

Zoom Instructional Guide –Desktop [Other]

Quality Care Pharmacy Program
July 2022

[USE THIS GUIDE IF YOU ARE DOWNLOADING ZOOM ON A DESKTOP DEVICE E.G. LAPTOP]

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.

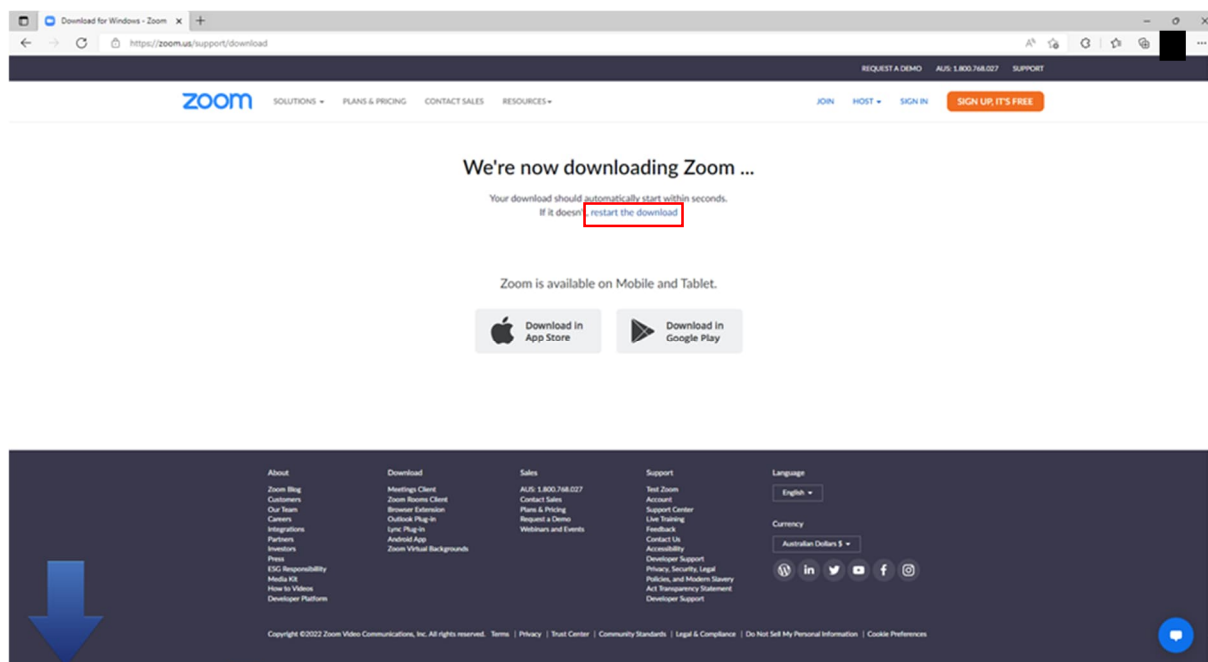
1. How to download Zoom

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.

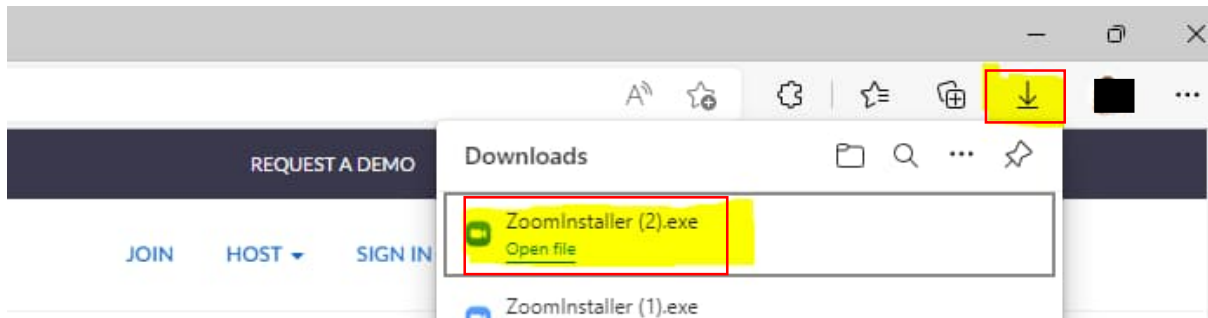
Please note, you do not need to 'sign up' to Zoom (i.e., have an account with Zoom) for this call to take place.

To download Zoom:

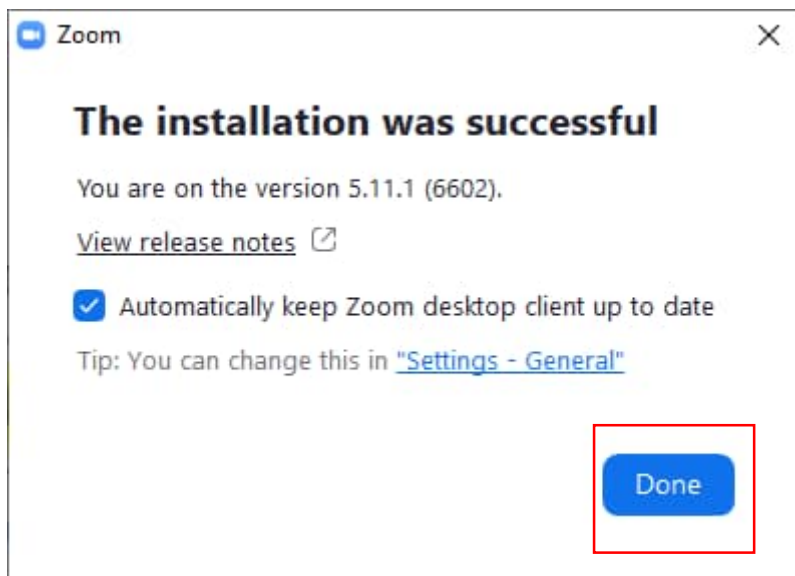
- Download Zoom on to your device - [Download for Windows - Zoom](#)
- Note: this should be the device you will complete the follow up zoom call on. This device must have video function i.e., a webcam.
- Zoom will automatically download in your browser then appear in the downloads tab (either the bottom left or top right of your screen). If Zoom did not download, please select 'restart the download'



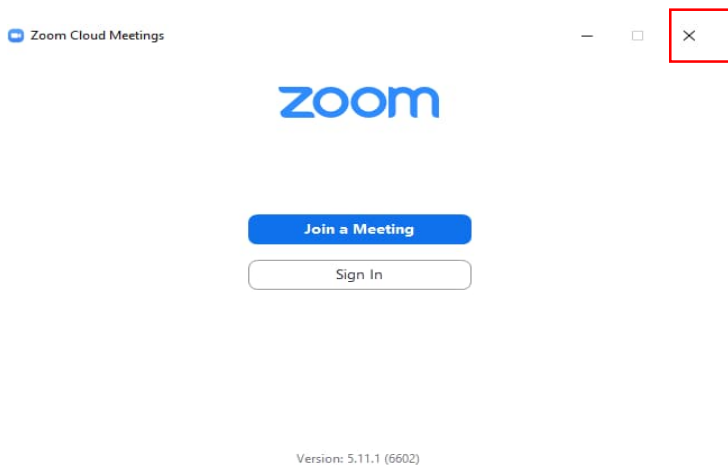
- Once Zoom downloads, open the file to install zoom
- Note: the image below shows zoom downloading in the top right of the screen, on some devices, the download bar will be on the bottom left of your screen.



- Once you have opened the zoom installer file, Zoom will automatically download then you will see confirmation from Zoom that the installation was successful (as below).



- Zoom will then request you either 'join a meeting' or 'sign in' (as below). You do not need to select either of these options, please exit out of Zoom. Your device should now be ready to join your Zoom call when scheduled.
- If you are trying to join your scheduled Zoom call, please refer to section 3 of this guide.



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.

Please note

- it is important you accept this video call invitation to ensure the call is confirmed.
- Please make arrangements in your pharmacy to accommodate the call at the scheduled time

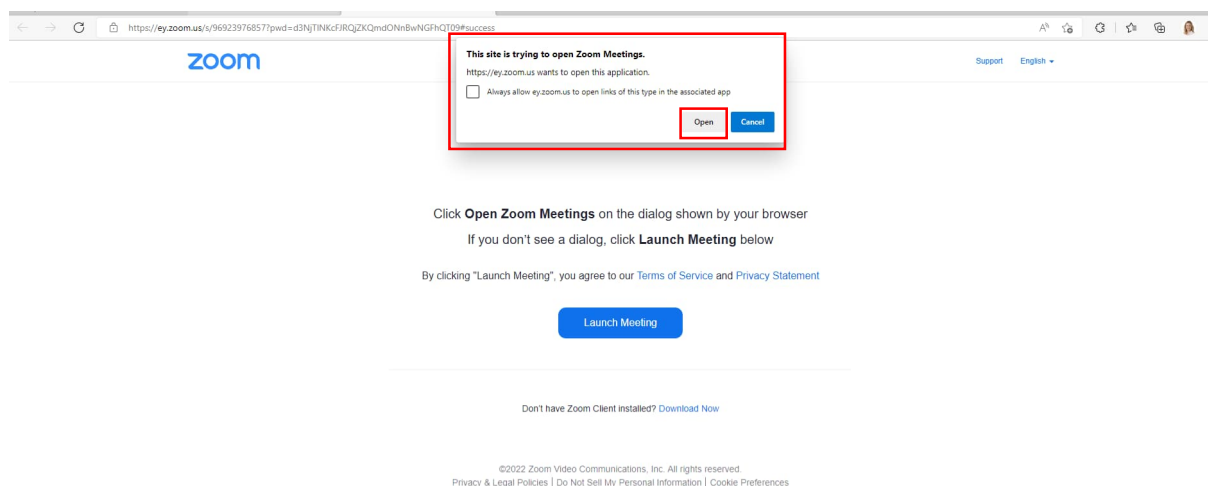
3. How to join Zoom

- There are numerous ways to join a zoom call. You can either:
 - a. Locate the email from the assessor (by searching your email inbox) and access the video link in the body of the email.
 - b. Locate the invitation in your calendar, double click on the scheduled call then access the video link (option b is pictured below)
- Once the invitation loads, join the Zoom meeting by selecting the link underneath the text "Join Zoom Meeting".

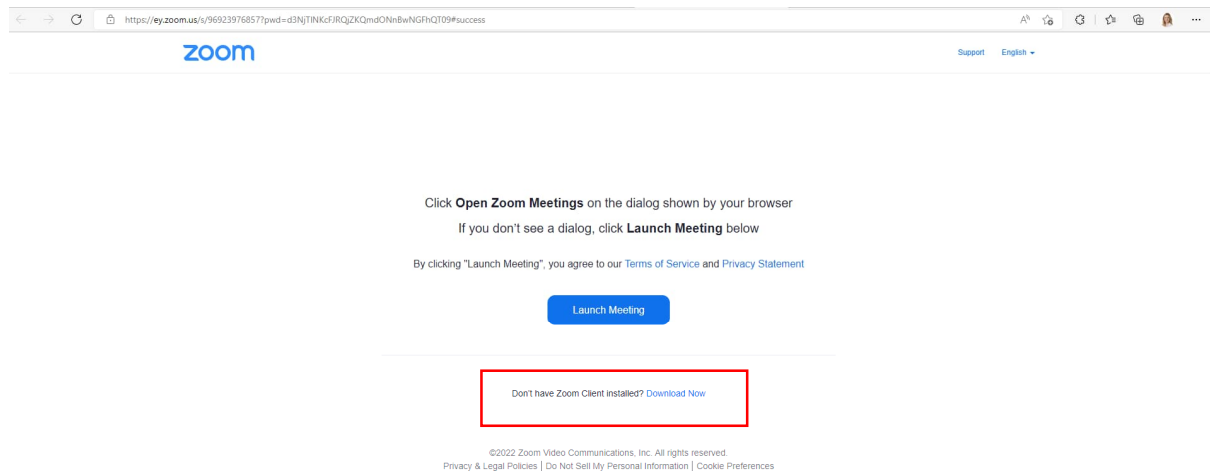
Join Zoom Meeting

<https://ey.zoom.us/j/96923976857?pwd=d3NjTINKcFJRQjZkQmdONnBwNGFhQT09>

- Once you select the link, Zoom will open the following web browser. Please select 'open'. Please be patient as this link can take some time to load, if it does not load in a minute, please re-select 'open' or 'launch meeting'.

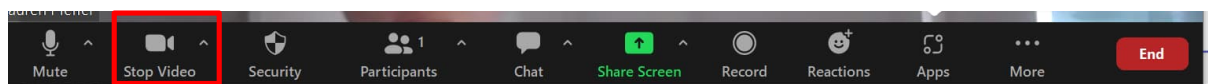


- If you do not see the dialogue box 'this site is trying to open Zoom' then you have not downloaded zoom on to your device. Instead, you will see the following information, please select "download now"



4. Once you have joined the zoom call

- Ensure audio is enabled by selecting 'Join with computer audio'
- Your assessor will shortly be on the call (if they are not already). Please check your video is enabled. The bottom of your screen should read 'stop video'.



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

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.