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## Overview

### Quick links

- Test Zoom: <https://zoom.us/test>
- Download Zoom: <https://zoom.us/support/download>
- Use Zoom: <https://osu.zoom.us/>
- Keep Teaching: [CarmenZoom Overview](#)
- ODEE Resource Center: <https://resourcecenter.odee.osu.edu/carmenzoom>

### What is Zoom?

Zoom (called CarmenZoom at Ohio State) is a web conferencing tool like WebEx or any other you've already used. Zoom was adopted by the university this past fall, and it's straightforward to use for audio-only or audio and video meetings. Up to 300 people can attend a single Zoom meeting, and participants can view the meeting from any device. You can share your screen, your webcam, or both simultaneously.

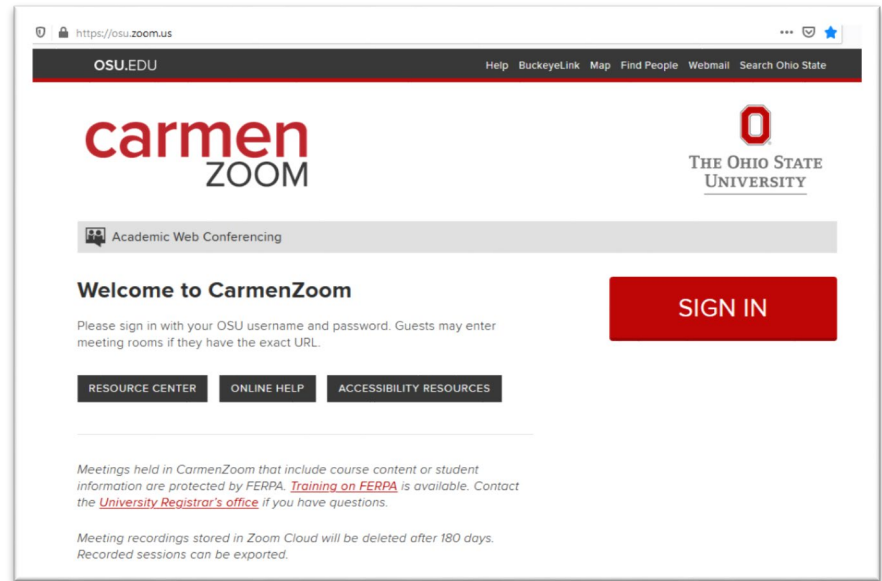
If you prefer step-by-step videos, look for these clickable blue boxes throughout this guide:



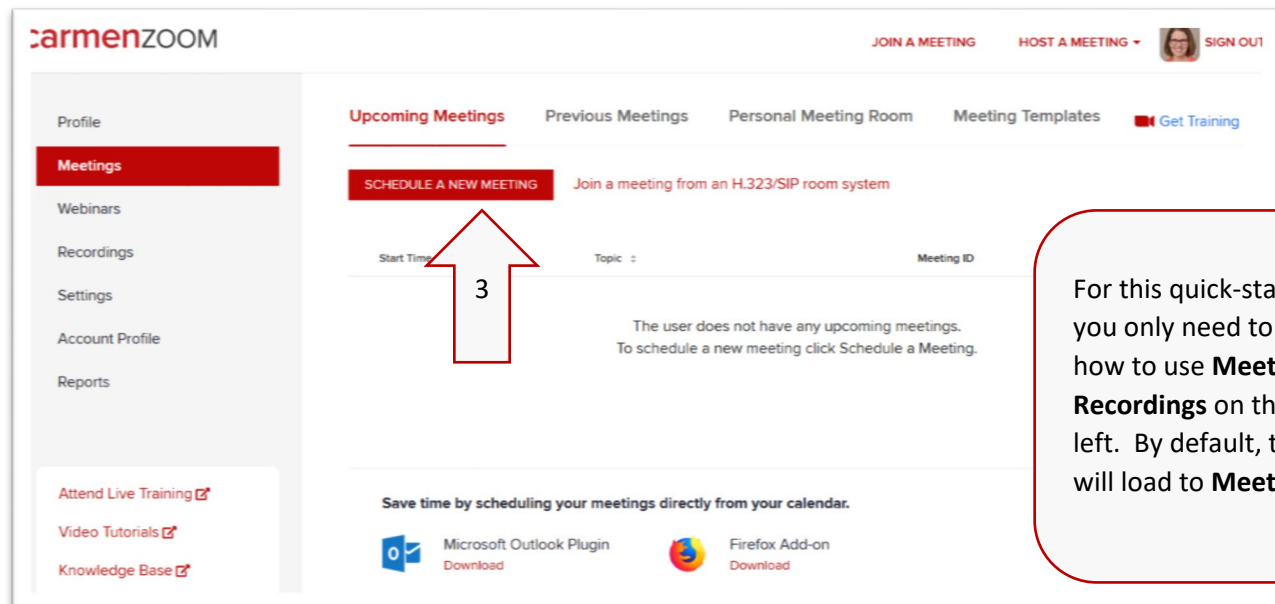
## Zoom on a desktop or laptop computer

### Scheduling a Zoom meeting

1. Go to <https://osu.zoom.us> and click "Sign In"



2. The page will redirect to the university's single sign on. Login using your name.#. Once you are in, you will see a screen like this:



3. Click **Schedule a New Meeting**

4. Follow the prompts to schedule your meeting. Note that while you can customize the start time to any minute, the duration is limited to the fifteen minute interval options in the dropdown:

Profile

**Meetings**

Webinars

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

My Meetings > Schedule a Meeting

Schedule a Meeting

Topic: HTHRHSC 4914

Description (Optional): The virtual classroom space for Group Education Process in Healthcare

When: 03/17/2020 2:20 PM

Duration: 1 hr 0 min

Time Zone: (GMT-4:00) Eastern Time (US and Canada)

☐ Recurring meeting

Registration: ☐ Required

5. Once you've set the time, check the box for **Recurring meeting**. Your options will appear:

Time Zone: (GMT-4:00) Eastern Time (US and Canada)

☒ Recurring meeting **Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s)**

Recurrence: Weekly

Repeat every: 1 week

Occurs on: ☐ Sun ☐ Mon ☒ Tue ☐ Wed ☒ Thu ☐ Fri ☐ Sat

End date: ☒ By 03/26/2020 ☐ After 7 occurrences

6. The remaining options can be left as they appear by default- see below for details. Click **Save Meeting** to schedule your meeting.

This screenshot shows the top portion of a meeting configuration interface. It includes sections for Registration, Meeting Password, Video, and Audio. Each section has a set of default options. Red callout boxes provide additional context for each section: 'You do not need to require registration.' for Registration, 'You do not need to require a password.' for Meeting Password, 'These settings are for your webcam, and can be changed after the meeting starts.' for Video, and 'Always leave the audio options set to **both** telephone and computer audio, in case any participants have difficulty.' for Audio.

<b>Registration</b>	<input type="checkbox"/> Required	You do not need to require registration.
<b>Meeting Password</b>	<input type="checkbox"/> Require meeting password	You do not need to require a password.
<b>Video</b>	<b>Host</b> <input type="radio"/> on <input checked="" type="radio"/> off <b>Participant</b> <input type="radio"/> on <input checked="" type="radio"/> off	These settings are for your webcam, and can be changed after the meeting starts.
<b>Audio</b>	<input type="radio"/> Telephone <input type="radio"/> Computer Audio <input checked="" type="radio"/> Both Dial from United States of America <a href="#">Edit</a>	Always leave the audio options set to <b>both</b> telephone and computer audio, in case any participants have difficulty.

This screenshot shows the bottom portion of the meeting configuration interface, including Meeting Options and Alternative Hosts. Red callout boxes explain the default settings: 'These settings are fine by default as well- mute upon entry means that participants won't be able to speak until you arrive and unmute them. That's fine!' for Meeting Options, and 'If you'd like to designate a TA as an alternate host, you can do that here.' for Alternative Hosts. At the bottom, there are 'SAVE' and 'CANCEL' buttons. A red arrow with the number '6' points to the 'SAVE' button, indicating the final step in the process.

<b>Meeting Options</b>	<input checked="" type="checkbox"/> Enable join before host <input checked="" type="checkbox"/> Mute participants upon entry <input type="checkbox"/> Enable waiting room <input type="checkbox"/> Only authenticated users can join	These settings are fine by default as well- mute upon entry means that participants won't be able to speak until you arrive and unmute them. That's fine!
<b>Alternative Hosts</b>	<input type="text" value="Example: mary@company.com, peter@school.edu"/>	If you'd like to designate a TA as an alternate host, you can do that here.
<b>SAVE</b> <b>CANCEL</b>		

6

7. You can now view the details of your meeting. Click **Copy the invitation** to get the full meeting info you can share with participants.

The screenshot shows the CarmenZoom interface. On the left is a sidebar with navigation links: Profile, Meetings (highlighted in red), Webinars, Recordings, Settings, Account Profile, and Reports. Below these are links for 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area is titled 'My Meetings > Manage "MEDDIET 3100"'. It displays meeting details: Topic (MEDDIET 3100), Description (The virtual classroom space for Nutrition and Metabolism), Time (Mar 17, 2020 11:00 AM Eastern Time (US and Canada)), and recurrence (Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s)). There are buttons to 'Add to' Outlook or Yahoo calendars. The Meeting ID is 172-558-653. The Meeting Password section indicates a password is required. The 'Invite Attendees' section shows a 'Join URL' and a 'Copy the invitation' button. A red arrow points to the 'Copy the invitation' button with the text 'Click here'.

8. In the window that pops up, click **Copy Meeting Invitation** to copy all of the information to your clipboard. You can then paste this into a page or an announcement on Carmen.

The screenshot shows a 'Copy Meeting Invitation' dialog box. It contains the following text: 'Meeting Invitation', 'Sarah Rusnak is inviting you to a scheduled CarmenZoom meeting.', 'Topic: HTHRHSC 4914', 'Time: Mar 17, 2020 02:20 PM Eastern Time (US and Canada)', 'Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s)', a list of dates (Mar 17, 2020 02:20 PM, Mar 19, 2020 02:20 PM, Mar 24, 2020 02:20 PM, Mar 26, 2020 02:20 PM), 'Please download and import the following iCalendar (.ics) files to your calendar system.', 'Weekly: https://osu.zoom.us/meeting/u5UscOmsqj4od4MbJ0pC85VpO7cwuadowg/ics?icsToken=98tyKu-przwqHtCQslyCZ7UqOYH-b\_G1jXUah6F3zA\_GW3ViciyhNfVXM7ZwB9-B', 'Join Zoom Meeting', 'https://osu.zoom.us/j/611704452', 'One tap mobile', and two buttons at the bottom: 'COPY MEETING INVITATION' and 'CANCEL'.

9. The next time you login to Zoom, you will see your upcoming meetings. Notice the start button- you'll use that to start your meeting when it is time.

The screenshot shows the CarmenZoom dashboard. On the left is a sidebar with navigation links: Profile, Meetings (highlighted in red), Webinars, Recordings, Settings, Account Profile, and Reports. Below these are links for 'Attend Live Training' and 'Video Tutorials'. The main content area has tabs for 'Upcoming Meetings' (selected), 'Previous Meetings', 'Personal Meeting Room', and 'Meeting Templates', along with a 'Get Training' button. A red button 'SCHEDULE A NEW MEETING' is at the top left of the main area, with a link 'Join a meeting from an H.323/SIP room system' next to it. Below is a table of upcoming meetings:

Start Time	Topic	Meeting ID	Actions
Tue, Mar 17 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	<button>START</button> <button>DELETE</button>
Thu, Mar 19 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	<button>DELETE</button>
Tue, Mar 24 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	<button>DELETE</button>
Thu, Mar 26 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	<button>DELETE</button>

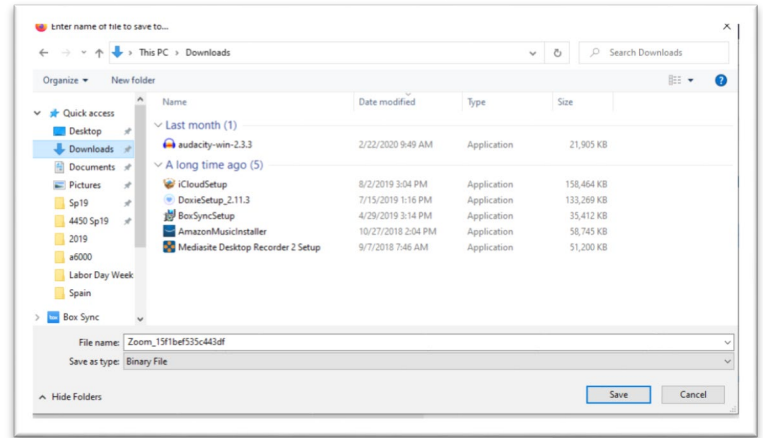
## Download Zoom

1. The first time you start or join a Zoom meeting, you'll need to download Zoom. Whether you start your first meeting or join your first meeting, the download should begin automatically. When it does, select "Save File"

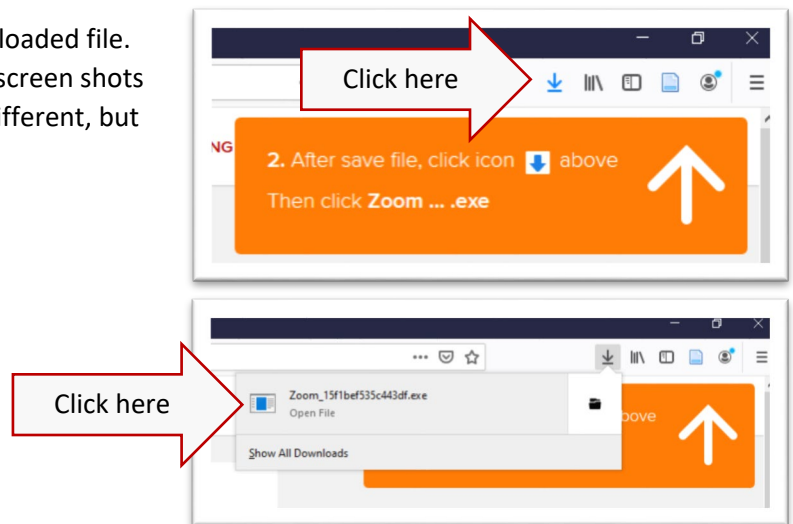
The screenshot shows a web browser window with the URL <https://osu.zoom.us/j/9926424025>. The page header says 'carmenZOOM' and 'JOIN A MEETING'. The main content area has a large white box with the instruction '1. When prompted, select Save File.' Below this is a screenshot of a Windows file dialog box titled 'Opening Zoom\_launcher.exe' showing 'Zoom\_launcher.exe' as a binary file. Another dialog box is shown below it, titled 'Opening Zoom\_15f1bf535c443df.exe', showing 'Zoom\_15f1bf535c443df.exe' as a binary file and asking 'Would you like to save this file?'. An orange callout box on the right says '2. After save file, click icon [Zoom icon] above. Then click Zoom ... .exe' with an upward arrow. A large red arrow points from the 'Save File' button in the second dialog box to the text 'If for some reason Zoom does not begin to download automatically, go to <https://zoom.us/support/download>'.

If for some reason Zoom does not begin to download automatically, go to <https://zoom.us/support/download>

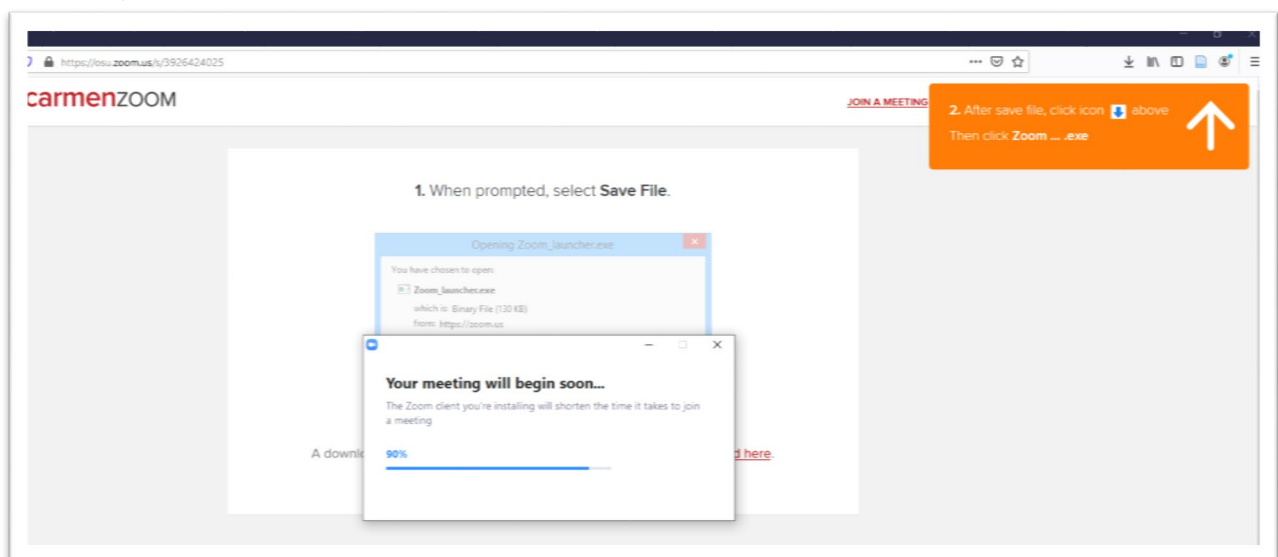
2. Save the file to your Desktop, Downloads, or wherever you prefer.



3. Follow the on-screen prompts to open the downloaded file. Note, the Firefox browser was used when these screen shots were taken. Your browser may appear slightly different, but the steps are the same.



4. The Zoom client will install, and the application should begin within about a minute. You may see a progress window, such as below:



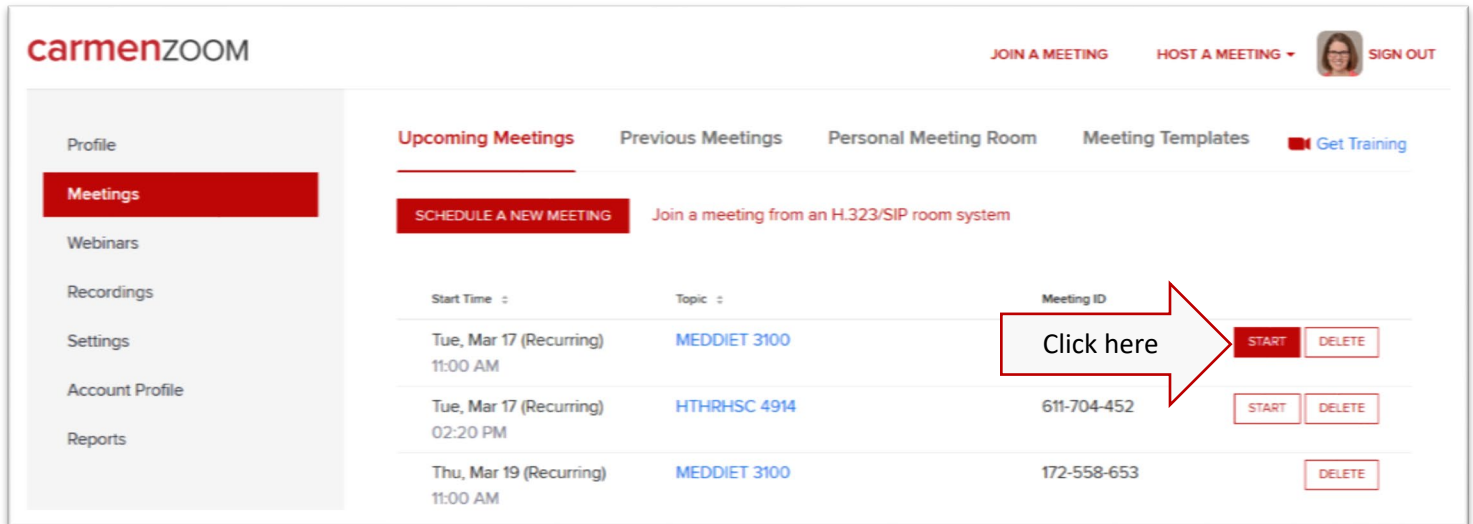
Depending on which computer you're using, you may also see a User Account Control message. If you can, allow the install.



## Starting a Zoom meeting

 **Joining a meeting**

1. When you are ready to start your meeting, [login to Zoom](#) and click Start Meeting:

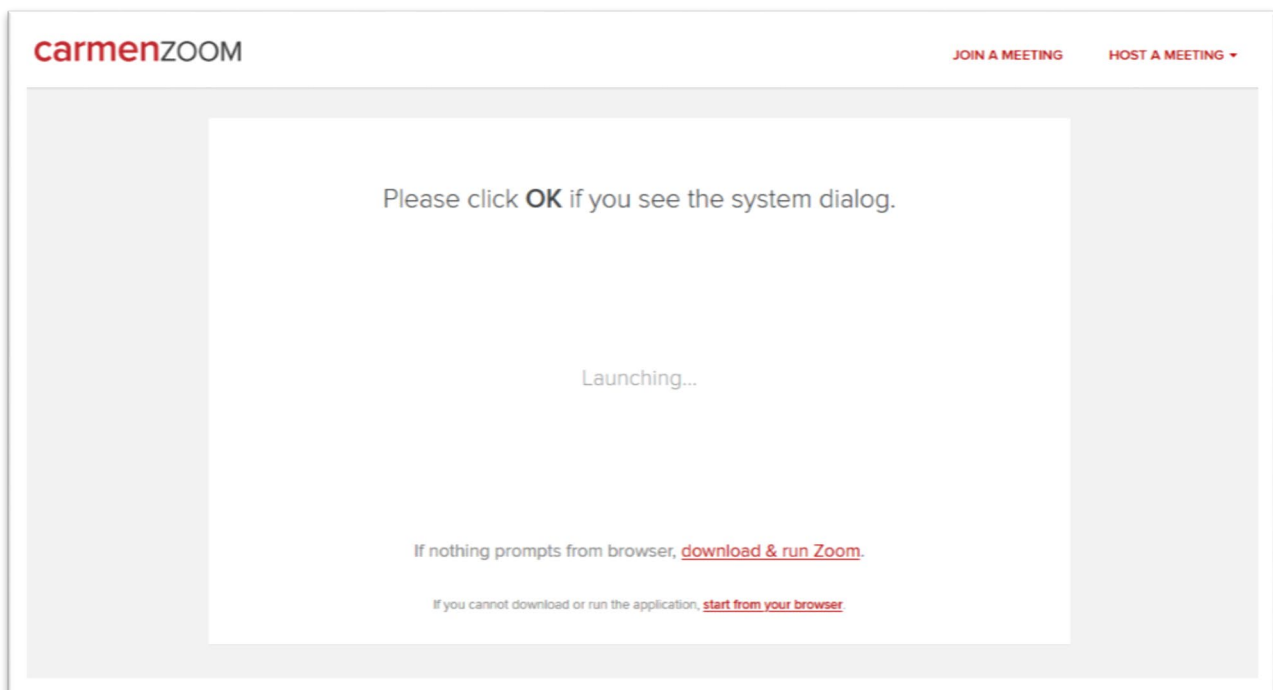


The screenshot shows the CarmenZoom dashboard. On the left is a sidebar with navigation links: Profile, Meetings (highlighted in red), Webinars, Recordings, Settings, Account Profile, and Reports. The main content area has tabs for Upcoming Meetings, Previous Meetings, Personal Meeting Room, Meeting Templates, and Get Training. Under 'Upcoming Meetings', there's a 'SCHEDULE A NEW MEETING' button and a link to 'Join a meeting from an H.323/SIP room system'. Below is a table of upcoming meetings:

Start Time	Topic	Meeting ID	Actions
Tue, Mar 17 (Recurring) 11:00 AM	MEDDIET 3100		<b>START</b> DELETE
Tue, Mar 17 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	START DELETE
Thu, Mar 19 (Recurring) 11:00 AM	MEDDIET 3100	172-558-653	DELETE

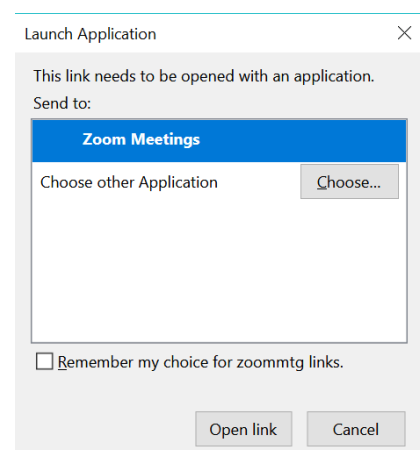
A red arrow points to the 'START' button for the first meeting, with the text 'Click here' next to it.

2. If you have previously downloaded Zoom, the following will appear.



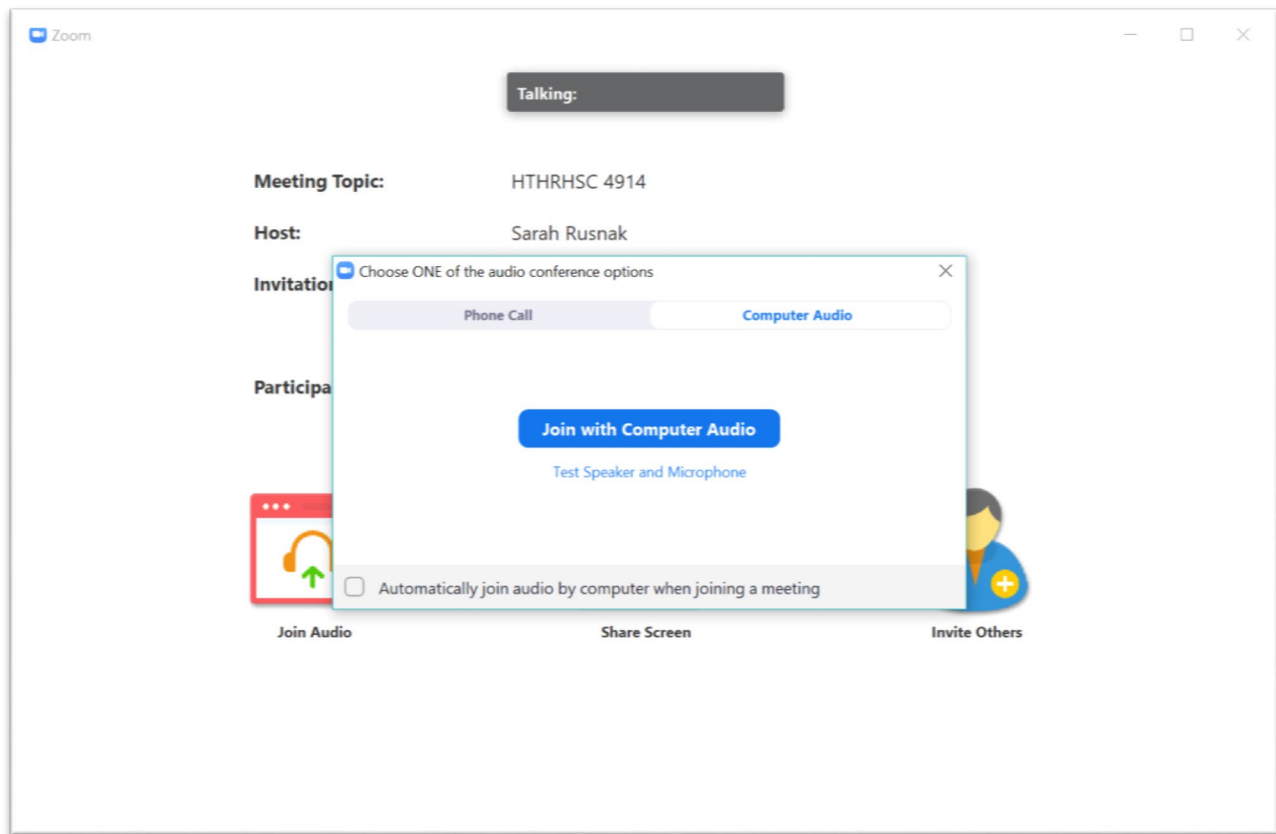
The screenshot shows a system dialog box titled 'Launching...'. The text inside says: 'Please click **OK** if you see the system dialog.' Below this, it says 'Launching...'. At the bottom, there are two lines of text: 'If nothing prompts from browser, [download & run Zoom](#).' and 'If you cannot download or run the application, [start from your browser](#)'.

3. Click **Open Link** in the box that pops up.

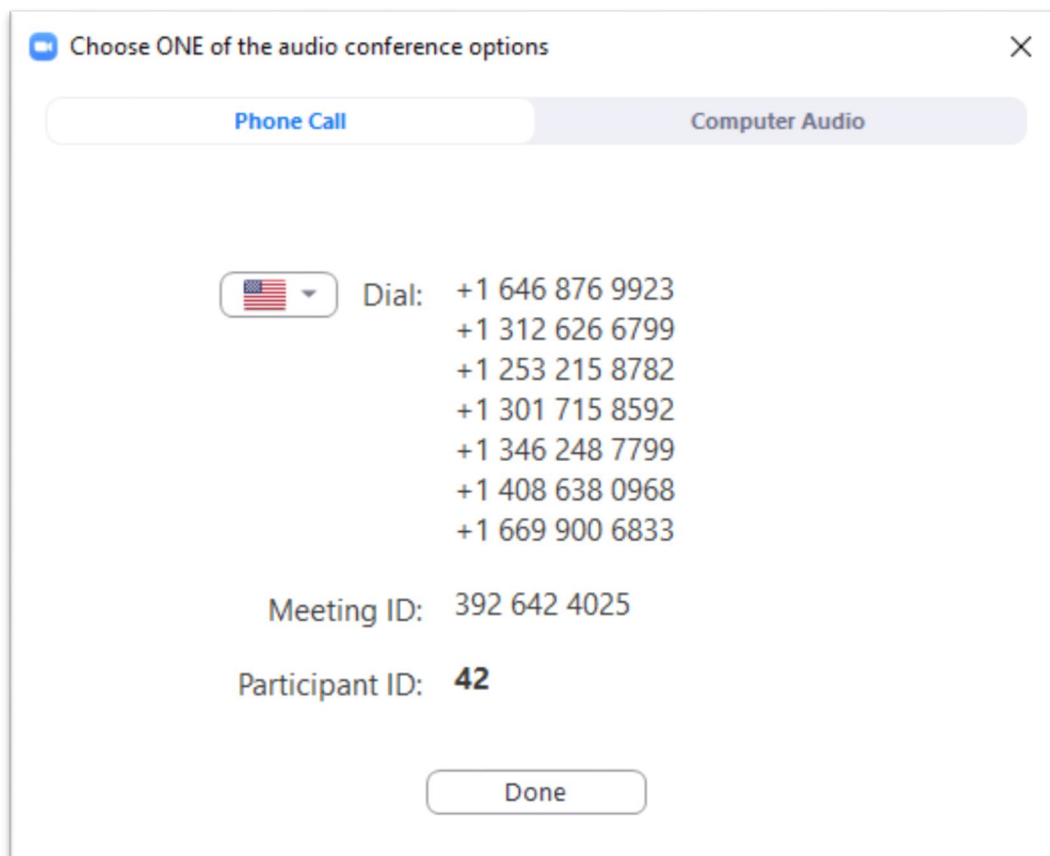


The screenshot shows a 'Launch Application' dialog box. It contains the text: 'This link needs to be opened with an application. Send to:'. Below this is a section titled 'Zoom Meetings' with a 'Choose other Application' button and a 'Choose...' button. At the bottom, there is a checkbox labeled 'Remember my choice for zoommtg links.' and two buttons: 'Open link' and 'Cancel'.

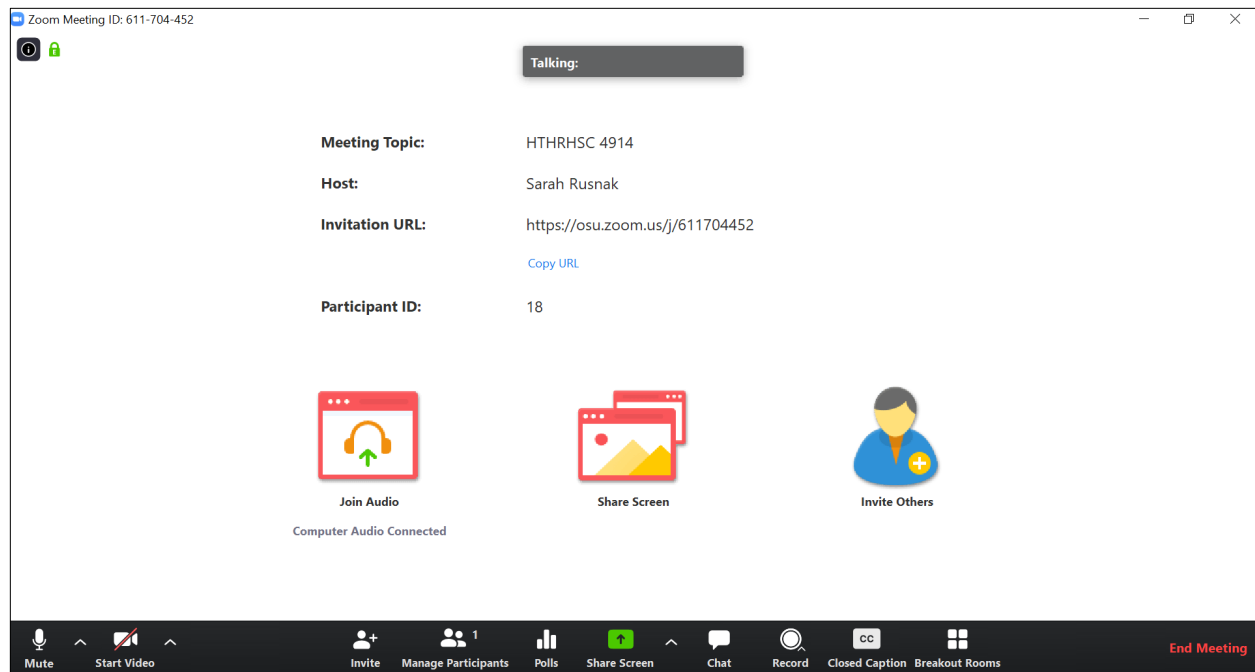
- Before entering the meeting room, you will select your audio. The best option is to **Join with Computer Audio** using an external microphone and headphones. You can **Test Speaker and Microphone** before entering the meeting room.



If computer audio isn't working, click **Phone Call** to see the dial-in information



You're in! At this point you could just share your screen and get started- note that **Share Screen** is the option in the bottom center of the window. There are a few more steps you can take however, that will best facilitate student learning. Keep reading for instructions on [recording your meeting](#).



## Navigating Zoom



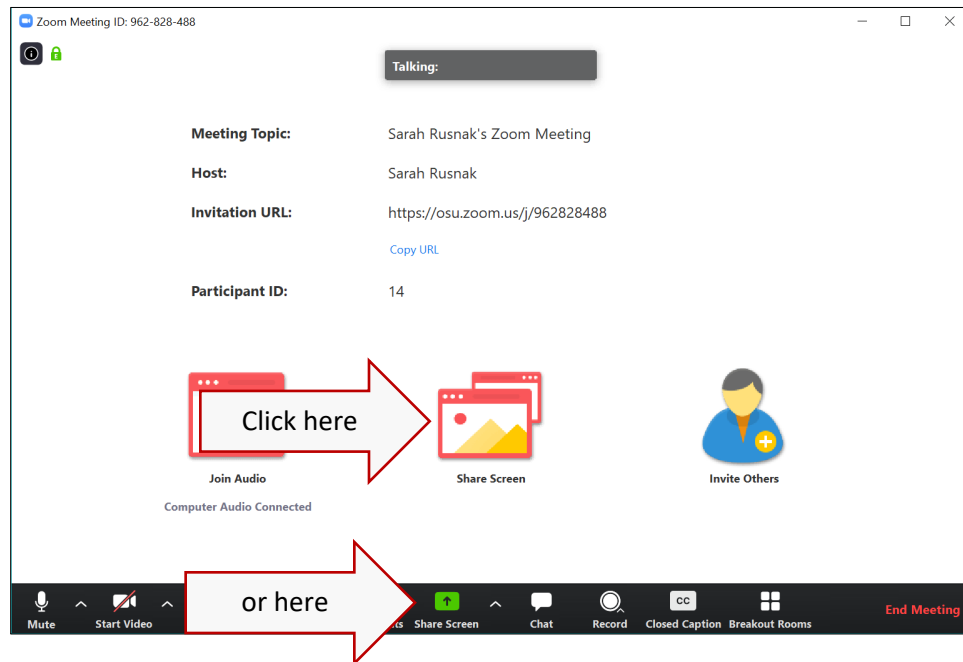
There are many options within Zoom, but rest assured you can get up and running with just a few.

Note that [Share Screen](#) and [Record](#) have their own sections in this guide.

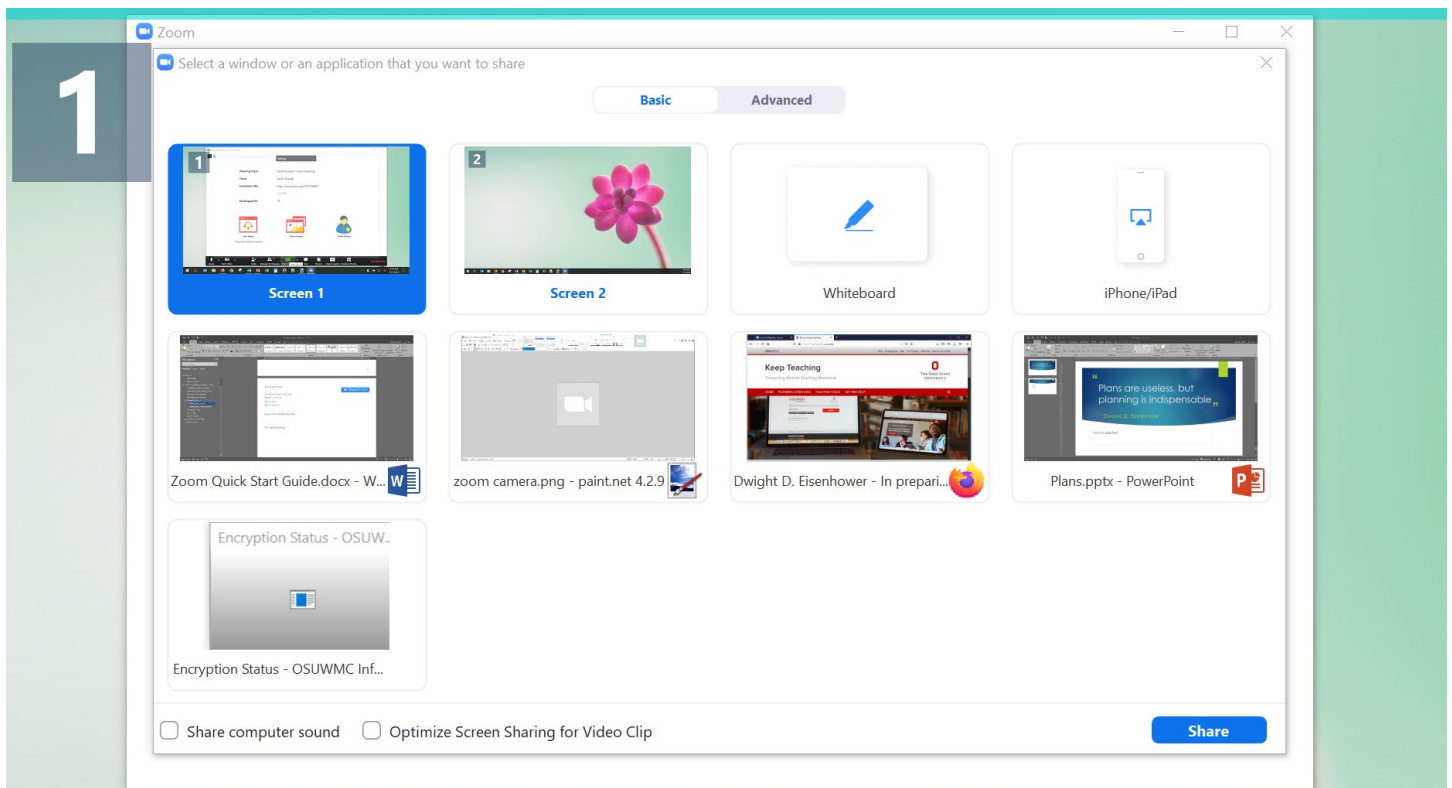
The image shows a Zoom meeting window titled "Zoom Meeting ID: 275-193-863". The window displays the meeting topic, host, invitation URL, and participant ID. Below this information is a toolbar with various icons for audio, video, chat, and other features. Red boxes with lines pointing to specific icons contain descriptive text:

- Control your audio**: Points to the microphone icon.
- Join Audio**: Points to the "Join Audio" button, which includes the text "Computer Audio Connected".
- Get a link or send an email to invite others**: Points to the "Invite" button.
- Share Screen**: Points to the "Share Screen" button.
- Open chat window**: Points to the "Chat" button.
- Invite Others**: Points to the "Invite Others" button.
- Create breakout rooms**: Points to the "Breakout Rooms" button.
- Control your video**: Points to the "Start Video" button.
- See who has joined the meeting**: Points to the "Manage Participants" button.
- Assign someone to type during the meeting**: Points to the "Closed Caption" button.
- Stop the meeting**: Points to the "End Meeting" button.

To start sharing your screen, click either the large **Share Screen** icon in the center of the Zoom window, or click the smaller green up arrow in the bottom center:

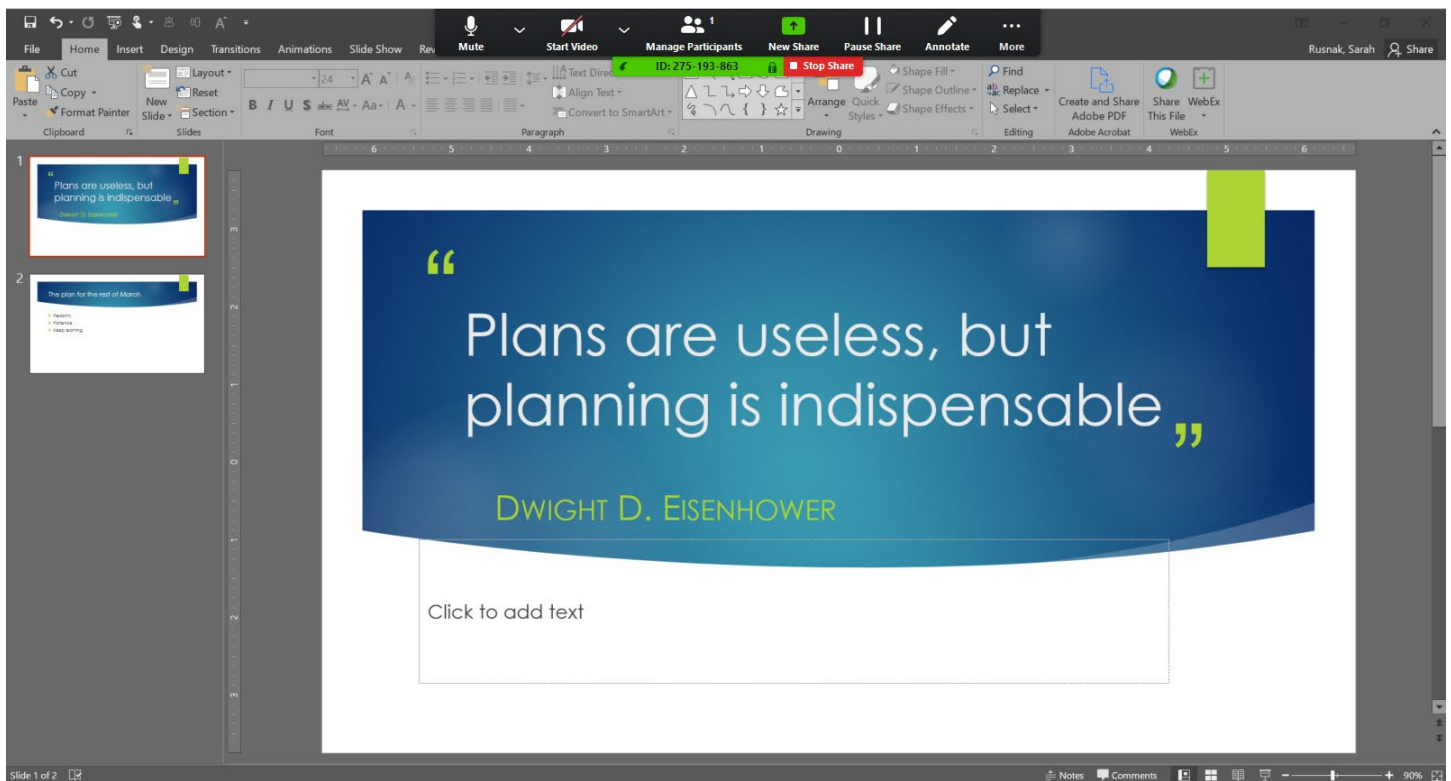


Zoom will detect all available screens and applications. If you have more than one screen, a number will appear in the top left of that screen to indicate which is which.

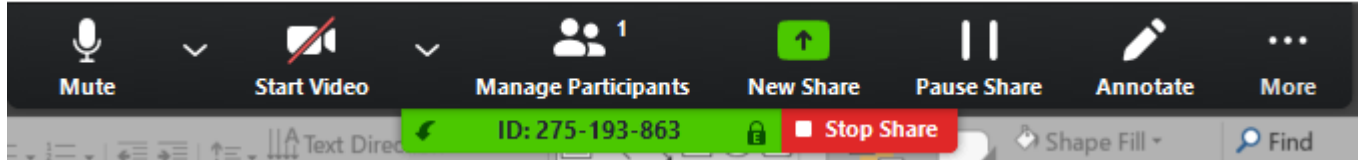


If you share a screen, anything that appears on that screen will be visible to participants. If you share an application such as PowerPoint, only that application will be visible to participants.

Here I've selected to share just the PowerPoint application.



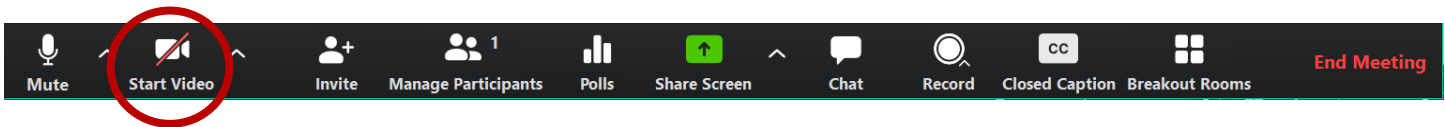
Notice that the Zoom controls now appear at the top of the screen where you are sharing content:



When you have finished presenting, click **Stop Share**. Note, this will not end the meeting, only the shared screen.

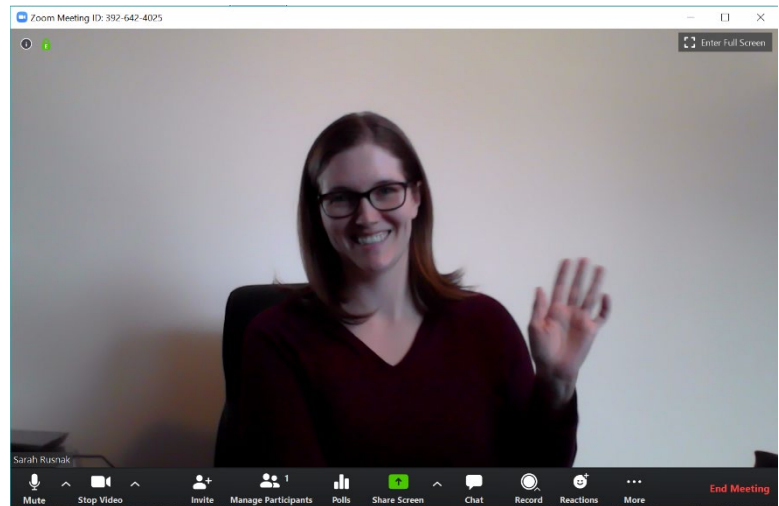
## Sharing your video (webcam)

For this you'll need either a separate or integrated webcam. Most laptops have an integrated camera somewhere in the screen. To share you video, click **Start Video**



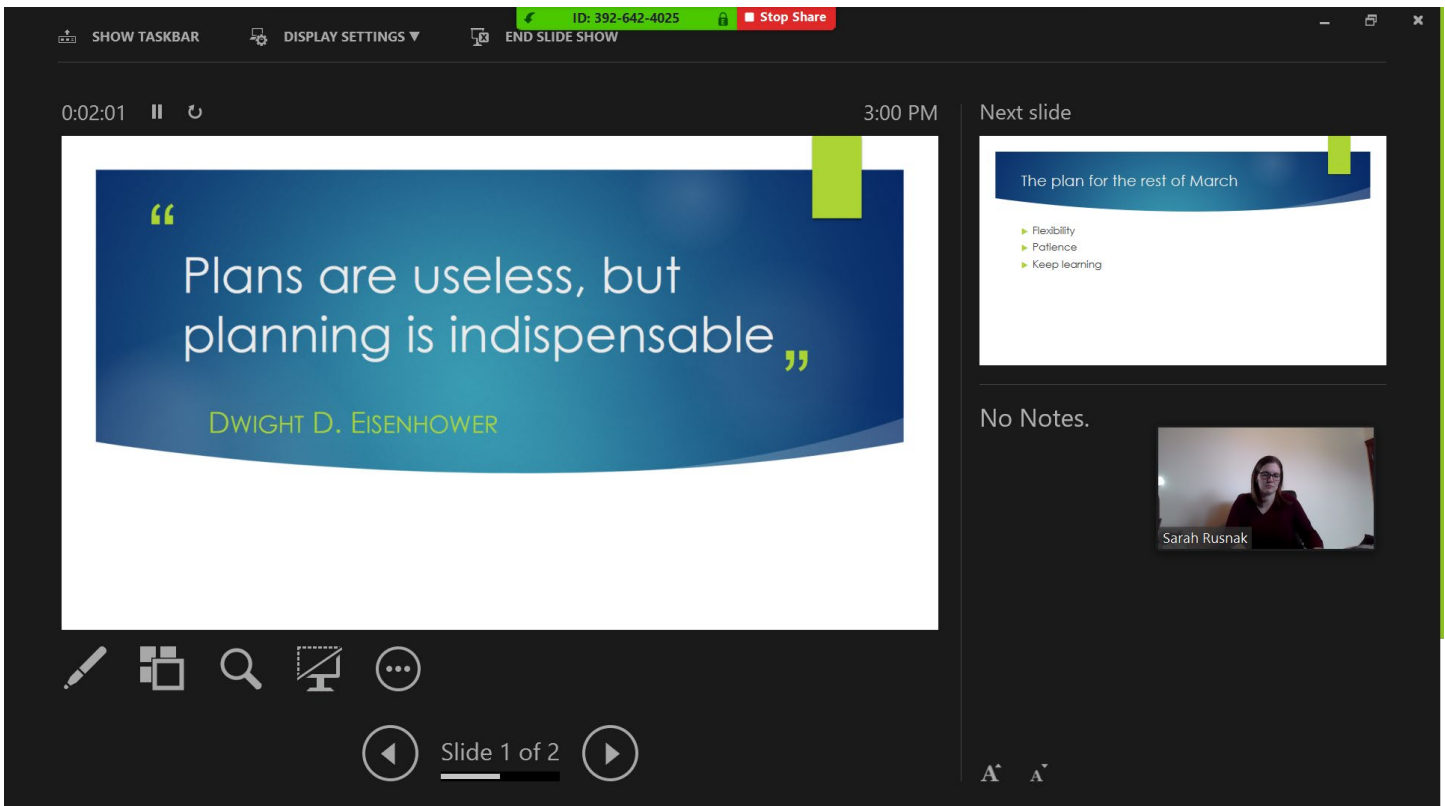
Now is a great time to mention that your presence is more important than your appearance! However, keep the following tips in mind:

- Elevate your camera so that it's closer to eye level. This way it appears you are looking at your audience, and the camera is not looking up your nose!
- Face a window for better lighting, or remove a lampshade and place the lamp out of the frame of the camera.
- Perfect is the enemy of the good- if your participants can hear you well, that's more important.

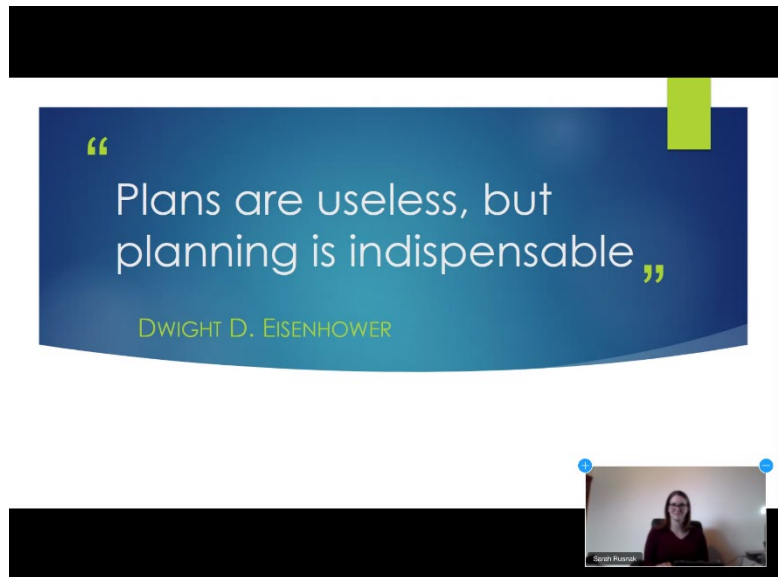


To share your webcam and content from your screen, click the green **Share Screen** icon ↑ in the bottom center of the Zoom window.

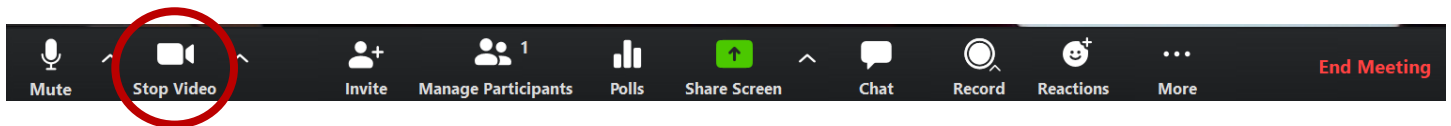
Once you've shared your screen, what you see will be something like this, with your Zoom controls at the top and your video feed floating to the side:



In this scenario, the audience view would be this →



When you're done, click **Stop Video**



[Save to Box](#)

Screen shots coming soon!

[Add to Carmen](#)

See how to [add a link in CarmenCanvas](#) for links to cloud recordings. Instructions for embedding a video in CarmenCanvas are available at <https://go.osu.edu/htg>



## Recording your meeting

Recording a meeting

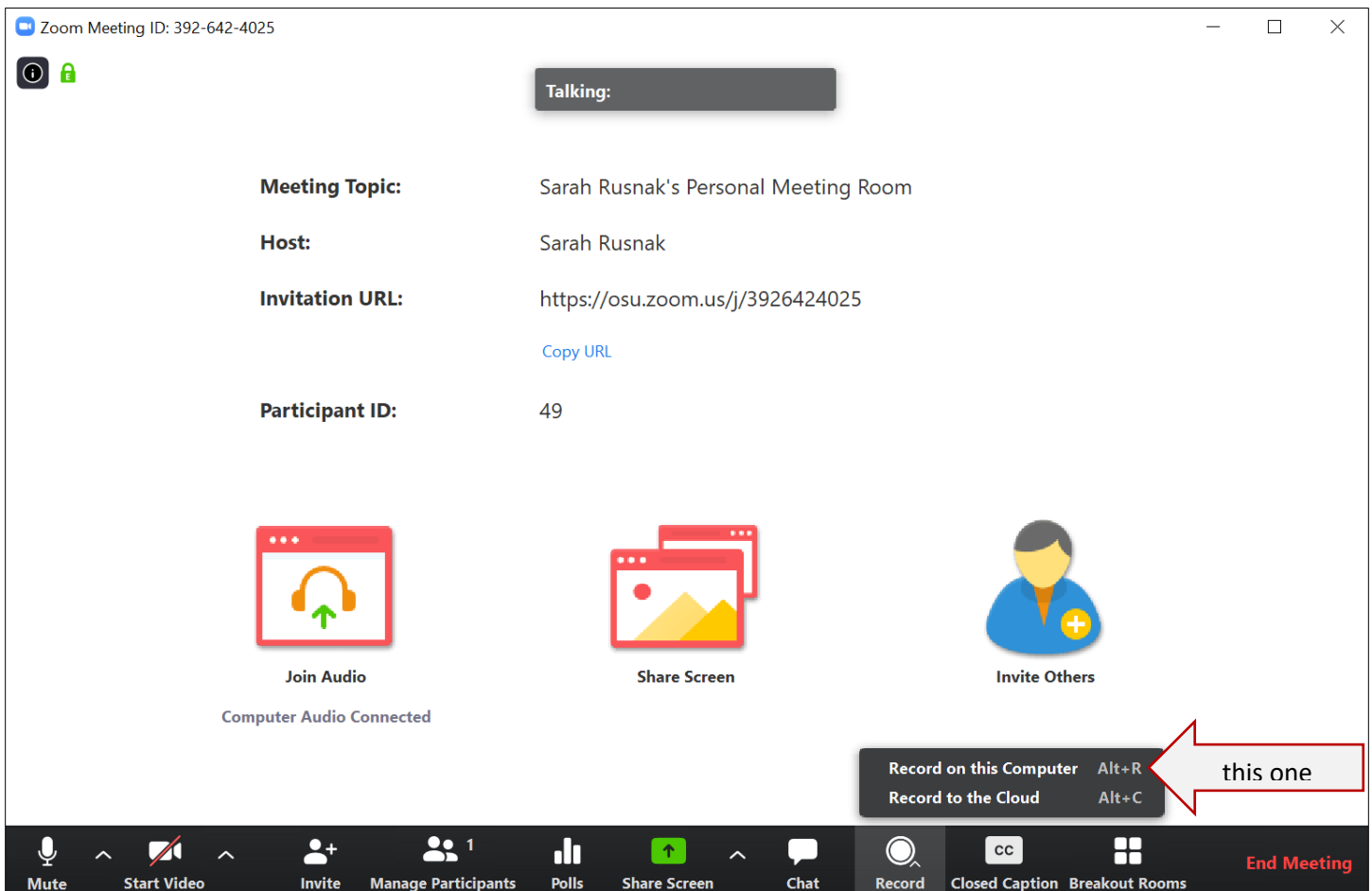
On a desktop or laptop computer, you have two options for recording meetings. You can **Record on this Computer** or **Record to the Cloud**. Note that if you are hosting a meeting from a mobile device, your only option is to **Record to the Cloud**.

If you choose **Record on this Computer**, everything that takes place during the meeting up until you stop the recording will be recorded and saved to your computer, and the file will be converted to mp4 and saved to your computer when the meeting ends.

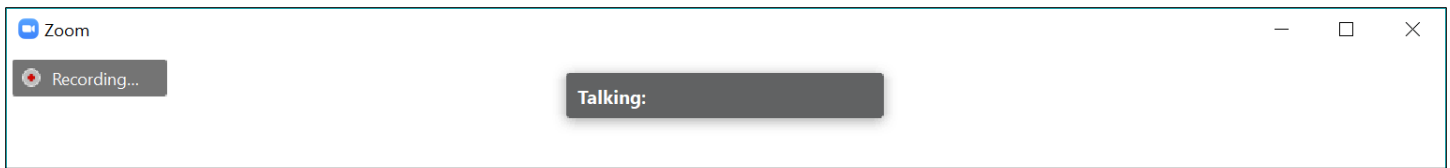
If you choose **Record to the Cloud**, everything that takes place during the meeting up until you stop the recording will be recorded and saved remotely, and you will receive an email notification when the recording is available. The length of time it takes for the recording to process varies.

### Record locally

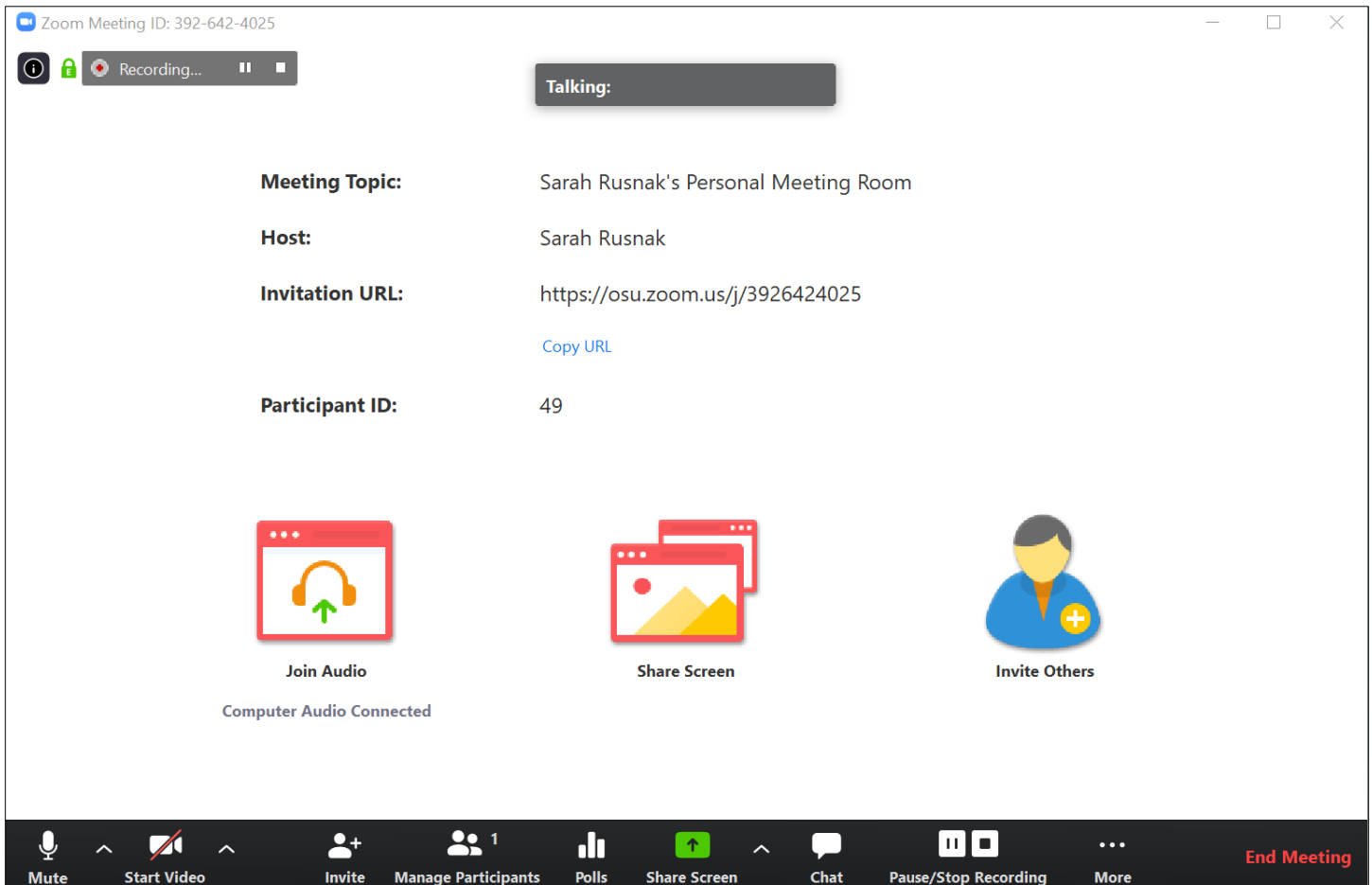
Within your meeting, click **Record** and select **Record on this Computer**. Note, if you've already started sharing your screen, then the Zoom controls will have moved to the top of your screen. To find recording options, hover over the top of your screen and click **More** then select **Record on this computer**.



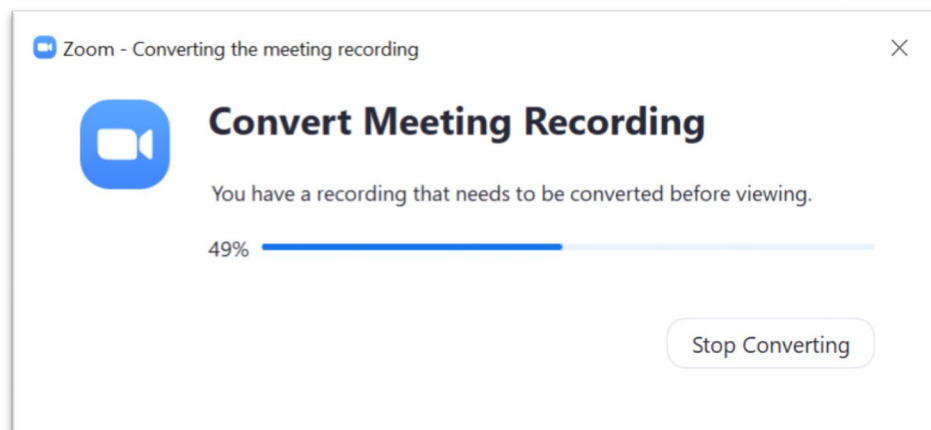
1. The word **Recording** will appear in the top left corner of Zoom



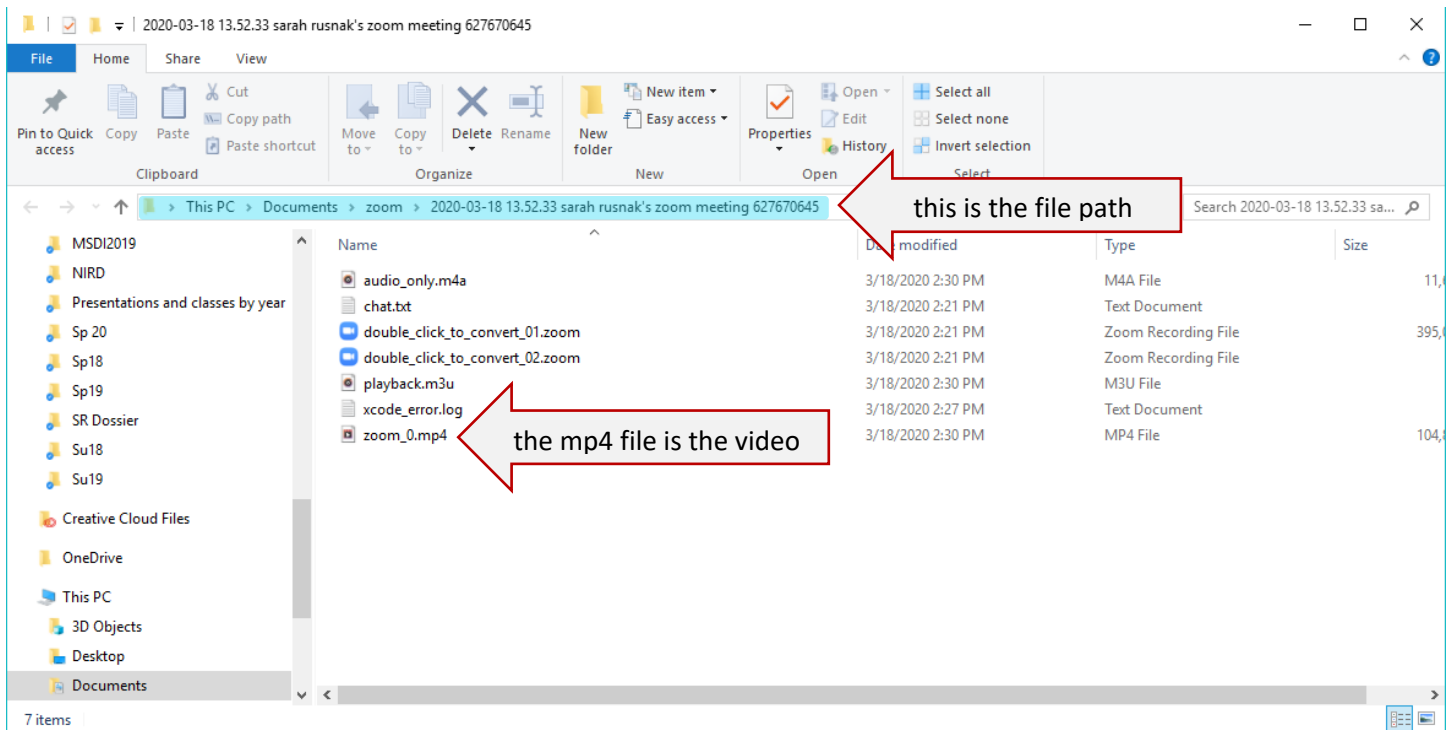
2. If you hover over the Zoom window, buttons to pause or stop the recording will appear.



3. When you end your meeting, a box will appear to show you that the recording is being finalized.



4. When the recording is fully converted, an explorer window will open with all of the files related to your meeting that have been created. It's important to note *where these files are saved*, as you will need to navigate to this location when you want to upload the recording. The file path, highlighted below, tells you where the files are:



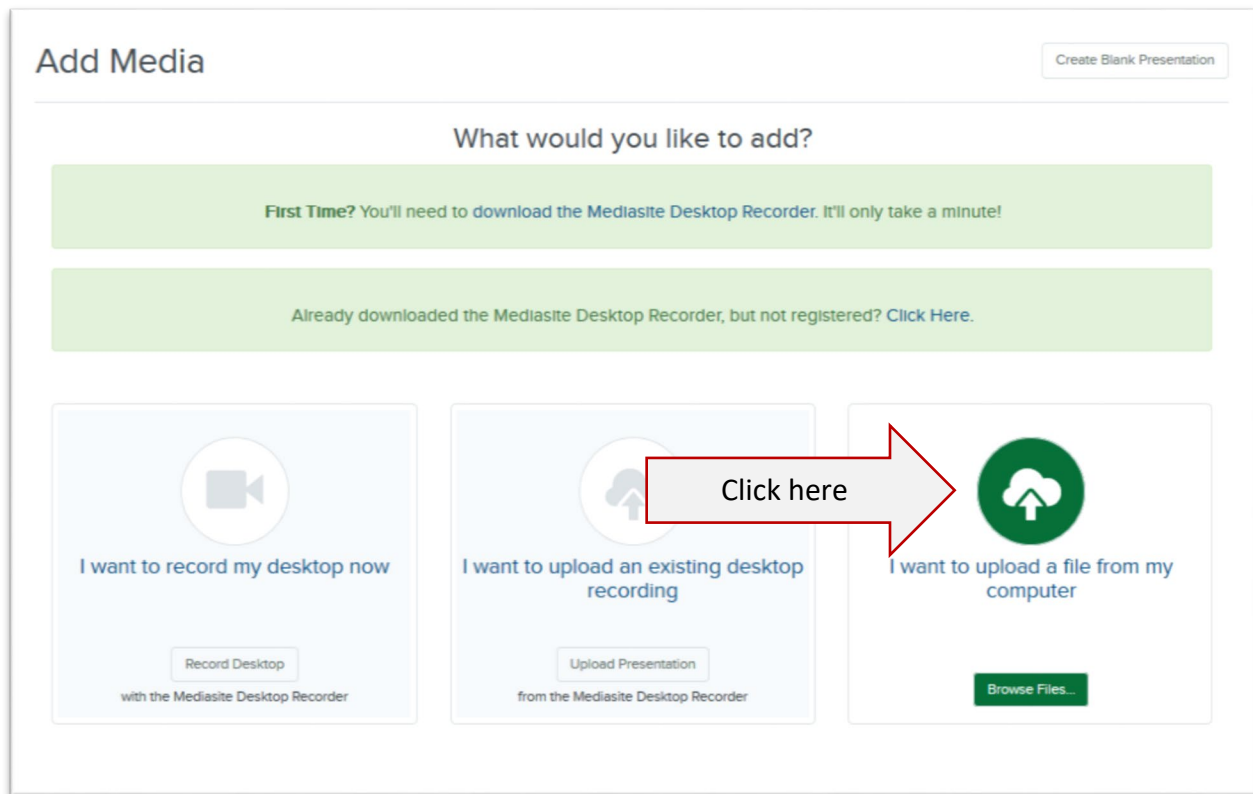
## Uploading a local recording

### Mediasite

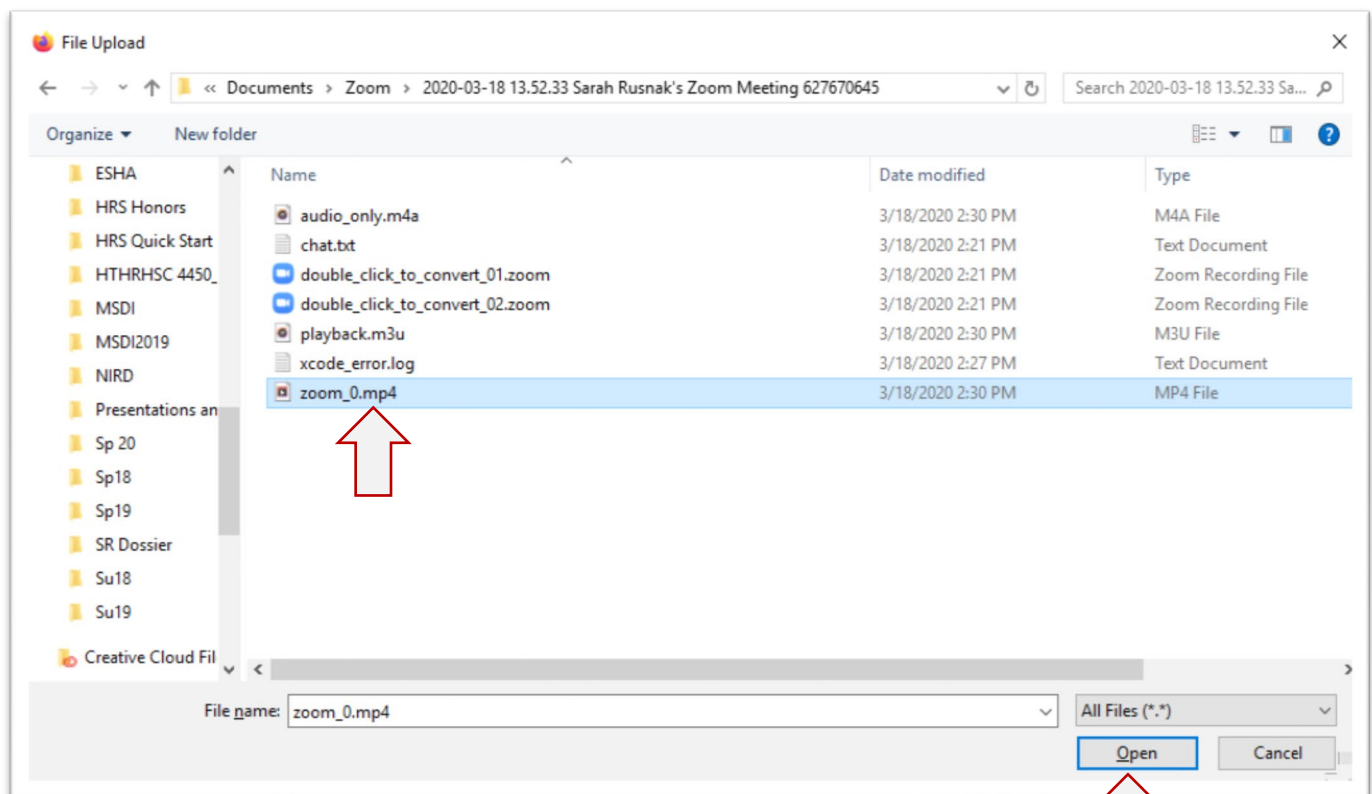
1. Go to <https://mediasite.osu.edu/> and login.
2. Click **Add Media** found to the top right of the page:



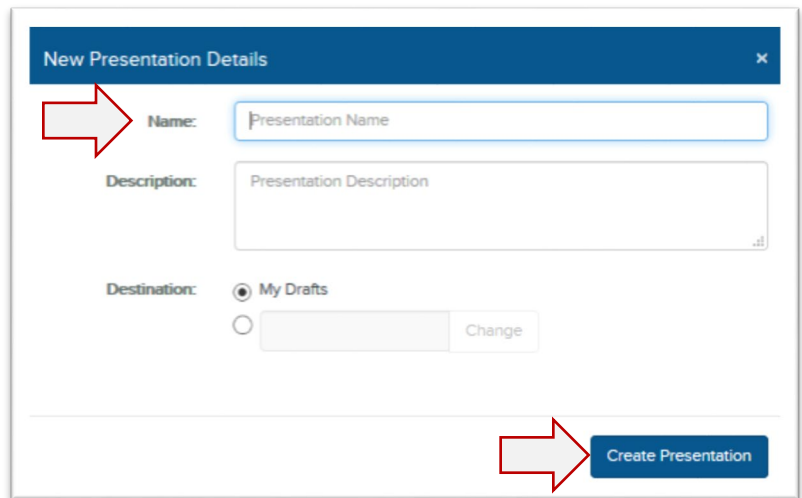
3. Select **I want to upload a file from my computer**



4. Browse for your local recording. If you're stuck, trying going to Documents → Zoom → and see if anything there looks familiar by date or title. Within the appropriate folder, you'll find an mp4 file. That's the video. Select it, and click **Open**.



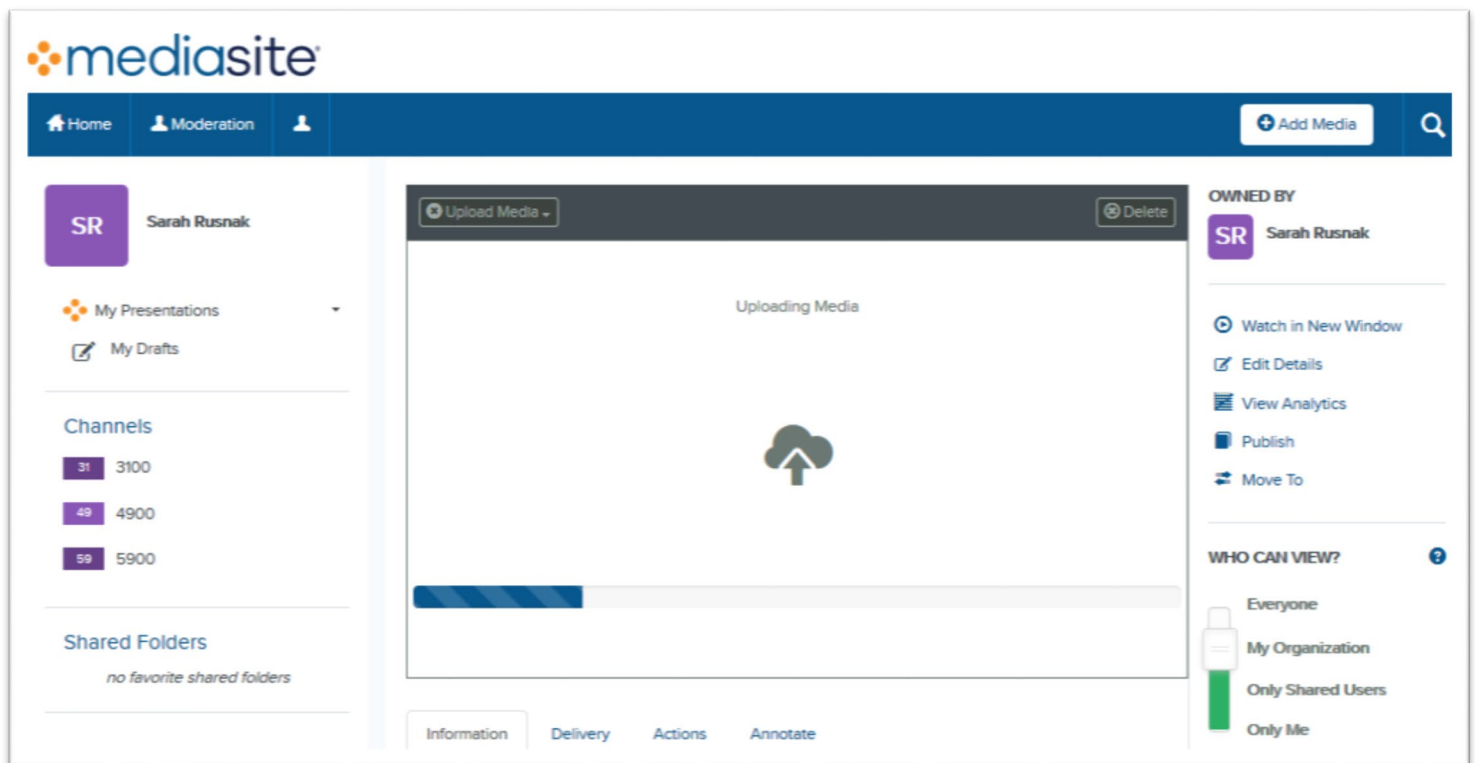
5. Enter a **Name** for your presentation and click **Create Presentation**.



The 'New Presentation Details' form contains the following fields and controls:

- Name:** A text input field with the placeholder 'Presentation Name'. A red arrow points to this field.
- Description:** A larger text input field with the placeholder 'Presentation Description'.
- Destination:** A radio button labeled 'My Drafts' is selected. Below it is an empty input field and a 'Change' button.
- Create Presentation:** A blue button at the bottom right. A red arrow points to this button.

6. The file upload will begin, and progress is displayed:



The Mediasite interface shows the upload progress for a file. The central area displays 'Uploading Media' with a cloud and arrow icon and a progress bar that is approximately 25% full. The left sidebar shows the user 'Sarah Rusnak' and navigation options like 'My Presentations' and 'My Drafts'. The right sidebar shows ownership and viewing permissions.

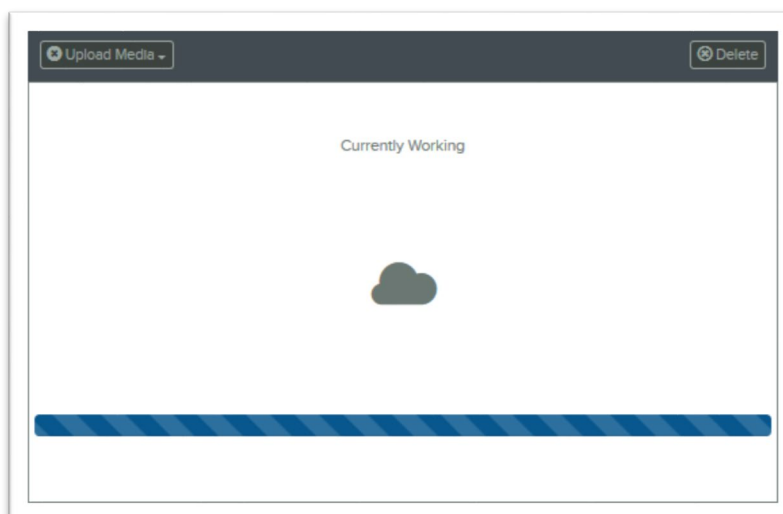
**OWNED BY**

- Sarah Rusnak
- Watch in New Window
- Edit Details
- View Analytics
- Publish
- Move To

**WHO CAN VIEW?**

- Everyone
- My Organization
- Only Shared Users
- Only Me

7. Once uploaded, the recording will process for a bit, and the screen will display **Currently Working**.



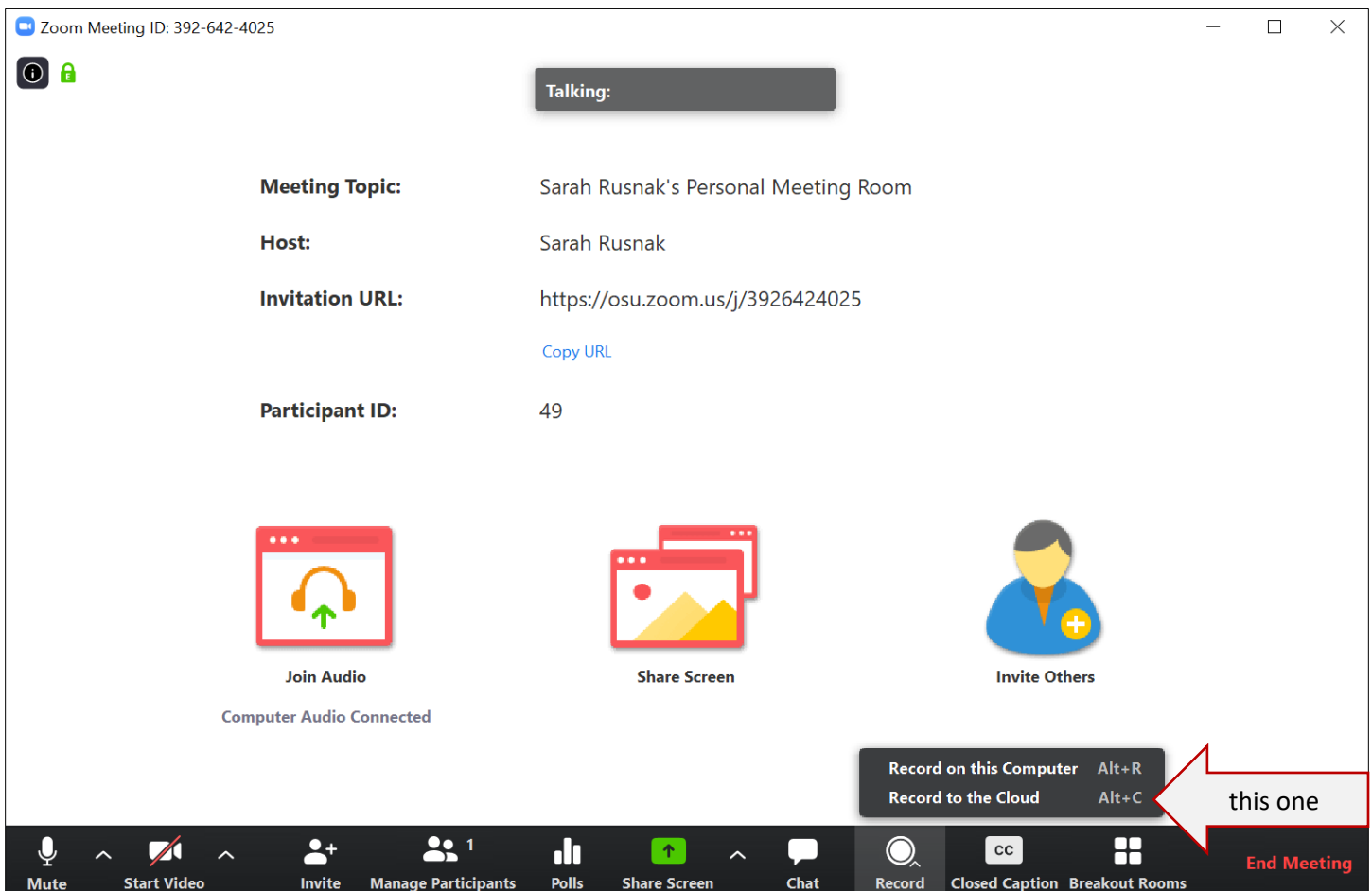
The interface now shows 'Currently Working' with a cloud icon and a progress bar that is approximately 75% full.

Youtube  
Coming soon!

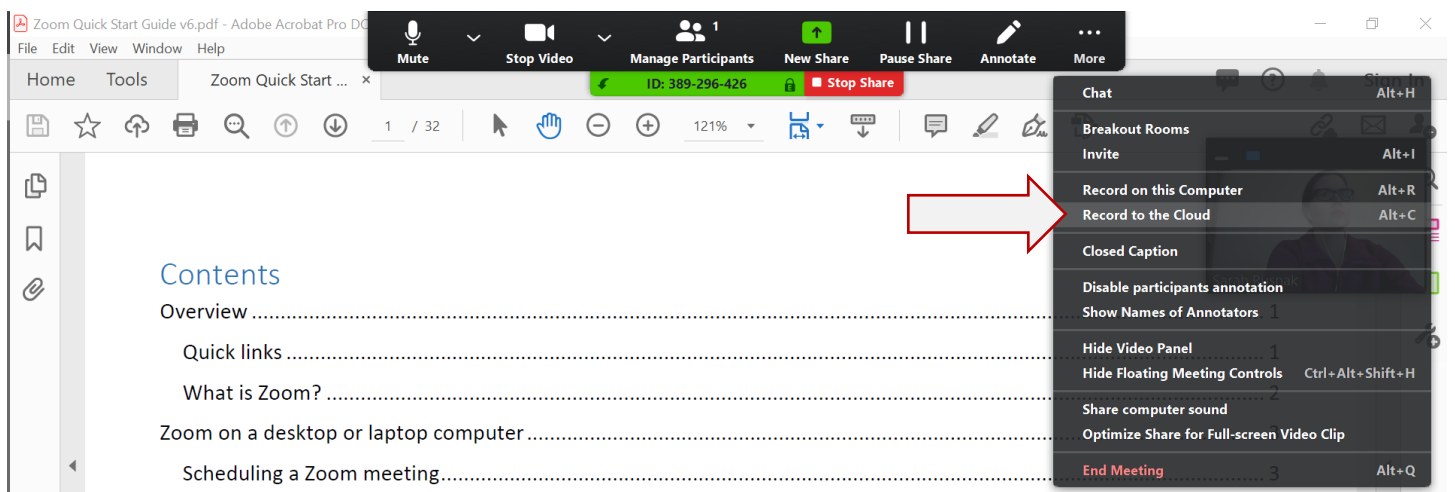
## Record to cloud

Recording to cloud is very easy, and sharing the resulting recording is also easy. *However*, do note that cloud recordings are only kept for 180 days, so if you will need the recording for longer than that, you will need to manage your recording and download it.

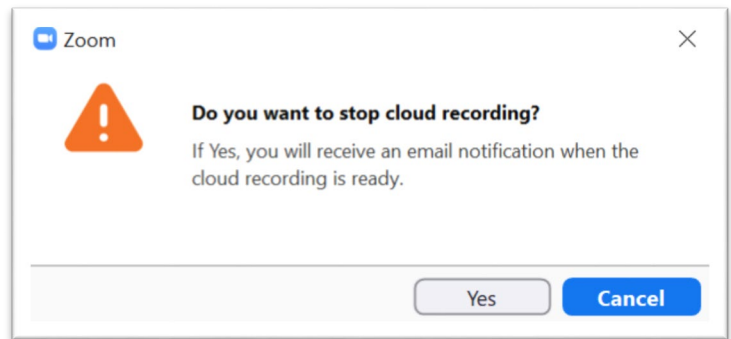
If you are not sharing your screen, then the **Record** option will appear along the bottom of the Zoom window:



If you've already started sharing your screen, then the Zoom controls will have moved to the top of your screen. To find recording options, click **More** and select **Record to the Cloud**

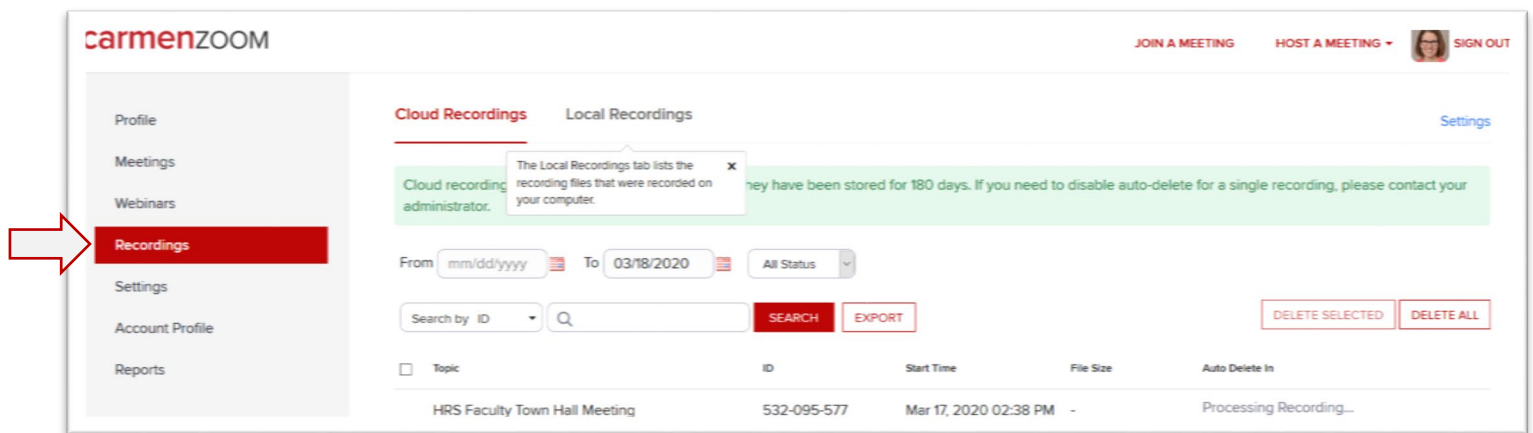


When you're done, stop the recording. Zoom will contact you via email when the recording is finished processing.



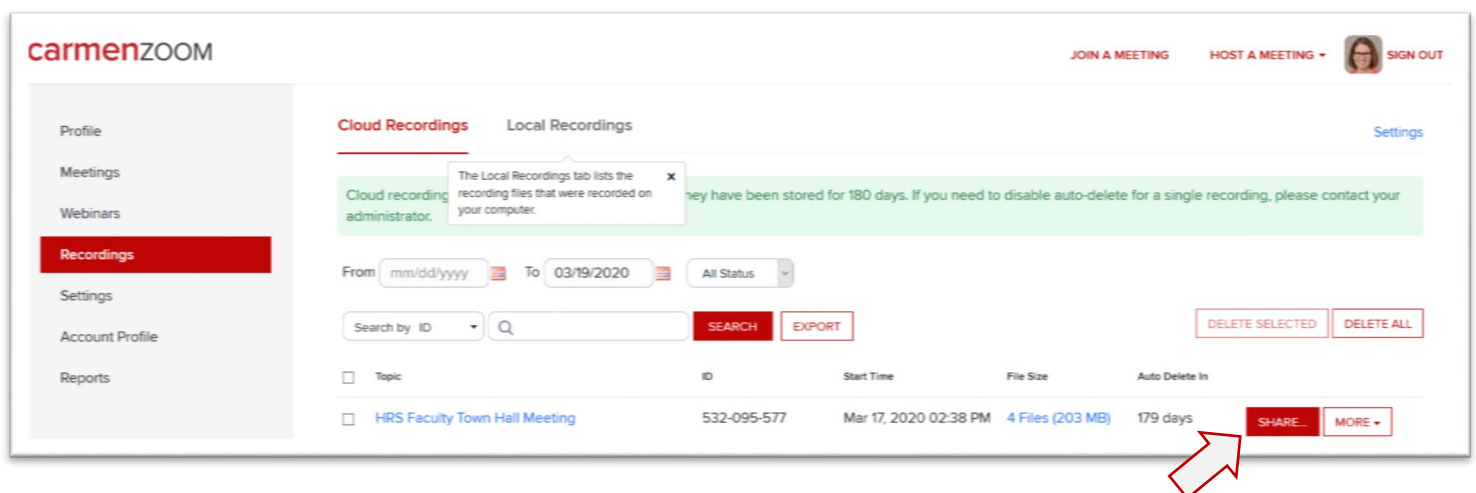
## Managing cloud recordings

Login to Zoom at <https://osu.zoom.us> and navigate to the **Recordings** section.



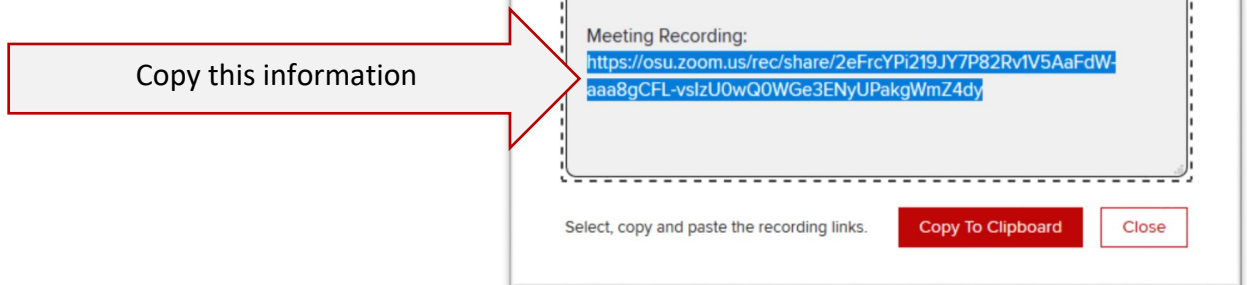
Here you can see that my most recent meeting status is **Processing Recording**. Note- Zoom recordings have processed in as little as a few minutes and as long as two days for me- so don't rely on cloud recordings to be available right away.

Once the cloud recording has finished processing, you should see and option to **Share**.





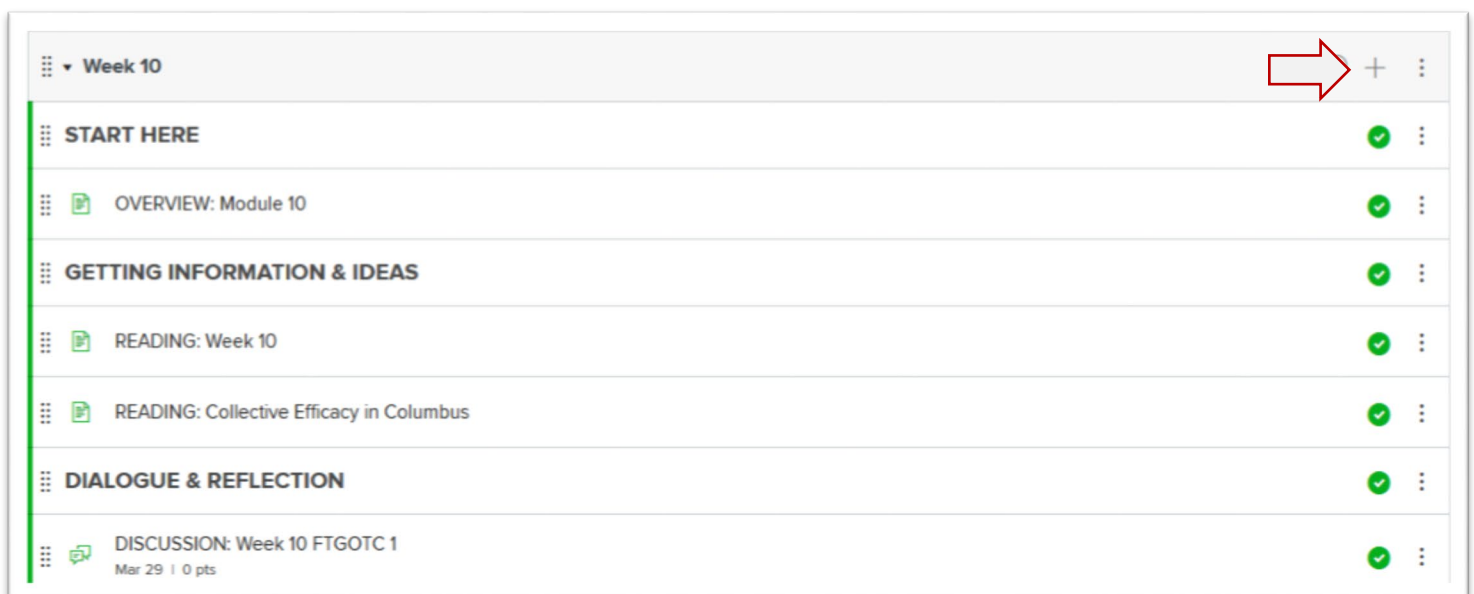
The default sharing settings are fine. You can click the red box to **Copy to Clipboard**, or you can highlight the link and use Ctrl + C (Cmd + C on a Mac) to copy just the link that viewers will need:



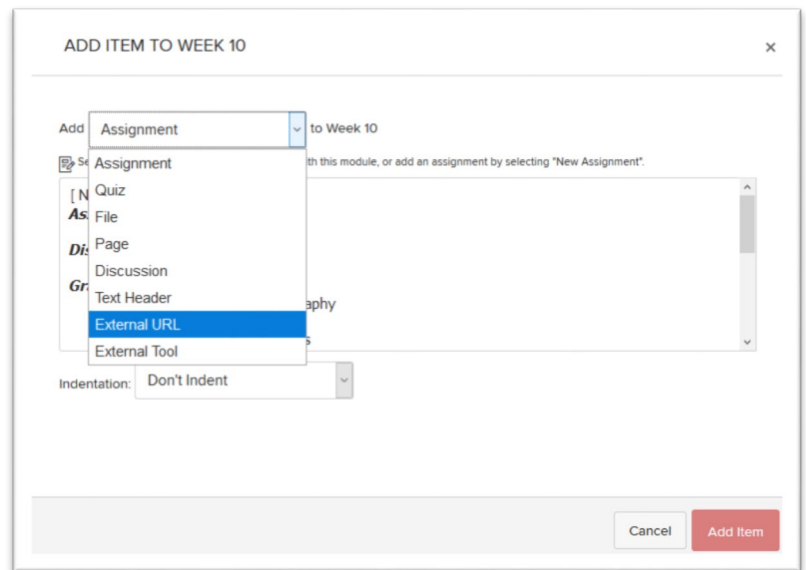
Once you have the link, you can paste it into an email to students, paste into a page on CarmenCanvas, paste it into an announcement on CarmenCanvas, however you have decided to share content. You can also add the link to a module in your course. **Also note- cloud recordings are kept for 180 days.** If you will need your recording after that, then select **More** and then **Download**.

#### Add a link in a CarmenCanvas Module

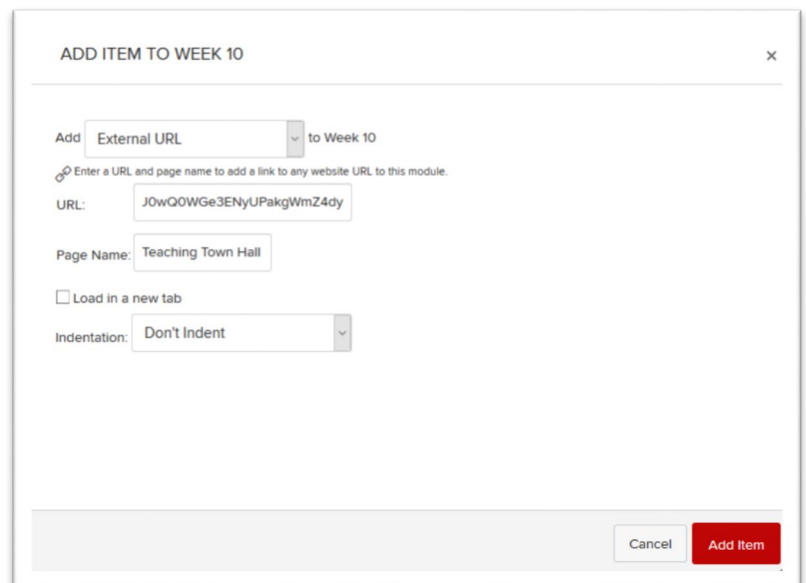
You've got your link to the cloud recording, now you're going to add it to the module for your students. Navigate to the module you want, and click the plus arrow in the top right corner:



In the menu that appears, click the dropdown box and select **External URL**



Paste in the **URL** that you copied for your recording, and enter an easy to understand **Page Name**. When you're finished, click **Add Item**.



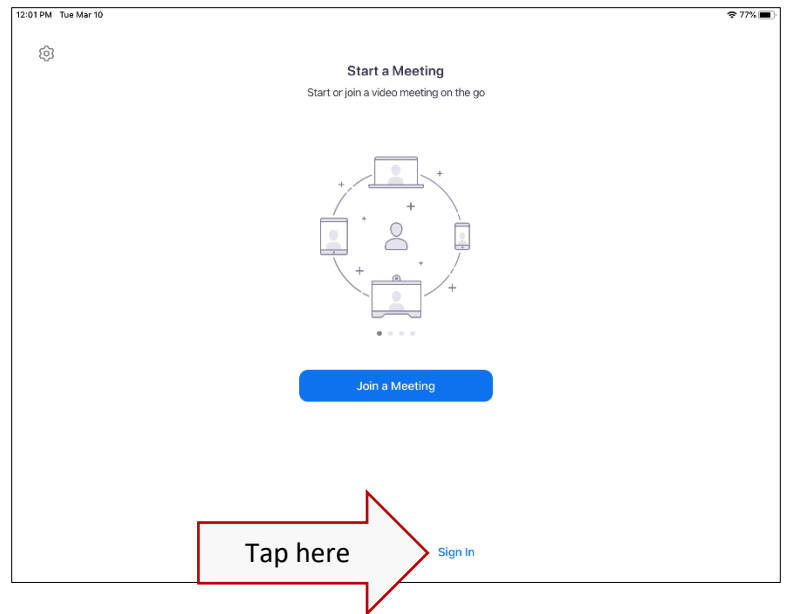
Your link will now appear in the module. Note! Be sure that the item is also **Published**, otherwise students will not be able to see it:

 Teaching Town Hall	Not published, students will not see this.	
 Teaching Town Hall	Published and ready to view.	

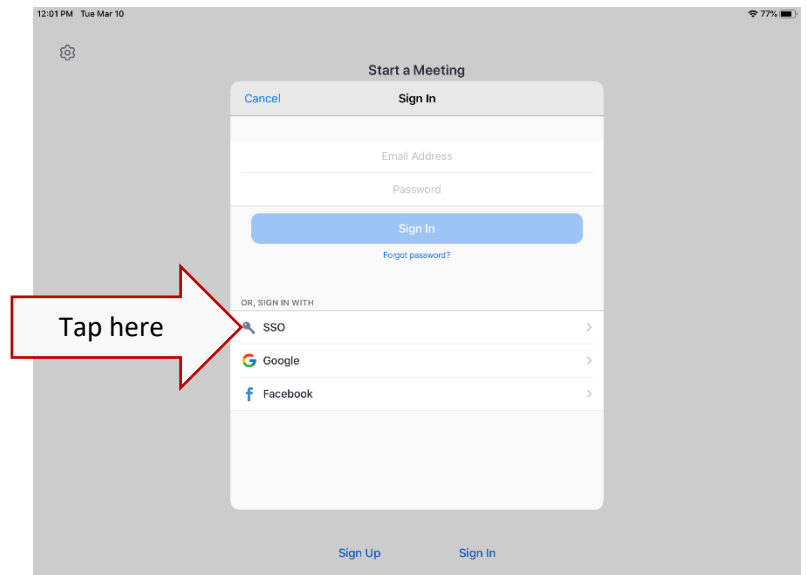
## Zoom for mobile devices

### iOS

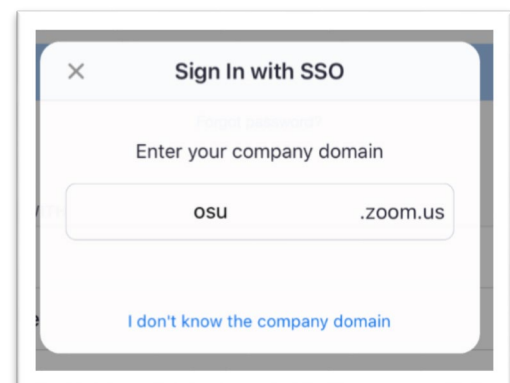
1. To download Zoom on an iPhone or iPad, click [here](#) or search for it in the app store. Install the app. Once installed, launch the app to see this screen, and tap **Sign in**



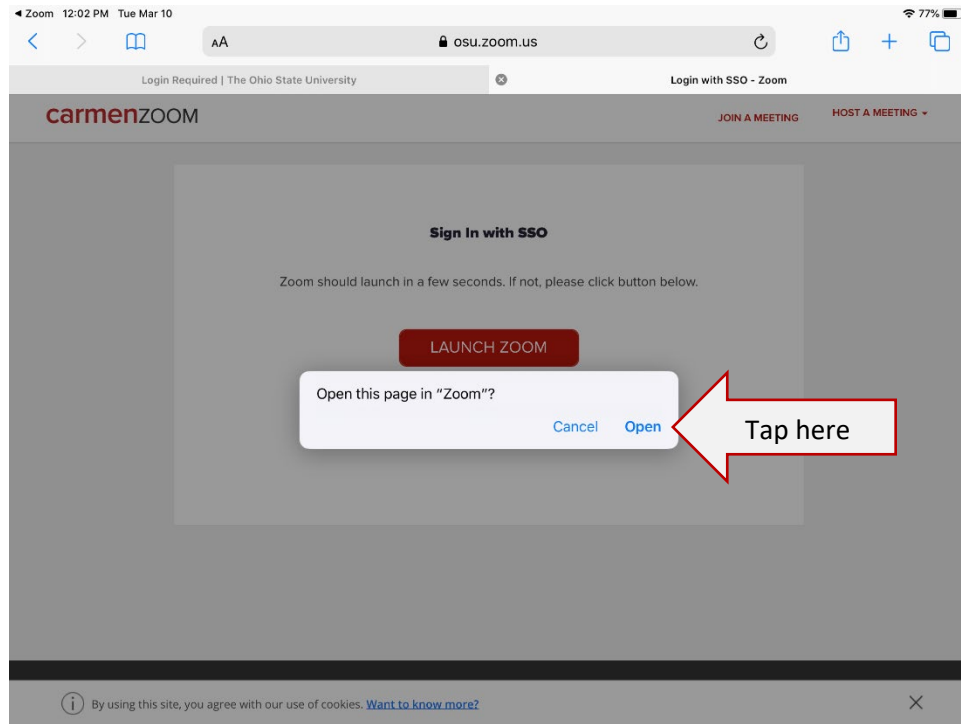
2. Choose **Sign in with SSO**



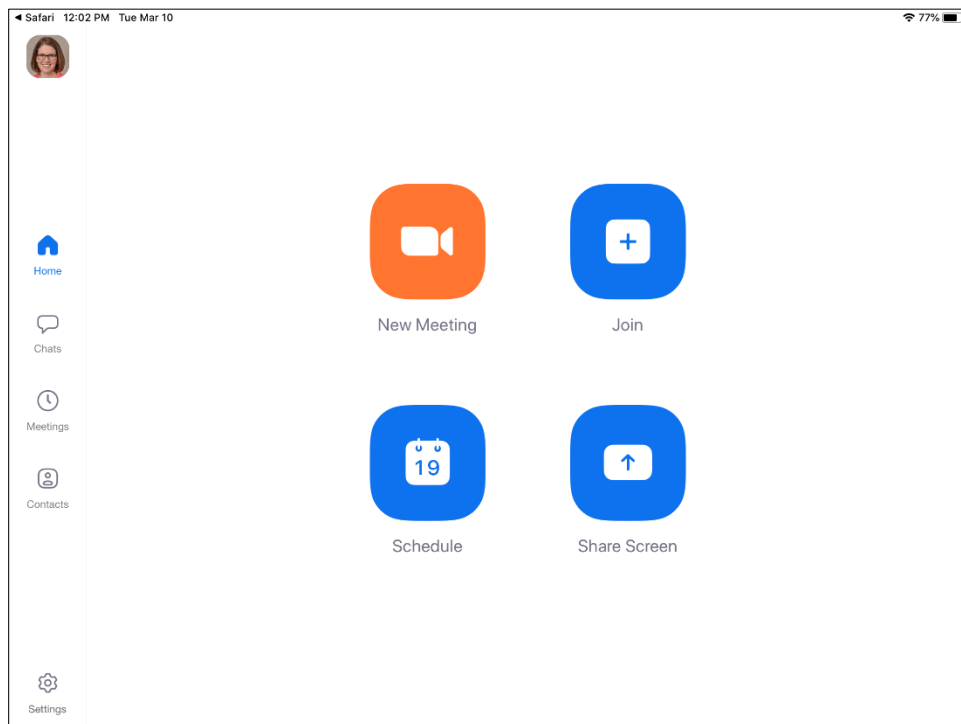
3. Enter the company domain **osu**



- The app will redirect you to the university's single sign on page. Login with your name.#. Once you're signed in, it will attempt to launch Zoom. When prompted, tap to **Open** the page in Zoom.



The interface is simplified, but the same options appear here as in the desktop version.



## Android

Screen shots for Android coming soon!

## Additional features

### Manage participants

There are many options for the host to use for participants. To see the options, select any participant from the **Participants** list and right-click their name.

**Chat:** send a message to that participant

**Stop video:** stop the video that the participant is sharing

**Make host:** transfer hosting privileges to another participant. You may wish to do this if you want to leave the meeting, but allow your participants to continue meeting.

**Make Co-Host:** assign a participant to be a co-host so that they can help you manage a meeting. A co-host can do most everything a host can do, except create breakout rooms. Once created however, the co-host can move among rooms.

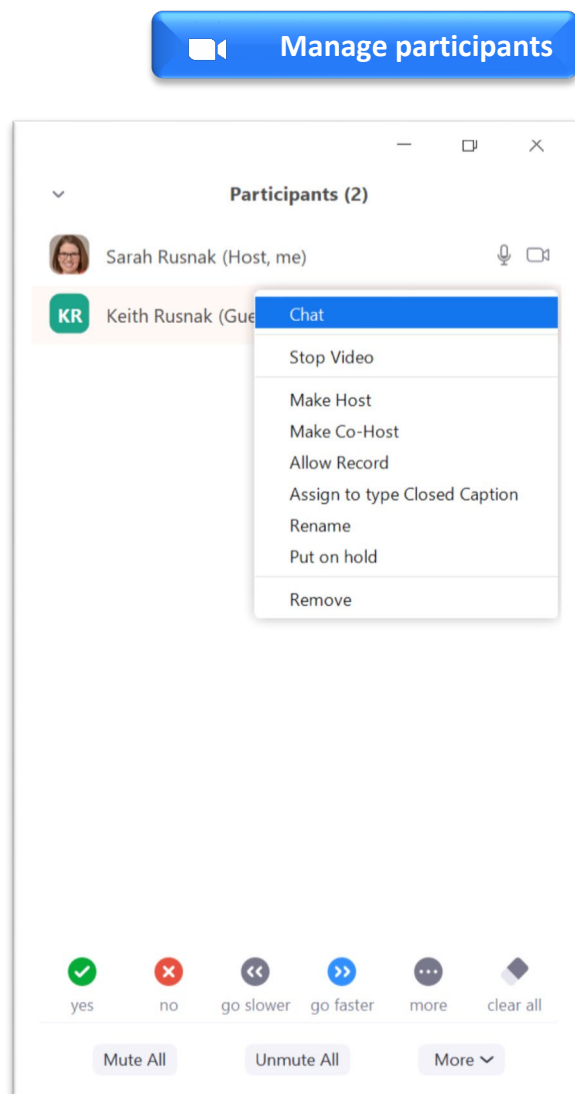
**Allow Record:** Allow the participant to record the meeting to their computer

**Assign to type Closed Caption:** assigns a participant to act as scribe- to attempt to type captions in real-time.

**Rename:** just that- rename the participant

**Put on hold:** places the participant on hold.

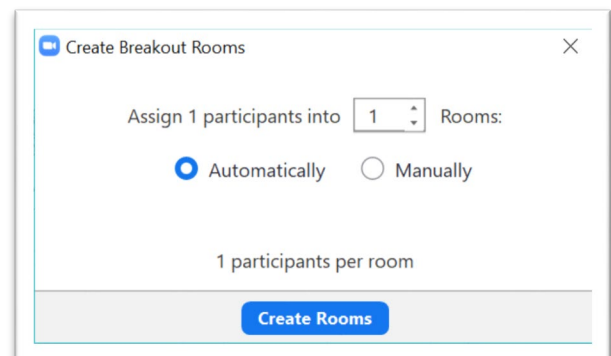
**Remove:** this will kick the participant out of the meeting and block them from re-entering. The participant will be gone, and unable to return.



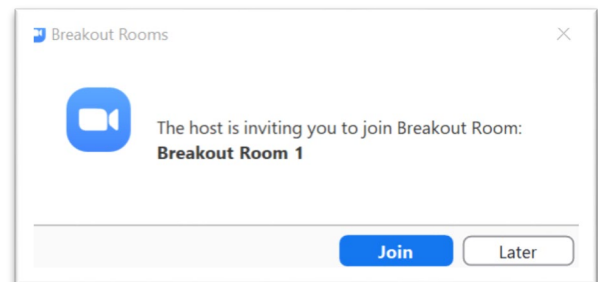
Breakout rooms are a terrific option for putting participants into smaller meetings, and then bringing them back to the larger meeting when you're ready. As host you can create breakout rooms by selecting **Breakout Rooms** from the Zoom controls.

You determine how many groups you want to create, and then either have Zoom assign participants to each room at random, or assign them manually.

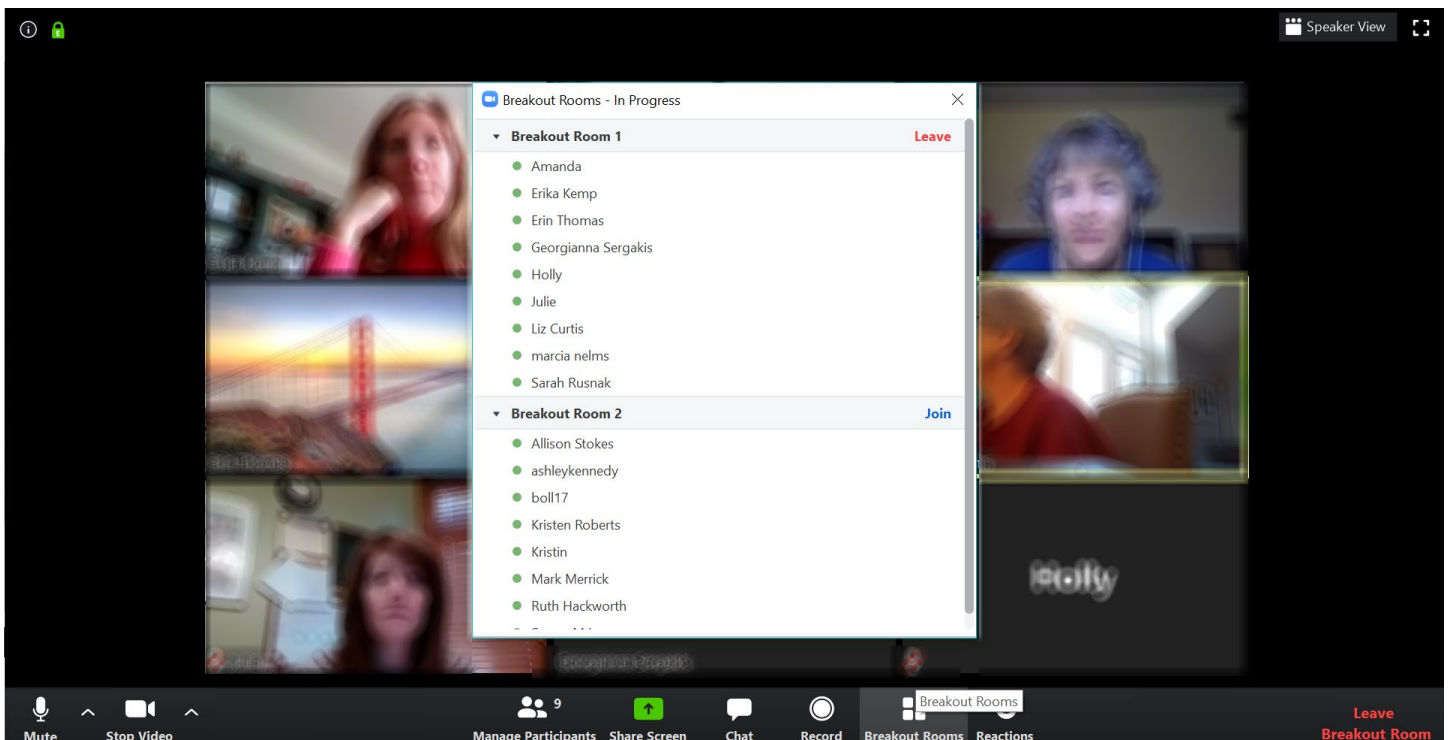
While zoom.us does have a feature that allows you to create breakout rooms before a meeting starts, it does not appear to be an option for us at Ohio State. As such, you'll want to consider carefully whether you'll be able to split a large class into meaningful groups manually, while everyone waits.



Here's what participants will see when you create breakout rooms:

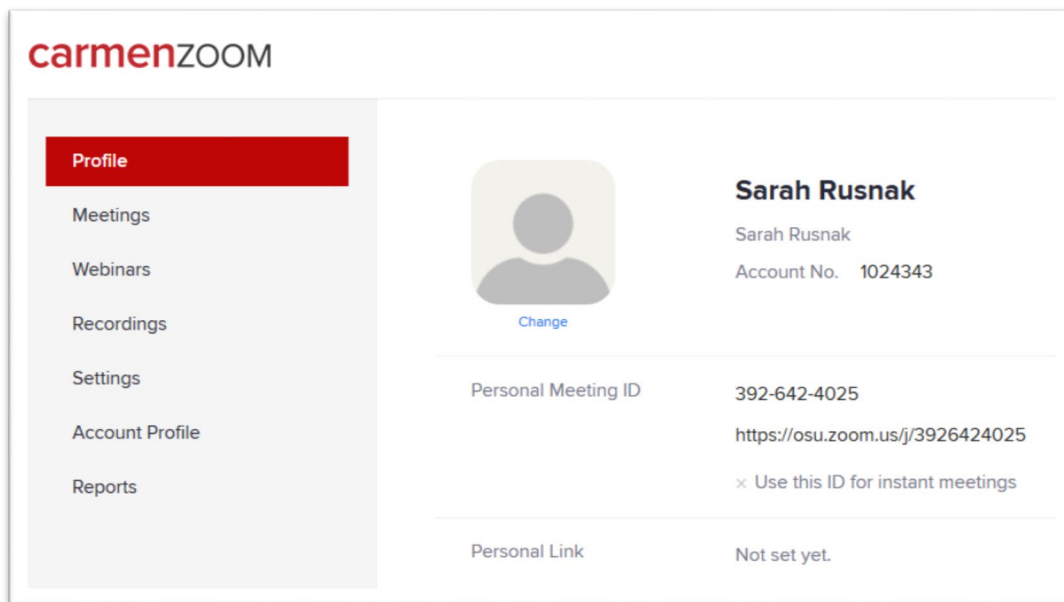


Participants in each of the rooms can request that the host join their room, and as host or co-host, you can select **Breakout Rooms** from the Zoom controls to move among the different rooms:



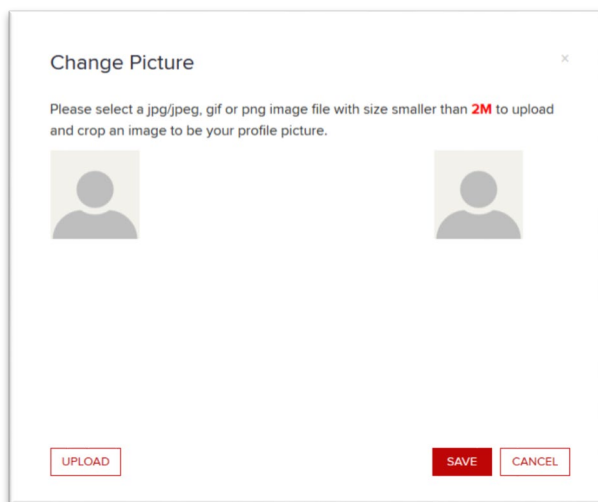
## Add a profile picture

You can upload an image to display when you are not sharing your webcam. You can find the **Profile** settings at <https://osu.zoom.us> on the left side. Under the headshot icon, click **Change**.

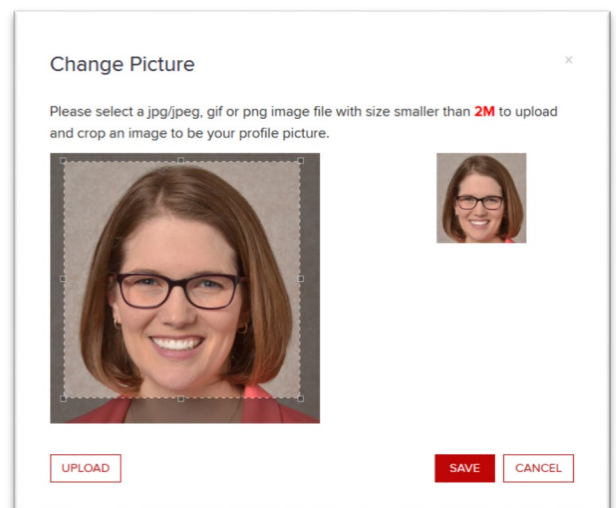


The screenshot shows the CarmenZoom profile settings page. On the left is a sidebar with a red 'Profile' button and links for Meetings, Webinars, Recordings, Settings, Account Profile, and Reports. The main area shows a profile for Sarah Rusnak with a placeholder headshot and a 'Change' link. Below this, it displays the Personal Meeting ID (392-642-4025), a personal link (https://osu.zoom.us/j/3926424025), and a note to use this ID for instant meetings. At the bottom, it shows the Personal Link is 'Not set yet.'

Click **Upload** and browse for the picture you'd like to use. You will have the option to crop the image after you upload.



This screenshot shows the 'Change Picture' dialog box. It contains instructions to select a file smaller than 2M and crop it. There are two placeholder icons for the profile picture. At the bottom, there are 'UPLOAD', 'SAVE', and 'CANCEL' buttons.



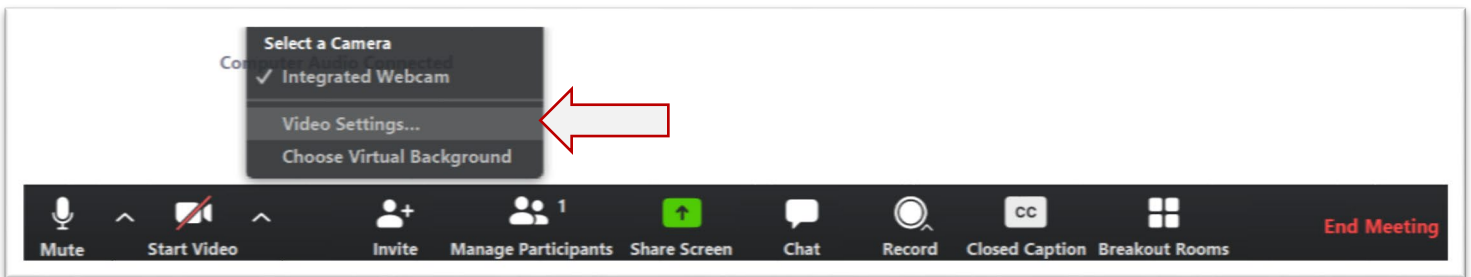
This screenshot shows the 'Change Picture' dialog box with a photo of a woman selected and cropped. A dashed box indicates the crop area. The 'SAVE' button is highlighted in red. At the bottom, there are 'UPLOAD', 'SAVE', and 'CANCEL' buttons.

When you're done editing the image, click **Save**.

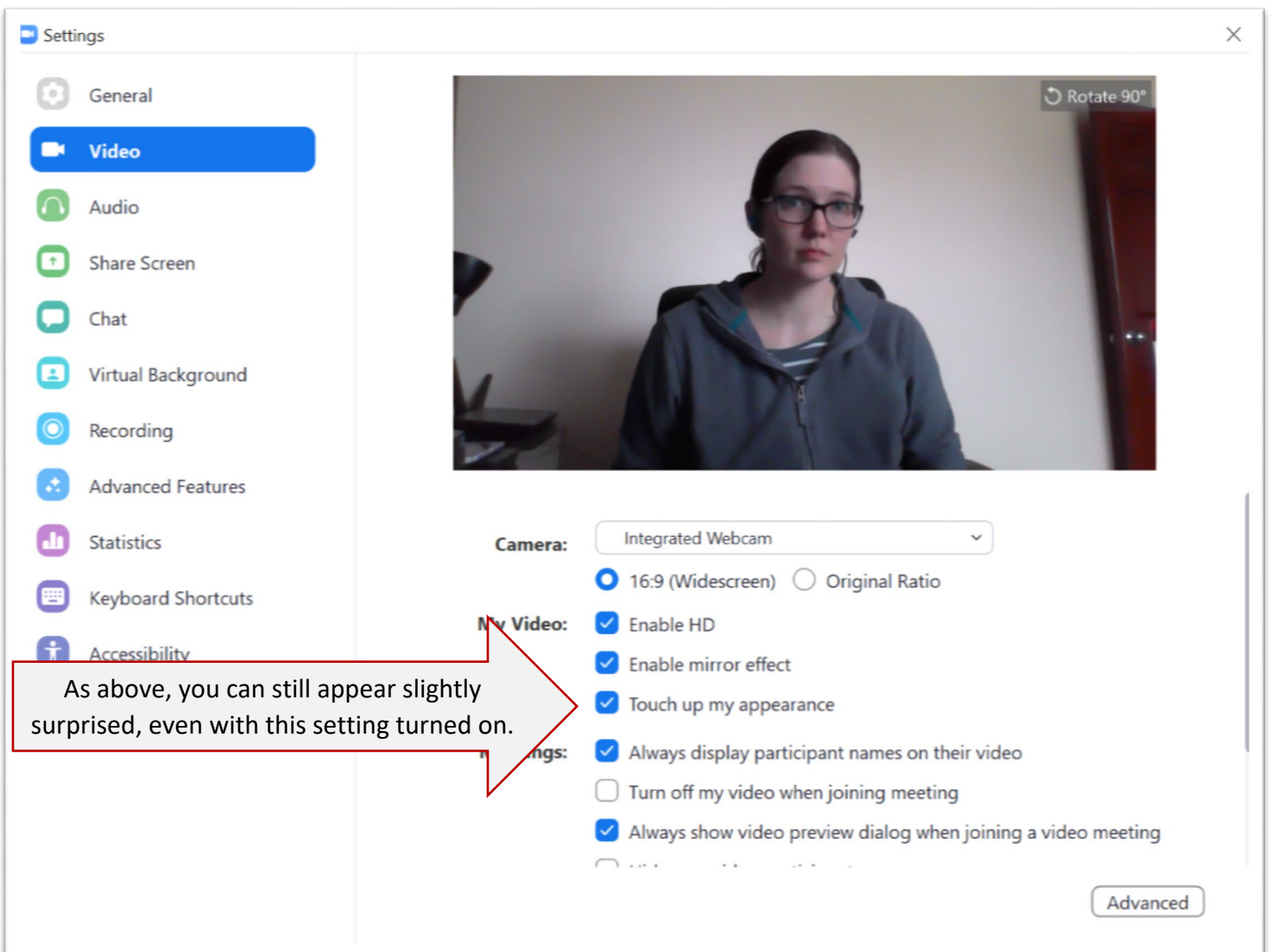


## Touch up my appearance

This is not particularly necessary, but it is good fun. Though a little fun may be the most necessary part of this guide. Find this setting by clicking the ^ next to **Stop Video** within Zoom and select **Video Settings**.

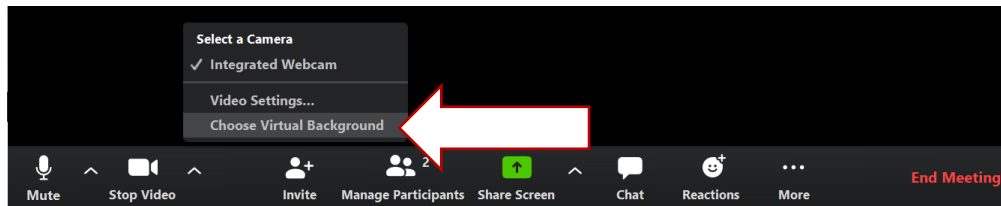


There are many settings you can adjust

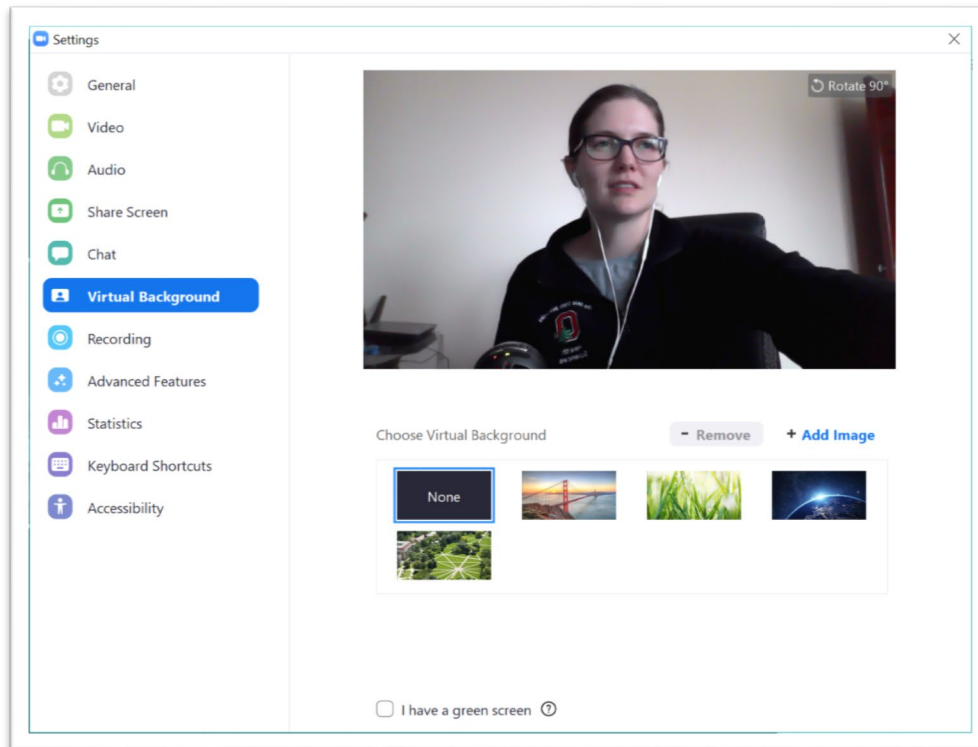


## Virtual background

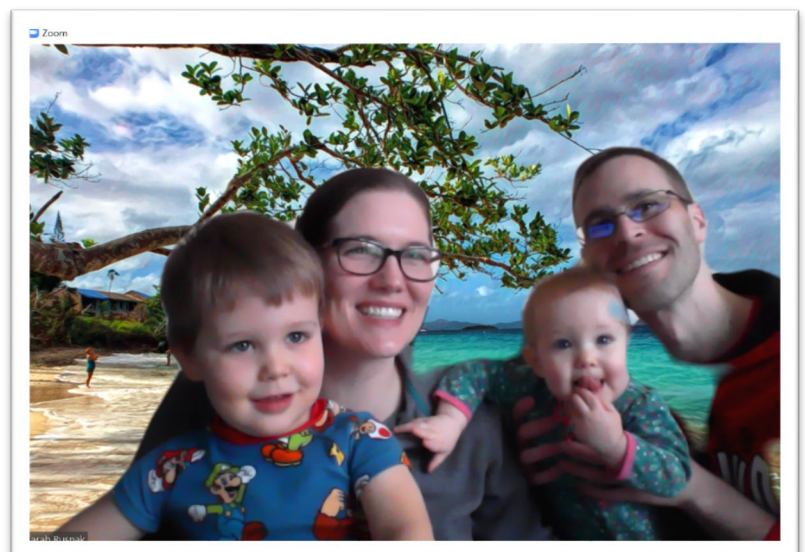
Also unnecessary but fun – present from anywhere! Click the ^ next to **Stop Video** and select **Choose Virtual Background**. Note that this works best if you are sitting in front of a plain background.



You can choose from the existing options, or upload your own photo.



Here's my family at the beach-



## Troubleshooting

I'm the host of this meeting, why don't I have host controls?

Make sure you start the meeting by logging in to CarmenZoom at <https://osu.zoom.us>

I can hear myself talking. How do I make it stop?

Make sure you're using headphones so that the feedback isn't coming from your computer speakers. If that isn't it, look to see if any of your participants are unmuted. You may be hearing yourself back from one of their computers. Hover over any participant's video (or their name in the participant list) to mute them. Gallery view is particularly helpful for seeing which person is speaking, and Zoom will highlight any boxes that have active audio.

I can't tell who is talking, but it needs to stop.

Select **Manage Participants** and then click **Mute All**.