ZOOM USER GUIDE
GETTING STARTED WITH ZOOM

Before You Start:

You must have the the Zoom Desktop Client software installed on your computer or device.

- On a **laptop or desktop running Windows or Mac OS**, download and install the Zoom App by visiting the [UDeploy download page for Zoom](#).

- On a **Chromebook**, download and install the [Progressive Web Application (PWA)](#)
- On a **mobile device**, download the free app from your Apple AppStore or Android Google Play.

SETUP & CONFIGURATION

Zoom Web Portal:

Visit https://www.udel.edu/zoom and click "Sign in." On the UD CAS page, enter your UDelNetID, password, and 2-factor code. Upon sign in you will be taken to your Profile page.

Highlights of this page are:
- Setting your profile picture (persists through the Zoom platform).
- Editing your [Personal Meeting ID/Personal Link](#)
  - This is your personal dedicated virtual meeting space. You can use it at any time or schedule it for future use.

After configuring your profile, we recommend going to the Meeting Settings tab to configure your preferences based on how you would like to conduct meetings.

Zoom Desktop Client & Mobile Device:

1. Once the Zoom Client for Meetings is installed, click the Sign In button
2. Click "Sign In with SSO" and enter "udel" if prompted for a company domain
3. On the UD CAS page, enter your UDelNet ID and password.

You now have the Zoom client for Meetings installed. Best practice is to have Zoom start when your computer boots up.

Learn more: [Zoom Client Settings](#)

- On **Windows**, go to the Zoom client and click on "Settings" at the top right. Click on General and then check the box that says, "Start Zoom when I start Windows".
- On **Mac**, right-click the Zoom app in the Dock, select Options > Open at Login.

Client Software Updates:

All users are required to update their Zoom software to ensure it is no more than nine months behind the current version at any given time. You will be prompted to update your software before you can join a meeting if the version falls behind the nine-month window. Visit our webpage to find the [software updates schedule](#).

SCHEDULING ZOOM MEETINGS

Zoom offers you several ways to schedule your meetings. If you're using Google calendar or Outlook, you must install the appropriate add-in or extension. You can also schedule class meetings for your students directly through your Canvas course site. See below for additional information.

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Web Portal
1. Log in to http://www.udel.edu/zoom
2. Click "Schedule a Meeting" in the top navigation bar
3. Input details for the meeting and click "Save"
4. You can then copy the URL or Invitation or add to your calendar with available plug in

Zoom Desktop Client
1. Click "Schedule" button on the Zoom App
2. Input details for the meeting and click "Save"
3. You can then copy the URL or Invitation or add to your calendar with available plug in

Canvas Integration for class meetings - Instructions

Outlook Add-in – Download Link & Instructions
1. Scroll down the page to the section that best suits your use of Outlook.
2. Download and install the add-in as described.
3. Follow these instructions to schedule Zoom meetings through Outlook.
4. **Note:** Recurring meetings must be scheduled through Zoom, then added to the Outlook calendar.

Chrome Extension for Google Calendar – Video Tutorial & Instructions

Firefox Extension of Google Calender – Video Tutorial & Instructions

Details on additional features for scheduled meetings can be found here:
- Alternative Host
- Scheduling Privilege
- Meet Now vs. Schedule Meetings

Audio

When starting/joining a meeting, you can join the audio by phone or computer.
- Choose "Join Audio by Computer" to connect your computers mic and speakers to the Zoom Meeting. You can test you Audio sources by using the "Test Computer Audio" link when joining.
- Choose "Phone Call" and dial the number provided. Enter in the Meeting ID and make sure to input the "Participant ID"

Clicking on the Mic icon in the tool bar will let you mute and unmute your audio once connected. You can preview and change your microphone source via the down arrow.

Video

Access Video settings before or during a meeting by clicking on the "Settings" icon on your Zoom Desktop Application.

Clicking on the Video icon in the tool bar will let you start and stop your video feed. You can preview and change your camera source via the down arrow.

Manage Participants

When hosting a Zoom meeting, you have additional controls available to help manage your participants including elevating to host/co-host, muting/unmuting, etc.

Share Screen

1. Click the "Share Screen" icon in the tool bar
2. Choose to share your; desktop, specific application, whiteboard, camera feed, etc.
3. All participants in your meeting can share their screen
4. During screen sharing you and your attendees can use the Annotation tools for drawing, pointing, highlighting, etc.

Chat

1. Click the "Chat" icon in the tool bar to start an in-meeting message with participants in the meeting
2. The dropdown on the chat window will allow you to message Everyone, or a specific participant

Record

As a host you can record the meeting to either the Zoom cloud or your local machine.
1. Click on the "Record" icon in the tool bar
2. Choose to record to the Cloud or Local machine
3. Recording will process once the meeting ends

Advanced Features, New Features, Troubleshooting, FAQs, etc.

Please visit our website for platform enhancements, updates, announcements, instructions, and a link for live technical support.

Before the Meeting:
- o Test your Audio and Video
  - − Make sure to choose the correct audio and video sources
- o Have the content and applications that you intend to share open and prepared ahead of time
- o Close applications that have pop ups

Hosting A Meeting:
- o Mute your mic if others are presenting/speaking
- o Use "Gallery View" for smaller group/team meetings
- o Share your screen
  - − Share specific Applications to control displayed content
  - − Use "New Share" to seamlessly transition between shared applications.
- o Use the Annotation tools to grab and direct attention

Turn the camera on!
- o Put your webcam at eye level or higher – experiment for best angles
- o Make Eye Contact - Try to look at your webcam versus the screen

Here are some great resources from our Knowledge Base to take a deeper dive into using Zoom.

- ● Watch the Getting Started Videos
- ● Join our Weekly Zoom Meetings and Webinar training

TECHNICAL SUPPORT

Visit support.zoom.us to search Zoom's support database of tutorials, instructions, and learning videos.

Visit the UD Zoom Help pages for instructions, announcements, and FAQs related to Zoom at UD.

Visit the ATS Virtual Welcome Bar for live assistance with a technician over Zoom. No appointment necessary. Open Monday-Friday, 8:30am-4:30pm

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