

We are be happy to be meeting with you in ZOOM to see how we can assist you this semester. Here is how to make the most of your ZOOM appointments online.

Privacy

1. Douglas College is working to keep your appointment private and secure.
2. By joining this appointment, you are accepting responsibility for your own security online.
3. You can increase the security of your appointment.
 - Install phone or computer updates to make sure you have the latest security features.
 - Do not log into Zoom using your Facebook or Google username and password.
 - Only use the links we send you to join your appointment.
 - Shut down other applications or programs on your phone or computer before you join.
4. If you have further questions or concerns about the privacy and confidentiality of your appointment, please email stuserv@douglascollege.ca.

Getting Ready

1. To ensure you are on time, start to get ready at least 5 minutes before your appointment.
2. Find a quiet and private place free from distractions. We know this can be difficult; just do the best you can. Consider using headphones to help minimize distractions.
3. Turn off any phones or screens you are not using for the appointment to minimize distractions.
4. Close any windows or apps that aren't related to your meeting.
5. Find the link or number in your appointment email.
6. To start the meeting – click the link. There is a password embedded in this link.
If you join from the ZOOM app, you will need to enter the password provided in your email.
7. When you first join the meeting, you will enter a waiting room. Please wait there until you are admitted to your appointment.
8. While you wait, test your audio and camera.

During your appointment

1. We encourage you to use video – it is nice to see each other – but it's your choice. You can change your mind at any time during the appointment. You can select a virtual background and protect your privacy if you'd like.
2. Use the chat bubble to ask questions or check in. We might also use chat if we are having problems with the audio.
3. At the beginning of the appointment we will make a plan together for what to do if we get disconnected during the appointment.

During your appointment continued

4. If you have documents you'd like to share during the appointment, we will be able to review them together using the Share Screen feature of Zoom. We might share our screen if we have documents or websites to share with you.
5. If something isn't working well in the appointment – it's hard to hear, for example – ask to pause the conversation to see if the problem can be solved
6. If the appointment is interrupted, follow the plan for getting reconnected.

Accessibility

Learn more on the [Zoom Accessibility web page](#).

The zoom platform offers a variety of accessibility features.

- Ability to add live closed captions or ASL using a 3rd party provider
- Keyboard Accessibility including specific [Zoom Keyboard Shortcuts](#)
- Screen Reader support

Please ask us in advance if you will need

- Interpreting or captioning in your appointment
- Verbal descriptions of actions during screen sharing and/or use of the whiteboard
- Links or accessible versions of files to be shared ahead of your appointment
- Anything else that will make it easier for you to join and be comfortable in your appointment