

An intermediate guide to video calling

Helping you to stay connected

Publication date: February 2022



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1. Doing more with video calling tools

Hello,

Welcome to Age UK's intermediate guide to video calling. I'm really pleased you've decided to learn more about video calling tools. This guide will show you how to set up video calls on Skype and Zoom. They can be really useful if you need to arrange meetings for local community groups or hobbies you're involved in.

I've been using Zoom to stay in touch with old friends and keep doing the things I enjoy such as chatting, catching up with all the gossip, sharing recipes, and even having a virtual coffee together!

Building on your confidence

I hope you're feeling more confident using video calling tools, having worked through the beginner's guide. And that you're feeling excited and ready to get going. In this intermediate guide, there are some step-by-step instructions for Skype and Zoom for you to work through. I suggest you go through these at your own pace and make notes as you go along. It's worth repeating any sections you want to focus on.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area

I hope you enjoy learning more about Skype and Zoom.

Ruth, 72

2. Using this guide

This is an intermediate guide for those who feel comfortable with the basics of Skype and Zoom, and would like to learn more.

2. Using this guide

In the beginner's guide, we showed you how to join Skype and Zoom video calls using a web browser. This guide will show you how to set up Skype and Zoom accounts, download the apps and set up calls using these tools.

You may prefer one of the video calling tools over the other. That's completely fine. We want you to feel happy and confident using video calling tools, so do focus on the one you enjoy best.

Before reading this intermediate guide, you should feel comfortable:

- Joining Zoom and Skype video calls on your browser.
- Using video calling tools to talk to people, including turning the video on and off.



3. Understanding key terminology

Understanding key terminology

We introduced you to key terms in the beginner's guide. It's worth recapping on these to make sure you're familiar with them all before getting started. There are also some new terms that we'll introduce you to in this guide:

Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

App Store: An official, pre-installed program on iPhones and iPads which gives you access to apps.

Copy and paste: This is a way of taking text and placing it in another document, on another computer screen or in an email.

There are different ways to do this on different devices:

Windows laptop or computer:

1. Highlight the text you want to copy.
2. Right click your mouse or touchpad and a box will appear.
3. Click on 'copy'.
4. Go to where you want to paste the text. Then right click your mouse or touchpad and a box will appear. Click on 'paste'.

Mac laptop or computer:

1. Select the text you want to copy.
2. Press 'Command' and 'C' at the same time, or choose 'Edit' and then 'Copy' from the menu bar, or 'Control-click' (or right click) the item you selected. Then choose 'Copy' from the shortcut menu.
3. Go to the place where you want to paste the text. Press 'Command' and 'V' at the same time, or choose 'Edit' and 'Paste' from the menu bar, or 'Control' and click at the same time (or right click as the item you selected. Then choose 'Paste' from the shortcut menu.

Android device:

1. Hold your finger down on any word in the text you want to copy.
2. Two blue bubbles will appear. 'Drag' the two text bubbles as far left, right, up or down as you want to highlight.
3. A pop-up menu will appear. Tap 'Copy'.
4. Go to the place you want to paste the copy. Tap and hold your finger where text can be entered. Tap 'Paste' on the pop-up menu.

iPhone or iPad:

1. Tap and hold until the first word is highlighted. Drag until you've highlighted all the text you want to copy.
2. Then tap 'Copy'.
3. Go to where you want to paste the text. Double tap or tap and hold, then select 'Paste'.

Understanding key terminology

Device: A general term for a smartphone, tablet, laptop or computer.

Download/downloading: To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, downloading an app from the App Store or Play Store.

Drag: This is when you put your finger on the screen and move it up, down, left or right across the screen.

Encrypted: If an app or a website is encrypted, it means all the communication between you and the website is secure and can't be read or heard by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure. A web address is at the top of the screen.

Icon: An image or symbol which represents an app or function on your phone, tablet or computer screen. You usually 'tap' (see definition below) on an icon to open an app.

Mobile broadband unit: A small wireless device that creates an internet connection when you're away from home. For example, you may be travelling on a train or sitting in a cafe and want to go on the internet. Mobile broadband units connect to mobile phone networks to establish a WiFi signal. You can then connect your laptop, tablet or smartphone to them. They're available on a pay-as-you go tariff or monthly contract. The most common brand is MiFi. Read 'A beginner's guide to connecting to the internet' for more information about using mobile broadband units with a smartphone, tablet or laptop.

Mobile data: This is what you use to access the internet on your phone. It's measured in megabytes (MB) and gigabytes (GB). Most phone and tablet contracts have monthly allowances for how much data you can use. Once you use up your allowance, you may get charged for any extra data you use. Or your amount might be capped to prevent you from overspending, and you won't be able to use the internet until your allowance renews the next month. You can also decide to pay for more data for just that month.

Play Store: An official, pre-installed program on Android devices which gives you access to apps.

Program: A catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'software'.

Screen: This is where information or pictures are displayed on a laptop, computer, smartphone or tablet. Some devices have touch screens which allow you to interact with a computer using your finger or a special pen called a 'stylus'.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using Google. You access search engines through a web browser (see below).

Understanding key terminology

SIM card: A small card that you insert into a device such as a smartphone or tablet. It stores data, including mobile numbers, and connects you to a phone network, such as O2 or Virgin Mobile. Each SIM card has an identification number on it that is unique to the owner.

Skype: A type of video calling tool that you can install as an app on your phone, tablet, laptop or computer. You can also access it through your internet browser.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Software: This is a catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as 'programs'.

Swiping: Moving your finger across the screen of a smartphone or tablet. You can read more about this in 'A guide to making your device easier to use'.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus', to use the device rather than using a keyboard and a mouse.

Tap: To quickly touch and then lift your finger off the touchpad to carry out an action. This could be to move to a new screen or open an app on your device. It's the equivalent of clicking a mouse on a computer. You can read more about this in 'A guide to making your device easier to use'.

Touch screen: A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

Web/internet browser: A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

Webcam: A video camera that allows other people to see you on video calls, such as Skype or Zoom. Most smartphones, tablets and computers have inbuilt webcams. You may also hear people just call them cameras. If you have an older computer, you might need to buy a separate webcam if you want to be seen on video calls.

WhatsApp: An app that allows you to message friends and family, make phone and video calls, and send and receive photos and videos. It uses your internet connection rather than your mobile phone's text or call allowances.

Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks, for example when out and about, or arrange a contract with an internet provider so you can use WiFi at home.

Zoom: A type of video calling tool, which you can install as an app on your phone, tablet, laptop or computer, or access through your internet browser.

4. Using Zoom

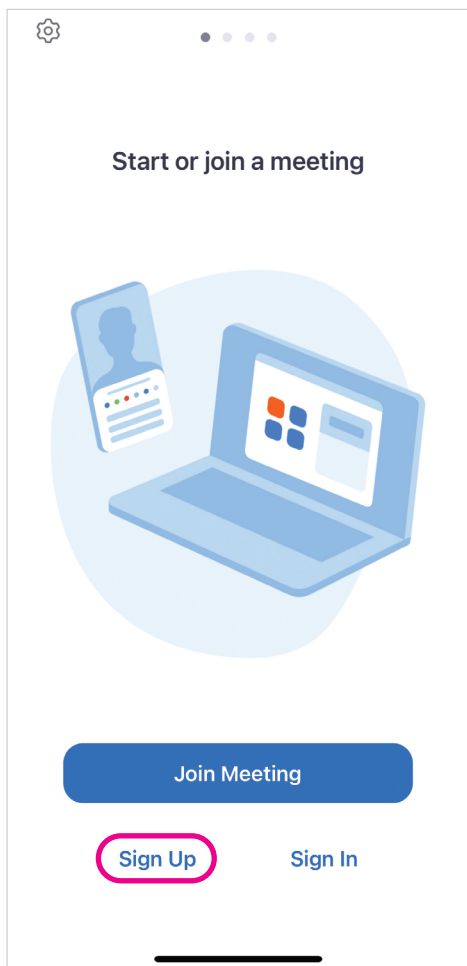
A type of video calling tool, which you can install as an app on your phone, tablet, laptop or computer, or access through your internet browser.

How to download the Zoom app on your smartphone or tablet

To make and receive Zoom calls on your smartphone or tablet, you'll need to download the app. You can download the Zoom app in the Play Store if you have an Android phone or tablet, or the App Store if you have an iPhone or iPad. It's the same steps we showed you in 'A beginner's guide to video calling' when downloading WhatsApp.

How to set up a Zoom account on your smartphone or tablet

1. Tap on the app.
2. Tap on the 'Sign up' button in the bottom left corner.



3. The next screen asks you to verify your date of birth. Don't worry. This information won't be used or stored anywhere. Zoom just wants you to show that you're over 18.

Using Zoom

- To enter your date of birth, click on the date. Then use the plus and minus signs to change the date. Press 'Set' to confirm.

The screenshot shows a verification screen with the following elements:

- Header: **For verification, please confirm your date of birth**
- Selected date: 1 Oct 2021
- Disclaimer: This data will not be stored
- Confirmation button: **Confirm**
- Date picker grid showing months from July to January and years from 2018 to 2024. The date **1 October 2021** is highlighted.

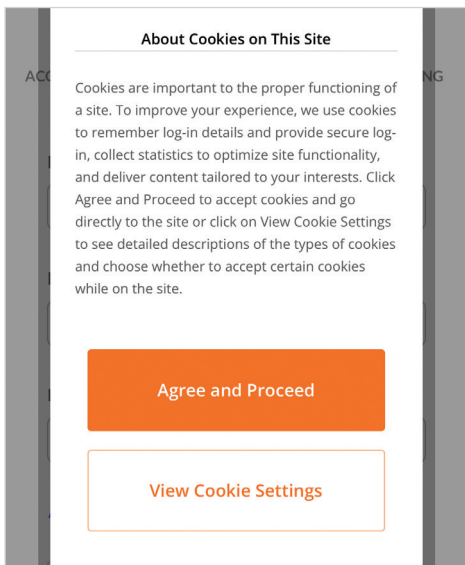
- Next, you'll be asked to enter your email address, first name and last name. When you've filled in the details, click the blue 'Sign up' button below.

The screenshot shows a sign-up form with the following elements:

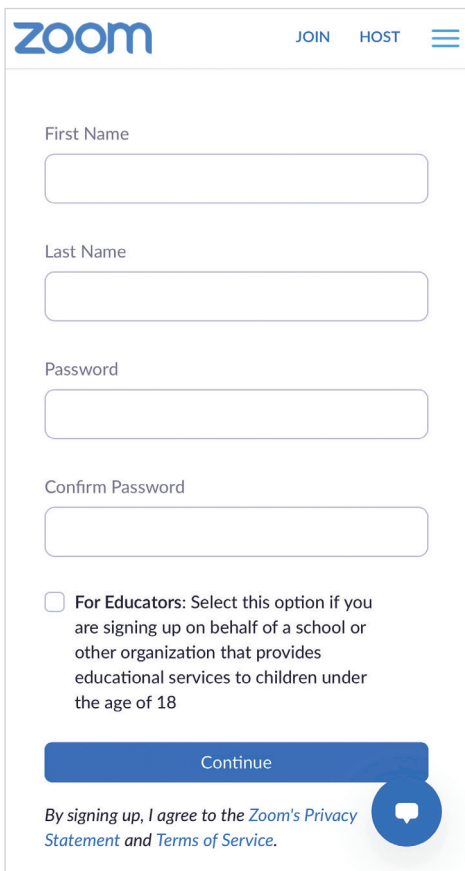
- Buttons: **Cancel** and **Sign Up**
- Input fields: Email Address, First Name, Last Name
- Agreement text: By signing up, I agree to the [Privacy Statement](#) and [Terms of Service](#)
- Sign Up button: A blue button with a pink border labeled **Sign Up**.

- The next screen will say that an activation email has been sent to your email address. Go to the email and tap the orange 'Activate account' button. This will take you through to the Zoom app.

- Click on the orange 'Agree and proceed' button.

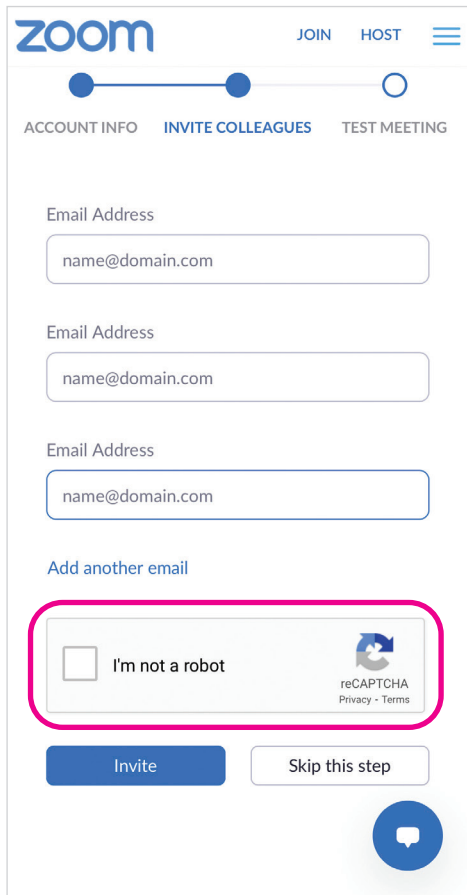


- A box may appear saying: 'You have successfully updated your cookie preferences'. Tap on the orange 'Confirm' button.
- Next, add a password and then type it out again in the space below to confirm.

A screenshot of the Zoom sign-up form. At the top, there is the Zoom logo and links for "JOIN" and "HOST". The form contains four input fields: "First Name", "Last Name", "Password", and "Confirm Password". Below these fields is a checkbox labeled "For Educators" with a description: "Select this option if you are signing up on behalf of a school or other organization that provides educational services to children under the age of 18". At the bottom, there is a blue "Continue" button and a line of text: "By signing up, I agree to the Zoom's Privacy Statement and Terms of Service." with a speech bubble icon.

Using Zoom

10. Click on 'I'm not a robot'. In the 'Beginner's guide to video calling', we explained that Zoom asks you to tick this box to prove you're not an internet bot, a type of computer program that can access personal information.

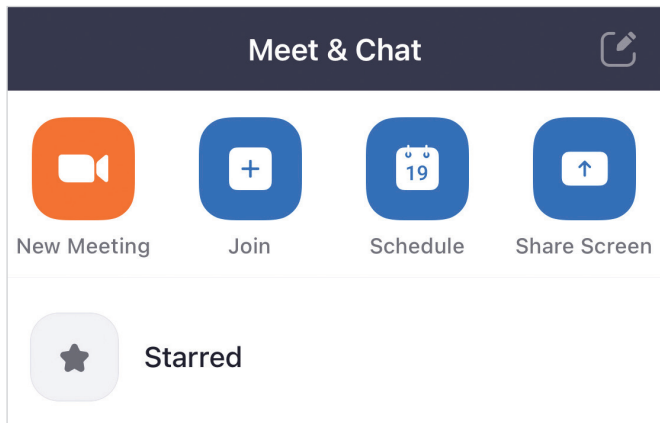


The screenshot shows the Zoom 'Invite Colleagues' interface. At the top, there are navigation options: 'zoom', 'JOIN', 'HOST', and a menu icon. Below this is a progress indicator with three dots. The main section is titled 'ACCOUNT INFO' and 'INVITE COLLEAGUES'. There are three email address input fields, each containing 'name@domain.com'. Below the third field is a link 'Add another email'. A red box highlights the reCAPTCHA section, which includes an unchecked checkbox labeled 'I'm not a robot' and the reCAPTCHA logo with 'reCAPTCHA Privacy - Terms' text. At the bottom, there are two buttons: 'Invite' (blue) and 'Skip this step' (white). A blue circular button with a speech bubble icon is located at the bottom right.

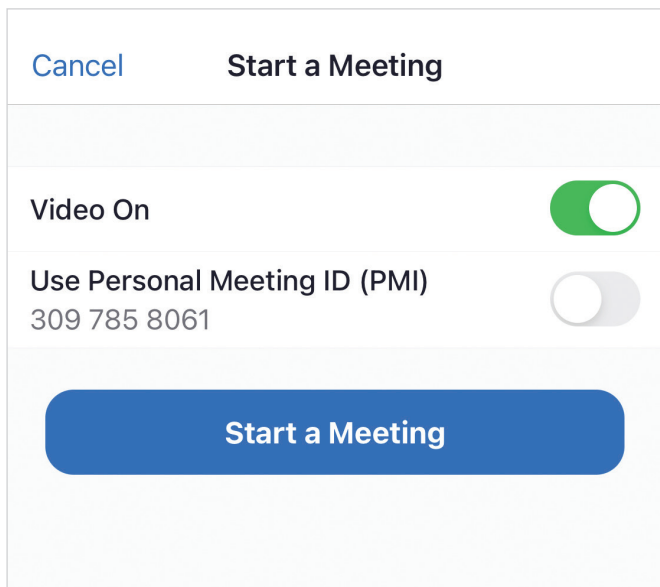
11. Click on the blue 'Continue' button at the bottom of the screen.

How to set up a Zoom call on your smartphone or tablet

1. Open the Zoom app.
2. Sign in using your email address and password.
3. Click on the orange 'New meeting' button in the top left-hand corner of the screen.

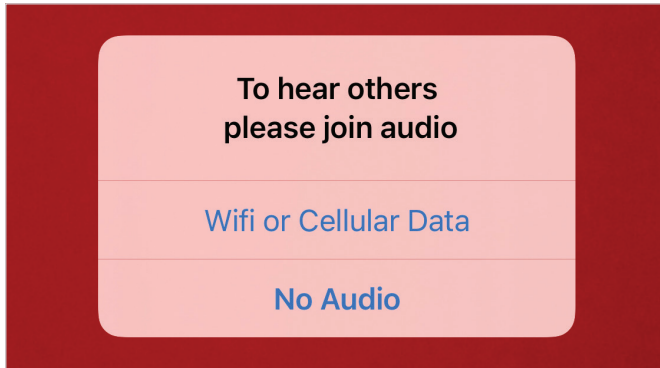


4. The next screen will give you the option to turn your video screen on and off, and use a personal meeting ID. Swipe the buttons to the right or left depending if you want the video on or off and a personal meeting ID.
5. Then click on the blue 'Start a meeting' button below. This will open a call, and you will see yourself on the screen.

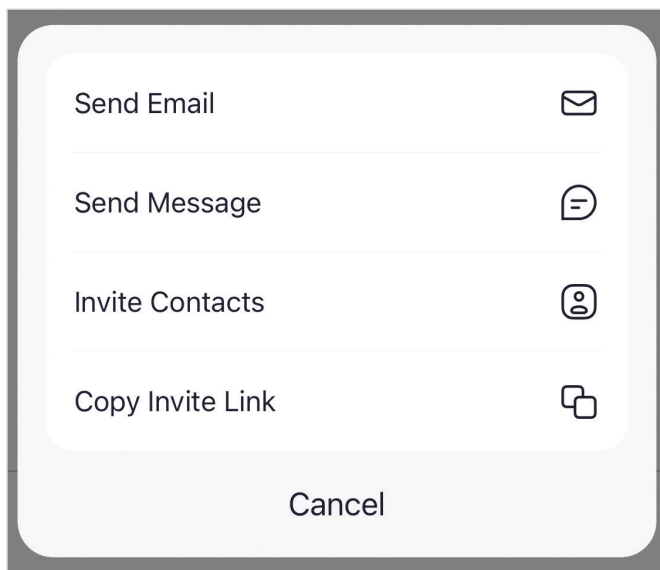


Using Zoom

6. A screen will appear to ask you how you want to hear people. It says: 'To hear others please join audio'. To use your WiFi to make the call, click 'WiFi or cellular data'.



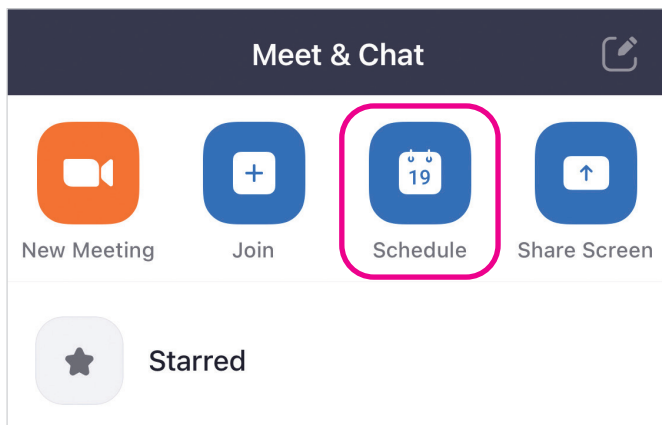
7. At the bottom of the screen, at the second from the right, click on 'Participants', then 'Invite' which is a grey button in the bottom left corner.
8. Click on 'Copy invite link'. This will give you a link that you can share with family and friends. Press the button to copy it and then paste it into an email or text message.



9. Wait for your family and friends to join the call.
10. To end the call, click 'End' in the bottom right-hand corner.

If you're organising a video call for a community group, it's worth scheduling a meeting in advance to make sure everyone knows the date and time to meet:

1. Open the Zoom app.
2. Sign in using your email address and password.
3. Tap the blue 'Schedule' button at the top of the screen. It's the second button from the right.



4. Choose the date you want to hold the meeting, and the start and end time.
5. You can choose to add a personal meeting ID and a passcode to make the meeting more secure. Only people who have these details can join the meeting.
6. Then press the 'Done' or 'Save' button in the top right-hand corner.
7. On the next screen you'll automatically be able to invite people through email or text message.
8. On the day of the call, go back into the Zoom app and click on your scheduled meeting, which you'll see below the four buttons at the top of the screen. Click the grey 'Start' button to the right to start the call.

Using Zoom

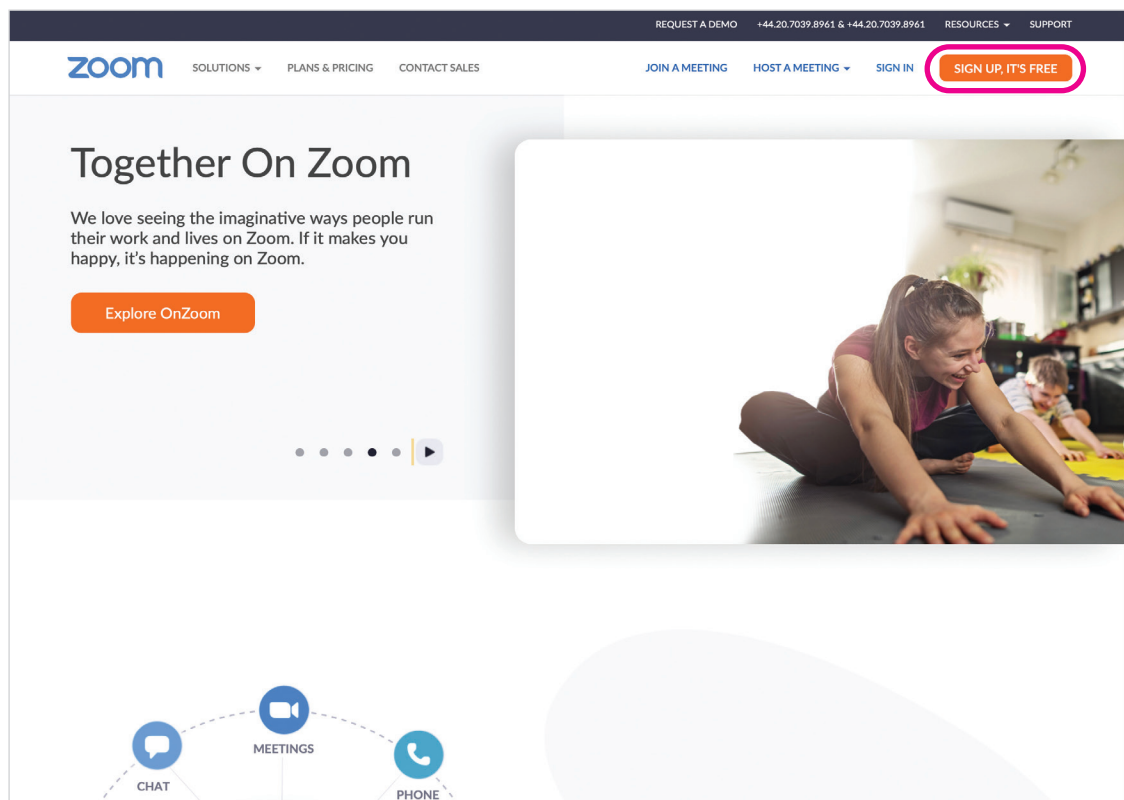
How to join a Zoom call on your smartphone or tablet

1. Open the Zoom app.
2. Click on the blue 'Join a meeting' button.
3. Enter the meeting ID the host has sent you.
4. Type in your name.
5. Click on the blue 'Join' button below.

How to set up a Zoom account on your laptop or computer

If you'd like to set up Zoom video calls yourself, you'll need to create a free account and download Zoom to your computer.

1. Go to <https://zoom.us>
2. Click on the orange 'Sign up, it's free' button in the top right-hand corner of the screen.



3. You'll be asked to enter your date of birth to verify your account. This information won't be stored or used in any way. You need to enter this detail to show that you're over 18.

Using Zoom

4. On the next screen, you'll need to include your email address. Then click the blue 'Sign up' button below.

5. Zoom will then send you an activation email to your email address.
6. You will need to check your email inbox and find the email from Zoom. The email has an orange 'Activate account' button. Click on this to activate your email. You'll be taken to the Zoom website again.
7. Go to the 'Sign in' tab and click on this. This is in the top right-hand corner to the left of the orange 'Sign up, it's free' button. You can now start using your account.

A free Zoom account allows you to set up and run group meetings for up to 40 minutes with three or more participants. If you're only speaking to one person, there is no time limit. If you plan to have longer conversations with three or more people, you will need to pay for Zoom. It starts from £9.99 a month.

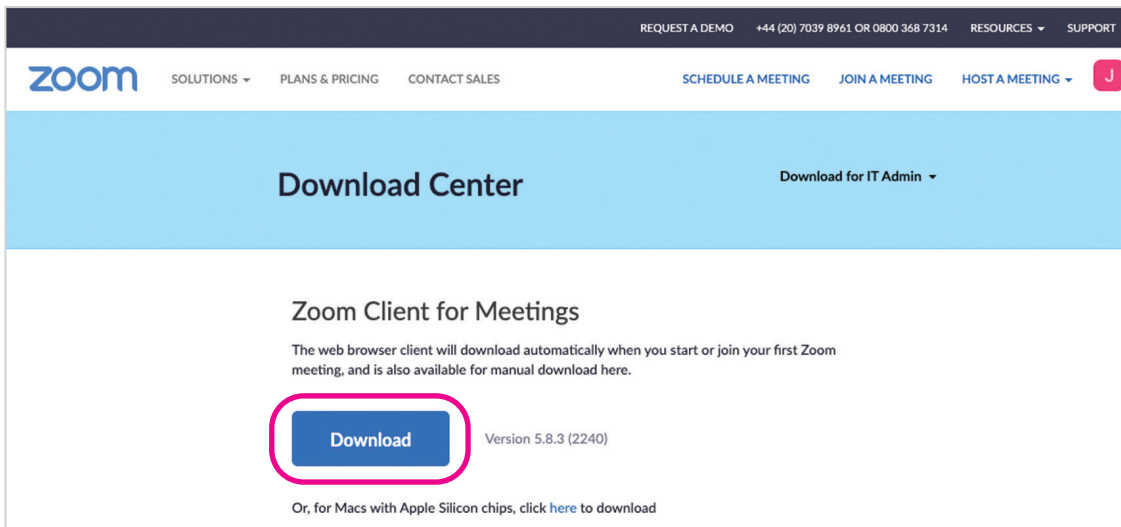
Go to <https://zoom.us/pricing> for more information about paying for a Zoom account.

How to download the Zoom app to your laptop or computer

1. Go to <https://zoom.us>
2. At the top right-hand corner click 'Resources' and then 'Download Zoom client'.

If you're downloading the Zoom app on a Windows device:

1. Choose 'Zoom client for meetings' which is at the top of the list and press the blue 'Download' button.

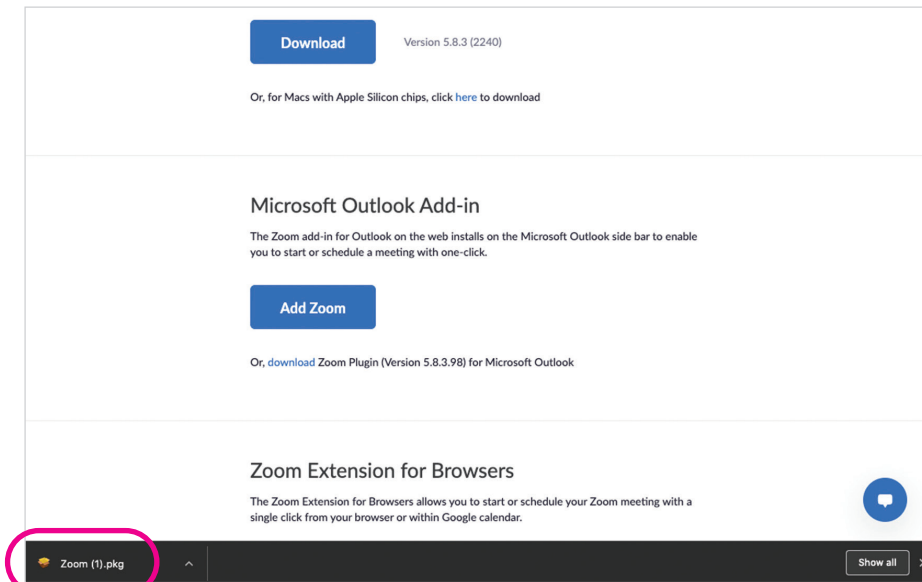


2. Once the download is complete, open your downloads folder and double click on the file: Zoominstaller.exe or you may see this at the bottom left-hand corner of your screen and can click on it to open.
3. After that, if prompted, accept all the default options.

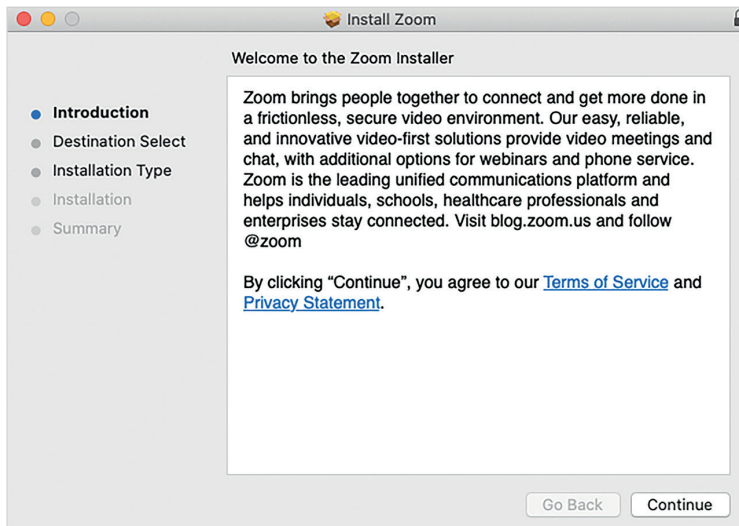
Using Zoom

If you're downloading the Zoom app on an Apple Mac computer:

1. Choose 'Zoom client for meetings' which is at the top of the list and press the blue 'Download' button.
2. Once the download is complete, open your downloads folder and double click on the file: Zoom.pkg or you may see this at the bottom left-hand corner of your screen and can click on it to open.



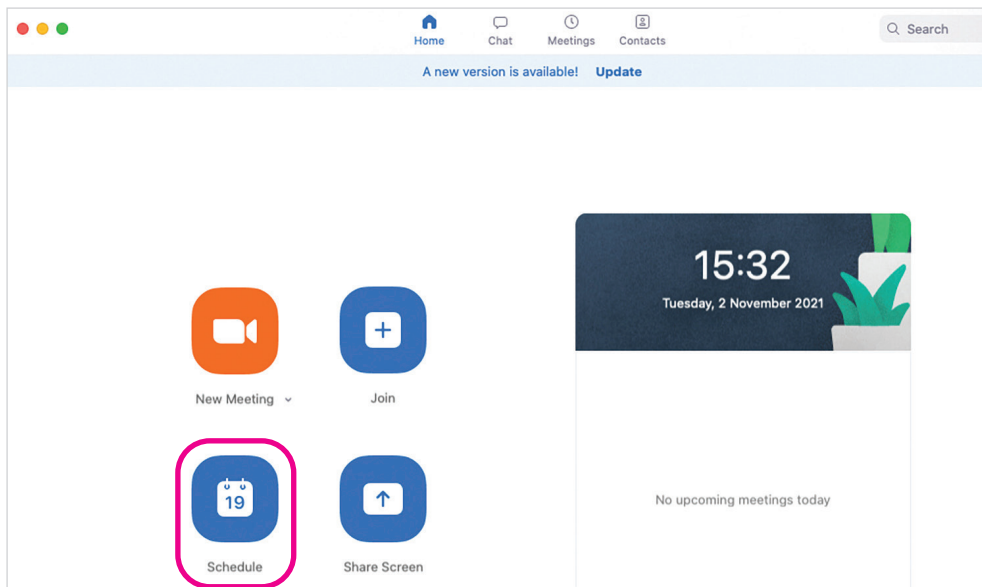
3. Once the Zoom installer opens, click continue.



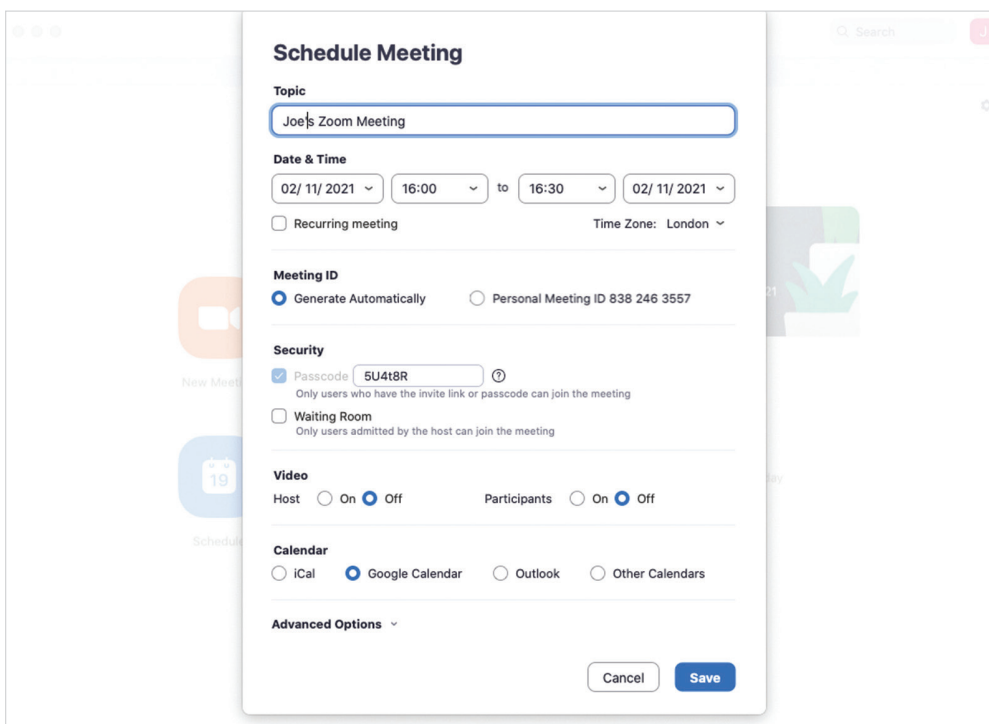
4. Choose the destination for installation either 'Install for all users of this computer' or 'Install for me only' and click continue. (Optional: If you want to change the destination for installation choose Change Install Location.)
5. Click install. (Optional: If you chose Install for all users of this computer, enter the administrator credentials for the device.)
6. Once the installation is complete, click Close.

Setting up a Zoom video call using the app on your laptop or computer

1. Open the Zoom app on your laptop or computer.
2. Sign in using your email address and password.
3. Tap the blue 'Schedule' button underneath the orange 'New meeting' button.

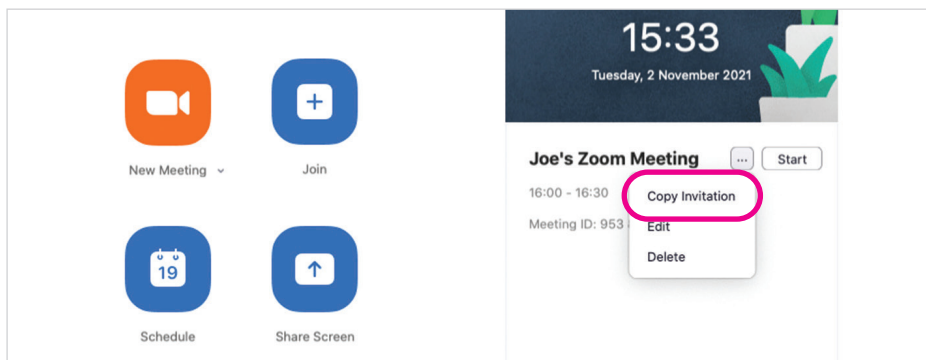


4. A box will come up asking you to enter a topic for the meeting, set the date, start time and the duration of the call. You can then generate an automatic meeting ID or create your own personal meeting ID. Then you'll be asked to create a security password.

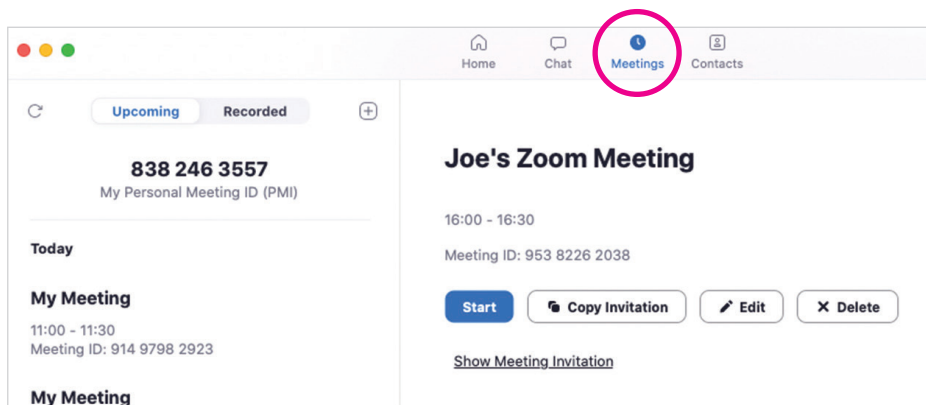


Using Zoom

5. You also have the option of adding a waiting room which allows you to let people into the meeting. This means that rather than people joining automatically if they have the link, you have to let them into the meeting one by one. This makes your video calls more secure as you have control over who is joining them. It's a good idea to keep an eye on the waiting room function if you're expecting more people to join the call.
6. Next, you can decide whether you want people's videos to be automatically on when they enter the meeting.
7. At the bottom of the box is 'Advanced options'. Click on the downward-facing arrow to the right. You can decide whether you're happy for participants to join at any time, if you want people's mute buttons on when they join the meeting and if you want to automatically record the meeting. You'll need people's permission to record the meeting so do check with everyone you're talking to.
8. Click on the blue 'Save' button in the bottom right-hand corner of the box. You'll then be redirected back to the main Zoom app. Click on your scheduled meeting, which you'll see to the right of the four buttons. Click the three dots next to the blue 'Start' button. Then click 'Copy invitation' and paste the details into an email to the people you'd like to join the meeting.



9. On the day of the call, go back into the Zoom app and click on the 'Meetings' tab which is the third option from the right at the top of the screen. Click the blue 'Start' button under the name of the meeting to start the call. On some devices, you need to click on the meeting title in the column on the left for the blue 'Start' button to come up in a box to the right. If you've set up a waiting room, then you'll need to let people into the meeting by clicking 'Admit' when their name pops up on the screen.



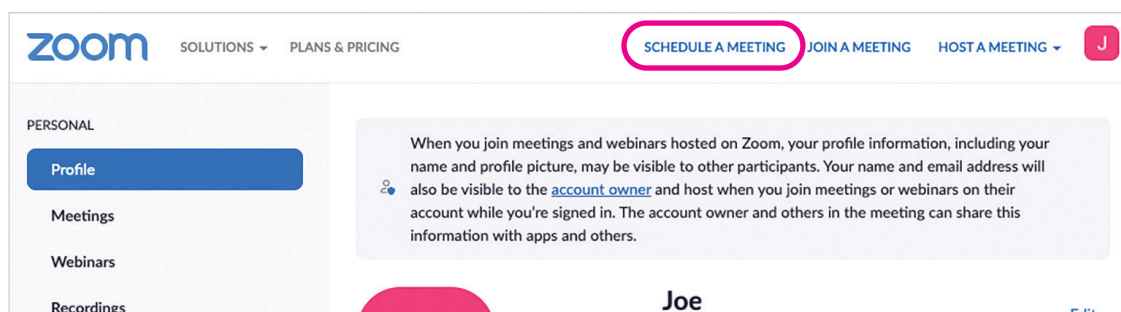
TOP TIP

Keep an eye on the waiting room so you can let people into the call.

Setting up a Zoom video call using the web browser on your laptop or computer

You can set up a Zoom video call using your web browser too. Using the Zoom app will give you a slightly better experience.

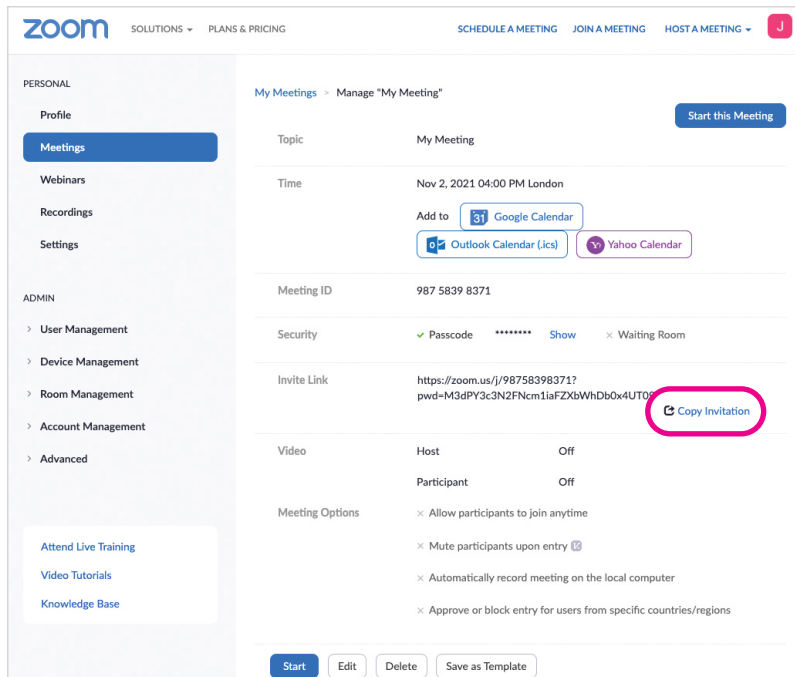
1. Go to <https://zoom.us>
2. Sign in using your email address and password.
3. Click on the 'Schedule a meeting' tab in the top right-hand corner of the screen. It's the third tab from the right.



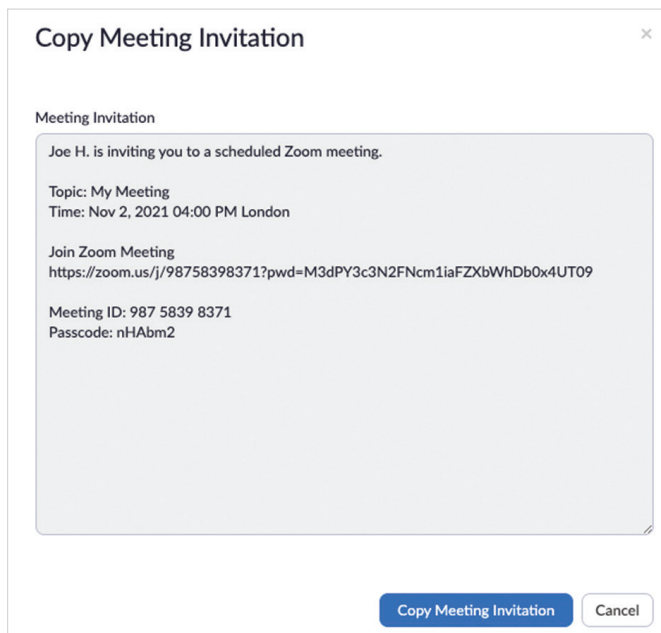
4. Then you can fill in the topic of the meeting, give an optional description, set the date and time, and the duration.
5. You can then set up a meeting ID and passcode to make the meeting more secure. There's also the option to have a waiting room as another layer of security. It allows you to let people into the meeting.
6. Then you can decide whether you want people's videos to be on when they come into the meeting, and if they are on mute when they enter the meeting. There's also the option to automatically record the meeting on your computer which can be useful. You will need people's permission to record the meeting so do check with everyone you're talking to.
7. Next, click on the blue 'Save' button at the bottom of the screen.

Using Zoom

- Halfway down the next screen, you'll see an invite link for the meeting. Click the blue link 'Copy invitation' to the right of the link.

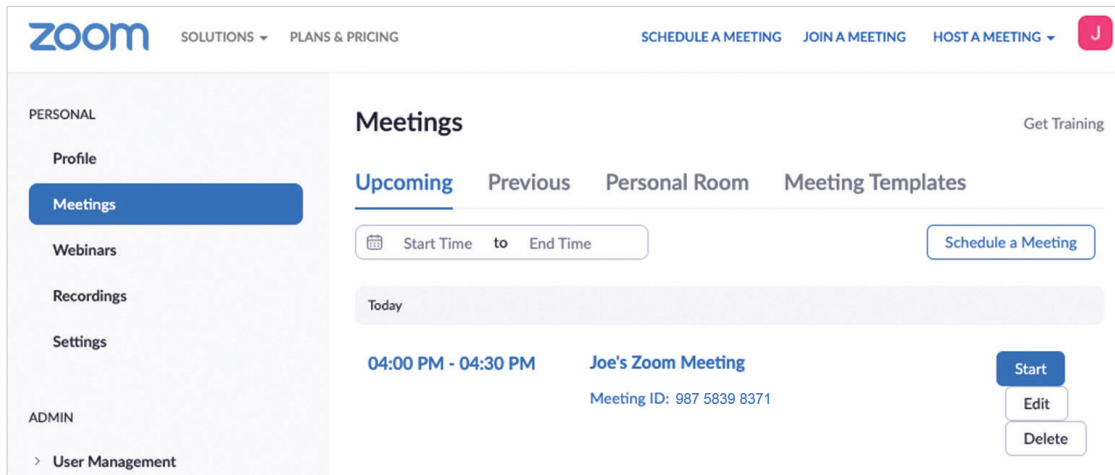


- This will bring up a box with the meeting details. Click the blue 'Copy meeting invitation' button at the bottom of the box. You can then paste this into an email to the people you would like to join the meeting.



Using Zoom

10. On the day of the meeting, login into your Zoom account. On the left-hand side of the screen is a menu of options. Click on the second tab down 'Meetings'. You'll see your scheduled meeting. Hover over the meeting and a blue 'Start' box will appear. Click on this to start the meeting and you'll go through to the meeting. Wait for people to join.

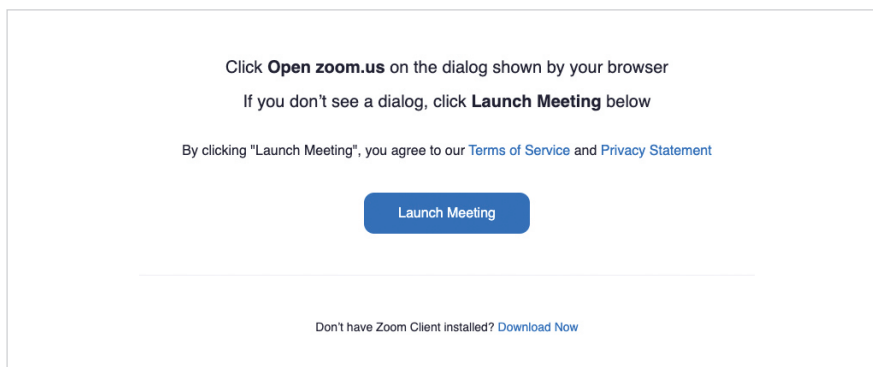


Joining a Zoom call as a guest through the Zoom app on your laptop or computer

1. The person who sets up the call will send you a meeting invite. This will contain four key pieces of information: a link to the meeting, meeting ID, passcode and telephone option to join the meeting.
2. When it's time for the meeting to start, click on the meeting link.

<https://zoom.us/j/93473585855735098?pwd=NfJYnjdlFdkdJfjgosKj209>

3. Once you've clicked the link, you should see the webpage below. Click on 'Launch meeting'. This is for people who have downloaded the Zoom app on their laptop or computer.

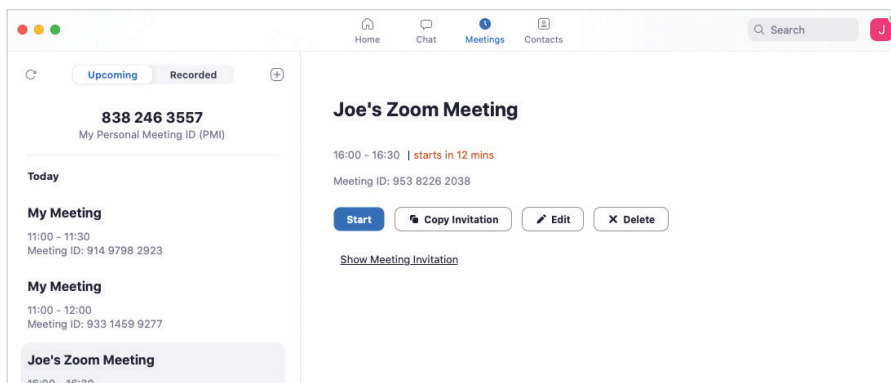


Using Zoom

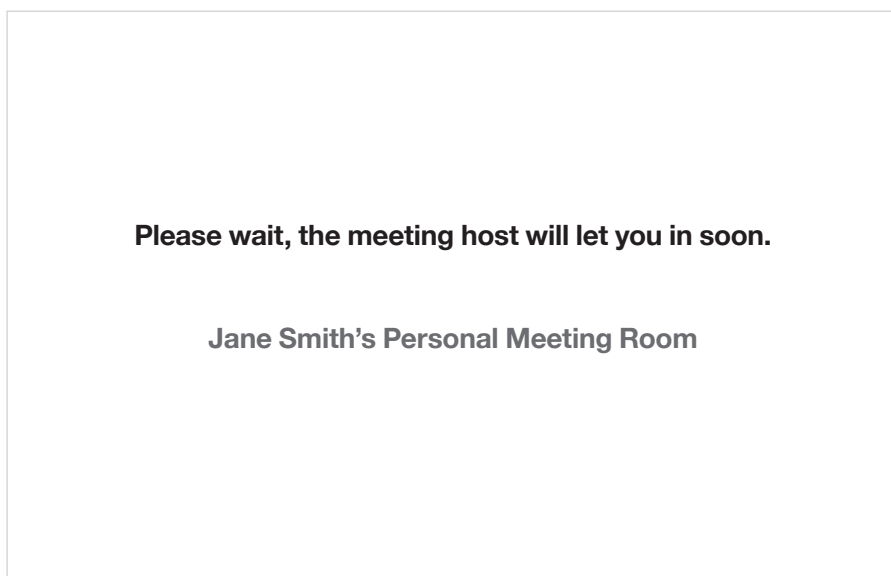
4. You'll then need to select 'I'm not a robot' before clicking 'Join'.
5. Next, you'll be taken through to the waiting room until the host starts the meeting. Once the host starts the call, you'll automatically go through to the meeting.

Joining a Zoom call with an account through the Zoom app on your laptop or computer

1. Click on the Zoom app on your laptop or computer to start Zoom.
2. Sign in using your email address and password for your Zoom account.
3. Click on the 'Meetings' button at the top to see a list of your meetings. You will now see a list of your 'Upcoming' meetings. Find the meeting you want to join and click 'Join'.



4. You may be asked to enter the meeting ID and passcode which you will find on the meeting invite you were sent.
5. You will see the following screen while you wait for the host to start the meeting. This is the waiting room. Once the host starts the call, you'll go through to the meeting.

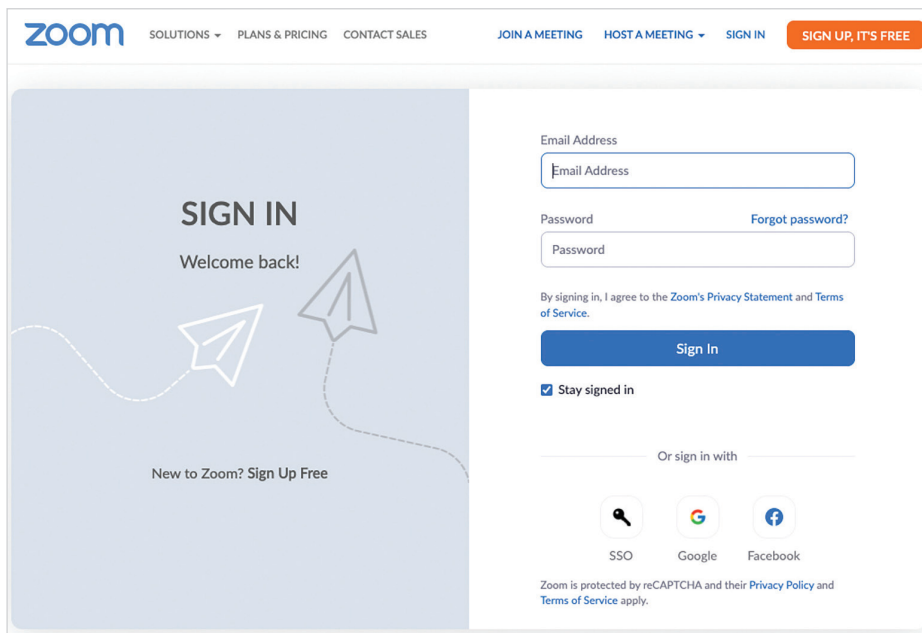


What happens if I forget my password?

Don't worry. We all forget our passwords at times.

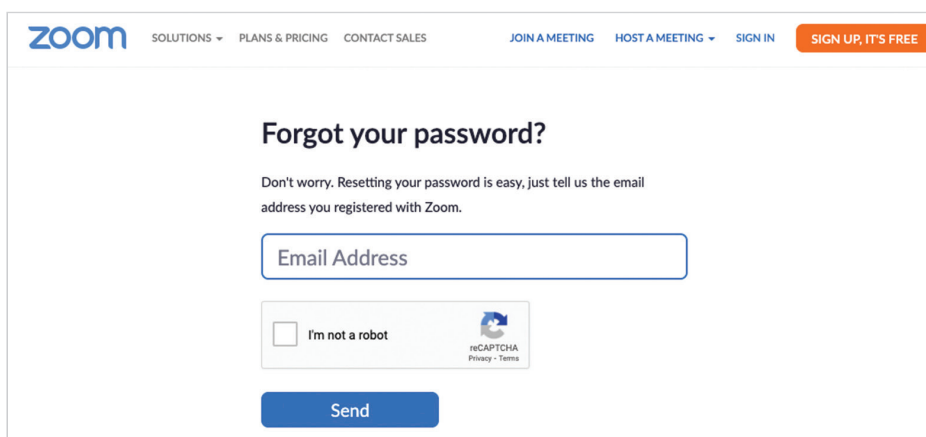
Using a laptop or computer:

1. Go to the Zoom website and click on 'Sign in' in the top right-hand corner of the screen.
2. Above the space where you enter your password, there's a link which says: 'Forgot password?'. Click on this.



The screenshot shows the Zoom sign-in page. The top navigation bar includes the Zoom logo, links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, JOIN A MEETING, HOST A MEETING, SIGN IN, and a SIGN UP, IT'S FREE button. The main content area is split into two sections. On the left, a light blue background features the text 'SIGN IN' and 'Welcome back!' with two paper airplane icons. Below this, it says 'New to Zoom? Sign Up Free'. On the right, there is a sign-in form with fields for 'Email Address' and 'Password'. A 'Forgot password?' link is positioned above the password field. Below the form, there is a 'Sign In' button, a checked 'Stay signed in' checkbox, and social login options for SSO, Google, and Facebook. At the bottom, a small disclaimer states: 'Zoom is protected by reCAPTCHA and their Privacy Policy and Terms of Service apply.'

3. You'll be asked to enter the email address you used to register with Zoom. Enter your email address and then you'll probably be asked to click: 'I'm not a robot'. If so, follow instructions and then click the blue 'Send' button below.



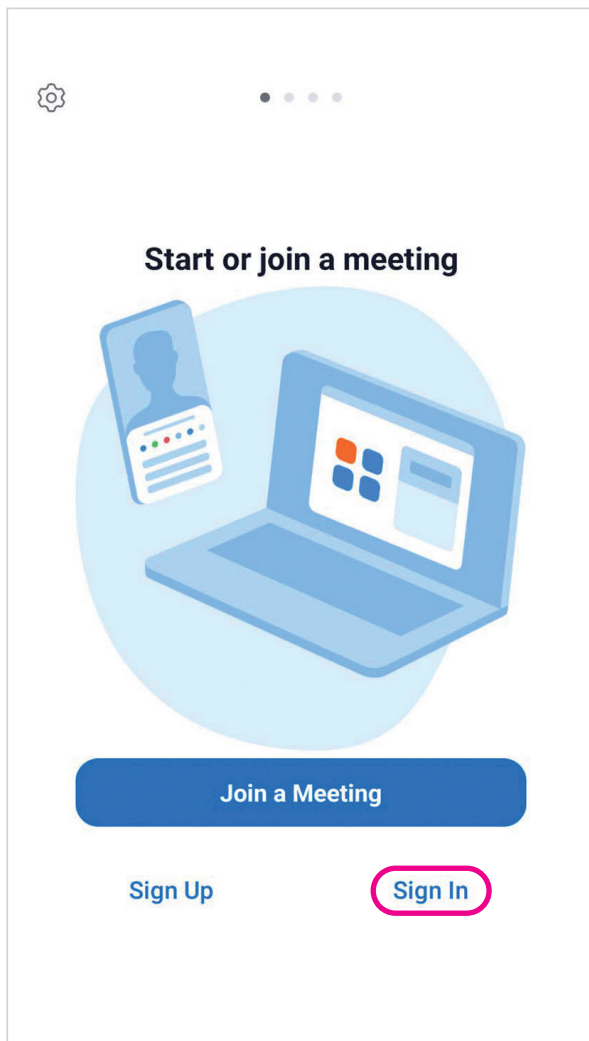
The screenshot shows the 'Forgot your password?' page. The top navigation bar is identical to the previous screenshot. The main content area has a white background with the heading 'Forgot your password?'. Below the heading, it says: 'Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom.' There is an 'Email Address' input field. Below the field is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. At the bottom, there is a blue 'Send' button.

Using Zoom

4. You'll receive an email with a blue button saying, 'Click here to change your password'.
5. You'll then be taken back to the Zoom website where you'll be asked to set a new password for your account. You'll need to enter the new password twice.
6. Then sign into your account with your new password.

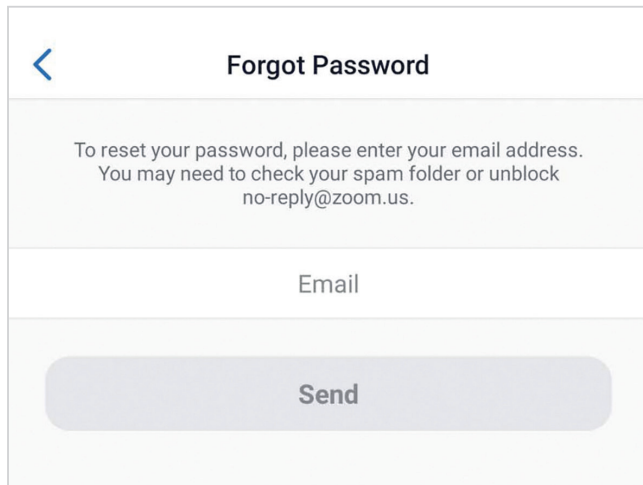
Using a smartphone or tablet:

1. Tap on the Zoom app.
2. Tap 'Sign in' in the bottom right of the screen.



3. Click the blue link 'Forgot password?'.

- Next, you'll be asked to enter your email to reset your password. Enter this in the space provided. Tap the blue 'Send' button below.



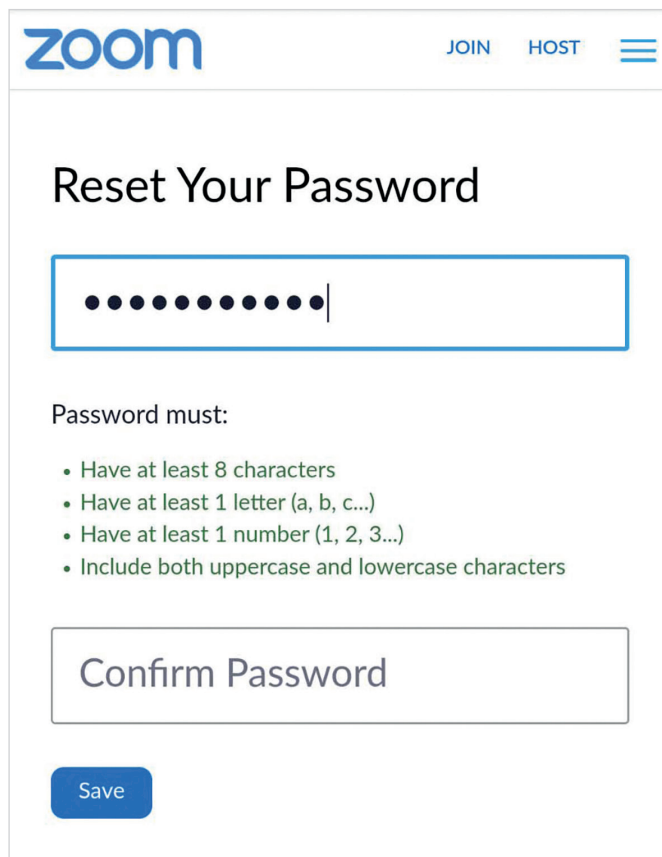
< **Forgot Password**

To reset your password, please enter your email address.
You may need to check your spam folder or unblock
no-reply@zoom.us.

Email

Send

- A box will pop up saying that Zoom has sent an email to your email address.
- Go to your email and tap on the blue 'Click here to change your password' in the email from Zoom.
- This will take you back to the Zoom app. Enter a new password. You'll then be asked to confirm your password. Enter it in the space provided. Tap the blue 'Save' button below.



zoom JOIN HOST ☰

Reset Your Password

●●●●●●●●●●|

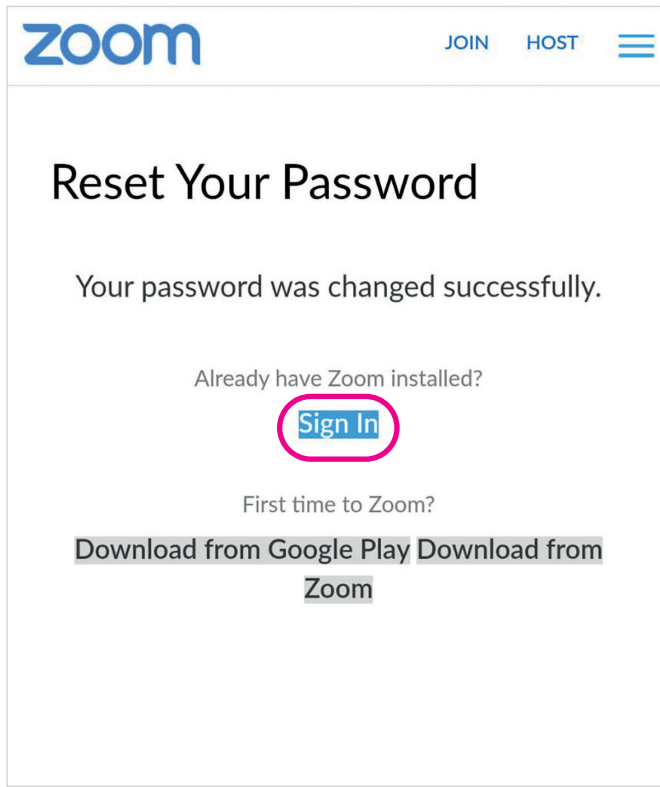
Password must:

- Have at least 8 characters
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Include both uppercase and lowercase characters

Confirm Password

Save

8. You'll then go through to a screen with a blue 'Sign in' link. Tap on this to sign into Zoom.



TOP TIP

You have the option of using your Google or Facebook accounts to set up a Zoom account. This will save you having to manage another password. Neither Google, Facebook nor Zoom can access your password.

You can find out more about how to remember your password and keep it safe in 'A beginner's guide to staying safe online'.

5. Using Skype

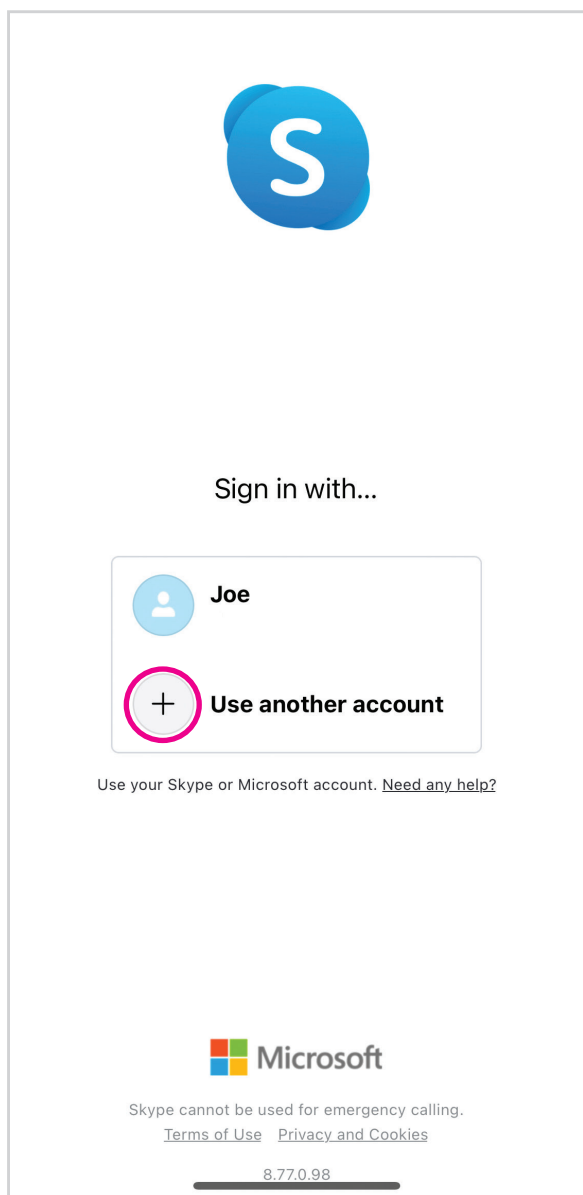
Skype is a type of video calling tool you can use to speak to family and friends, and take part in things you're interested in, like community groups. In this guide, we're going to show you how to install Skype on a phone, tablet, laptop and computer, and set up a Skype account. Setting up a Skype account and using Skype are free, so it won't cost you anything.

How to download the Skype app on your smartphone or tablet

To make and receive calls using Skype on your smartphone or tablet, you'll need to download the app. You can download the Skype app in the Play Store if you have an Android phone or tablet, or the App store if you have an iPhone or iPad. It's the same steps we showed you in 'A beginner's guide to video calling' when downloading Skype.

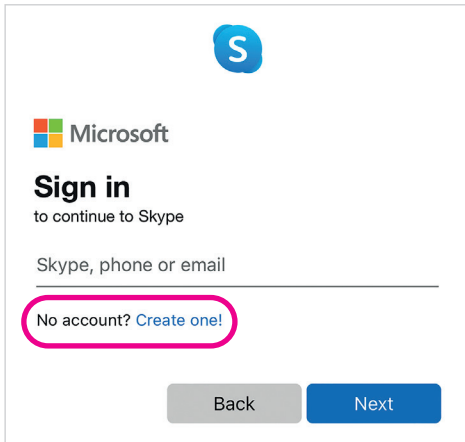
How to set up a Skype account on your smartphone or tablet

1. Open the app.
2. Tap on the black plus sign next to 'Use another account'.

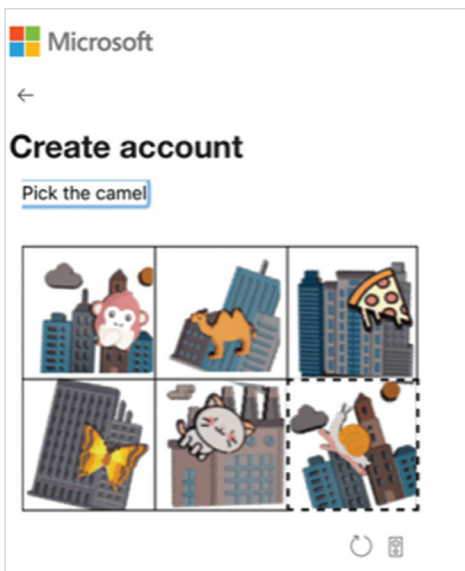


Using Skype

3. If you don't have an account, click on the blue 'Create one!' link, which is to the right of the text 'No account?'.



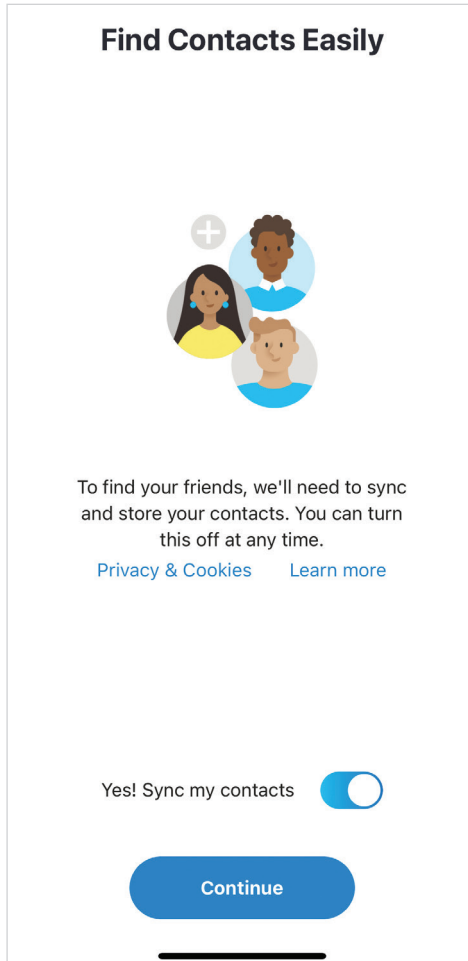
4. Go through the steps that follow to create an account. You'll be asked to enter an email address and password. Then you'll need to enter your first name, last name, the country you live in and your date of birth.
5. Next, you'll be asked to solve a puzzle so Skype knows you're not a robot. Click on the blue 'Next' button below.
6. The puzzle involves rotating an image the right way round. To rotate it, tap on the arrows. When the image is the correct way up, touch the blue 'Done' button.



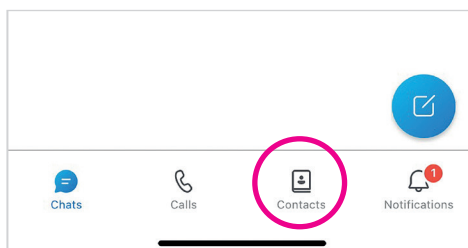
7. You'll then be asked if you want to find your contacts who are already on Skype. Below, you'll see text that says 'Yes! Sync my contacts'. There is a button next to it already set to sync your contacts. Tap the blue 'Continue' button below.
8. On the next screen, you'll see a message that says 'Skype needs access to your microphone and camera'. You'll need to accept this to be able to use your video and microphone on Skype. Tap the blue 'Continue' button.

How to add new Skype contacts on your smartphone or tablet

1. Open the Skype app on your phone and sign in.

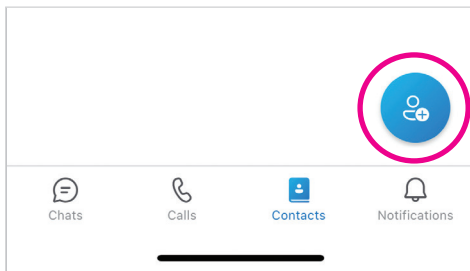


2. Tap the 'Contacts' icon in the bottom right-hand corner of the screen.



Using Skype

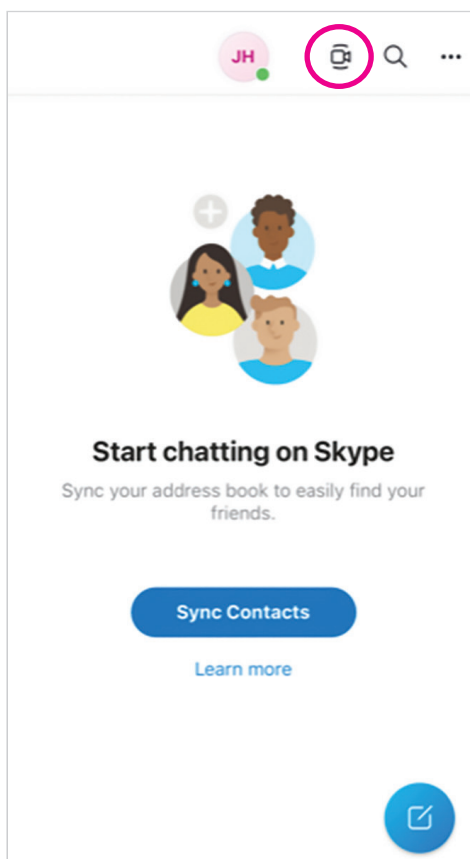
3. Then tap the blue circle icon in the bottom right-hand corner of your screen. It has a symbol of a person on it with a plus sign.



4. There are three ways you can add people to your contacts list. You can:
 - Search for people using their Skype username, phone number, email address or full name.
 - Invite them to Skype through text message or email.
 - Add their phone number to Skype.

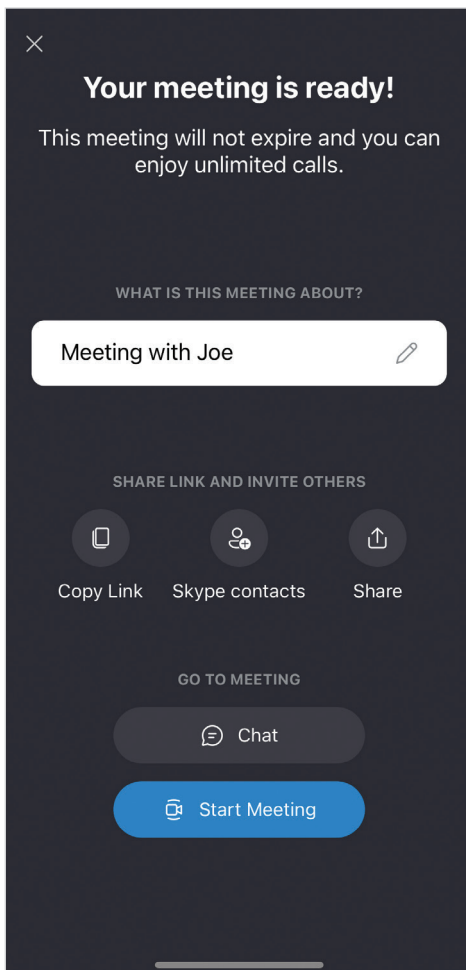
How to set up a Skype video call on your smartphone or tablet

1. Log into the app.
2. Tap on the camera icon in the top right-hand side of the screen. It's next to the three vertical dots.



Using Skype

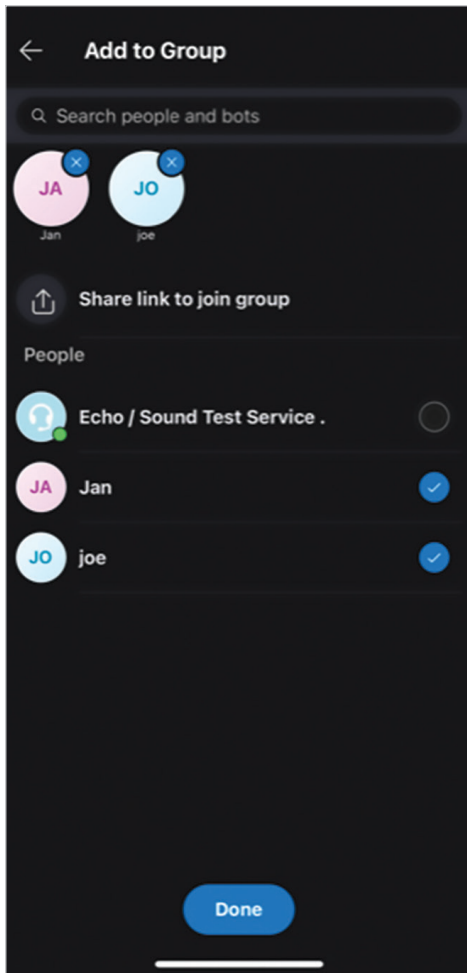
- This will take you through to a screen which says 'Your meeting is ready'. It looks like this:



- Add what your meeting is about to the box that comes up.
- Tap Skype contacts and search for them in the space provided at the top of the screen.

Using Skype

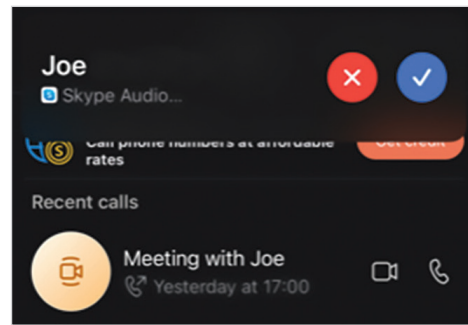
6. Tap on the names of the people you want to speak to. Their pictures will appear at the top of the screen.



7. When you've added everyone, press the blue 'Done' button at the bottom of the screen.
8. Then tap on the blue 'Start meeting' button at the bottom of the screen. Your video call will start.
9. To end the call, tap the red phone icon.

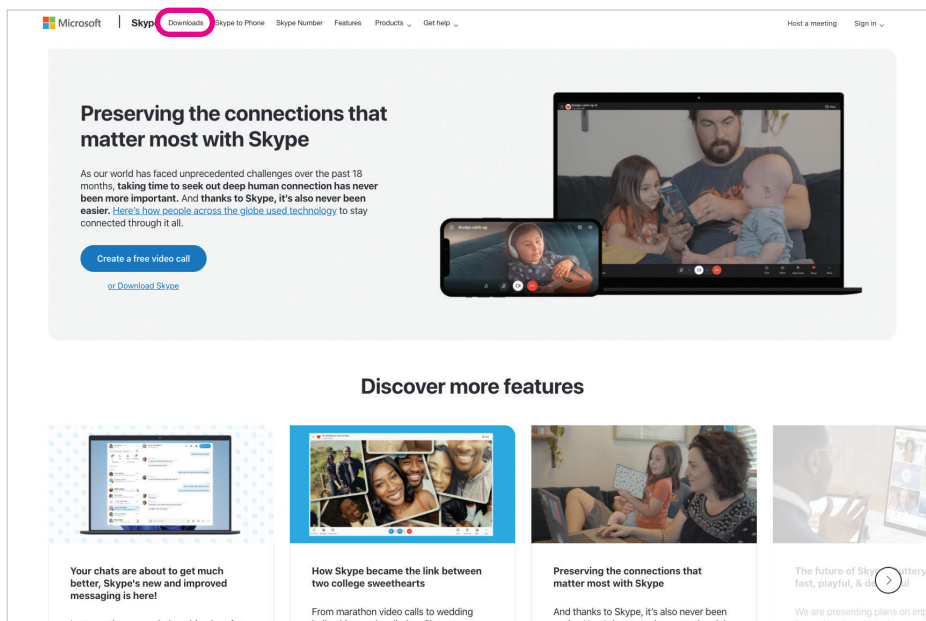
How to join a Skype video call on your smartphone or tablet

When someone calls you, you'll get a notification that someone is calling you, just like when someone phones you normally. Tap on the green or blue button to answer the call. You can tap on the red button to reject a call.



How to download the Skype app to your laptop or computer

1. You can download Skype to your computer for free through the Skype website: www.skype.com
2. In the top left-hand side of your screen, you'll see a menu bar. Click the tab 'Downloads', which is third from the left.



3. Below this, you'll see an option to download 'Skype for desktop'. Click on the downward-facing arrow on the blue download button to see the different options available, depending on what type of laptop or computer you have, for example, 'Get Skype for Windows' and 'Get Skype for Mac'. Click on the option you want, and Skype will download.

TOP TIP

If you're not sure which computer you have, there are a couple of ways you can find out.

Laptops generally have a sticker on the bottom of them saying what they are. You can also look for the Apple icon, which means it is a Mac. A windows laptop or computer will likely have a key on the keyboard with the Windows logo.



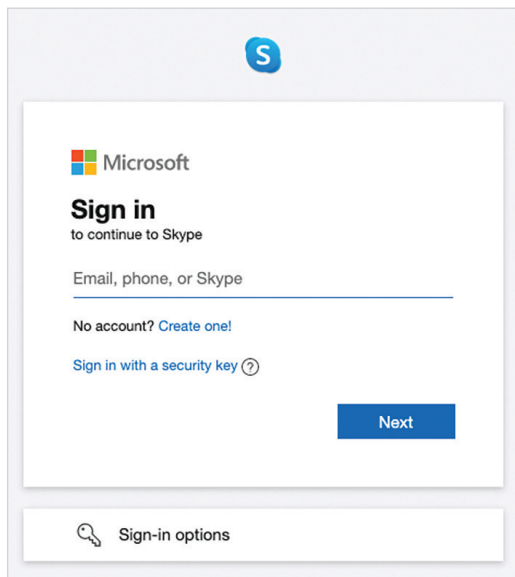
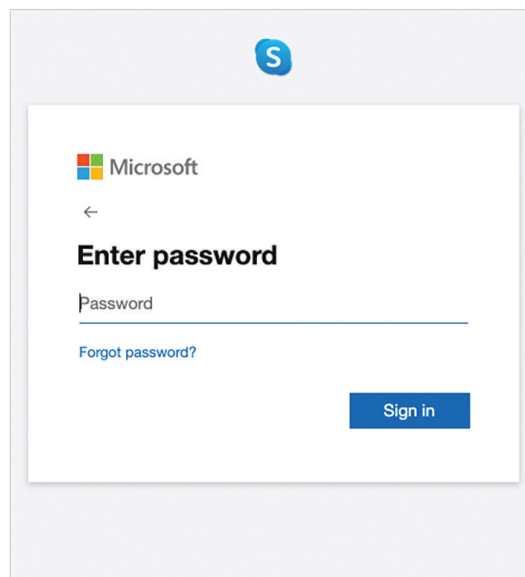
Apple logo



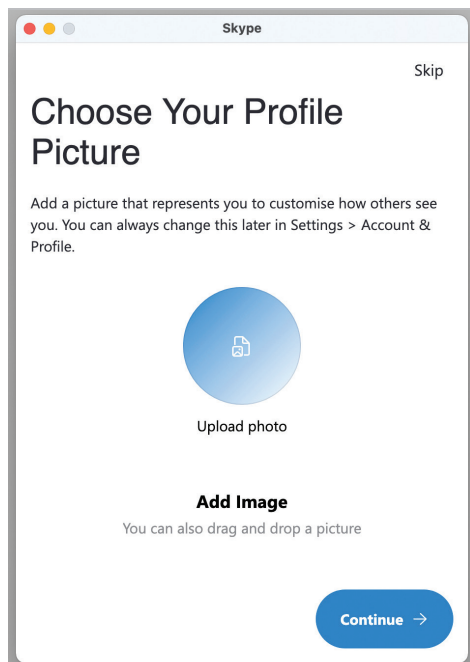
Windows logo

How to set up a Skype account on your laptop or computer

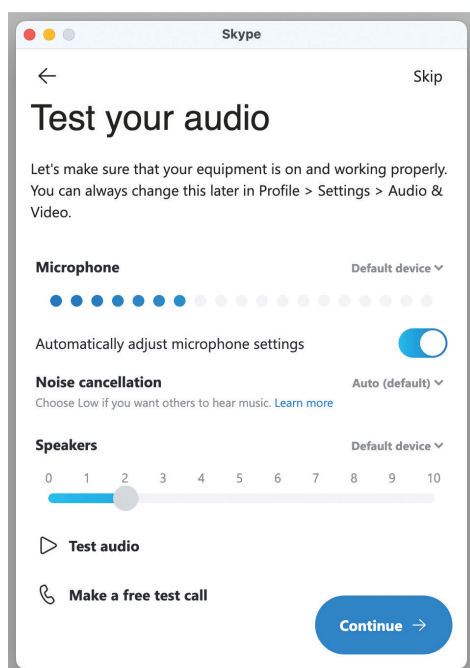
1. Signing up for a Skype account is free. You need to have an email address or phone number to use Skype. If you don't have an account, click on the Skype app and then click on 'No account? Create one' and go through the steps to create an account.
2. When you have an account set up, click on the Skype app on your laptop or computer. You'll be asked to enter the email address and password for your account.

A screenshot of the Skype sign-in interface. At the top is the Skype 'S' logo. Below it is the Microsoft logo and the text 'Sign in to continue to Skype'. There is a text input field labeled 'Email, phone, or Skype'. Below the field are three links: 'No account? Create one!', 'Sign in with a security key ?' (with a question mark icon), and a blue 'Next' button.A screenshot of the Skype 'Enter password' screen. At the top is the Skype 'S' logo. Below it is the Microsoft logo and a back arrow. The text 'Enter password' is prominent. There is a text input field labeled 'Password'. Below the field is a blue link 'Forgot password?' and a blue 'Sign in' button.

3. You'll then be asked to update your profile picture. You can choose to upload an optional photo by clicking 'Upload photo' below the round image icon. You don't have to have a photo, it's up to you.

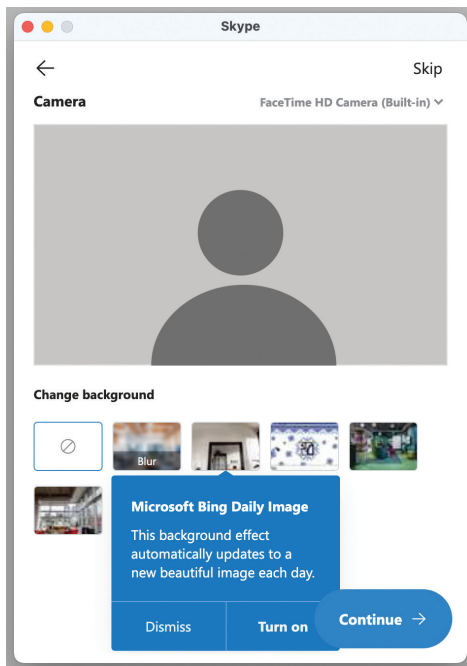


4. On the next screen, you'll be invited to test your audio. At the bottom of the screen, you can click on 'Make a free test call'. You can record a message and then the message will be played back to you to make sure your audio is working.

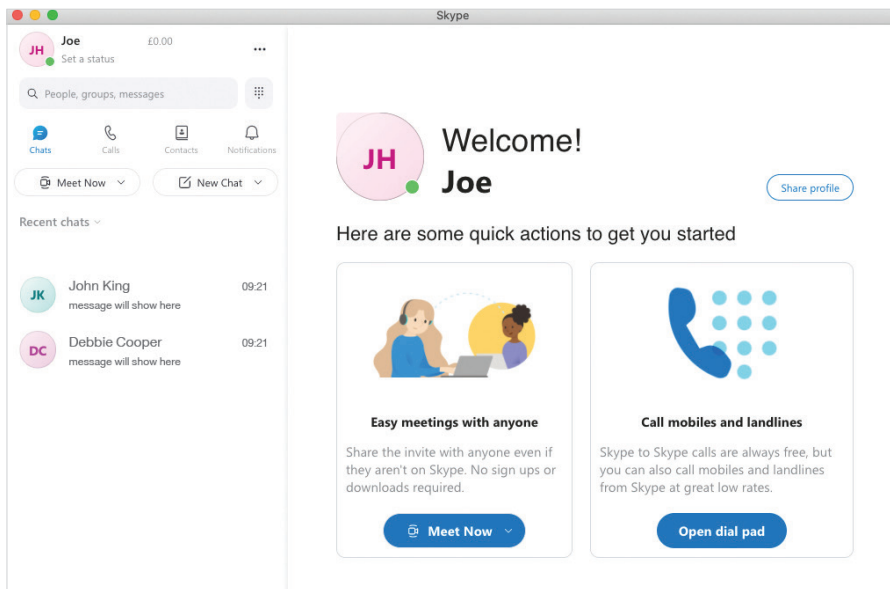


Using Skype

5. On the next screen, you'll see a video screen pop up. If you see yourself on the screen, you'll know your camera is switched on.

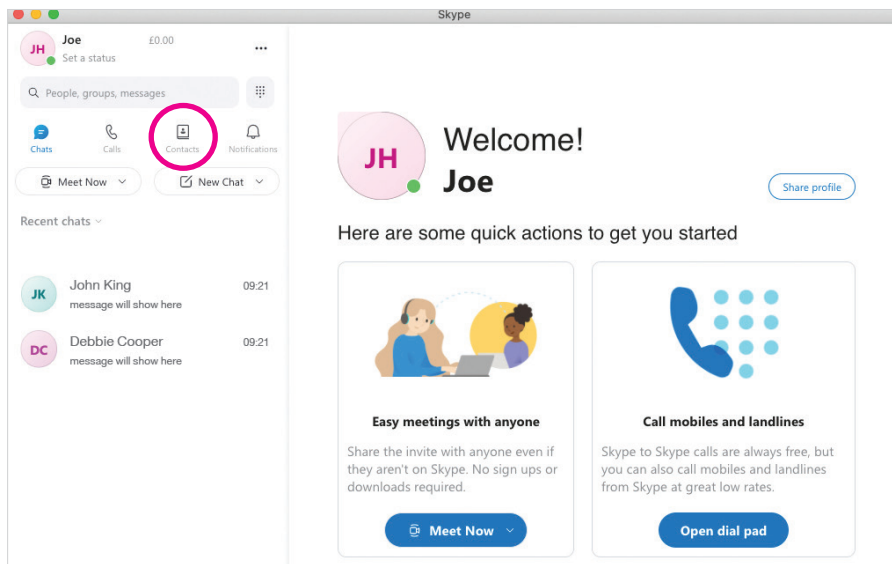


6. You'll then be taken through to the Skype app. It looks like this:

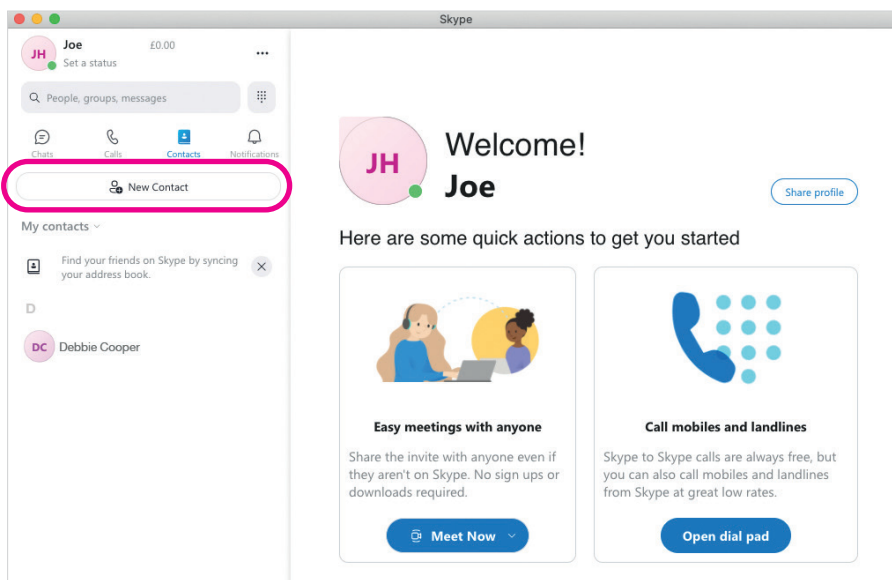


How to add new Skype contacts on your laptop or computer

1. Click on the 'Contacts' icon in the top left-hand corner of the screen. It's the third icon from the left.



2. Then click on 'New contact' below. It has a symbol of a person with a plus sign.

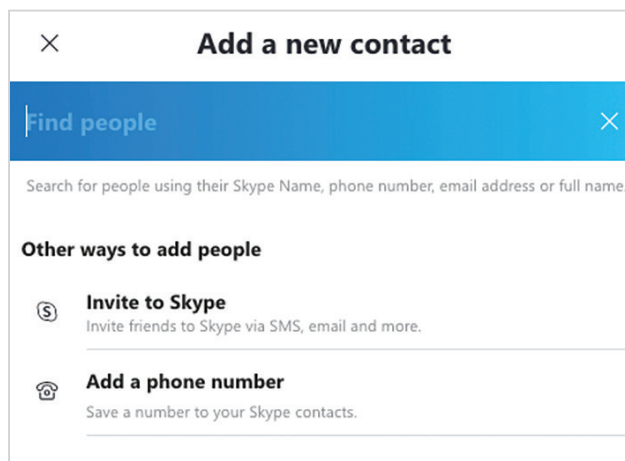


Using Skype

3. There are three different ways you can search for people to add them to your contact list.

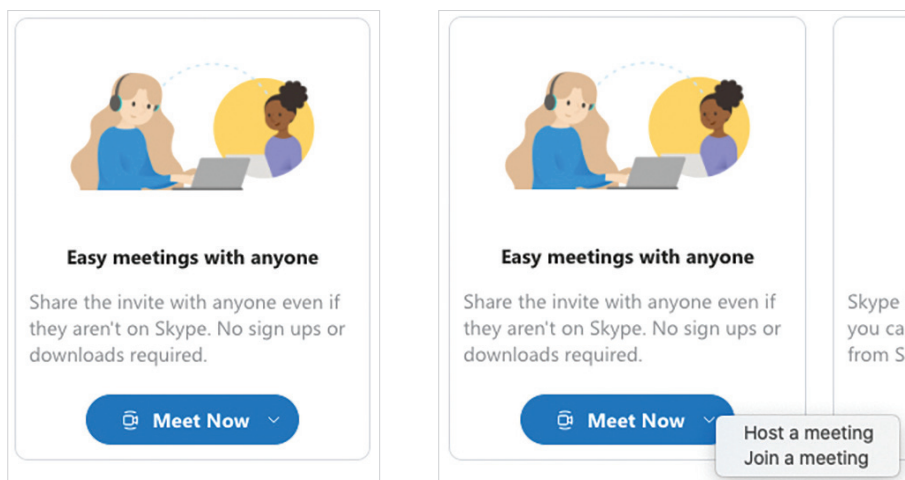
You can:

- Search for people using their Skype username, phone number, email address or full name.
- Invite them by sending them an automated text or email.
- Add a phone number to your Skype contacts.



How to set up a Skype video call on your laptop or computer

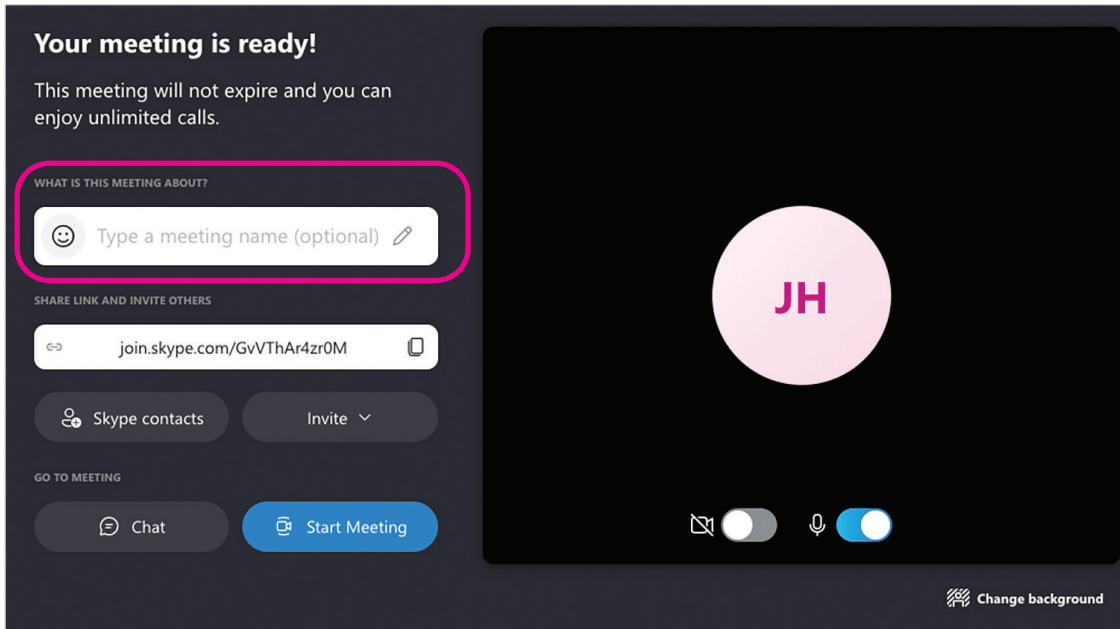
1. Open the Skype app on your laptop or computer.
2. Click the downward arrow on the blue button 'Meet now' which is in the middle of your screen.



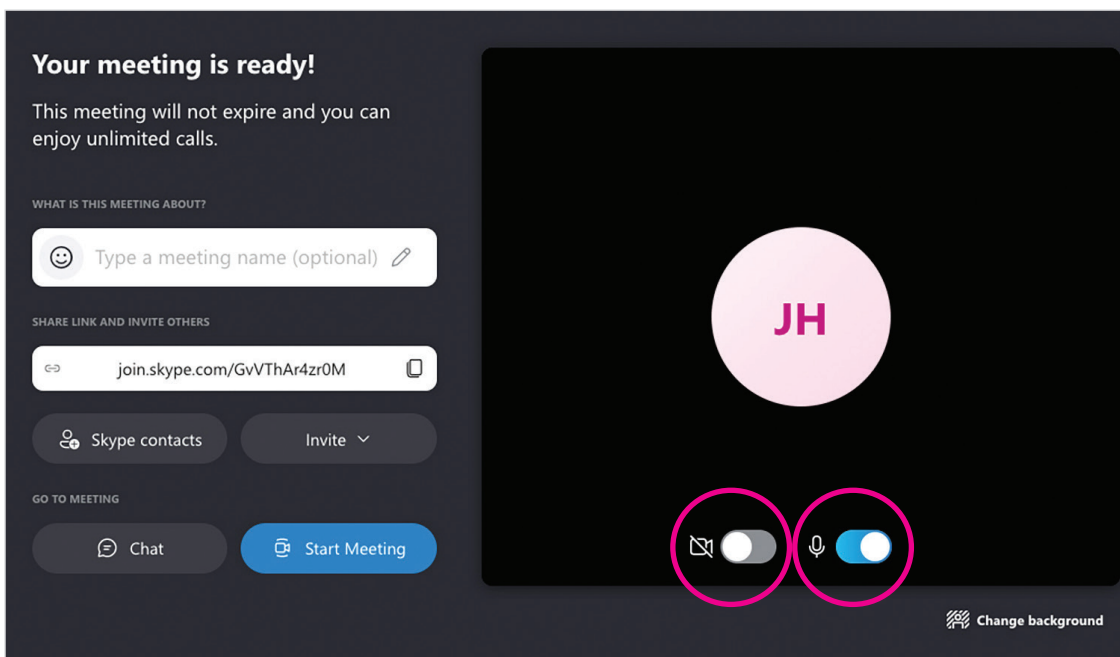
3. A small box will pop up. Click the option 'Host a meeting'.

Using Skype

- This will take you through to a screen with some information to fill in. You can create an optional name for the meeting which is helpful if you're doing a video call with a local community group.

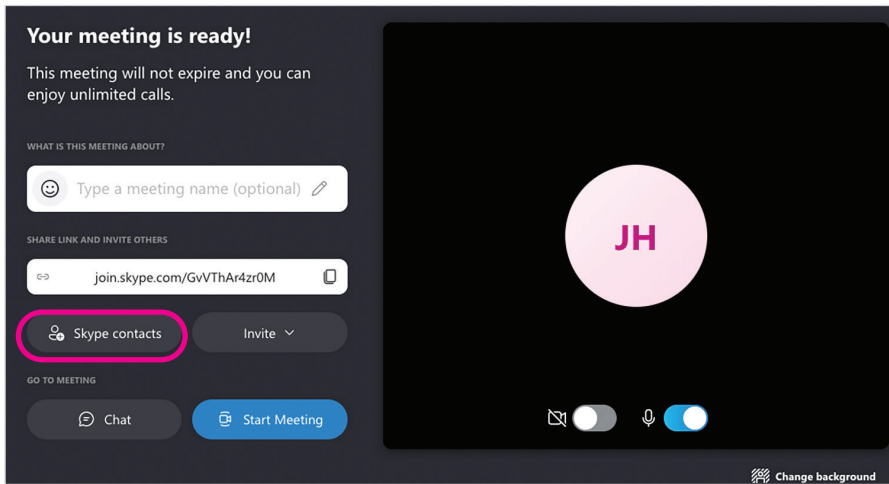


- To the right, you'll see a video screen. Check that your microphone and video are switched on before starting the call. Click the icons so they're not crossed out and you can see some blue background.

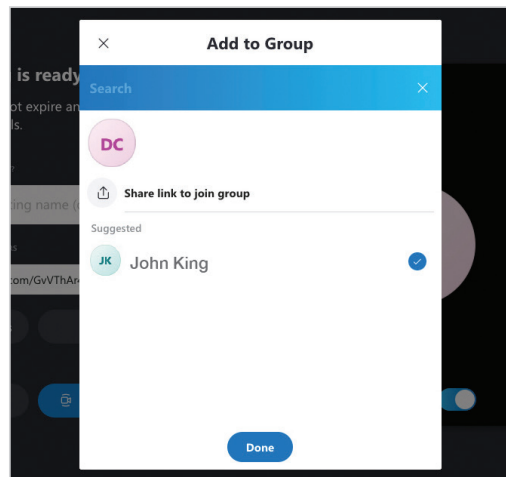


Using Skype

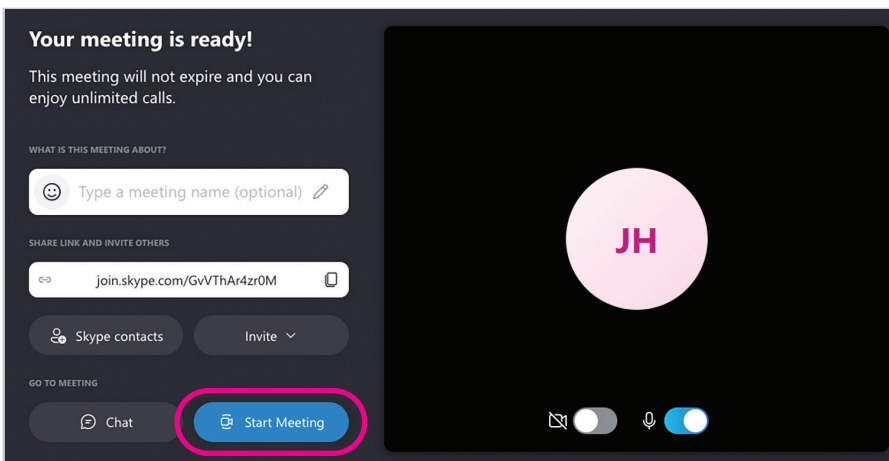
- Then click on the grey 'Skype contacts' button below the box that says 'Share link and invite others'.



- A box will pop up. Add the people you'd like to join the call and their photo will appear at the top.

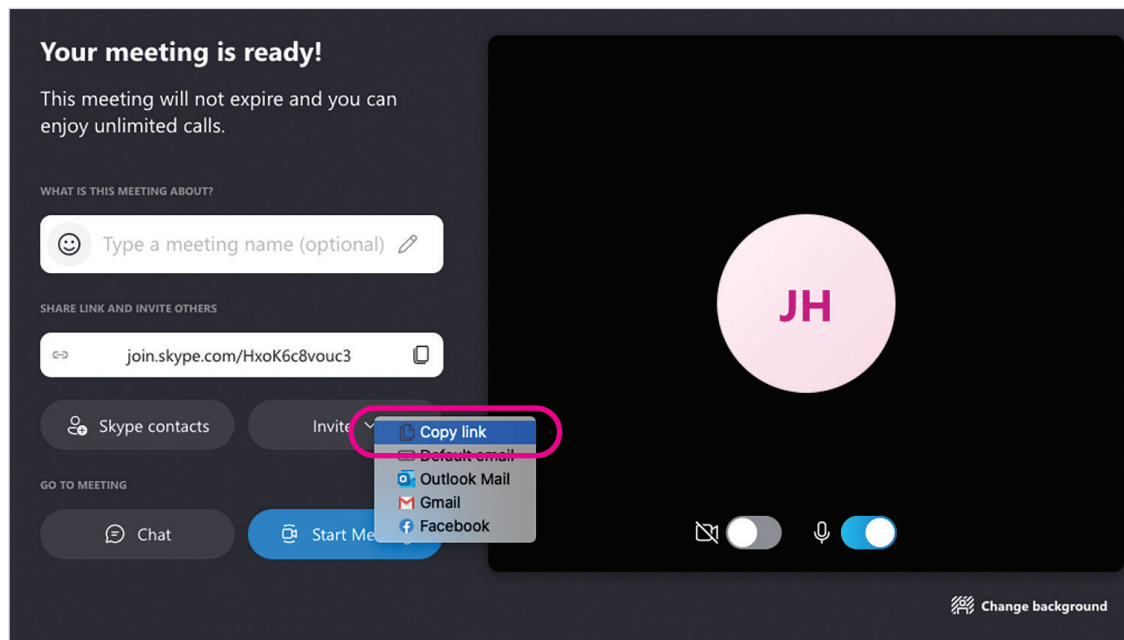


- Press the blue 'Done' button at the bottom of the screen when you have added everyone you want to include on the call.
- Click on the blue 'Start meeting' button next to the video screen.



Using Skype

10. The other option is to share the meeting link for the call and send it to people on email ahead of your meeting. Anyone joining the call can click on the link in their email. To do this, click 'Share invite' under the 'Share link and invite others' box. Then click 'copy link' in the box that comes up. You can then paste this into your email.



11. Once your call is finished, click the red circle icon with a phone symbol on it.

TOP TIP

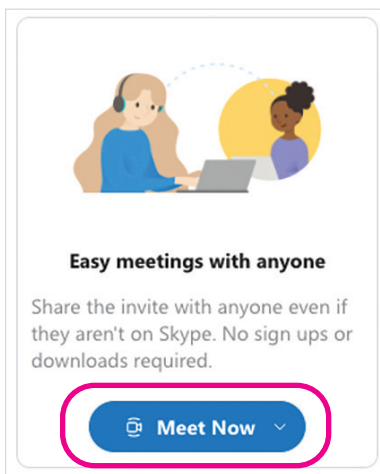
If you're using a desktop computer that doesn't have an inbuilt camera and microphone, you will have to buy a webcam and microphone headset if you want to be seen and heard.

How to join a Skype call on your laptop or computer

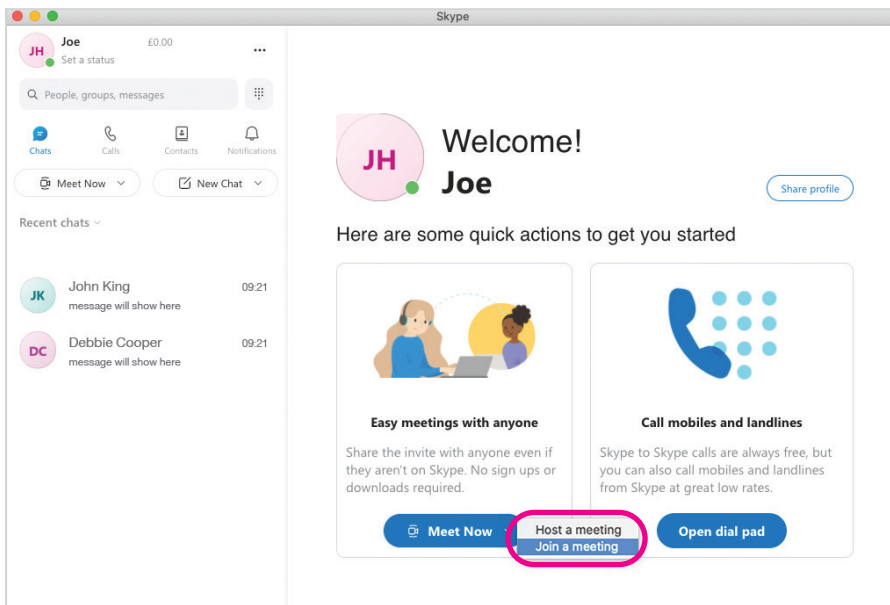
In the beginner's guide, we showed you how to join a Skype call using a web browser. You can also join a Skype call using the app on your laptop or computer using two options:

Use the meeting link

1. Login to the Skype app on your laptop or computer.
2. If the person hosting the call sends you a meeting link before the call starts, this will go to your email. Copy and paste the link in the email.
3. Click the downward arrow on the blue button 'Meet now' in the Skype app.

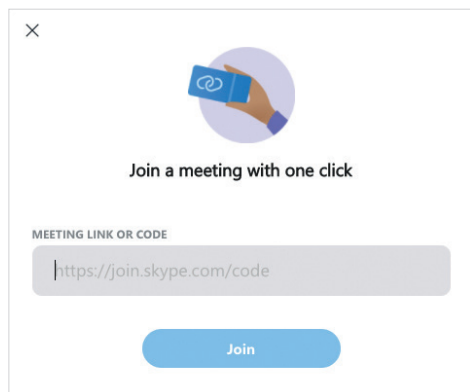


4. A small box will pop up with the option 'Join a meeting'. Click on this.



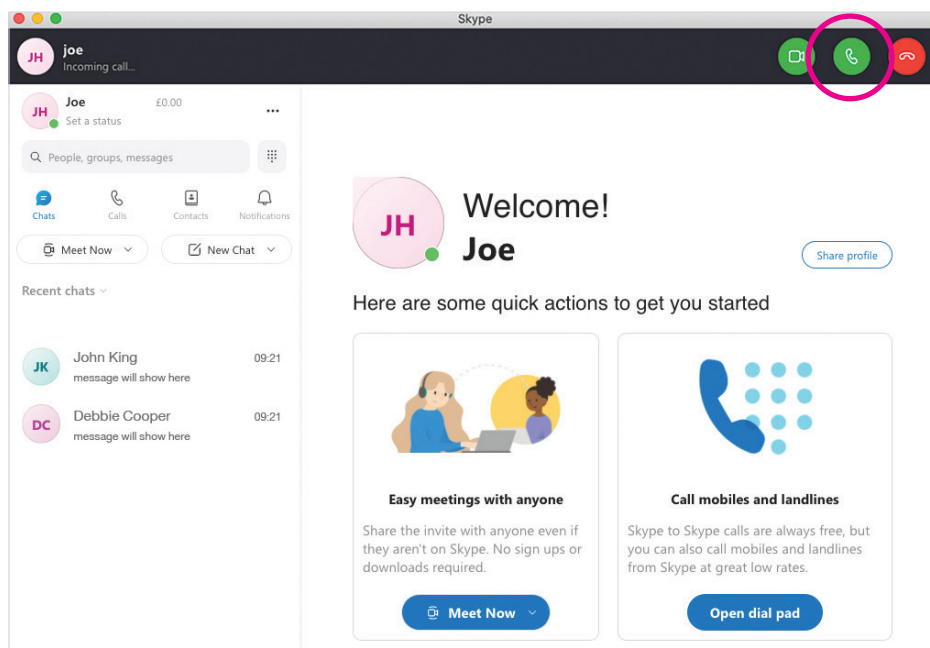
Using Skype

5. Copy and paste the meeting link and press the blue button 'Join' below.



Wait for the host to add you to the call

1. If the person chooses to add you as a Skype contact just before the start of the call, you'll get a notification on your screen saying they're calling. Click on the phone icon to answer the call.

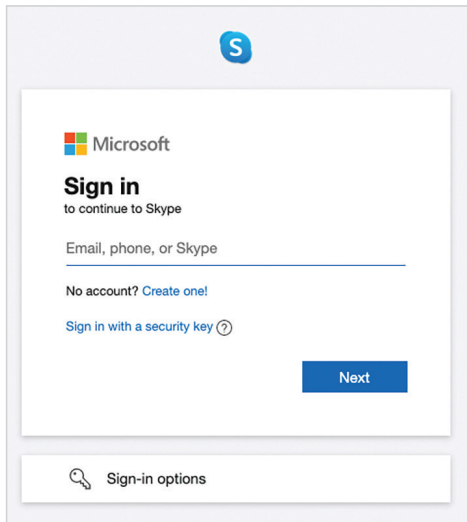


What happens if I forget my password?

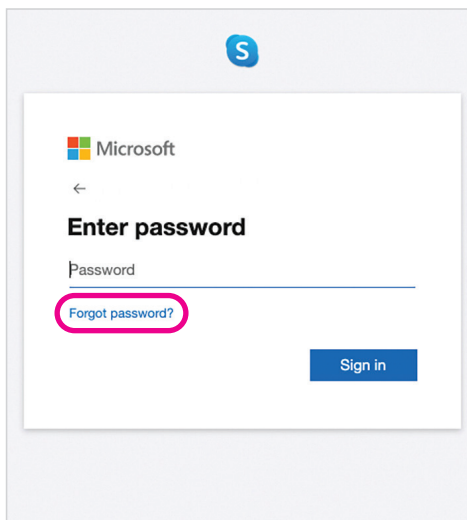
If you forget your password to access Skype, you'll need to reset it:

Using a laptop or computer:

1. Enter your email address and then click 'Next'.

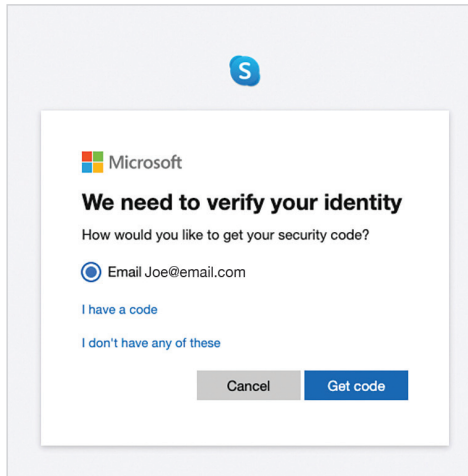


2. On the next screen, you'll be asked to enter your password. Below this, you'll see a blue link saying, 'Forgot password?' Click on this.



Using Skype

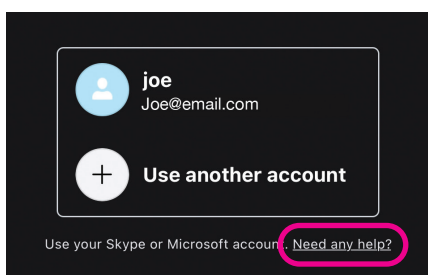
3. Microsoft will need to verify your identity before resetting your password. You can choose to have a verification code sent to an alternative email or in a text message.



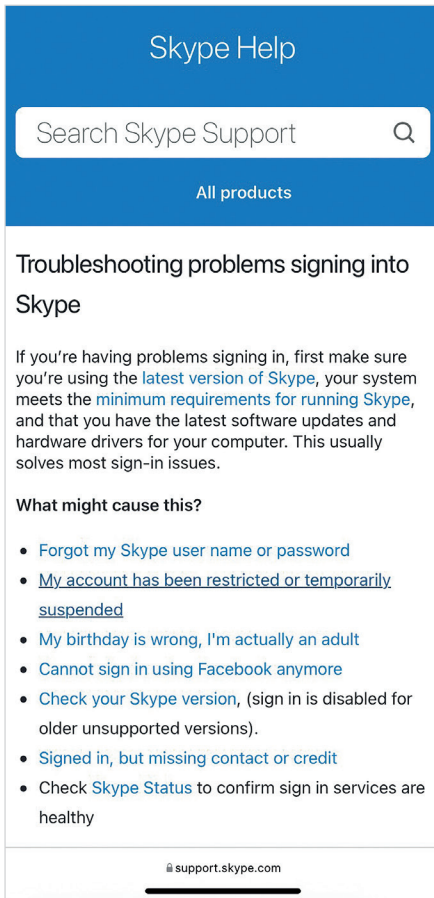
4. Next, depending on the contact method you chose, you may be asked to retype the first part of your email address or the last four digits of your phone number.
5. Go to the phone or email where you expect to receive the code. Copy and paste or type the code you received into the space provided and select 'Next'.
6. Type your new password and select 'Next',

Using a smartphone or tablet:

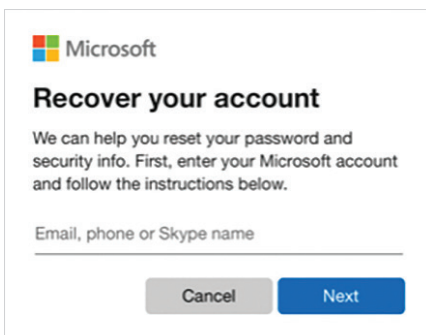
1. Click on 'Need any help?' underneath the sign in details on the opening screen of the app.



2. On the next screen, click 'Forgot my Skype username or password' at the top of the list of items called 'What might cause this?'

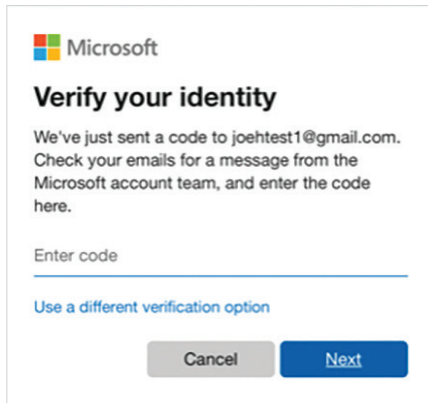


3. Click on 'I forgot my password for Skype'.
4. Click 'Reset your password now'.
5. Enter your email address and then click 'Next'.



Using Skype

6. Microsoft will need to verify your identity before resetting your password. You can choose to have a verification code sent to an alternative email or in a text message.



Microsoft

Verify your identity

We've just sent a code to joehtest1@gmail.com. Check your emails for a message from the Microsoft account team, and enter the code here.

Enter code

[Use a different verification option](#)

Cancel Next

7. Next, depending on the contact method you chose, you may be asked to retype the first part of your email address or the last four digits of your phone number.
8. Go to the phone or email where you expect to receive the code. Copy and paste or type the code you received into the space provided and select 'Next'.
9. Type your new password and select 'Next'.

We hope you've enjoyed working your way through this guide and feel more confident using Skype and Zoom.

My Age UK Digital Champion

Telephone number:

Notes

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at **www.ageuk.org.uk**