

*Bringing Generations Together*



# Zoom & Video Calling for Seniors

A friendly, step-by-step guide to connecting with family, friends, and doctors — right from your home.

BEGINNER-FRIENDLY

NO EXPERIENCE NEEDED



# What Is Zoom – and Why Should You Use It?



**Zoom** is a free app that lets you see and talk to other people through your phone, tablet, or computer — just like a phone call, but with video.

**i** You do not need to be a computer expert. If you can make a phone call, you can learn Zoom.

## **Family Calls**

See grandchildren's faces, not just hear their voices

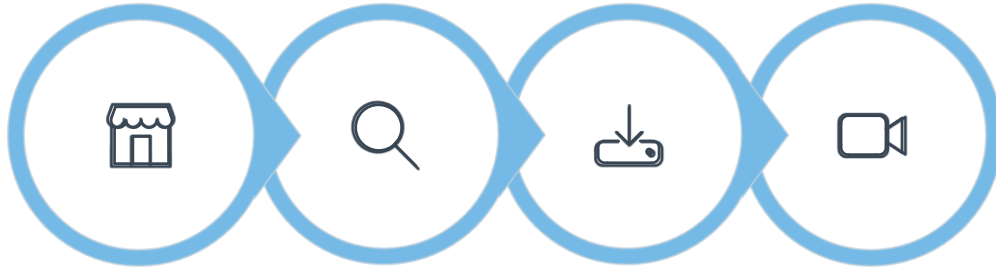
## **Doctor Visits**

Attend virtual appointments from home

## **Classes & Groups**

Join exercise classes, book clubs, and community events

# Step 1: Installing Zoom on Your Device




Open Store

Search Zoom

Tap Install

Open Zoom

Installing Zoom is free and takes about 2–3 minutes. The **App Store** (iPhone/iPad) and **Google Play Store** (Android phones/tablets) are like digital shopping centers where you download apps — think of an "app" as a small program that does one specific job.

 **Helpful Tip:** Ask a family member or your local library to help you install Zoom the first time. You only need to do this once!



# Step 2: Signing Up & Logging In

01

## Open the Zoom app

Tap the blue Zoom icon on your device

02

## Tap "Sign Up Free"

Enter your email address (your email is like your digital mailing address)

03

## Check your email

Zoom sends you a confirmation — tap the link inside

04

## Create a password

Choose something easy to remember, like a favorite phrase + numbers



**Safety Tip:** Never share your Zoom password with anyone who calls you asking for it. Zoom will never call you to ask for your password.

# Step 3: Joining a Zoom Meeting



There are two easy ways to join a meeting. Most of the time, someone sends you an **invitation** — a message with a link or a number to use.

## Method A: Tap the Link

Open the email or text message you received. Tap the blue underlined link that says **"Join Zoom Meeting."**  
Zoom opens automatically — you're in!

## Method B: Use a Meeting ID

Open Zoom, tap **"Join."** Type in the **Meeting ID** — a 9 or 10-digit number (like a room number). Then tap **"Join"** again. Easy!

  A **Meeting ID** is simply a unique number that identifies which meeting room you want to enter — like a door number at a hotel.

# Step 4: Camera & Microphone Controls




At the bottom of your screen, you will see two important buttons. Here is what each one does:

## **Microphone Button**

**Unmuted** = People can hear you  
**Muted (red X)** = You are silent  
Tap it to switch between the two

## **Camera Button**

**Camera ON** = People can see you  
**Camera OFF (red X)** = Black screen  
Tap it to turn your camera on or off

 When you first join a meeting, tap **"Unmute"** so others can hear you. Look for the microphone icon at the bottom left.

## Step 5: Using the Chat Feature

The **Chat** feature lets you type written messages during a meeting — perfect if your microphone isn't working or you want to quietly share information like a phone number or address.



### → Find the Chat button

Tap **"More"** or **"Chat"** at the bottom of your screen

### → Type your message

A keyboard appears — type what you want to say

### → Send it

Tap the blue arrow or press **"Send"** — everyone in the meeting will see it

# Step 6: Speaking Etiquette & Good Habits



## Mute When Not Speaking

Background noise — a TV, dog, or fan — can distract everyone. Mute yourself when others are talking, then unmute when it's your turn.



## Good Lighting Matters

Sit facing a window or a lamp so your face is clearly visible. Avoid sitting with bright light behind you — you'll appear as a dark shadow.



## Look at the Camera

To make "eye contact," look at the small camera dot at the top of your screen — not at the faces on screen. It feels natural with practice!



# Virtual Appointments & Leaving a Meeting

## Using Zoom for Doctor Appointments

Many doctors and clinics now offer **telehealth** visits — appointments that happen over video instead of in person. Your doctor's office will send you a Zoom link, just like a family call.

01

### Confirm your appointment time

Write it down or add it to a calendar

03

### Join 5 minutes early

Gives you time to check your camera and mic

## Leaving a Meeting

When the call is finished, tap the **red "Leave" button** in the top-right corner of your screen. Tap **"Leave Meeting"** to confirm. You will return to the Zoom home screen — you are completely disconnected.



You can always re-join by tapping the link again if you leave by accident.

02

### Find a quiet, private room

Good lighting, no distractions

04

### Tap "Leave" when done

Red button at top-right corner — tap it, then confirm "Leave Meeting"

# Troubleshooting, Safety Tips & Practice Activity

## Can't Hear Anyone?

Check your phone's volume. Make sure you tapped "**Join with Audio**" when entering. Try leaving and rejoining the meeting.

## Camera Not Working?

Tap the camera icon at the bottom. If still black, close Zoom fully, reopen it, and rejoin. Allow Zoom to access your camera when asked.

## Scam Warning

Never join a Zoom meeting from a stranger. Only join meetings from people you know or from official organizations like your doctor's office.

## Try It Yourself – Practice Activity

1

### Install Zoom

Download Zoom from your App Store or Google Play

2

### Join a Sample Meeting

Ask a family member to send you a Zoom link and practice joining

3


### Test Your Camera & Mic

Say hello, wave, mute yourself, then unmute again

4

### Leave the Meeting

Practice tapping the red Leave button when you're done

 **You did it!** You now know how to install Zoom, join a meeting, control your camera and microphone, use chat, attend virtual appointments, and leave safely. Keep practicing — it gets easier every time!