

Getting Started with Zoom

- To attend the Zoom interview, you need one of the following:
 - a computer (laptop, desktop) with both a camera and a microphone,
 - a tablet, such as an iPad or Kindle, or
 - an iPhone or Android smartphone.
- If you're using a mobile device (phone or tablet), you'll need to install the Zoom app. The app is free.
 - Go to the app store on your phone/tablet. Search using the word "Zoom." The Zoom app is called "ZOOM Cloud Meetings" and shows a white video camera on a blue background. Install the app as you normally do for apps. 
- If you're using a desktop or a laptop computer, you can use Zoom without downloading the Zoom app. Zoom might prompt you to download the app, but it isn't needed to join the meeting.
- You do not need to have a Zoom account to connect to the Zoom interview.
- To be connected with your interviewer at your appointment time, click on the link you were emailed. You will not need to enter a password.
- Audio Source:
 - Depending on the type of device you are using, a message will pop up asking you to "Join with computer audio" or to allow Zoom to access the microphone by clicking "OK." You'll need to "allow access" or "join with audio" so the interviewer can hear you.
 - If you deny audio access or accidentally press the wrong button, the interviewer will not be able to hear you. In that case, leave the Zoom meeting, enter again, and allow microphone access.
- Waiting Room: When you connect to the Zoom meeting you will enter a digital waiting room. When the interviewer is available to begin, he or she will admit you to the video room.
- If you have questions regarding your appointment or have problems connecting, please contact the MEPS helpdesk at **1-800-241-2790** or MEPSHelp@westat.com.

Tips for a great video call:

- Use strong wifi or an ethernet cable



- Close unused programs (or restart computer)

