

Table of Contents

Introduction	1
YouTube Streams	1
Installing Zoom on Your Computer	2
Installing Zoom on Your Mobile Device (Tablet, Smart Phone)	5
Personal Account Setup (Registration)	8
How to Create a Video Call Meeting Room	13
How to Create a Private Video Call Meeting Room	17
Video Call Meeting Room Etiquette	24
Acquainting Yourself w/ Meeting Room Controls and Buttons	24
***Using Breakout Rooms (For Zoom video conferencing host only)	25
Frequently Asked Questions	27

***For church-wide SG leaders only.

Introduction

In light of Lighthouse's suspension of all in-person ministries for the time being, we still want to continue to be the church family together, and we are so thankful that technology allows us to connect with and love one another despite the restrictions of our circumstances.

During this season, we will move our Sunday services and other large group teaching to live streaming via our **YouTube** channel.

We will move our small group meetings to **Zoom** (zoom.us), a free online video conferencing application. So please make sure you read through the entirety of this document thoroughly.

YouTube Streams

Lighthouse will be live streaming Sunday worship services on our YouTube channel at our regular service times at 9:00AM, 11:00AM, and 5:00PM. These will be full-length worship services with music and preaching, and you will be worshipping alongside your church family.

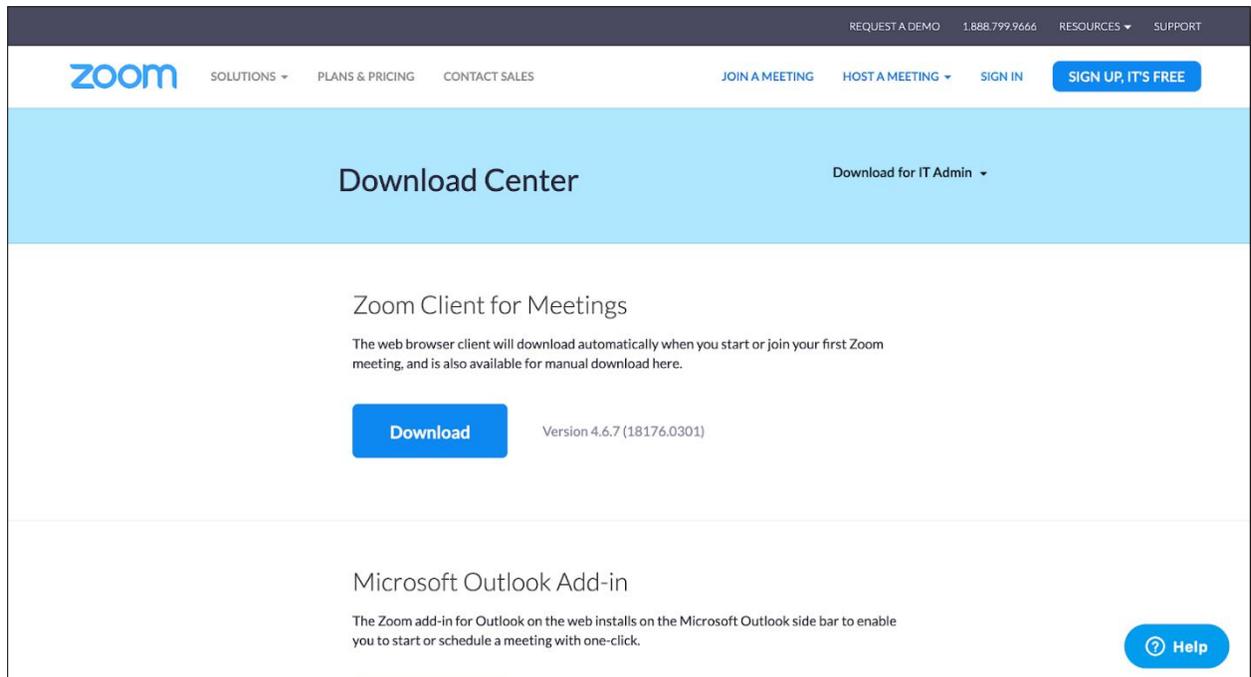
You can access the livestream for Sunday services at www.lighthousesouthbay.org/livestream or by searching the channel **LighthouseSouthBay** on YouTube on any of your devices (computer, phone, Apple TV, etc.)

Lighthouse's fellowship groups (e.g. Beacon, Praxis, Youth) will also be live streaming their normal worship and teaching via YouTube. The ministry leaders will provide more specific details and links to their respective groups.

Installing Zoom on Your Computer

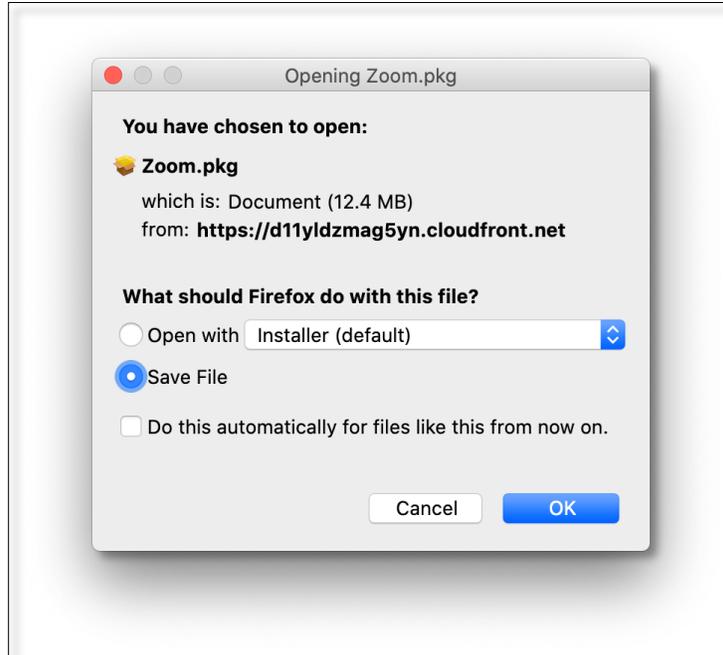
In this section, we're going to show you how to install the video application, Zoom, onto your laptop or mobile device. Though it is possible to join a Zoom video call through your web browser or phone call, we strongly encourage you to install and use the Zoom application.

1. **To install Zoom** onto your laptop, you will need to visit this link: <https://zoom.us/download>. Once the page loads on your web browser, you should see the following page:



2. Under the heading “Zoom Client for Meetings,” click the blue “Download” button and your web browser will ask to, or begin to, download the application file.

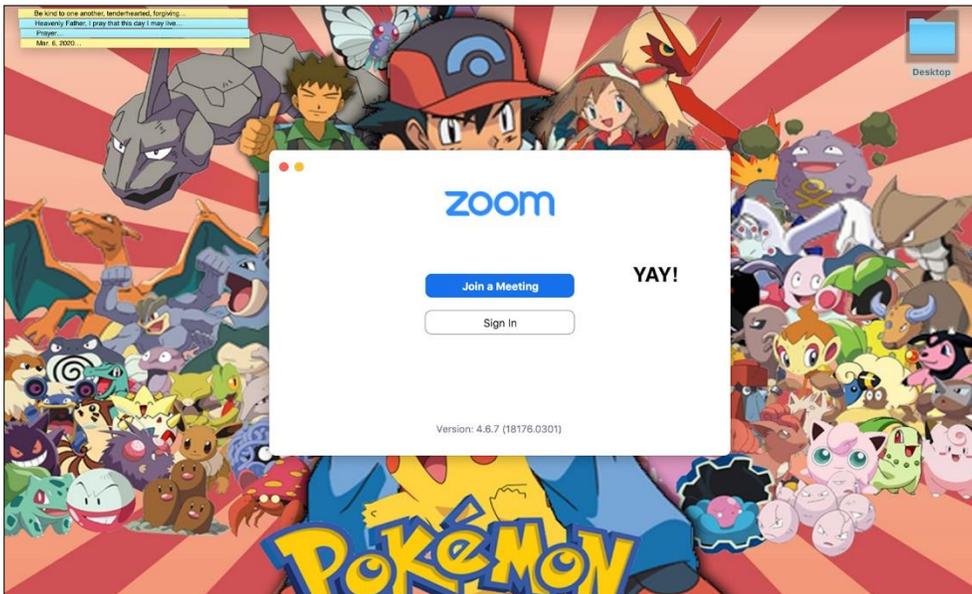
The screenshot shows the Zoom Download Center page. At the top, there is a navigation bar with the Zoom logo and links for SOLUTIONS, PLANS & PRICING, CONTACT SALES, JOIN A MEETING, HOST A MEETING, SIGN IN, and SIGN UP, IT'S FREE. Below the navigation bar, the main heading is "Download Center" with a sub-link "Download for IT Admin". The main content area features the heading "Zoom Client for Meetings" and a sub-heading "Click me! 🖱️" with a hand cursor icon. A blue "Download" button is highlighted with a red box. To the right of the button, the text "Version 4.6.7 (18176.0301)" is displayed. Below the main content, there is a section for "Microsoft Outlook Add-in" with a "Help" button.



3. **Once the application file saves and finishes downloading**, click on the downloaded file to begin installing the application on your computer. The installation will look slightly different depending on what operating system you have (Mac, PC). I have a Mac, so here's what it looks like on my computer!



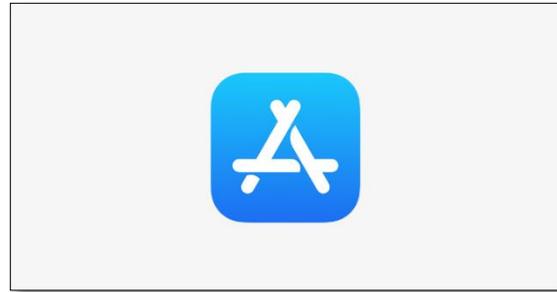
4. **Click "Continue"** and follow the steps on your computer to complete the installation. After installation, this is how the application looks like on your computer:



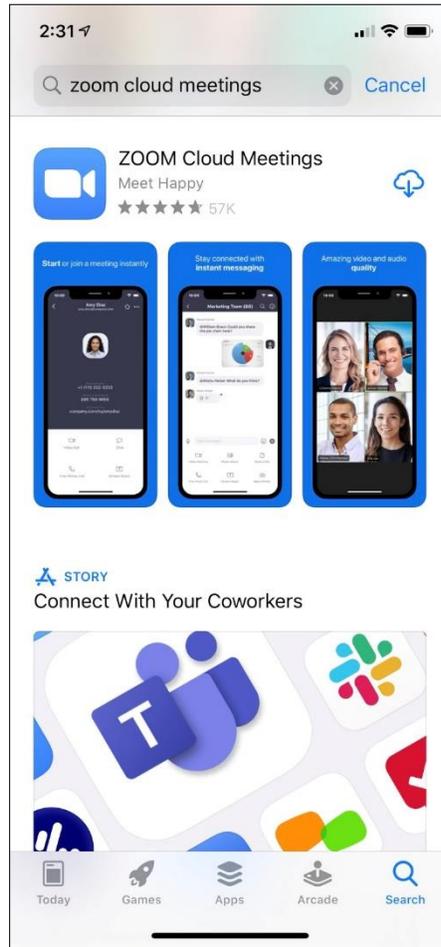
Installing Zoom on Your Mobile Device (Tablet, Smart Phone)

This next step will show how to install Zoom on your mobile device. Mobile devices are things like tablets and smartphones.

1. **To install Zoom on your mobile device**, you will need to access the **App Store** in your iOS device or **Google Play** in your Android device. For reference, this is what the 'Google Play' and 'App Store' logos look like:



2. **Once you have accessed the App Store or Google Play, search “Zoom Cloud Meetings.”** Once you find the application, install it by tapping **“Get (icon with a cloud and an arrow)”** or **“Install.”**



3. **Open the application** and this is what it will look like!



Now you're ready to register an account and start meeting together!

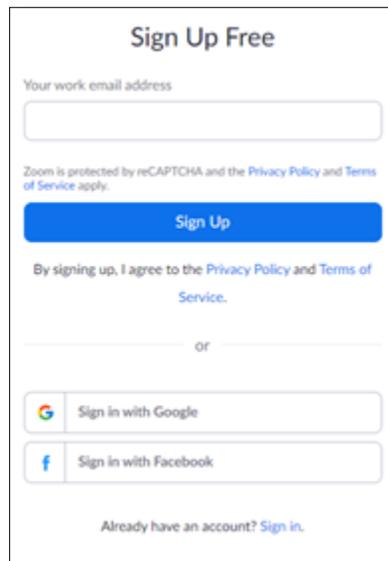
Personal Account Setup (Registration)

In order to use Zoom, each small group leader must create a personal account. In order to do that:

1. **Begin by going to the Zoom homepage:** <https://zoom.us/>
2. At the top right-hand corner, click the “**Sign Up, It’s Free**” button:



3. Once you do that, you’ll be prompted to sign up either by: (a) “**Adding your work email address;**” or (b) “**Sign in with Google**” or Sign in with Facebook account (we suggest you sign in with Google):

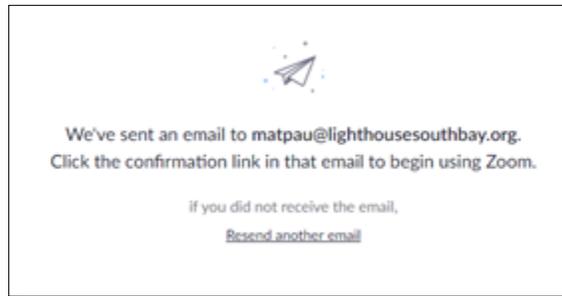


The screenshot shows the Zoom registration page titled "Sign Up Free". It features a text input field for "Your work email address". Below the field, there is a note: "Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply." A prominent blue "Sign Up" button is centered. Underneath, a line of text reads "By signing up, I agree to the Privacy Policy and Terms of Service." Below this, there is an "or" separator. Two social login options are provided: "Sign in with Google" (with the Google logo) and "Sign in with Facebook" (with the Facebook logo). At the bottom, there is a link for "Already have an account? Sign in."

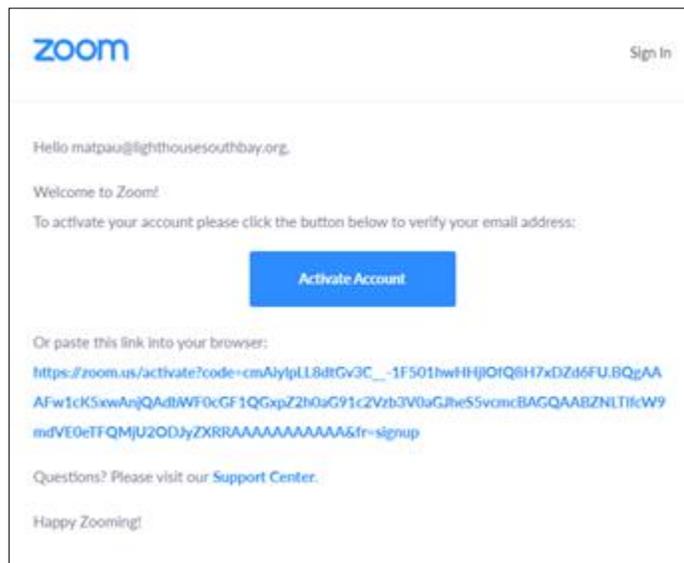
Signing Up by Adding “Your work email address”

Just to clarify, you DON'T have to sign up with your actually *work* email address. In fact if you're already using Zoom for work or school, it will be more beneficial to use your personal email for this account so that the two are separate and you don't run the risk of having small group members wander into a work or school meeting or co-workers from wandering into your small group meeting! Regardless, after you sign up an email address:

1. **You'll see the following page** indicating that a confirmation link was sent to that email.

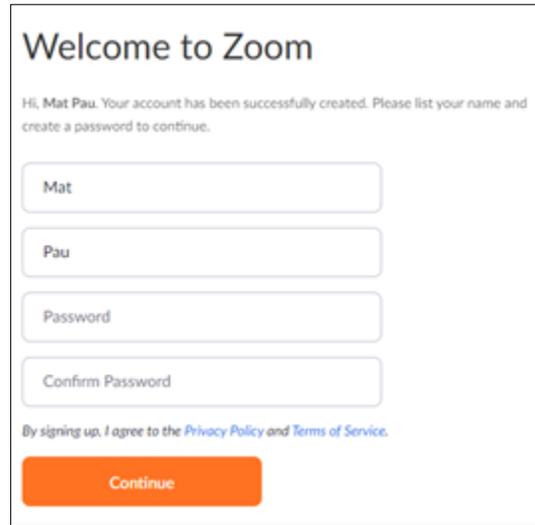


2. **Go to your email** and open the email with the subject line, “Please activate your Zoom account.” Once you open it, it will look like this:



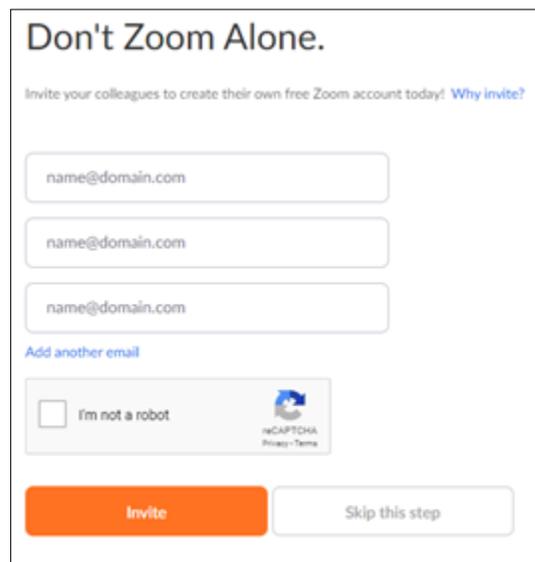
Then either activate your account by clicking “Activate Account,” or by pasting the given link in your web browser.

- Once you do that, it will take you to the “Welcome to Zoom” page and prompt you to create your account and password:



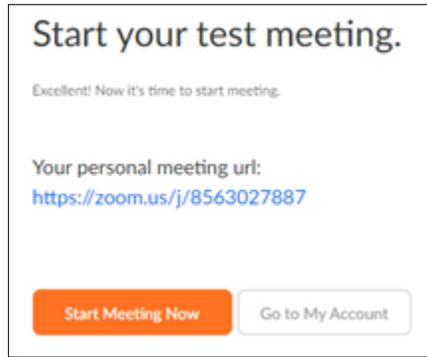
The screenshot shows the 'Welcome to Zoom' page. At the top, it says 'Welcome to Zoom'. Below that, a message reads: 'Hi, Mat Pau. Your account has been successfully created. Please list your name and create a password to continue.' There are four input fields: 'Mat', 'Pau', 'Password', and 'Confirm Password'. Below the fields, it says 'By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).' At the bottom, there is an orange 'Continue' button.

- You'll then be prompted to “Invite Colleagues.” Go ahead and **Skip this step** since you can add friends later:



The screenshot shows the 'Don't Zoom Alone.' page. At the top, it says 'Don't Zoom Alone.' Below that, it says 'Invite your colleagues to create their own free Zoom account today! [Why invite?](#)' There are three input fields, each containing 'name@domain.com'. Below the fields, it says 'Add another email'. There is a checkbox labeled 'I'm not a robot' and a CAPTCHA icon. At the bottom, there are two buttons: an orange 'Invite' button and a white 'Skip this step' button.

5. You will then be given “Your personal meeting url.” At this point you can either **Start Meeting Now** or simply **Go to My Account**.

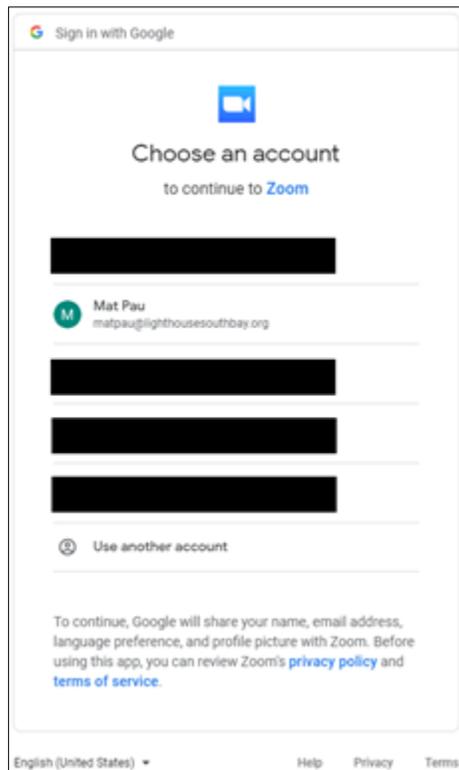


And you're done!

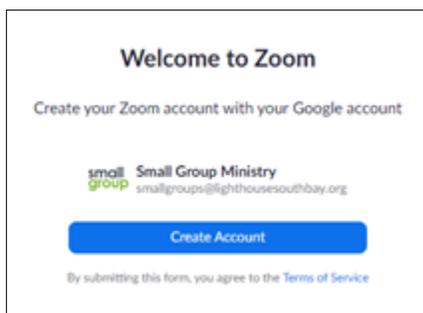
Signing Up by Clicking “Sign in with Google.”

If you've signed up by clicking “Sign in with Google:”

6. **You'll see the following page prompting you to select an account** (if you have multiple, select one):



7. It'll then show a "Welcome to Zoom" page that looks like this:

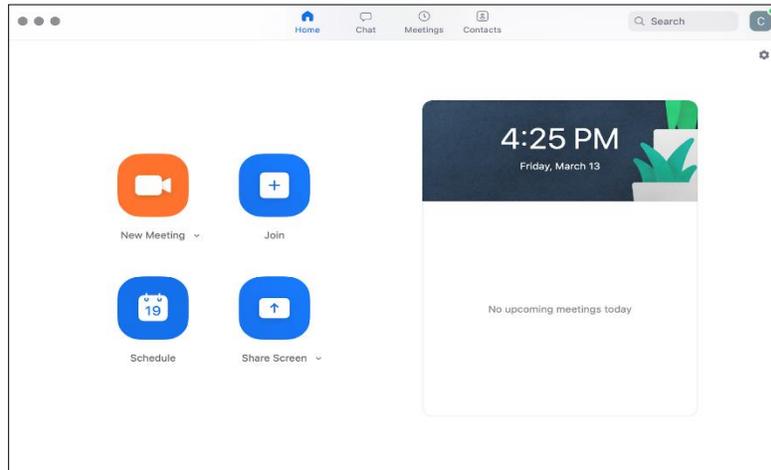


Go ahead and click **Create Account** and you're done!

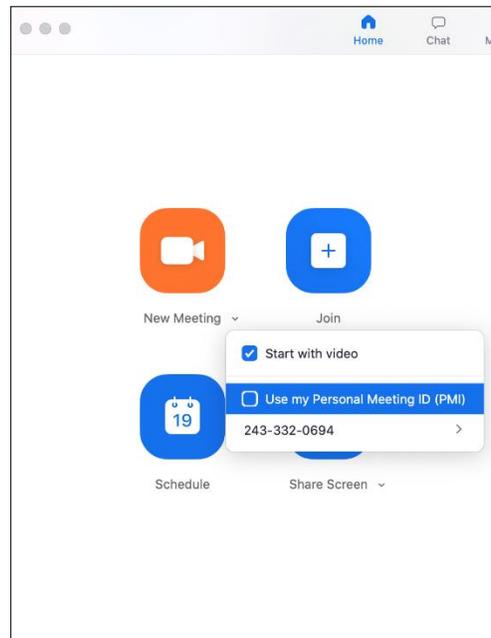
How to Create a Video Call Meeting Room

Now that you're all set-up in Zoom, you're ready to start meeting with others online! In this next step, we're going to show you how to create a video call meeting room.

1. Using the Zoom app, on the **"New Meeting Icon"** click the down-facing arrow:

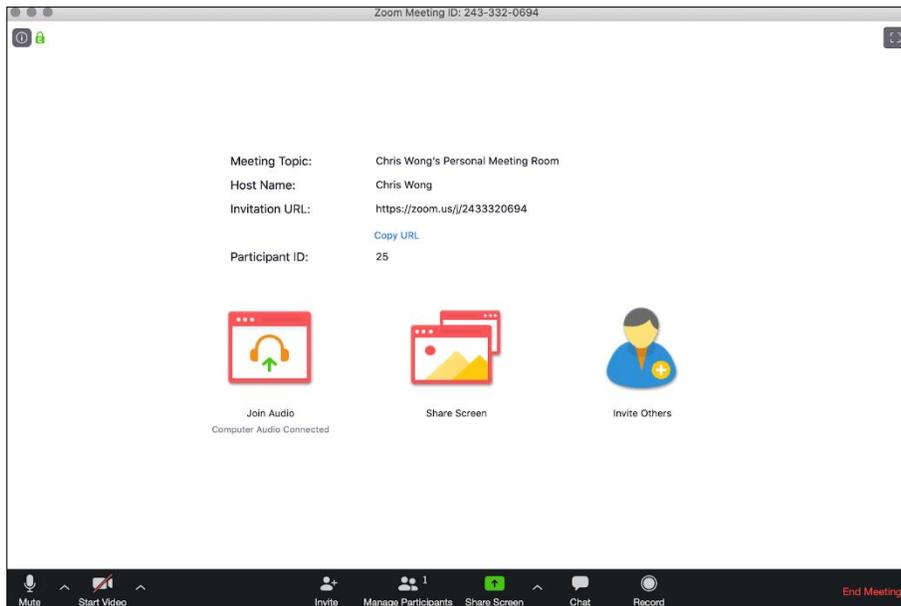


2. Be sure to check the box for **"Use My Personal Meeting ID (PMI)."**



Then, click **"New Meeting."**

3. You should then see a screen that looks like this:

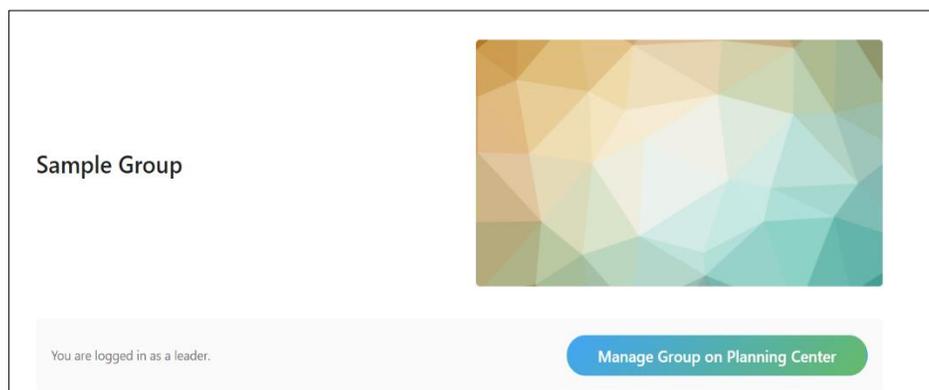


4. You have two options for inviting members into your meeting:

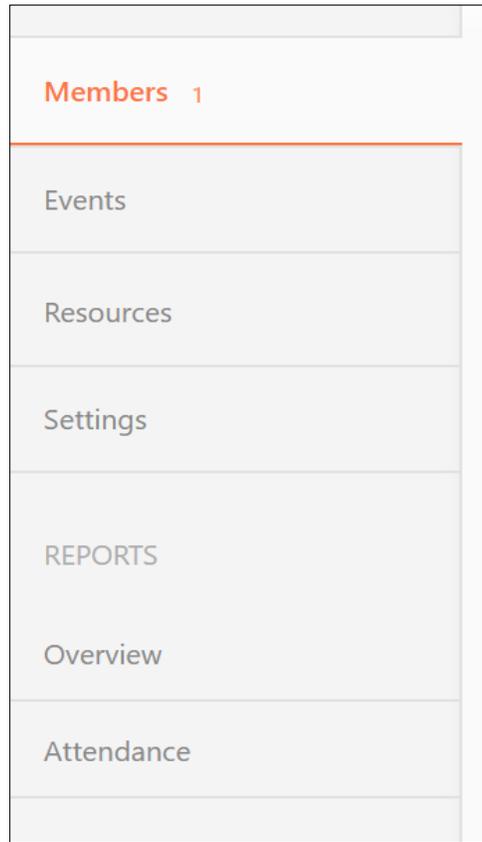
- **Copy the URL** for the zoom meeting and paste it into your small group e-mail through the **Lighthouse Groups Planning Center**.

Additionally, you can add this URL onto your **“Group Description”** in **Lighthouse Group Planning Center**:

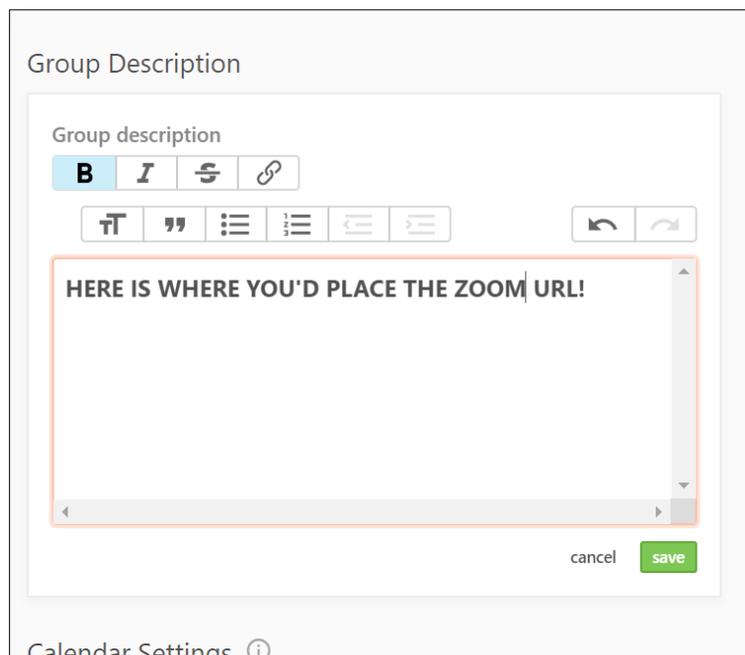
a) Simply go to your groups page, click **“Manage Group on Planning Center.”**



b) Proceed to click the “**Settings**” tab on the left side of the screen



c) And scroll down to “**Group Description**” and add the URL and then click “**Save.**”

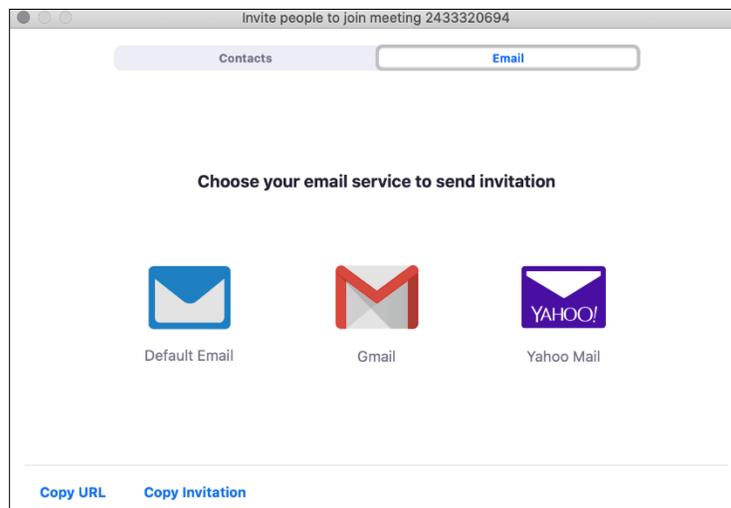


Note that you can also add the Zoom Meeting ID so that small group members can also join the meeting by typing the ID into app. The ID is at the top of the window for the Zoom Meeting or at the end of URL:



Finally, keep in mind that since leaders will be using their Personal Meeting ID to set up the meeting, the link to this meeting room will be permanent. So you will not have to keep updating the link on Planning Center or have to send out an invite through Zoom each week!

- You can click the **Invite Others** icon on the screen (pictured above) and then select **Email**. It should bring you to a screen that look like this:

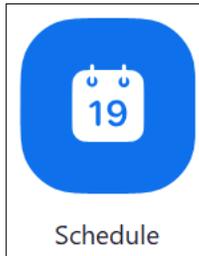


Select the e-mail client you would like to use to send the meeting link.

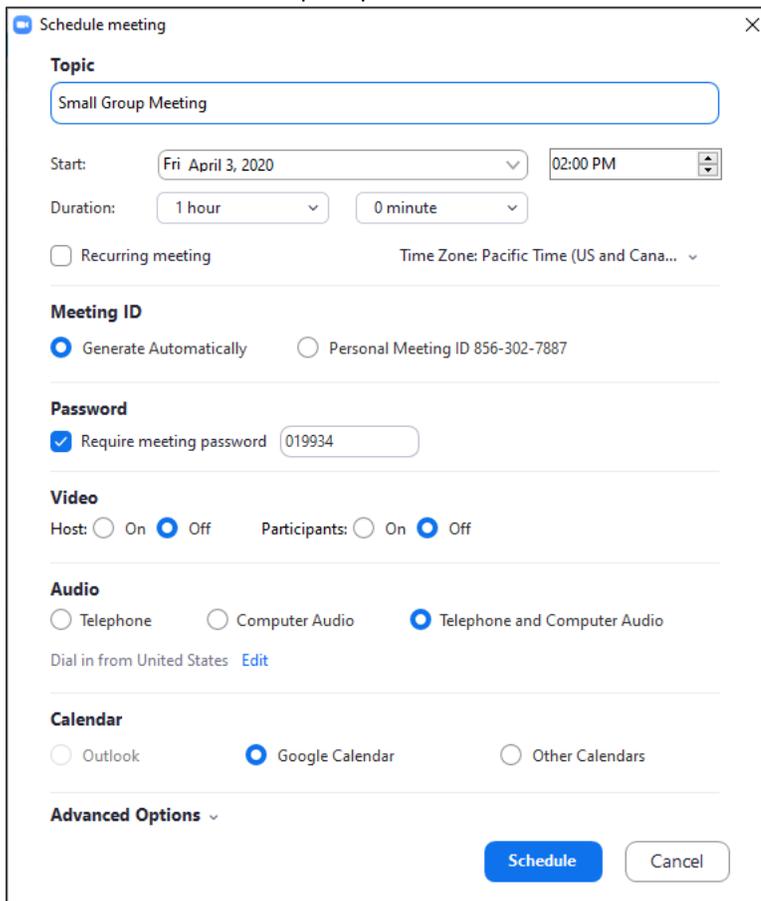
How to Create a Private Video Call Meeting Room

In order to ensure that your Zoom meetings are as secure as possible, we want to encourage you to use a per-meeting ID that is exclusive to a single meeting, rather than your Personal Meeting ID. In order to do that:

1. Open your Zoom client and sign in.
2. Click on the **Schedule** icon:



3. The scheduler window will open up and it will look like this:

A screenshot of the Zoom 'Schedule meeting' window. The window has a title bar with a close button (X) and a Zoom logo. The content is organized into sections: 'Topic' with a text field containing 'Small Group Meeting'; 'Start' with a date dropdown set to 'Fri April 3, 2020' and a time dropdown set to '02:00 PM'; 'Duration' with two dropdowns set to '1 hour' and '0 minute'; 'Recurring meeting' with an unchecked checkbox and a 'Time Zone: Pacific Time (US and Cana...)' dropdown; 'Meeting ID' with 'Generate Automatically' selected and 'Personal Meeting ID 856-302-7887' as an option; 'Password' with 'Require meeting password' checked and a text field containing '019934'; 'Video' with 'Host: On Off' and 'Participants: On Off' options; 'Audio' with 'Telephone and Computer Audio' selected and 'Dial in from United States Edit' link; 'Calendar' with 'Google Calendar' selected and 'Outlook' and 'Other Calendars' as options; and 'Advanced Options' with a dropdown arrow. At the bottom right are 'Schedule' and 'Cancel' buttons.

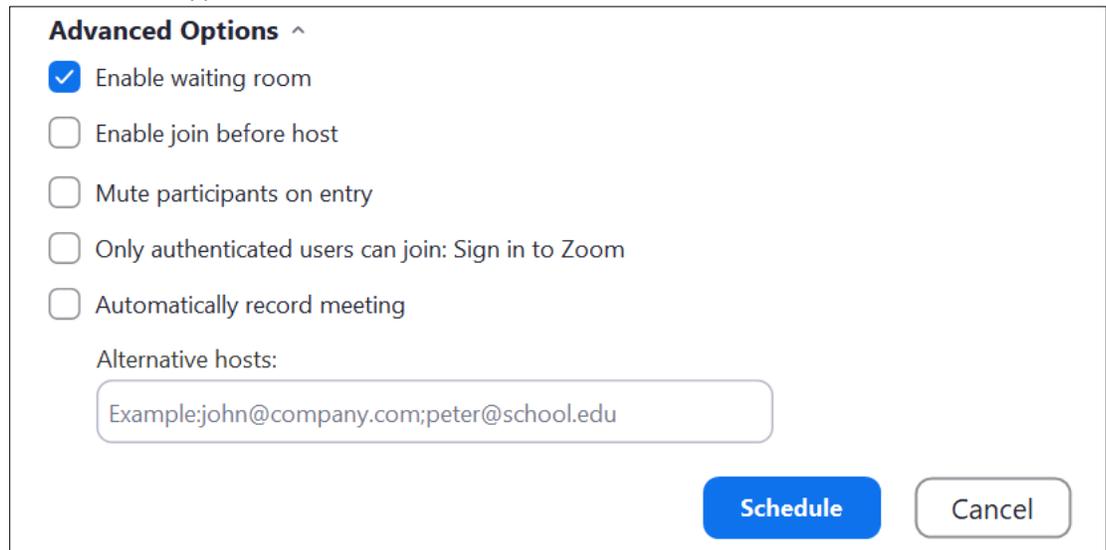
Select your meeting settings accordingly. Here are a few select things to note:

- a. **Start:** Select the date and time for your meeting. *But you can also start your meeting at any time before the scheduled meeting.* So as a host, you can start the meeting 5 minutes ahead of time as you wait for your group to sign in.

- b. **Duration:** Choose the approximate duration of the meeting, but this is only for scheduling purposes. *The meeting will not end after this length of time regardless of how long you go.*

Finally, in order to make your meetings as secure as possible, we recommend the following:

- c. **Recurring Meeting:** In order to make your meetings more secure, DO NOT select “Recurring Meeting.” The reason why is because if you select this, it’ll use the same meeting ID and password for all meetings. *This does mean that you’ll have to schedule a new meeting every single week, but by doing so it’ll always generate a new Meeting ID and password with every time making it more secure.*
- d. **Meeting ID:** Make sure you select “Generate Automatically.” By doing so, Zoom will generate a meeting ID that is unique to that meeting and that meeting alone. Every time you schedule a new meeting, you’ll be given a new meeting ID.
- e. **Password:** Make you select “Require meeting password.” Like the meeting ID, Zoom will generate a password that is unique to that meeting and that meeting alone. Every time you schedule a new meeting, you’ll be given a new password.
- f. **Advanced Options:** When you click the downward arrow next to “Advanced Options,” a drop down menu will appear:

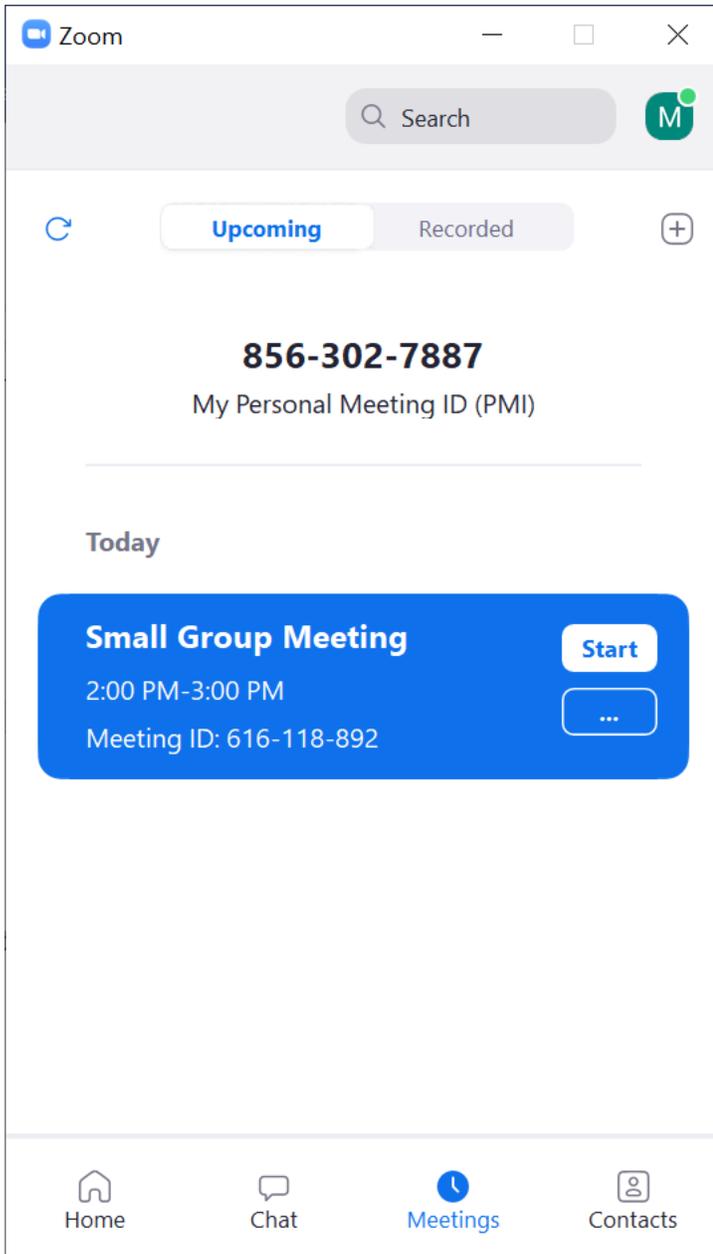


Check off “Enable waiting room.” This is an extra step of security, but by doing so you can see who is attempting to join the meeting before allowing them to access and it will give you the ability to allow them to enter or not.

- 4. After you’re done with your meeting settings, click **Schedule**.
- 5. In order to begin your meeting, click the **Meetings** icon at the bottom of your Zoom client:

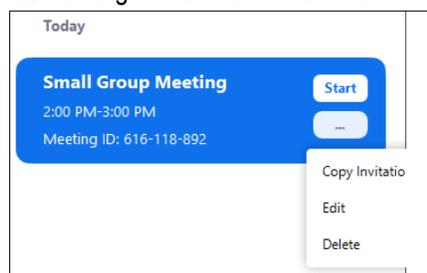


6. Your client should then look similar to this:



When you hover over the scheduled Zoom meeting, two options will appear:

- a. **Start:** This will begin the meeting right away. *Wait until you're actually ready to begin your meeting.*
- b. **...:** Clicking on this will look like this:

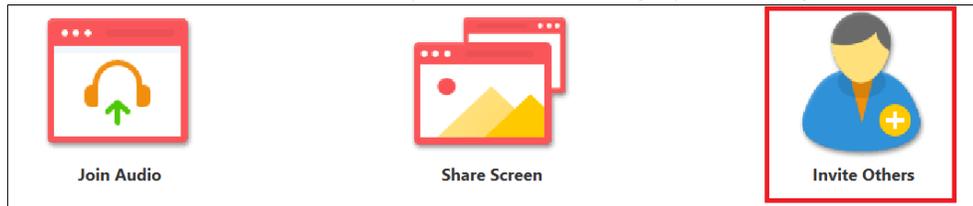


You then have the following options:

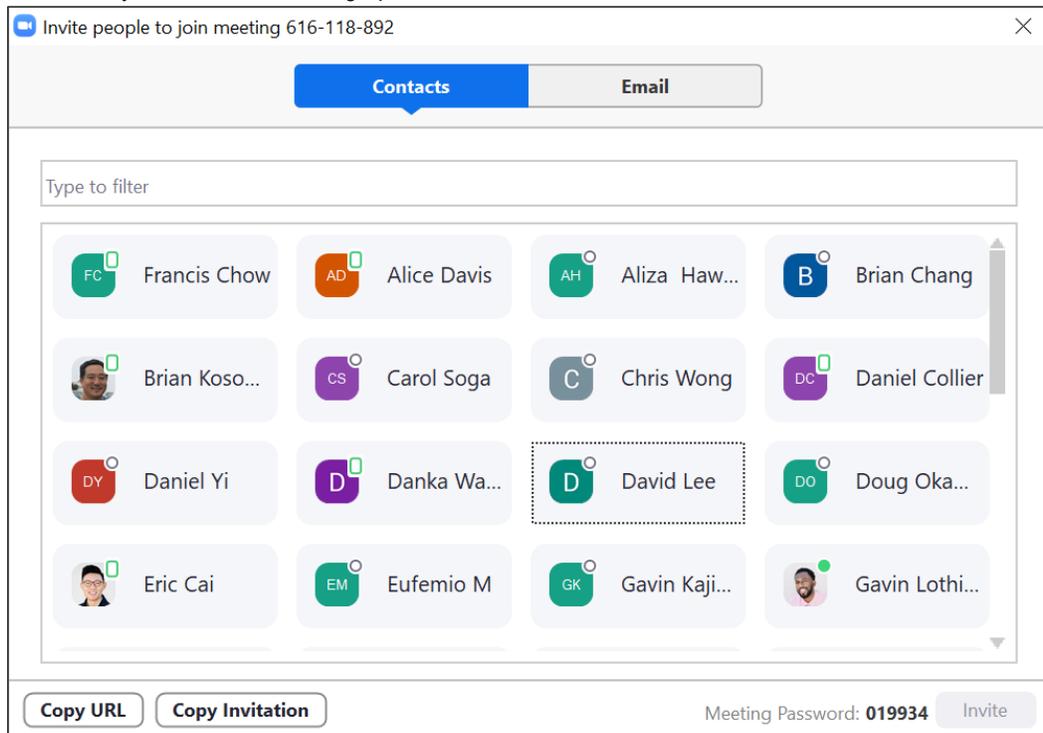
- i. **Copy Invitation:** You can send the invitation to all of your small group members where it'll give them a URL, the Meeting ID, and the Password (see Step #7).
- ii. **Edit:** Will allow you to edit any information for the scheduled meeting.
- iii. **Delete:** Will you allow to delete the meeting.

7. Once you're ready to begin, click **Start**. Here are a few ways that you can invite others:

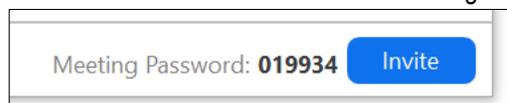
- a. You can **Copy Invitation** as was mentioned in the previous step and manually e-mail it to your SG members, or post it through Church Center Groups. Remember that either way, only your small group members will be able to see the information since it is private.
- b. You can also click **Invite Others** after you click "Start" to begin your meeting:



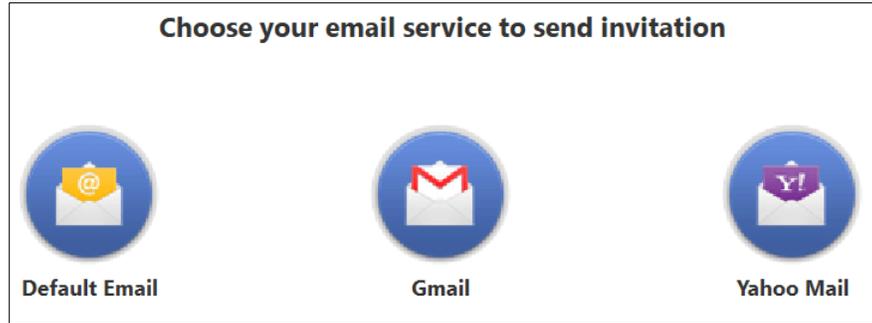
From here you have the following options:



- i. **Contacts:** You can manually select or enter in the people whom you'd wish to invite, and then click the "Invite" button at the bottom right hand corner:



- ii. **Email:** You can choose to send the invitation via e-mail. By clicking your e-mail client, it will automatically take you to your e-mail account in which you'll have to manually enter in the addresses of your members.

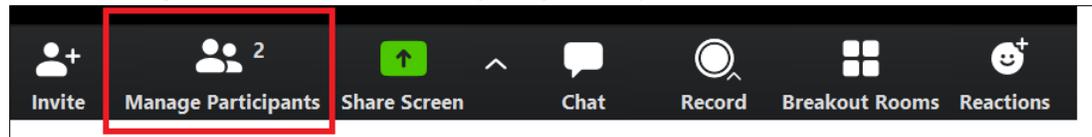


- iii. **Copy URL:** You can send a unique URL to your members however you'd like. Keep in mind that if they choose to access the meeting through the URL, they will not need to enter in the Meeting ID or the password since both are automatically imbedded within the URL itself.
- iv. **Copy Invitation:** You can send them an invitation that contains the URL, the Meeting ID, and the Password (see above).

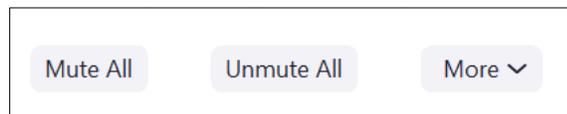
What to Do If There is an Uninvited Guest

While we hope that the above steps will be enough to stop uninvited guests, the reality is that there'll be people who will always find a way. So in the rare event that someone is able to access your meeting, please do the following:

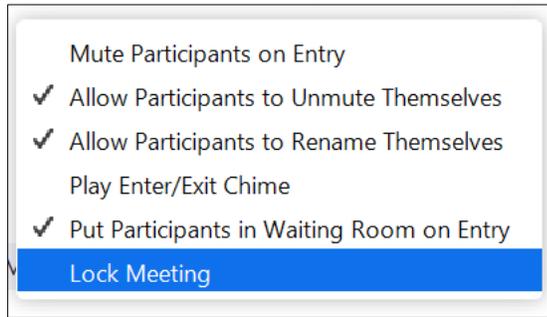
1. Lock all guests out. Once all the invited participants are in, do the following:
 - a. Click on **Manage Participants** in the meeting navigation tray in the Zoom client:



- b. This will prompt a side-bar navigation menu with all participants. At the bottom of this there will be three buttons, "Mute All," "Unmute All," and "More."



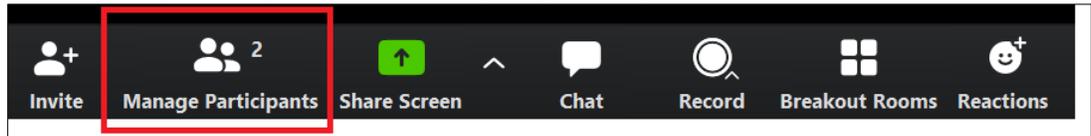
- c. Click the **More** button where you'll see various options:



Click on **Lock Meeting** and then proceed to click **Yes** when you're prompted. This will stop further participants from entering the meeting and will also give you the ability to remove participants and unwanted guests.

2. Remove unwanted guests. To remove unwanted guests, do the following:

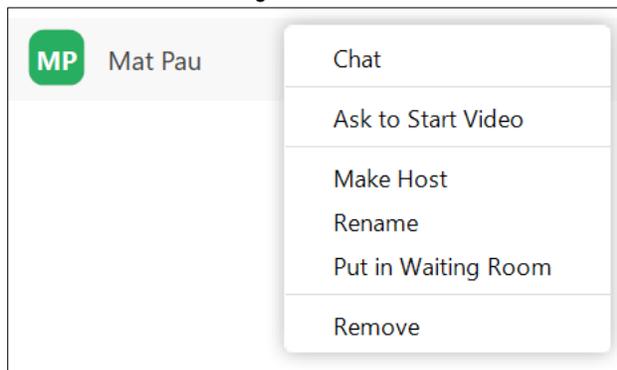
- a. Click on **Manage Participants** in the meeting navigation tray in the Zoom client:



- b. This will prompt a side-bar navigation menu with all participants. Hover over the unwanted guest until the **More** button appears.



- c. Click on the **More** button and you'll be given various options, and in particular the option to **Remove** the unwanted guest.



- d. Once you remove the unwanted guest, they should not be able to enter the meeting anymore, especially if you have locked the meeting (see Step #1).

Video Call Meeting Room Etiquette

Scripture often reminds us not only to be mindful of the content of our speech, but when and how we speak. Along with that, video calling is an altogether different medium compared to real life conversation, and therefore you can expect differences that might slow down, even abruptly interrupt conversation. To ensure that the meeting goes as smooth as possible, here are some things to consider:

1. **Mute yourself when you're not talking.** Your microphone can pick up background noise/sounds in your environment and cause the video call to focus on you for everyone's screen. This is distracting when multiple people are trying to talk at the same time or having side conversations with many users within the video call.
2. **Unmute yourself when you intend to actually speak.**
3. **Don't multitask.** Treat the person like you would if they were there in person.
4. **Use headphones if possible.** So you don't cause feedback by picking up background noises or desire more privacy.
5. **Be mindful if you're in the room with someone else and ensure proper distance** (e.g. husband and wife in two separate voice calls too close in proximity to each other can create shared background noise/feedback that is distracting).

Acquainting Yourself w/ Meeting Room Controls and Buttons

This section will help familiarize you with some of the features once you are in a videocall. This is what the toolbar at the bottom of your window should look like:



Mute: Click to turn off your microphone. Click ^ to change input and output source.

Stop Video: Click to turn off your camera. Click ^ to change camera source.

Share Screen: Click to share your screen with participants.

Chat: Click to toggle the chat column on the right.

Breakout Rooms: See below for instructions on how to use Breakout Rooms (for Zoom video conferencing host only).

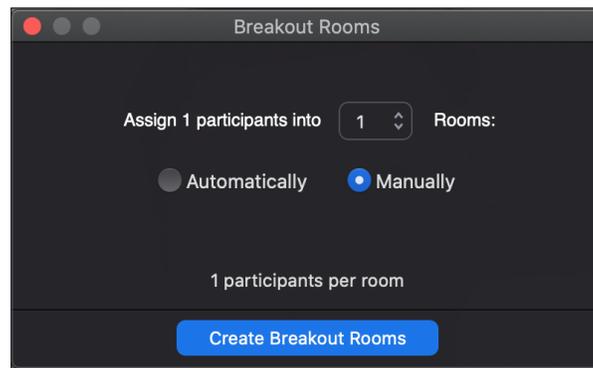
Speaker View (top right corner): Click to display whoever is speaking as the main screen

End Meeting: Click to end meeting for everyone.

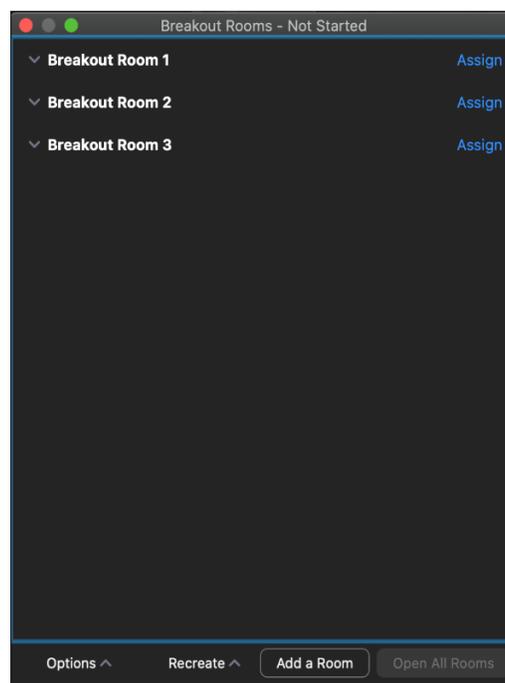
***Using Breakout Rooms (For Zoom video conferencing host only)

The following applies only to church-wide SG leaders. Breakout Rooms is a useful feature for you to select and group specific video conferencing members into smaller groups for further private discussion and sharing (very useful for breaking off into gender based smaller groups from a larger group). However, you as the Zoom video conferencing host (small group leader) need to select and create these breakout room(s) for your members as it is a unique feature of the “pro” Zoom user account with the desktop client installed. It cannot be initiated by a normal user who has joined the video conference. Each church-wide small group has been given one “pro” Zoom account.

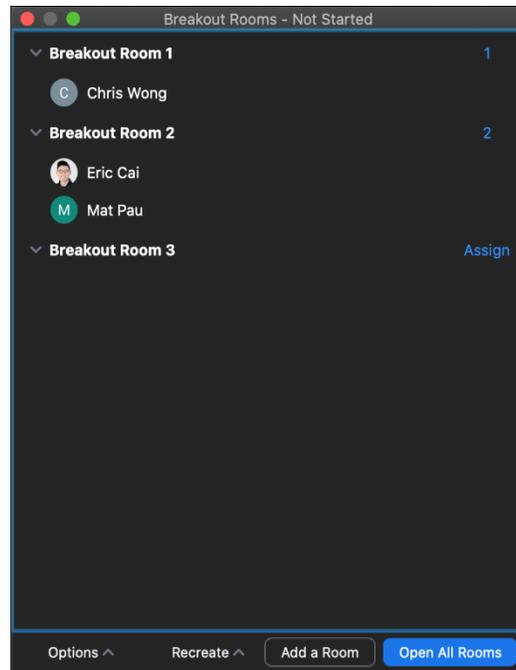
1. Click “Breakout Rooms” on the Meeting Room Control Toolbar. Afterwards you should see this screen:



2. Select the number of rooms you would like to create and click the “Create Breakout Rooms” button. This will create separate rooms you can then manually assign people to. Afterwards you should see a screen like this:



3. **Go to the first Breakout Room and click “Assign.”** Select the particular person(s) you would like to add to the first Breakout Room and assign them to the group (they should be added to the room afterwards). Repeat this step for the other Breakout Rooms you have created until everyone has been placed in their appropriate Breakout Room. It should look something like this:



4. **Once step 3 is completed, you're done.** If someone joins the general video conference at this point, you may manually add them to an existing Breakout Room. If you need to send a message to all the Breakout Rooms, you can click the “chat” button on the Meeting Room Controls toolbar and send a chat message that should pop up on their screen. This is especially useful to communicate to all Breakout Rooms with a message like, “It’s almost 9pm. Please try to wrap up your small groups in ten minutes.”

Frequently Asked Questions

1. **Why can't we use our own individual preferred methods of communication (eg., Facetime, Skype, Facebook Messenger, etc.)?** While we recognize that there are a myriad of ways of communication at your disposal, for the purpose of our ministry here at Lighthouse, we have found Zoom to be the most helpful. Zoom has the necessary capabilities for larger group meetings as well as small group meetings. Since Lighthouse as a whole will be using Zoom during this unique season, we want to encourage you to be familiar with Zoom so that we can not only better love and serve you, but so that you might better love, encourage, and serve others!
2. **Why can't we meet in person?** Out of love toward our members and our neighboring community, we want to reduce any risk of exposure to COVID-19. The reality is that some of us might be positive for COVID-19, but not be aware of it. So we can better love each other and also be a loving witness to our community by seeking to lower the possible risk of exposure through online meetings rather than in face meetings.
3. **What's the difference between the web client and the Zoom app?** For one, the web client only works on browsers via computers – so it would not work on our smart phones. However, the Zoom app allows us to use Zoom on all platforms: smart phones, tablets, computers, etc. Moreover, the Zoom app allows us to access “Breakout Rooms” – a feature that allows us to meet in smaller discussion groups while still being in a main session. For example, in church-wide small groups we meet altogether for discussion, but we also break up to pray in gender based groups or discussions. “Breakout Rooms” allows that to happen without the need to disconnect and reconnect. For this reason, we encourage you to download and use the Zoom app!
4. **Do you need to join through a computer? Can I use my phone or tablet?** Along with your computer, you can also use your phone or tablet! Simply download and install the Zoom app as described under “Installing Zoom on Your Mobile Device.” If you do plan on using your phone or tablet to call in, make sure you select “Call Using Internet Audio” rather than dialing in when you're prompted to set up audio for the meeting room.
5. **What if I don't have a device that supports Zoom/optimal internet connection?** If your device doesn't support Zoom or you don't have optimal internet connection, or any other technical difficulties, please come see us.
6. **For small groups, can I use the web client instead of the app?** See question #3: “What's the difference between the web client and the Zoom app?”
7. **What if I have more questions and issues?** Should you have more questions or issues arise, we want to encourage you to contact us directly. Since we can anticipate that everyone (schools, universities, churches, businesses) will be using Zoom during this season, we can expect that their live helpdesk and support services will be delayed. By God's grace, we have our own in-house Zoom expert, Leia Yen, who has lovingly offered her services to us! **You can contact Leia Yen at: leia.yen@gmail.com**