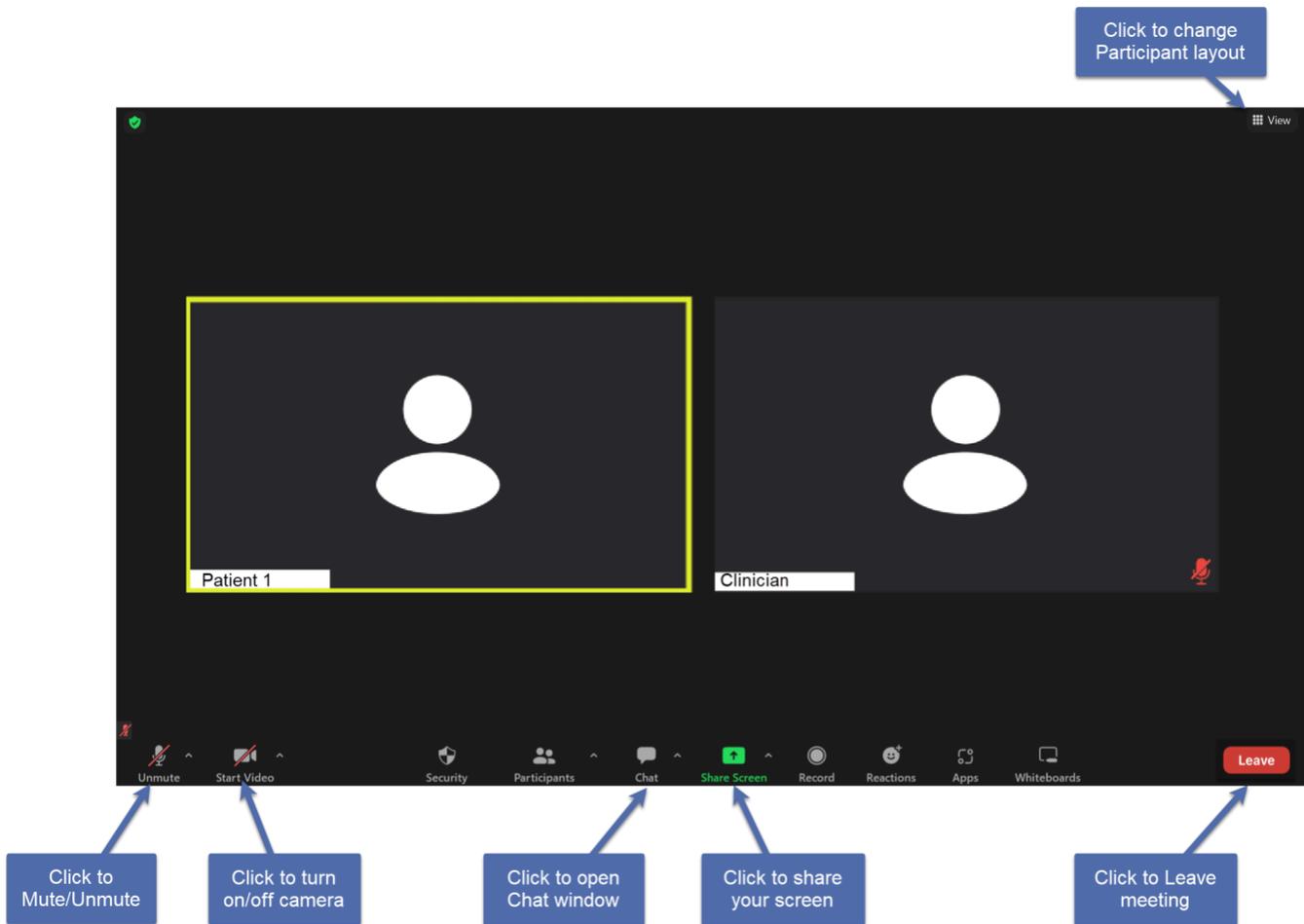


## Functions during the Meeting

This will differ slightly depending on your device (screen sharing is not available if joining from browser)

<b>Mic and Video Settings</b>	<b>Screen Sharing</b>	<b>Sending a Message or File over Chat</b>	<b>Leaving the Meeting</b>
<p><b>Step 1:</b> To unmute, click the “Unmute” button at the bottom of the screen to turn on your microphone.</p>  <p>The red line across the mic icon should disappear.</p> <p>Please consider muting your mic while others in the meeting are speaking to remove any background noise.</p> <p><b>Step 2:</b> To turn on your camera, click the “Start Video” button.</p>  <p>The red line across the camera icon should disappear.</p>	<p><b>Step 1:</b> To share your screen, click the “Share Screen” button at the bottom of the screen.</p>  <p><b>Step 2:</b> A window will pop up asking you to select a window to share. Make sure “Screen” is selected</p>  <p>and click the “Share” button at the bottom right.</p>  <p><b>Step 3:</b> You will see a green border around your screen, and a message bar saying, "You are screen sharing". To stop sharing, click the "Stop Share" button on the bar.</p> 	<p><b>Step 1:</b> Click on the “Chat” button at the bottom of the screen</p>  <p><a href="#">Click here</a> for Instructions on how to send chat messages to Everyone vs. Individual participants</p> <p><b>On mobile or tablet devices,</b> “Chat” button can be found after clicking “More” button</p>  <p><b>Step 2:</b> To share files, click on the file icon on the bottom right of your chat window</p>  <p><b>On mobile or tablet devices,</b> files can be shared by clicking “Share” button, and then “Document”</p> 	<p><b>Step 1:</b> If you would like to exit the meeting, click on the red button that says “Leave”.</p>  <p><b>Step 2:</b> Select “Leave Meeting”. If you would still like to stay on the meeting, select “Cancel”.</p> 

## Layout of Zoom Functions on your screen



## Sending Chat Messages to Everyone vs. Individual Meeting Participants

**Step 1:** Open the Chat window following instructions from [here](#).

### Step 2:

On a desktop/laptop:

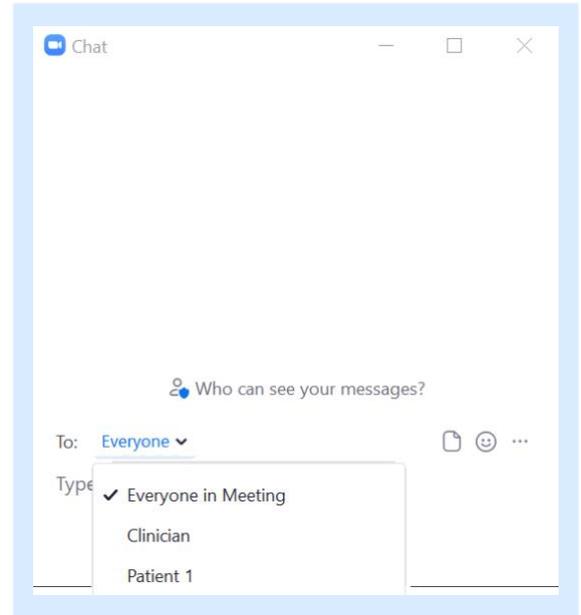
**To send chat messages to everyone**, click on the drop-down button next to "To:".

Then check that "Everyone in Meeting" has been selected and press Enter to send your message to everyone.

**To send chat messages to an individual**, click on the drop-down button next to "To:".

Then select the name of the participant (e.g., "Patient 1") you would like to message separately, and press Enter to send your private message.

Your message will appear in the chat window indicated by a (Direct Message) notification above the message.



On a mobile device/tablet:

**To send chat messages to everyone**, click on the drop-down button next to "Send to:".

Then check that "Everyone" has been selected and tap  to send your message to everyone.

**To send chat messages to an individual**, click on the drop-down button next to "Send to:".

Then select the name of the participant (e.g., "Patient 1") you would like to message separately and tap  to send your private message.

Your message will appear in the chat window indicated by a (Direct Message) notification above the message.

