

Zoom Instructional Guide – Mobile [Apple]

Quality Care Pharmacy Program
July 2022

[USE THIS GUIDE IF YOU ARE DOWNLOADING ZOOM ON A MOBILE DEVICE]

This Zoom instructional guide is designed to provide your pharmacy with the instructions to download zoom on your device, accept a video call invitation from your assessor and join the zoom call.

Please read this guide carefully. If you have any questions or issues downloading zoom, accepting the video call invitation, and/or starting a zoom call, please reach out to qcpppmo@au.ey.com for support.

1. How to download Zoom

We recommend your pharmacy downloads zoom at least 2 business days before the scheduled zoom call to ensure any problems can be resolved prior to the scheduled call. To join a zoom call, your pharmacy will be required to download zoom on your device.

Please note, you do not need to 'sign up' to Zoom (i.e., have an account with Zoom) for this call to take place.

To download Zoom:

- Open the app store on your device – hint: look for this logo on your phone's homepage



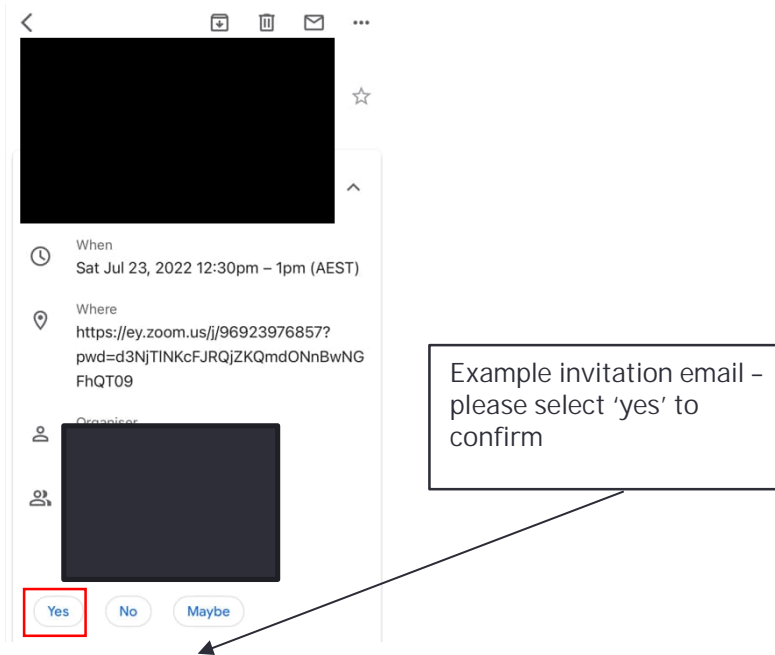
- Note: this should be the device you will complete the follow up zoom call on. This device must have video function (i.e., a camera).
- Search 'Zoom' in the app store
- Download: 'ZOOM Cloud Meetings'
- Select 'download'
- Zoom will then download, and you will have the option (in the app store to open zoom)
- Select 'open'
- Zoom will then ask you to either 'join a meeting', 'sign up', or 'log in' – nothing further is required by you, exit the app.

2. Receiving a video call invitation

- During the confirmation call, your assessor will have scheduled the follow up video 'zoom' call with you. Please advise qcppscheduling@au.ey.com as soon as possible if this scheduled time is no longer suitable.
- You will receive an email from your assessor with a zoom invitation for the agreed scheduled time. Please read the details carefully and 'accept' the invitation. The call will then appear in your calendar (only if you have set your phone up to do this i.e., if you have a google email account, the call will add to your calendar if you have set up google calendar on your phone).

Please note:

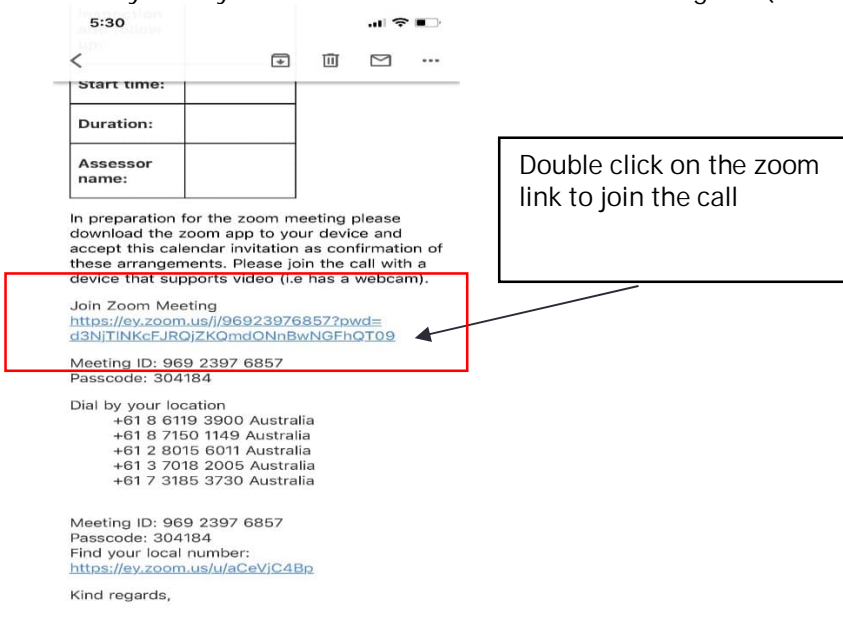
- it is important you accept this video call invitation to ensure the call is confirmed.
- It is not a requirement that the call saves to your calendar, you will be able to join the call without doing this.
- Please make arrangements in your pharmacy to accommodate the call at the scheduled time.



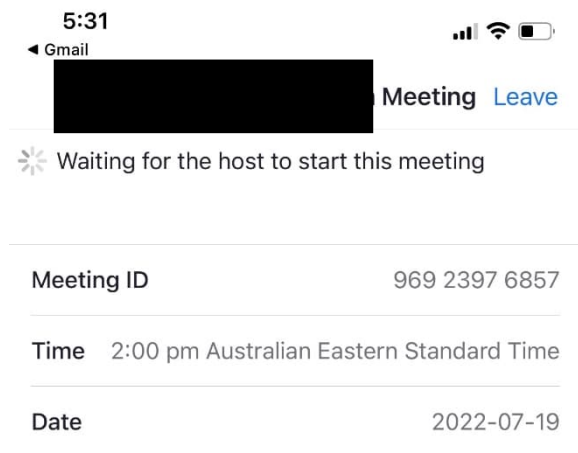
3. How to join Zoom

- There are numerous ways to join a zoom call. You can either:
 - a. Find the email from the assessor (by searching your email inbox) and access the video link in the body of the email.
 - b. Find the invitation in your calendar, double click on the scheduled call then access the video link.
- Note: you **MUST** perform this task on your mobile device as this will commence the call
- Once the invitation loads, join the Zoom meeting by selecting the link underneath the text 'Join Zoom Meeting'.

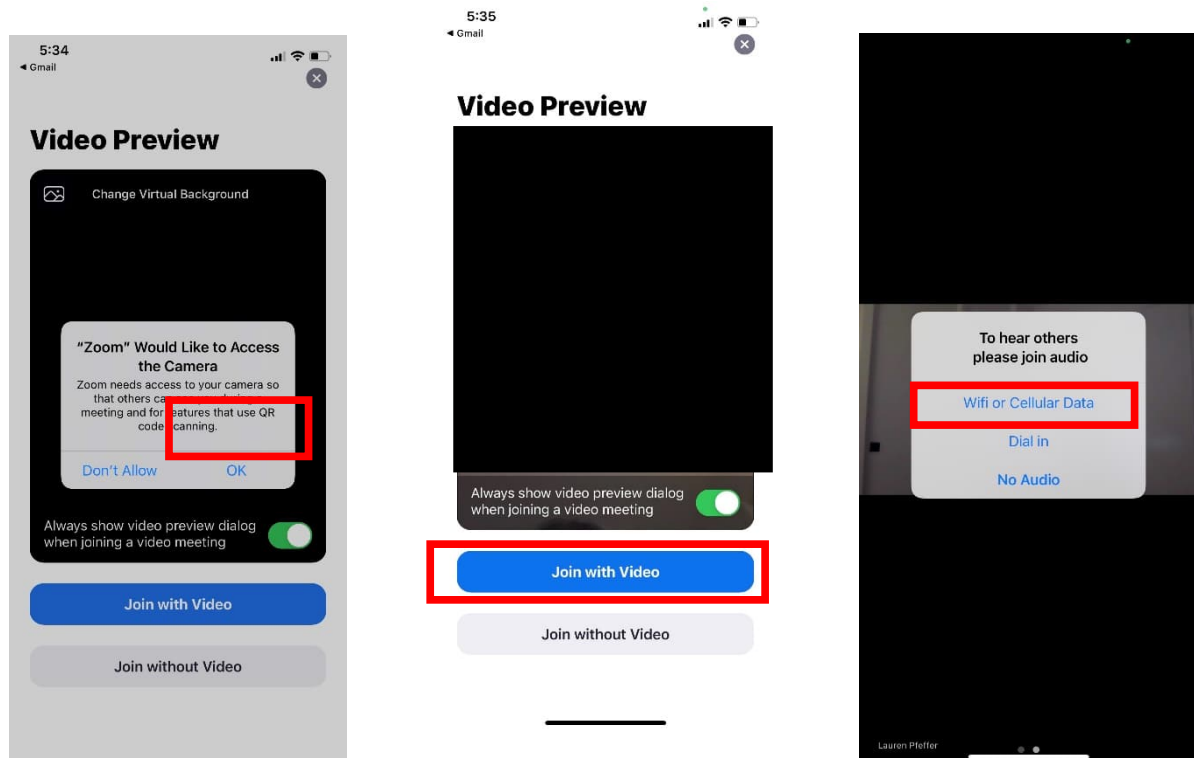
Note: you may need to scroll down to see this meeting link (it is at the bottom of the invitation).



- Once you select the link, Zoom will open the app (that you have previously downloaded) and if the assessor has not yet joined the meeting, you will see the below page – please wait on this page (do not exit the app!) until the assessor joins the call.



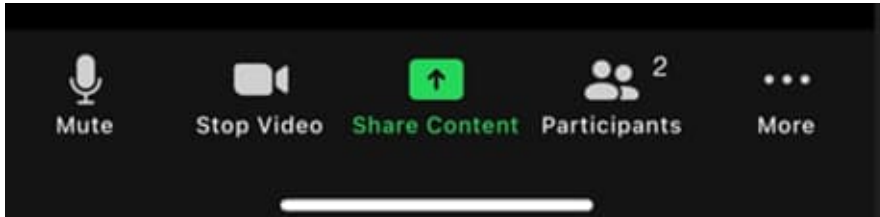
- Once the call has been started (by the host) Zoom will require you to select your preferences – please select the following preferences:
 - Add your name –Please put your name.
 - “zoom” would like to access the camera – select ‘OK’
 - Video preview - select ‘join with video’
 - To hear others please join audio - select ‘Wi-Fi or Cellular Data’



Note: the bottom bar of the video call provides options to manage the call. Here you can:

- Mute/unmute yourself
- Stop/start video
- View the call participants

- See further options

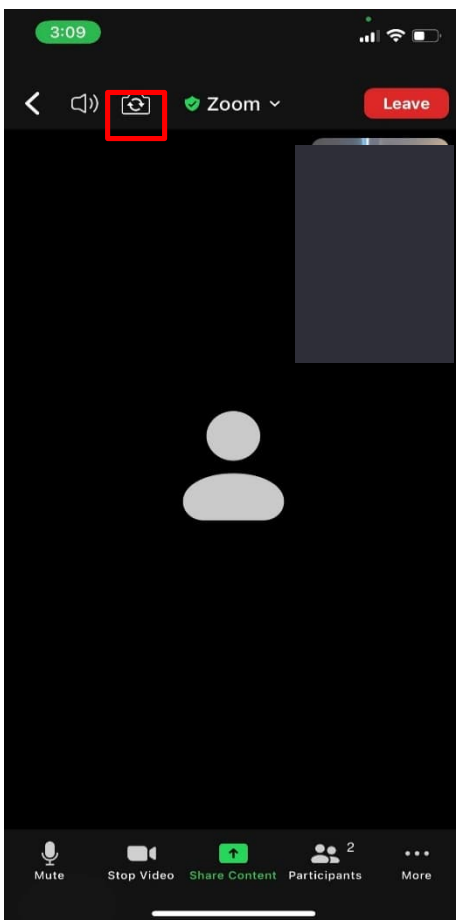


- If you have not downloaded the Zoom app, when joining the call (via the link in the email) Zoom will refer you to their web browser and instruct you to download the app on your mobile device. Select download from app store then refer to section 2 of this guide for further support.

4. Once you have joined the zoom call

- The follow up video call will take place and the assessor will perform a visual inspection of your pharmacy.

Note: the assessor may ask you to 'turn' your camera around to show an item in the pharmacy. To do this please select the highlighted button below.



END

Frequently asked questions

1. I do not have a compatible device to perform the video call on.
You can download zoom on to any desktop or mobile device (laptop, iPad, mobile phone etc.). If you do not have a device able to perform the call, please contact QCPP on help@qcphp.com or 1300 363 340.
2. I am concerned about privacy In my pharmacy
3. I do not have the time to perform a video call
We anticipate the Zoom call will take approximately 40 minutes and feel this is reasonable and achievable, ensuring the integrity of your pharmacy is maintained whilst allowing time for you to focus on your role.
4. I do not have any other staff to cover whilst I perform the call
We understand that for some pharmacies resourcing can be difficult. Our assessors are flexible if you need to attend to customers though we do encourage the pharmacy to do the best to their ability to organise staff coverage during this call, we understand for some pharmacies this may not be possible. Rest assured; our assessors are flexible if you need to attend to customers during the call. Should you have further concerns of your pharmacies ability to perform this call, please reach out to QCPP on help@qcphp.com or 1300 363 340.
5. Can this call be done after business hours?
All assessment calls must be performed within business hours (in the state of your pharmacy).
6. I am not able to download zoom on my device
Please contact QCPP on help@qcphp.com or 1300 363 340 or EY PMO qcphpmo@au.ey.com
7. Is it a requirement that I perform this call?
The Zoom call is a mandatory aspect of your QCPP assessment. We are happy to work with you to find a time during business hours that best suits your pharmacy.
8. I missed my Zoom call with the assessor, what do I do?
Please contact QCPP on help@qcphp.com or 1300 363 340 or EY PMO qcphpmo@au.ey.com
9. I do not have sufficient internet connectivity to perform a video call
If you have concerns of your pharmacy's internet connectivity, we recommend using mobile data to perform the call on your mobile device. Should this continue to be an issue, please contact QCPP as soon as possible on help@qcphp.com or 1300 363 340.