

NOTE: The following instructions assume the usage of laptops as opposed to phones or tablets. For information on how Zoom works on those, proceed to the section “Difference in layout and functionality on phone screens.”

## Getting started

### How to get to Zoom

The Zoom software can be accessed through the Single Sign-On Portal. It’s located at the bottom of the page.

### How to download Zoom

Go to Zoom via the Single Sign-On Portal. Click “Host a Meeting” in the upper right hand corner of the screen. If Zoom is not already installed on the device, the browser will prompt you to select how to install it. This can be disregarded. Simply click on the “download & run Zoom” link as it appears on the screen. After you run the Zoom software, the program directly takes you into your Zoom meeting.

### How to schedule a meeting

Log in, select “My Meetings” and then “Schedule a Meeting.” Put the meeting date, time, and duration into the corresponding boxes and add a useful title. After clicking “Schedule,” you are able to invite others to the meeting via Google Calendar.

### How to host a meeting

Click the “Host a Meeting” button in the upper right-hand corner of the screen. Select the option “With Video On,” so the student can see who they’re talking to. Once in the session, make sure the audio and video functions are turned on and tell the student to turn on their audio and video if they have not already done so.

### How to add participants to the meeting

Click the “Invite” button in the menu at the bottom of the screen. Choose from which email to send the student the link. Type in the email address, and send the auto-generated message. A ring will sound once the participant has successfully joined the meeting.

### How to join a meeting (students’ perspective)

The link will be in the student’s emails. They only need to click on it and it will take them into the meeting. Occasionally they will be asked what audio or video they want to use or allow. If they have never used Zoom before, they will need to download the software first. It does not take up a lot of space. Once that is done, the system will ask them to host or join a meeting. They should ignore this, close that window, and go back to their link. After clicking the link this time, they will be taken straight into the session.

During the session

How to share a screen

In the bottom menu, select the green “Share” button.

How to end a meeting

To finish a session, screen sharing must be disabled. Then, simply click “End Meeting,” located on the right-hand side in the bottom menu.

How to save the session

To record the session, select “Record” in the bottom menu. This option will only be visible when screen sharing is disabled. Once the recording is started, screens can be shared and will be recorded. To end the recording, again, screen sharing must be disabled. The video will start converting once the session has ended and the consultant exits out of Zoom. When the video is done converting, Zoom will ask where you want the video to be saved. Select the location and follow the instructions. If the session was long, it may take a while for the video to be converted.

Troubleshooting Issues that may arise:

Audio: If the audio stops working, use the chat function to communicate to the student that your audio stopped working and also to continue the session if it's not an easy fix.

Video: If the video stops working, tell the student that it happened and that you'll try to fix it. If it's not an easy fix, continue the session since the audio still works.

If both stop working, use the chat to communicate this to the student. You can continue the consultation via the chat, or try and switch software to use Google Hangouts, if that might work better (see below).

If it seems like the video chat is too heavy for the internet connection, try turning off your video first, as the video usually takes up more space and the audio is more important for the session. If the student can't download Zoom for whatever reason, try doing the session on Hangouts as this doesn't require a download.

Difference in layout and functionality on phone screens

We realize that they can be the most convenient device. The layout can differ from phone to phone but some key differences are:

Having to touch the screen for the menu bar to show up.

There is no way to record your screen on phones with Zoom itself, but you can download a screen recording app.

To end a session, click “End” in the upper right-hand corner.