

How to join your Homewise appointment on Zoom

Option 1

Visit the Zoom website directly: <https://zoom.us/join> and type in the meeting ID found in your booking letter

Or

Option 2

Open your confirmation email from Homewise on your device and click the meeting link

Once on the Zoom website you will be prompted join the meeting, simply enter your name and click "Join".

You may need to momentarily wait for the Host to start the meeting, and you will be placed in the "Waiting Room" where your consultant will join you.

At this point you should turn on your audio so you can be heard, and choose to turn your video on too, if you wish. To do this, click the icons in the bottom left of the screen. And that's it, you're ready for your call!

Head to Zoom online

If you're still feeling a bit unsure, you can head to the Zoom website before your meeting and run a test call. This way you'll be able to test your sound and camera. This also means you'll be able to avoid any technical hiccups.

Test call: <https://zoom.us/test>

If you have any other doubts or technical issues, make sure you get in contact with us, and we'll be able to give you advice. You can also go straight to the source and troubleshoot any issues via the Zoom help centre.

Zoom help centre: <https://support.zoom.us/>

You can head to our blog for some helpful information and some great tips to help you make the most out of your consultation: <https://www.homewise.co.uk/blog/how-prepare-video-call-4-easy-steps/>

It's also important you call us if you have any questions before your consultation, or if you need to change the date/time.

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