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If you have any questions or need further support, please email lso@epilepsy.org.uk or phone 0113 210 8899 and we will register you on the group or cancel your booking for you

Our group values are that:

- We are friendly and supportive
- We respect each other
- We can talk openly among ourselves and everyone is entitled to contribute
- We respect confidences as this enables a safe environment for open dialogue

About Zoom

Our virtual groups are delivered through the video calling program Zoom.

Zoom can be accessed through a laptop or desktop computer, tablet or mobile phone. For the best experience we suggest using a laptop or desktop computer. You will need:

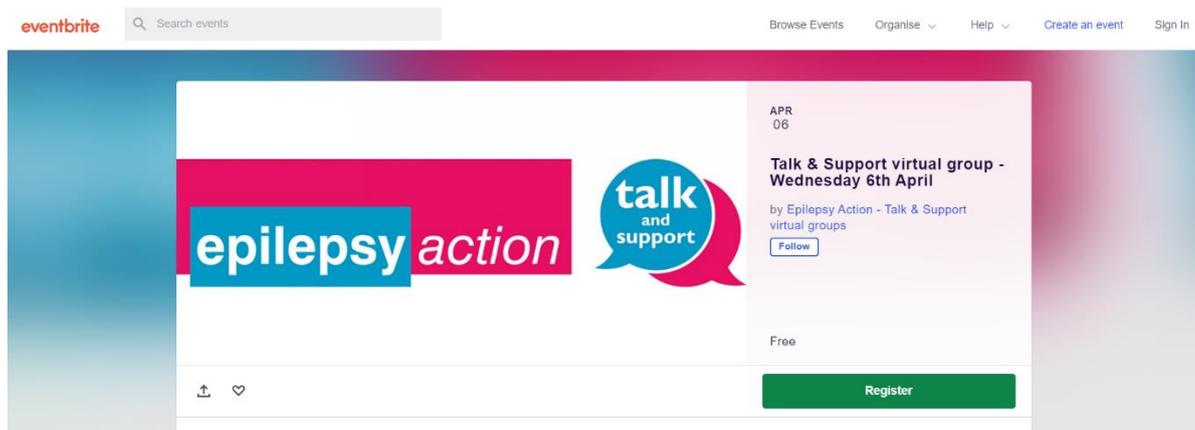
- Internet connection
- Webcam or mobile phone camera

If you are using Zoom for the first time you can:

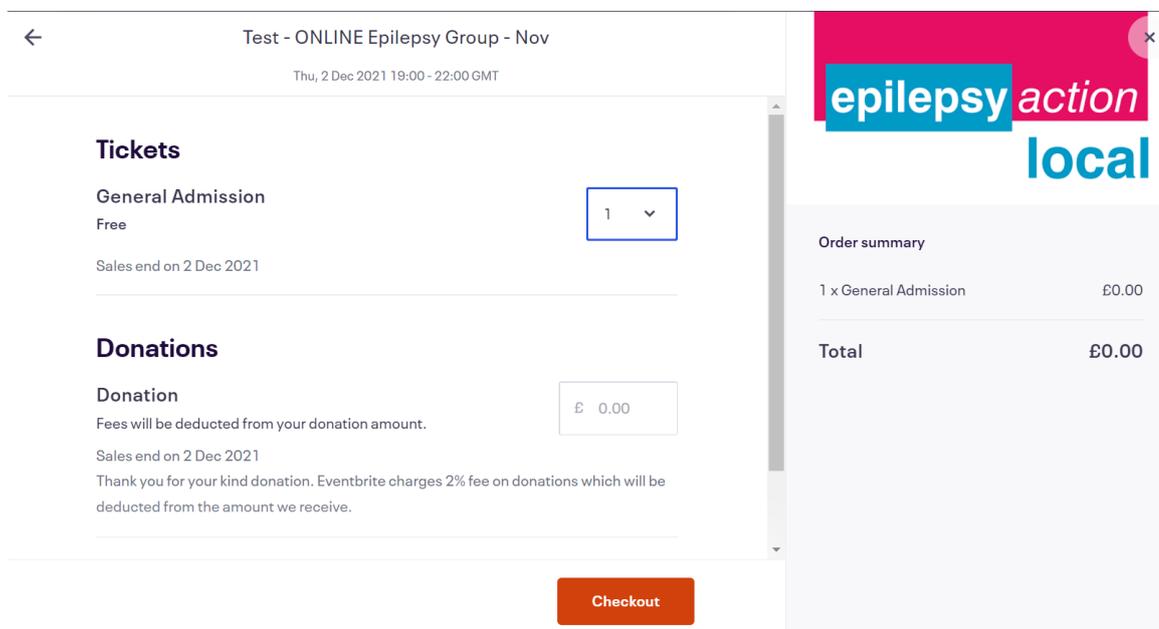
1. Download the Zoom application from your app store
2. Download the Zoom application from zoom.us/download or
3. If you use the Google Chrome browser, you can access Zoom without downloading the App

How to register on a virtual group on Eventbrite

1. Navigate to the Eventbrite page of the group you wish to attend.
2. To register for a meeting **click the green 'Register' button**.
All of our group meetings are free to attend



3. This will open the booking screen - select one ticket in the drop down box and **click the orange 'checkout' button** at the bottom of the page. **Note: you can only book one ticket for a virtual meeting**. There is also an option here to add a donation if you wish.



4. On the next screen, put in your details and **click the orange register button** at the bottom of the page.

Checkout
Time left 29:23

By clicking "Register", I accept the [Terms of Service](#) and have read the [Privacy Policy](#). I agree that Eventbrite may [share my information](#) with the event organizer.

Complete your booking to confirm your place. We are looking forward to seeing you soon.

Contact information

Continue as guest or [log in](#) for a faster experience.

First name *
Test

Surname *
Test

Email address *
test@test.com

Confirm email *
test@test.com

Home phone

Home address

Register

Order summary

1 x General Admission	£0.00
Delivery 1 x eTicket	£0.00
Total	£0.00

5. You will be taken to a confirmation page like the one below to show you're registered. You will also receive a confirmation email.

✓ Thanks for your order! #2193603999

YOU'RE GOING TO

Test ONLINE general Epilepsy Group - Nov

ORGANISER MESSAGE

Thank you for booking onto Nania local epilepsy group. We'll let you know any important bits of information about the event a few days before we meet up. Please keep this order confirmation email safe - it helps things run a bit smoother if you can show us it when you arrive.

[More](#) ▾

TICKET SENT TO	DATE
srivetti@epilepsv.org.uk	Mon, 8 Nov 2021 10:00 -

[View Tickets](#)

Test local epilepsy group
Created this event
[Follow](#)

**You are now registered to attend a virtual group!
We look forward to seeing you there.**

You will be sent reminder emails by Eventbrite

- **two days before the meeting,**
- **on the morning of the meeting and**
- **one to say the meeting is about to start**

**Continue reading for information on
how to join the virtual meeting on the day**

Viewing your bookings

If you want to double check what groups you have booked on to, you can easily do this on the Eventbrite website.

1. Go to www.eventbrite.com and click 'Sign in' in the top right-hand corner



2. You can then either use your Eventbrite account details to log in (and skip to step 4 of this process) **OR** click the option 'Email me a log in link'. If you do, a pop up screen will appear. Enter the email you used when you booked your tickets.

eventbrite

Log in

Email address

Password

Log in

Email me a login link

or

 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

[Sign up for Eventbrite](#)

Where should we send your login link?

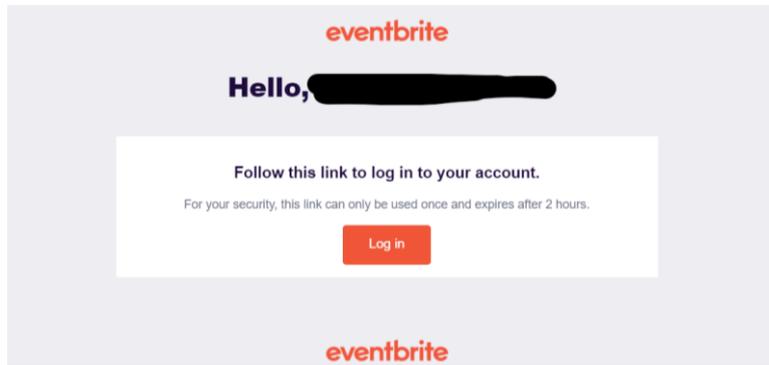
For your security, the link expires in 2 hours.

Email address

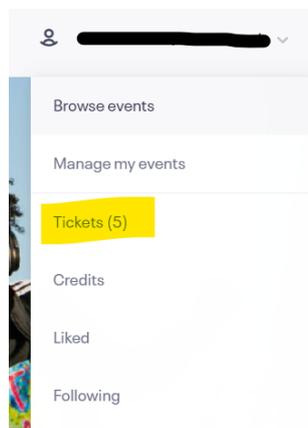
Send login link

[Back to Log In](#)

3. If you clicked 'Email me a log in link', within a few minutes you should receive an email titled 'Here is your log in link'.
Click the orange 'log in' button.



4. Once you have logged in, click on the drop-down menu in the top right-hand corner and click on the option that says 'Tickets'



5. You'll then see a page with a list of all the groups you have registered for.



Orders

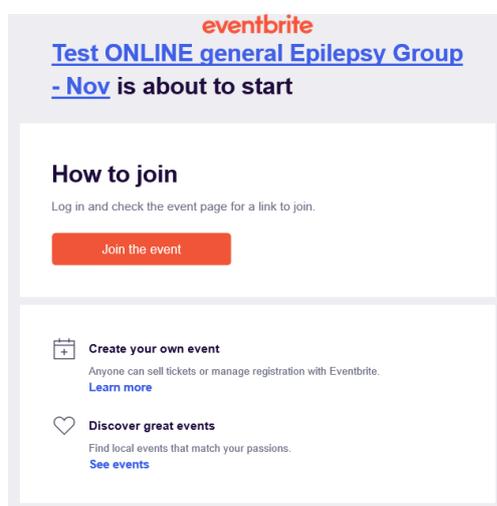
- DEC 3  **Test Local Epilepsy Group - October to March meetings**
Fri, Dec 3, 10:00 GMT
Free order no. 2262034489 placed on Mon, Nov 15, 17:36
- DEC 3  **Test Local Epilepsy Group - October to March meetings**
Fri, Dec 3, 10:00 GMT
Free order no. 2262031039 placed on Mon, Nov 15, 17:36
- DEC 3  **Test Local Epilepsy Group - October to March meetings**

How to join a Zoom meeting on the day

On the day of the meeting, you will receive an email saying ‘Meeting in 2 hours’, and another saying ‘Starting Now’.

Please join in good time for the start of the virtual group. To reduce disruption and to keep the group running smoothly we do not admit anyone who arrives more than fifteen minutes after the start of the group.

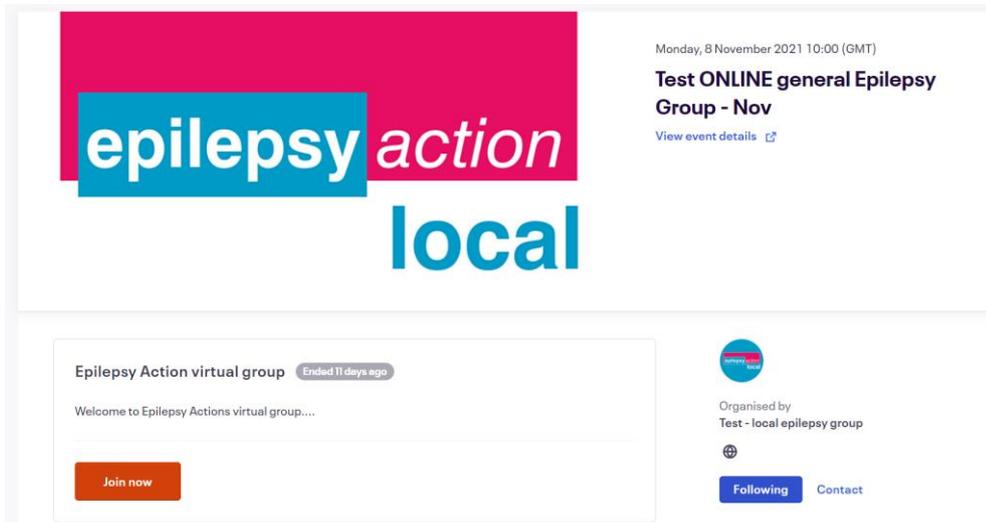
- I. Open the ‘Starting Now’ or ‘Meeting in 2 hours’ email and click the orange ‘Join the event’ button.



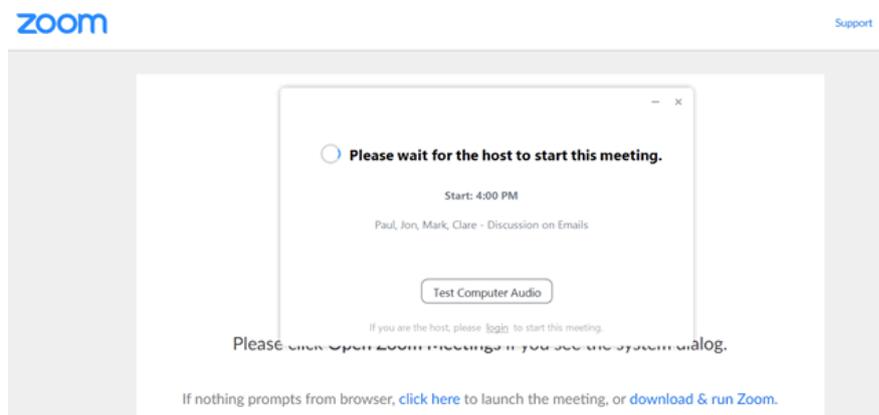
OR

Log onto Eventbrite, view your tickets as described on page 6, and select the virtual group for that day.

2. Clicking the 'Join the event' button will take you to the group page on Eventbrite where you will need to click the orange 'Join now' button or the blue 'Open in Zoom' option. **We recommend selecting 'Open in Zoom' for the best experience.**



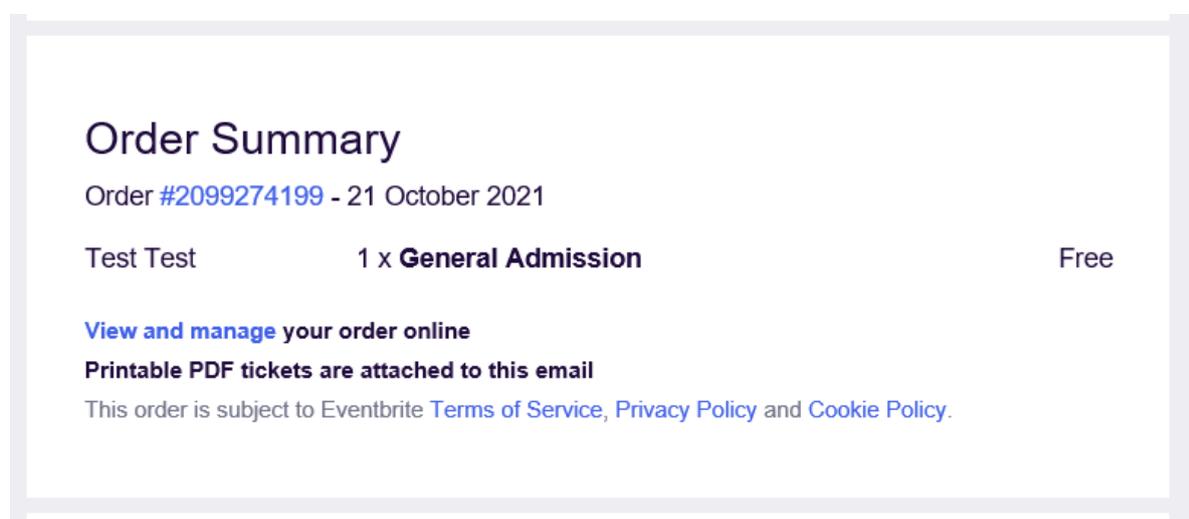
3. When you join the meeting you will be taken to a waiting room until the person running the group admits all attendees.



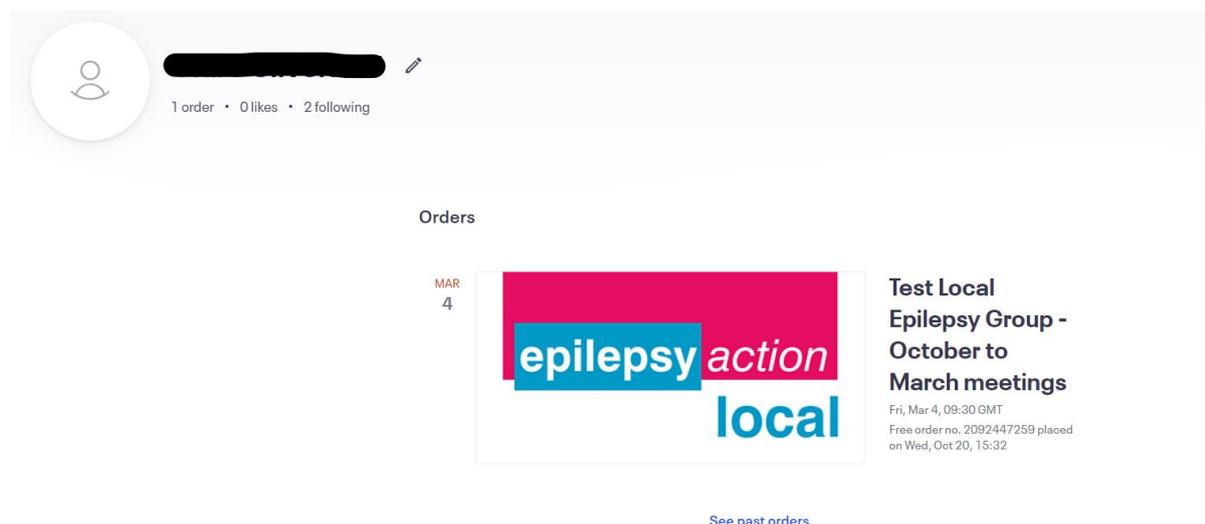
How to cancel your place on Eventbrite

We hope you will be able to join the group as planned, but if your circumstances change and you can no longer make it, please cancel your place on Eventbrite. This allows us to offer your place to someone else.

1. When you registered for the meeting, you will have received a confirmation email. Locate that email and scroll down to the section titled 'Order Summary' and **Click 'view and manage your order online'**.
2. **OR** follow the instructions above to view your tickets.



3. You'll be taken to a webpage with your bookings. **Click on the meeting you want to cancel.**



4. Click the white 'Cancel Order' button that's on the left hand side of the page.

← Back to Current Orders

Order for Test Local Epilepsy Group - October to March meetings

Free order no. 2092447259 on 20 October 2021
Event information: Friday, 4 March 2022 from 09:30 to 12:30 (GMT)
Exeter EX1 1LL

Print Tickets

Cancel Order

Contact The Organiser

General Admission [Edit](#)

Contact Information

First Name *
Clare

Surname *
Silverleaf

Email *
csilverleaf@epilepsy.org.uk

Delivery Method
eTicket

[+ View complete attendee info](#)

5. You'll be asked to confirm that you want to cancel the order.
6. Click the orange 'Yes, Cancel This Order' button.

Cancel Free Order

Are you sure you want to cancel this order?

Yes, Cancel This Order No, Nevermind

7. You'll then receive a confirmation

Your order has been cancelled.

Back To Current Orders

**You have now successfully cancelled your tickets.
We hope you'll be able to join us at another meeting soon.**

Security and Safeguarding

We understand you may have some concerns about the security of a virtual group.

Epilepsy Action has taken steps to make sure our virtual groups are as secure as possible:

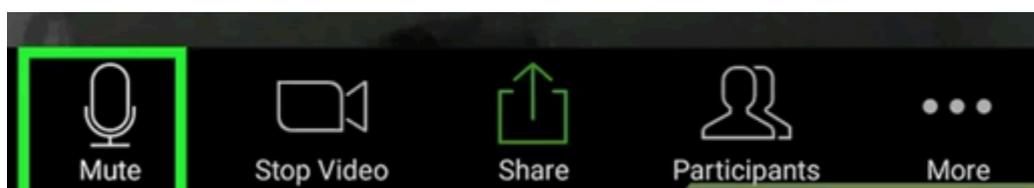
- We have a dedicated Zoom account for all virtual group meetings
- We never publicly advertise the Zoom link for joining a meeting
- We have a waiting room function for all our group meetings. This means no one can enter the meeting automatically. They have to be admitted by the meeting host.
- People who haven't registered through Eventbrite will not be able to join the meeting
- We do not allow any participant to share their screen in a group. This means no one can share information from their device with others at the meeting
- We do not allow any participants to record during a group
- We can mute or remove any participant from a group if necessary

If you have any concerns about attending our Zoom meetings or have any concerns following a meeting, please do get in touch using the contact details on the front of this guide.

How to use Zoom features

Mute

On entering the meeting, all participants will be asked to mute themselves. We will also ask that all participants remain muted when they are not speaking. To mute yourself, click on the microphone tab. Depending on which device you're using, this will appear on different locations on your screen.

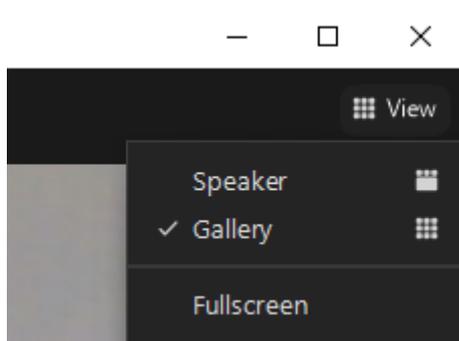


Our group host can also mute participants during the meeting. If they decide to do this, they will let everyone know in advance. They might do this if there is a lot of background noise, or if they are concerned that people cannot hear them.

Gallery view

Zoom has a number of different ways that you can view the people in the group. We recommend gallery view. Gallery view allows you to see all group participants at once.

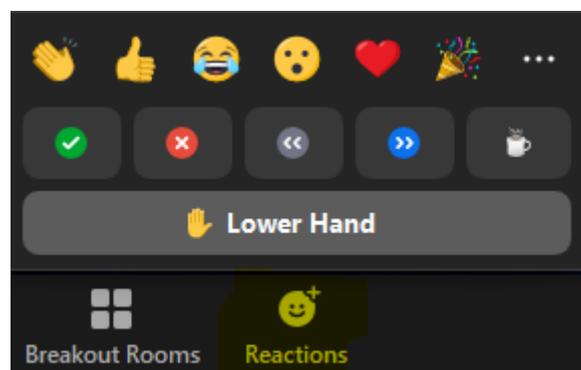
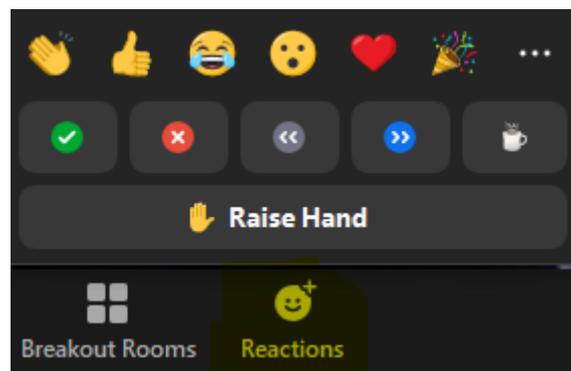
To set your screen to gallery view, click the View icon in the upper-right corner of the Zoom window.



Raise your hand

Your group host will support people to engage in the group. If you want to ask a question or make a contribution to the group discussion, you can also let the group host know by using the raise your hand function.

1. Click on the icon "Reactions" at the bottom of your screen.
2. Click the "raise hand" button. Your digital hand is now raised!
3. When finished click the reaction button again and click the "lower hand" button.



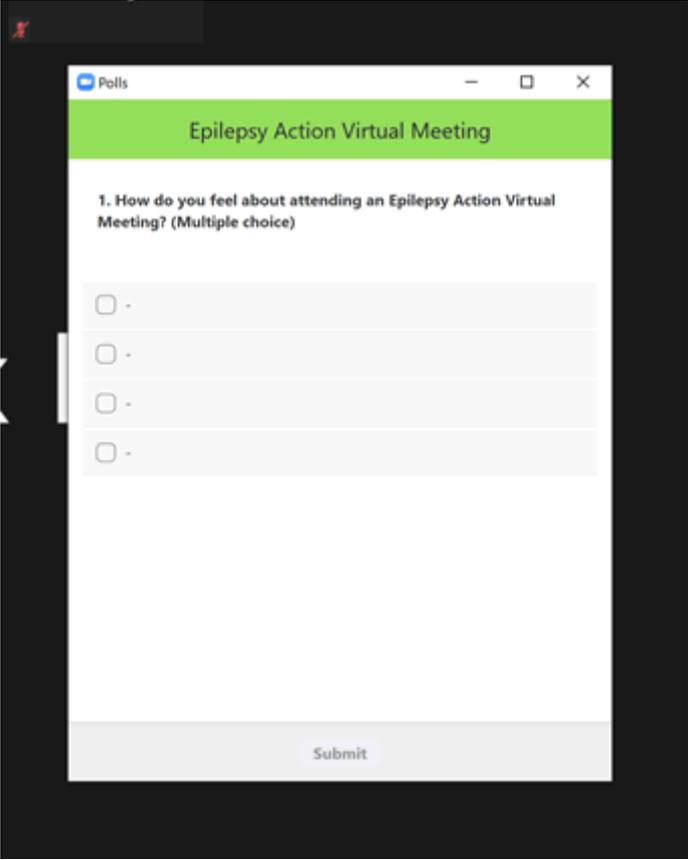
Screenshots

Please respect other participants and do not take a screenshot at any time during a virtual group.

Polls

During the group, we will be using Zoom's poll function to capture how participants feel at the end of the session. The responses are anonymous. This is part of our evaluation process and will help us understand if you benefited from attending the group.

When the host launches the poll, a question screen will appear. You can select your answers and click on submit.

A screenshot of a Zoom poll interface. The window title is "Polls". The poll title is "Epilepsy Action Virtual Meeting". The question is "1. How do you feel about attending an Epilepsy Action Virtual Meeting? (Multiple choice)". There are four radio button options, each followed by a dash "-". A "Submit" button is located at the bottom of the poll form.

At the end of the session the host will close the meeting.

We really hope that you enjoy your Epilepsy Action virtual group meeting and look forward to meeting you.