

Appendix 2, as supplied by the authors. Appendix to: Chan-Nguyen S, O’Riordan A, Morin A, et al. Patient and caregiver perspectives on virtual care: a patient-oriented qualitative study. *CMAJ Open* 2022. doi: 10.9778/cmajo.20210065. Copyright © 2022 The Author(s) or their employer(s). To receive this resource in an accessible format, please contact us at cmajgroup@cmaj.ca.

Zoom Tutorial

You can join the meeting by clicking the **meeting link** or going to join.zoom.us and entering in the meeting ID and passcode. A Zoom account is not required.

- The meeting link, ID/passcode, and a telephone number will be included in the email invitation and participant package

You may use a computer, laptop, smartphone, or tablet. (It is recommended you be connected to the internet or wifi for these options). You can also join by telephone.

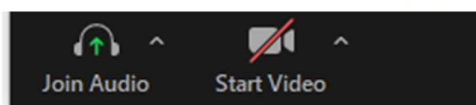
1. To Join:

From the email invitation:

- Click the link that looks like this:
[Click here to Join Group Discussion on Zoom](#)
- If the meeting has not yet started you may see the message:
"Waiting for the host to start the meeting"
- If joining online, you will be asked to type in your name.
(you may use your first name or the name you prefer to be called)
- You will then see the message: *"Please wait, the meeting host will let you in soon."*

2. In the Meeting:

Once you are in the meeting, check the bottom left side of the screen to ensure your audio and video are on.



or

Join with Computer Audio

If possible, we ask that you have your video on during introductions. If you would be more comfortable not appearing on the screen, you may turn off your video by clicking on the 'Video' button after the group introductions.

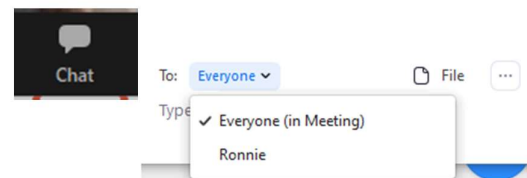
If you do not have a webcam on your computer or if you are joining by phone, we will still be able to hear you and see your name in the meeting.

3. Chatting:

Throughout the meeting, we ask that you have your audio muted. If you are joining us by video, you can do this by clicking on the Mute option in the far left corner of the screen. If you are joining us by phone, please use your phone's muting capabilities or press *6

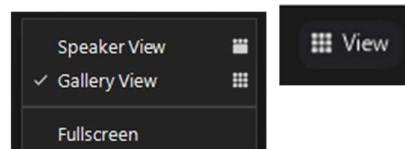


If you are joining from the link, you are welcome to type in questions on the group 'chat' which is located at the bottom of the zoom screen:



4. View the Group:

If you would like to see everyone with their video on, you can change your viewing options : In the top right corner of the Zoom screen, you will see the View icon. Clicking this will allow you to change how many people you see * We recommend **Gallery** view.



To "*raise your hand*" in the meeting you may physically do so if your video is on. You can also use the 'raise hand' Zoom feature in the **More** option at the bottom of the zoom screen.

When using a phone call, participants can raise their hand by clicking on *9 on the keypad.

If at anytime you wish to leave the meeting, you may click ***Leave meeting*** at the bottom right of the Zoom screen. The meeting will also automatically end once the host ends the meeting.