New to Zoom?

Read the follow instructions to learn…

1.)   What to do before joining a Zoom meeting

2.)   How to join a Zoom meeting

3.)   The next steps after you join a Zoom meeting

4.)   How to participate in a Zoom meeting

5.)   Troubleshooting Tips

What to do before joining your first Zoom meeting

1.)   Prior to a Zoom meeting or event, it can be helpful to download the Zoom application onto your computer, tablet, or smartphone in advance. Zoom is secure and free to use.

- If you are using a computer, you can download Zoom by visiting: https://zoom.us/download

- If you are using a smartphone or tablet, you can download the Zoom app. Make sure you search for and download the "Zoom Cloud Meetings" app.

- Note: you do not need to sign up for a Zoom account to use or download Zoom.

2.)   If you are using a computer with a microphone and camera, make sure your microphone and camera are working properly. One way to do this is by doing a Zoom test (see step 3 below)

3.)   We recommend testing out Zoom before joining a meeting by visiting: https://zoom.us/test . This "test meeting" can help you get comfortable with Zoom, play around with it, and make sure the video, audio works.

How to Join a Zoom Meeting

There are several different ways you can join a Zoom meeting. You only need to choose one:

1. Through opening an email invitation
2. Directly from the Zoom website.
3. Via telephone.

1.) Through an email invitation link (via computer, smartphone or tablet)

- Step 1: You'll receive an invitation from the meeting host in your email. Open the email and click on the meeting link.

- Step 2: If you do not have the Zoom app downloaded on your device, you will be prompted to download it after opening the email invitation.

- Step 3: Once you have downloaded Zoom, go back to the email invitation and click the meeting link again. You will be automatically directed to the meeting. If you are prompted to type in a password, you can find the password in the email invitation.

**2.) From the Zoom website** (via computer, smartphone or tablet)

- Step 1: You can also join a Zoom meeting by going to Zoom's website: https://zoom.us/

- Step 2: Once you have opened Zoom's website, go to the top left-hand side of the page and click "Join a Meeting".

- Step 3: When prompted, type in the Meeting ID (and password if needed) from the email invitation you received and press the Join button.

3.) Via telephone (non-smartphone)

- Step 1: Open the email invitation and locate the dial-in number.

- Step 2: Dial this number on your phone and when prompted, enter the Meeting ID (and password if needed) to join the meeting. Without a screen, you will not be able to see but you will be able to listen and speak.

Next Steps after Joining a Meeting

1.) When you join a Zoom meeting, you may find yourself in a virtual waiting room until the event begins. Some Zoom meetings have waiting rooms and some don't. All you need to do is simply wait until the event begins.

2.) Type in your first name if prompted.

3.) If you have a camera on your device, a window may appear that says "Join with Video" or "Join without Video." When you click "Join with Video" it means your camera is turned on and people can see you when you enter the meeting (this is recommended). If you want your camera turned off instead, you can click "Join without video." You have the option to turn on and off your camera during the Zoom meeting. Please see "How to Participate in a Zoom meeting" below for further instructions on how to use your camera/video settings.
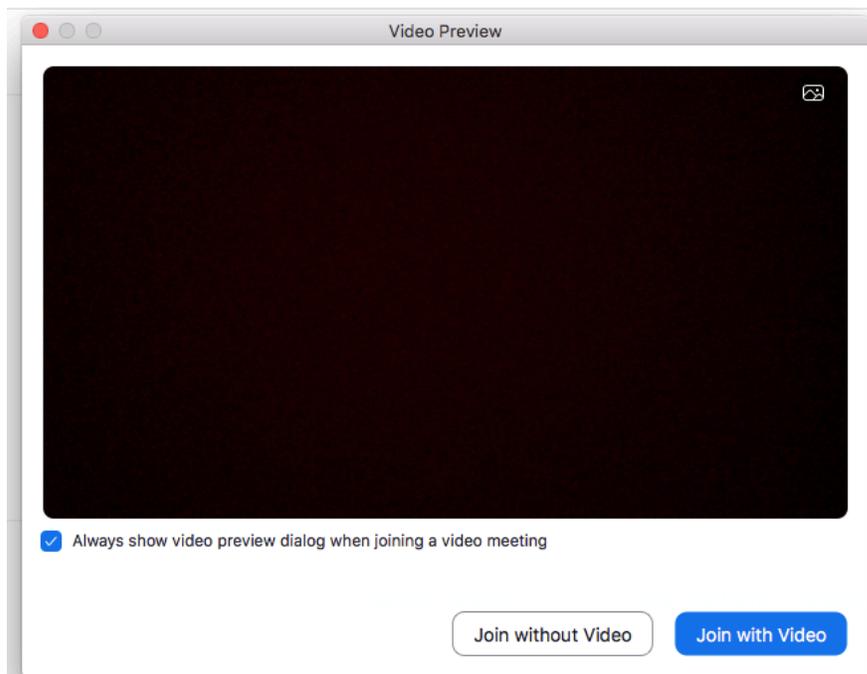
4.) If you are using a computer, smartphone, or tablet, you may also be prompted to "Join Audio" or "Join Computer Audio." You will need to click this link before entering the meeting. To make it easier to join in the future, select the checkbox on the bottom left to "Automatically join audio by computer when joining a meeting."
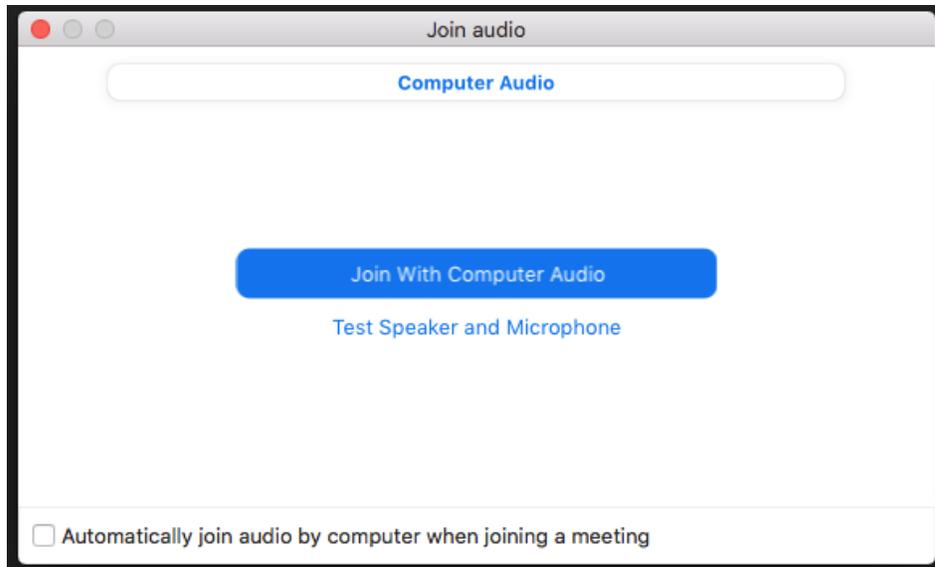
You will also have the option of clicking a link that says "Test Speaker and Microphone." If you click this link, it will allow you to test your microphone and audio before entering the meeting. Testing your speaker and microphone is not required but recommended if you are new to Zoom. After testing your microphone and audio, you will be able to enter the meeting.

5.) Depending on the type of event or meeting, your microphone may be muted when you enter the meeting. To learn about how to mute and unmute your microphone, please see the instructions below on "How to Participate in a Zoom meeting."

How to Participate in a Zoom Meeting

Participating in a Zoom meeting is a lot like any conversation—there are opportunities to listen and opportunities to talk. Below you'll find a list of the most important tools you will need to participate in discussion.

This is what the Zoom toolbar looks like on a computer. The basic tools you need are explained in more detail below:

Zoom Tools

1.) Muting / Unmuting Your audio

One of the most important tools is the mute / unmute button. On the bottom of your screen on the far left corner of the toolbar, you should see a microphone icon that says "mute" or "unmute*."*

To mute or unmute your microphone, click the icon.

When you are muted, the microphone icon will have a red line crossed through it. *This means no one can hear you speaking.* When you are unmuted, the microphone icon will look green or blank (like the picture to the left). *This means people can hear you speaking.*
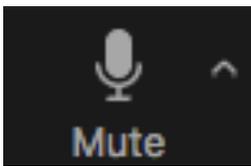
When listening to a speaker or a presentation, it is recommended that you mute yourself. Then, when you are taking part in a discussion, you can unmute yourself. If you have background noise or are involved in a large group discussion, it is best if you can mute yourself when you are not speaking and unmute yourself when you are speaking (If you are not sure when to mute or unmute yourself, don't worry, you'll get the hang of it pretty quickly!). Hosts are also able to mute all participants when needed.

2.) Starting / Stopping Your Video

To the right of the mute/unmute button you will see a video camera icon. You can *click the icon to turn your camera on or off.*

When the camera icon is blank or green, it means your video is turned on and people can see you. If there is a red line crossed through the icon, it means your video is turned off and no one can see you.
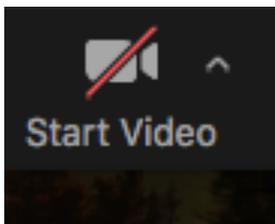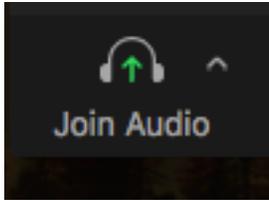
Participants are generally encouraged to keep their video camera turned on at all times. If however, you need privacy for any reason, you are welcome to stop your video at anytime.

Before the Zoom meeting begins, find a place to sit where you won't be distracted, which won't be distracting to others. Make sure you're sitting in an area that is not too dark or too noisy and
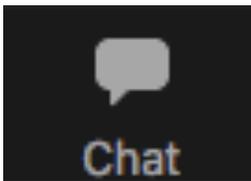
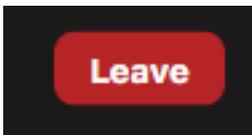|	that you're a comfortable distance away from the camera, but not too far away, so everyone can hear and see you.
	3.) **Joining Audio** If you did not "join your audio" before entering the meeting, you will need to click the icon on the left side of the toolbar that says "Join Audio." This will allow you to hear other people and for them to hear you. This icon will only appear if your audio is not yet joined / enabled. If your audio is already joined, the mute/unmute microphone icon should appear there instead.
	4.) **Chat / Messaging** If you need to send a message to the host or another participant you can click the chat icon on the toolbar. Make sure to check if you are sending the message to correct person before pressing the enter/return button.
	5.) **Leaving the Meeting** If a circumstance arises where you need to leave the Zoom meeting early, you can click the "Leave" button on the right-hand side of the screen. You can also click this button when the event is over and you are ready to leave.
	Other Tools / Icons Other tools include the share screen icon, which allows participants to share their computer or phone screen with everyone else (this option is usually disabled for participants). There is also a button on the toolbar that allows you to see the names of meeting participants.

Screen Viewing Options

In the top right-hand corner of your screen you should see a button that allows you to change the video layout on your screen. This button should be labeled "Speaker View" or "Gallery View." There are 3 main video layouts:

1.) **Speaker view** (default layout on your screen)
This option generally works well when viewing speakers or presentations. On your screen you will see a large video of the person currently speaking. If you are using a computer or tablet, you should also see a sidebar that displays some of the other participants. You can minimize the sidebar or move it with your cursor to the top or the side of the screen.

2.) **Gallery view**
This option generally works well for discussions. Depending on the device you are using, gallery view can allow you to see up to 49 participants at a time on your screen. To enable gallery view, click the button on the top right corner of your screen that says "gallery."

3.) **Share Screen** view
If the presenter is sharing their computer screen or showing a video, you will their screen displayed in the main window. The gallery and speaker views will be disabled.

Troubleshooting Tips

Below you will find some troubleshooting tips. Zoom also has a page with troubleshooting advice that you can find here: https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting

"Zoom is saying I am in another meeting"

- Check to see if you have a previous meeting still in progress. Make sure all Zoom windows are closed and try again.

"My video/audio has frozen"

- This is an unfortunate fact of life. Before you do anything, wait 30 seconds. If the computer is temporarily stalling, it may resolve itself and anything you do in the meantime may make the situation worse. Failing that:

  o Try to leave the meeting and rejoin. Before doing so, make sure all applications that you are not using are closed.

  o If the application has frozen: try to close it as normal, then reopen and rejoin. If it does not respond, force-quit it:
    - - Windows: press ctrl-alt-del, select "Task Manager", select "Zoom", click "End Task"
    - - Mac: press cmd-option-esc, select "Zoom" from the "Force-Quit" program, click "Force Quit"

"Participants cannot see me"

- Make sure you have clicked the "start video" button in the bottom left corner.

- Make sure you have no external displays or monitors plugged into your laptop, or secondary displays plugged into your computer.

- If you are using an external webcam, check the connection with the computer/laptop.
- Make sure there is no cover obstructing your camera's lens.

- Make sure you have no applications open they may be using or controlling your webcam (ie. Facetime, skype, etc)

- Make sure you have given Zoom permission to access your camera:

- On Mac: [instructions here.](#)
- On Windows: [instructions here.](#)

- Restart your machine.

- If this is still not working, try an alternative device (eg. Zoom for mobile)

"I am not getting any sound"

- Make sure you have clicked "start audio" in the bottom left corner

- Make sure you have no external microphones, speakers or audio equipment plugged into your computer that you do not intend on using.

- Make sure there are no Bluetooth devices connected to your computer.

- Cases have been known to obstruct microphones on certain laptops: remove any cases, stickers or accessories that could be potentially obstruct your microphone.

- Make sure you have no applications open that may be using or controlling your webcam (if in doubt, close all applications that you are not using!)

- Restart the Zoom meeting and make sure that "Use computer audio" is selected"
- Make sure you have given Zoom permission to access your microphone:
    - On Mac: [instructions here.](#)
    - On Windows: [instructions here.](#)

- Restart your machine.

- If this is still not working, try an alternative device (eg. Zoom for mobile)