Joining the SAH COS Consensus Workshop on Zoom

A step-by-step guide for online participants

When	Tuesday 17 November 2026, 07:30 to 16:30 Sydney time (AEDT, UTC+11). Please join from 07:15.
Zoom link	https://us02web.zoom.us/j/87512053017?pwd=MUi3RWwGATyEhDzjfKcXSKAbvWVDt4.1
Meeting ID	875 1205 3017
Passcode	566919
Moderator	Gordon Fernie

> **About the pictures in this guide**
>
> The pictures are simplified drawings of the Zoom screens. Your screen may look a little different, depending on your computer and your version of Zoom, but the buttons have the same names. The orange numbers in each picture match the numbered steps in the text.

Part 1: Before the workshop

Step 1: Install or update Zoom

Zoom works best with the free Zoom desktop app (called Zoom Workplace).

- **If you do not have Zoom:** go to zoom.us/download, download the app for your computer, and install it.
- **If you already have Zoom:** open it, click your profile picture (top right), and click **Check for Updates**.
- You do not need a Zoom account to join. You do not need to pay for anything.

Step 2: Test your microphone and speakers

Go to zoom.us/test and click **Join**. Zoom will play a sound and ask you to speak, so you can check that everything works. We suggest doing this a day or two before the workshop.

Step 3: Get set up for the day

- Use a computer (laptop or desktop) if you can. A phone or tablet will work, but the screen is small.
- A headset or earphones with a microphone gives the best sound and prevents echo.

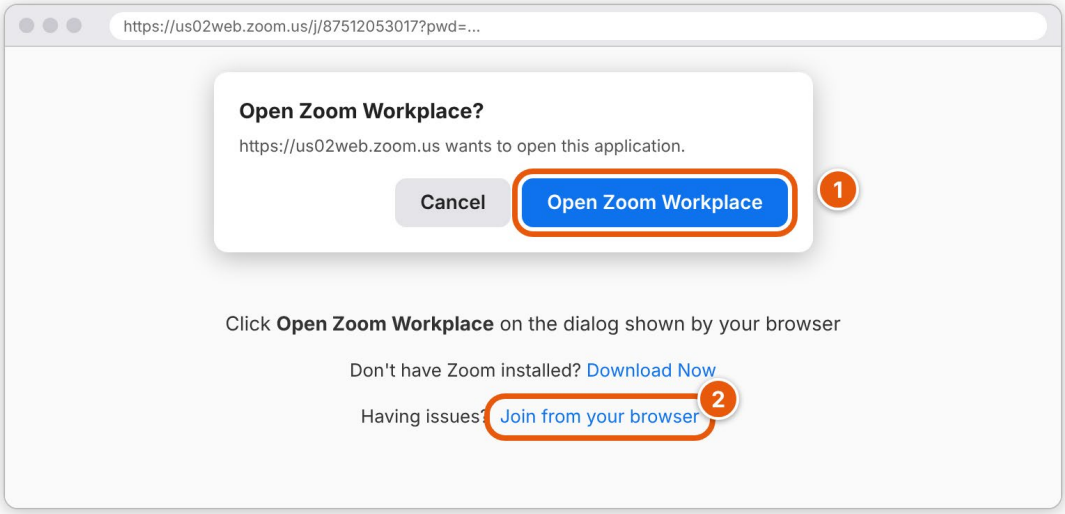
- Plug in your laptop, as the workshop runs for 9 hours.
- The day is casual, and casual attire is fine.
- Have the **Slido guide** ready as well. Slido is where you will answer questions during each session and post written comments.

Part 2: Joining on the day

Step 4: Click the Zoom link

Click the link in your invitation email: https://us02web.zoom.us/j/87512053017?pwd=MUi3RWwGATyEhDzjfKcXSKAbvWVDt4.1. Your web browser will open and ask whether to open Zoom.

1. Click **Open Zoom Workplace** (or **Open link**). Zoom will start.
2. If Zoom is not installed and you cannot install it, click **Join from your browser**. This works, but some features are limited. If you join this way, open Slido in a separate browser tab using the link in your email.

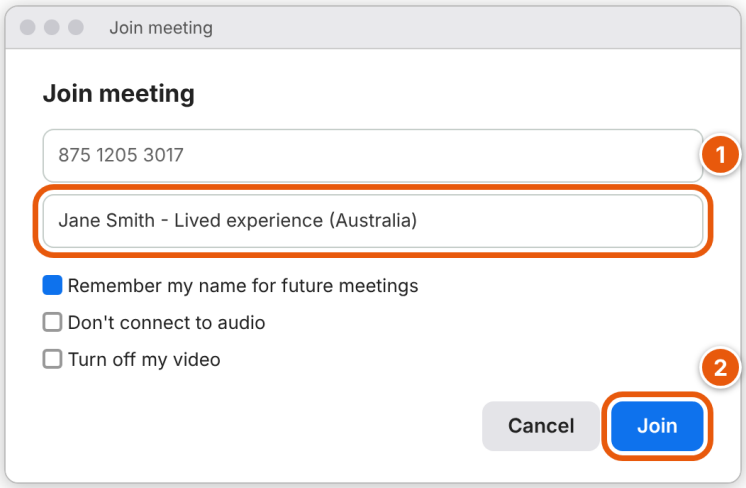


Your browser asks whether to open Zoom.

Step 5: Enter your name

If Zoom asks for your name, type it in this format: **First Last - Perspective (Country)**. Your perspective can be lived experience, clinician, researcher, or other; you are welcome to list more than one.

1. Examples: Jane Smith - Lived experience (Australia), or Raj Patel - Clinician, Researcher (Canada).
2. Click **Join**.

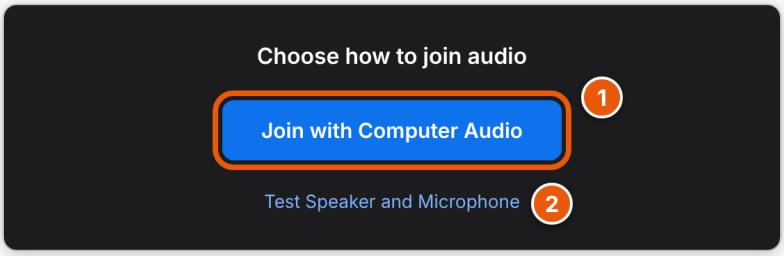


Type your name, perspective and country, then click Join.

If you are signed in to a Zoom account, Zoom uses the name on your account and may not ask. You can change your name after you join (Step 8).

Step 6: Connect your audio

1. Click **Join with Computer Audio**. Without this, you will not hear the meeting.
2. If you are not sure your sound works, click **Test Speaker and Microphone** first.



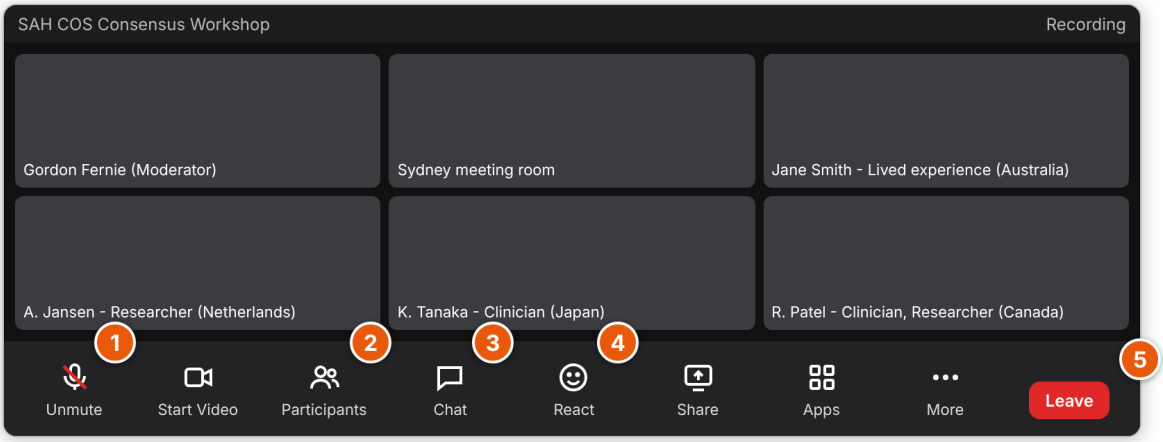
Connect your audio.

> **A message about unmuting may appear**
>
> When you join, Zoom may ask whether you allow the host to unmute you. Please click **Allow**. This lets the moderator open your microphone quickly when it is your turn to speak. You will always see a message when this happens.

Part 3: During the workshop

Step 7: Get to know the toolbar

The toolbar is the row of buttons along the bottom of the Zoom window. If you cannot see it, move your mouse over the Zoom window.



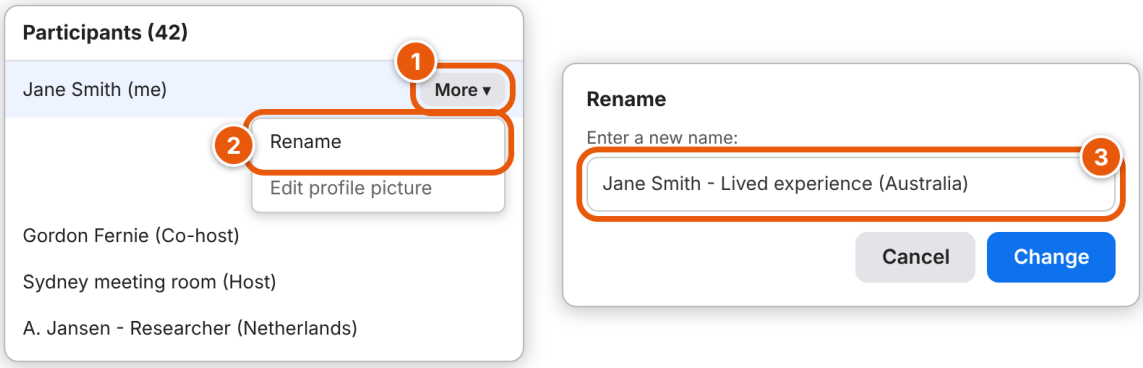
The Zoom toolbar.

	Button	What it does
1	**Unmute / Mute**	Turns your microphone on or off. Everyone is muted on arrival. You will not be able to unmute yourself: the moderator will invite you when it is your turn (Step 10). A red line through the microphone means you are muted.
2	**Participants**	Shows the list of everyone in the meeting. You use it to change your display name (Step 8).
3	**Chat**	Sends a message to the moderator, Gordon Fernie (Step 11).
4	**React**	Contains the **Raise Hand** button (Step 9).
5	**Leave**	Leaves the meeting. Please only use this at the end of the day.

Start Video turns your camera on or off. You are welcome to keep your camera on, but it is not required.

Step 8: Check or change your display name

1. Click **Participants**, find your own name (marked “me”), and click **More** next to it.
2. Click **Rename**.
3. Type your name as **First Last - Perspective (Country)** and click **Change**.

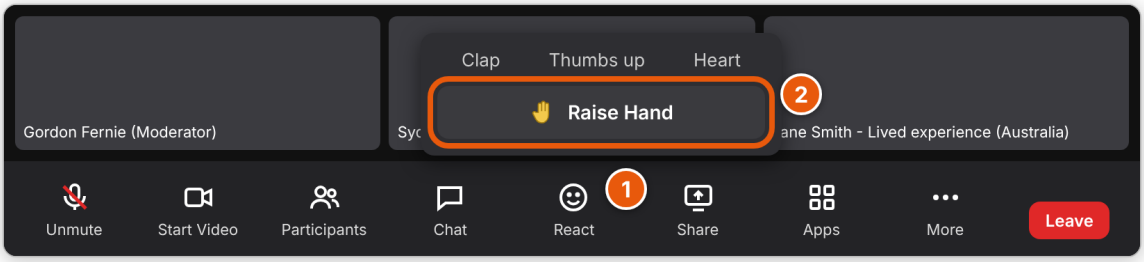


Changing your display name.

If you do not see **Rename**, send a chat message to Gordon Fernie and he will change it for you.

Step 9: Raise your hand to speak

1. Click **React** in the toolbar.
2. Click **Raise Hand**. A hand appears next to your name, and the moderator is notified.

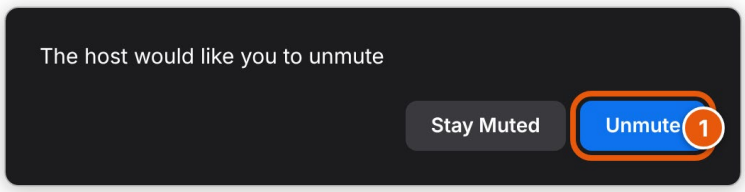


Raise your hand from the React menu.

After you have spoken, lower your hand the same way (React, then **Lower Hand**). Keyboard shortcut: **Alt + Y** on Windows, **Option + Y** on a Mac.

Step 10: Speak when invited

When it is your turn, the moderator will invite you to unmute. If a message appears, click **Unmute**.



The moderator invites you to unmute.

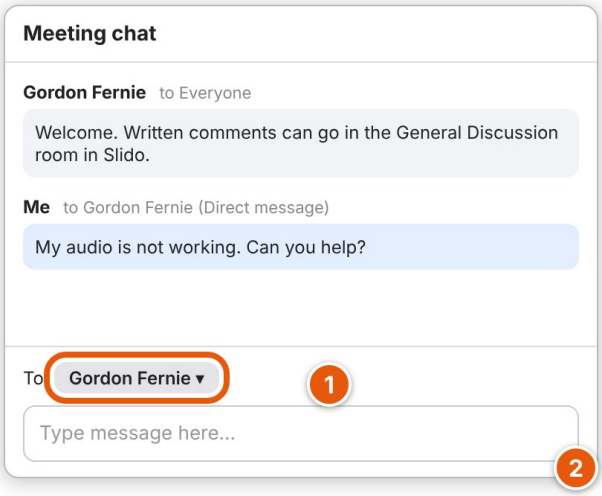
- Begin by saying your name and your perspective, for example “I am Jane Smith, and I have lived experience of SAH.”

- Please keep your comment brief, as the agenda is full.
- The moderator will mute you again when you have finished.

Step 11: Send a message to the moderator

Zoom chat is only for messages to Gordon Fernie, such as a technical problem or a request to speak. **Written comments go in the General Discussion room in Slido** (see the Slido guide).

1. Click **Chat** in the toolbar. Next to **To:**, make sure **Gordon Fernie** is selected.
2. Type your message and press **Enter**.



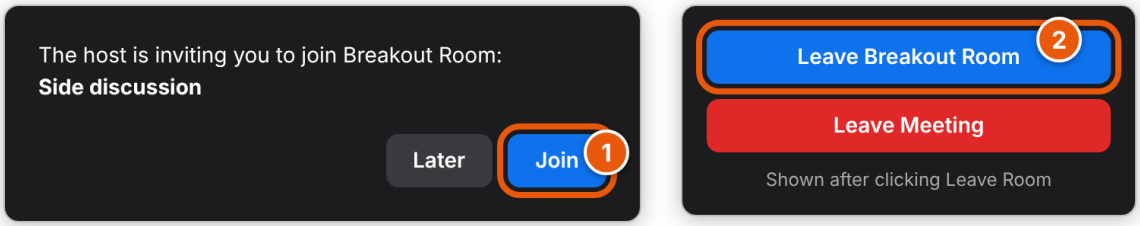
Sending a chat message to the moderator.

Messages that Gordon sends to everyone will also appear here.

Step 12: Joining a separate room for a side conversation

If you would like to talk with another participant without interrupting the meeting, send a chat message to Gordon Fernie with the name of the person. He can move you both into a separate Zoom room.

1. When the invitation appears, click **Join**.
2. To come back to the main meeting, click **Leave Room** in the toolbar, then click **Leave Breakout Room**. Do not click **Leave Meeting**, as that takes you out of Zoom completely.



Joining and leaving a separate room.

While you are in a separate room, you will not hear the main meeting. Separate rooms are not recorded.

Step 13: If you are disconnected

Click the Zoom link in your invitation email again. You will rejoin the same meeting. Please check your display name again (Step 8).

Part 4: Troubleshooting

Problem	What to try
I cannot hear anything	Check your computer volume. Click the small arrow next to **Unmute** and choose the correct speaker or headset. If you missed Step 6, click **Join Audio** in the toolbar.
People cannot hear me when I am invited to speak	Check that you clicked **Unmute** (no red line through the microphone). Click the small arrow next to **Unmute** and choose the correct microphone.
I cannot see the toolbar	Move your mouse over the Zoom window. If Zoom fills the whole screen, press **Esc**.
I cannot find Raise Hand	Look under **React**. On some versions it is under **More** or **Reactions**. You can also press **Alt + Y** (Windows) or **Option + Y** (Mac).
I cannot change my name	Send a chat message to Gordon Fernie and he will change it for you.
Zoom freezes or my connection drops	Leave the meeting and click the Zoom link again.
I am using a phone or tablet	Install the free Zoom Workplace app and tap the link. The buttons are at the bottom of the screen. **Raise Hand** is under **More** (the three dots).

Recording

The main Zoom session will be recorded. Separate rooms (Step 12) are not recorded.