

UNIVERSITY *of*
TASMANIA

ZOOM ONLINE MEETING USER G

ZOOM FOR ONLINE VIDEO CONFERENCE MEETI



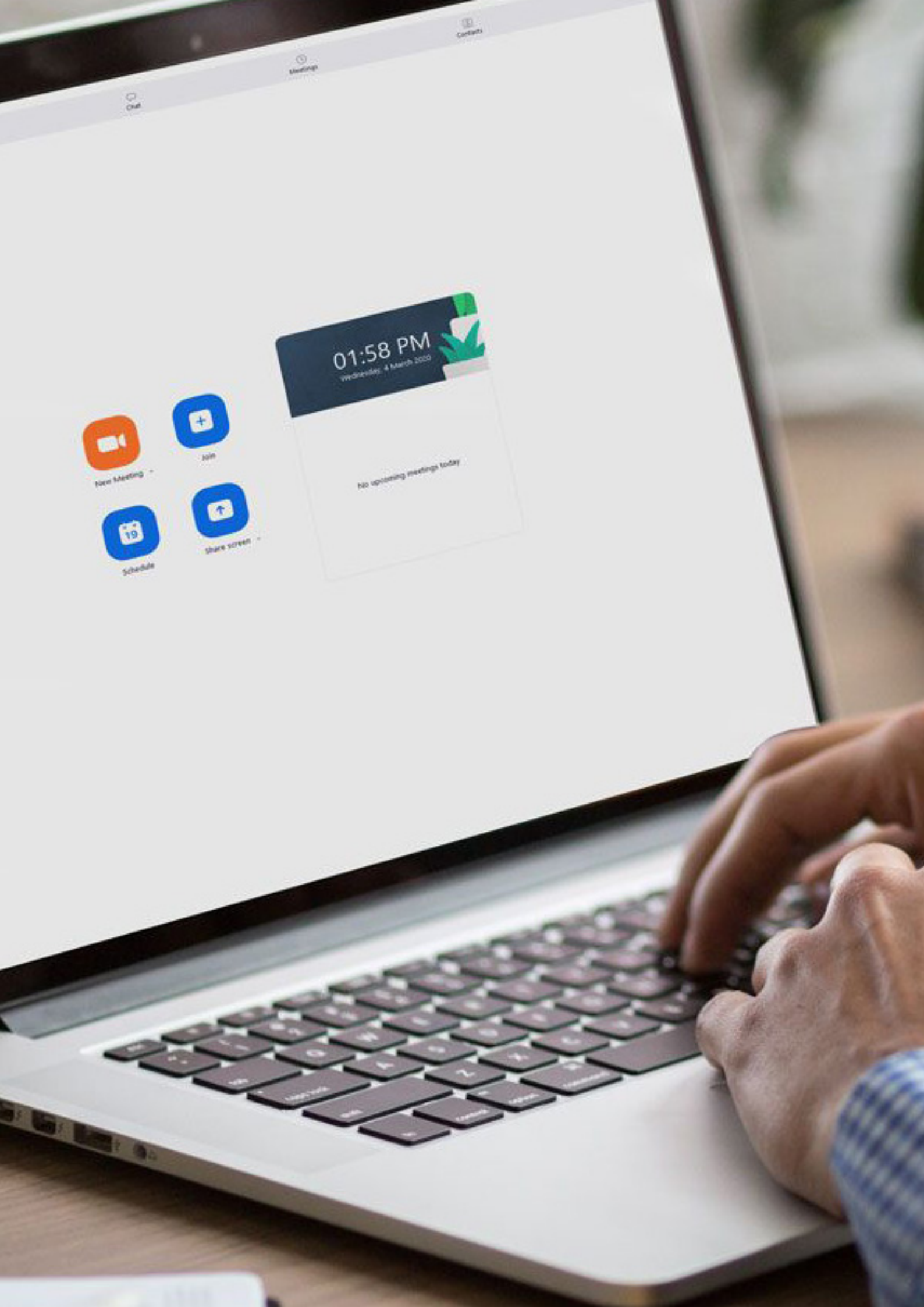
GUIDE

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Out

Meetings

Contacts



New Meeting



Join



Schedule



Share screen

01:58 PM
Wednesday, 4 March 2020

No upcoming meetings today

DEAR COLLEAGUES,

As you will have read, the University has deployed Zoom for online video conference meetings so staff can continue to effectively collaborate whilst working from home or on campus.

Zoom allows you to maintain relationships despite being separated.

Zoom can be used to create small and large meetings of people around the world.

Built-in collaboration tools mean multiple participants in the meeting can share their screens simultaneously and co-annotate for a more interactive meeting. You can record your meetings locally including searchable transcripts.

You can also use the chat feature to Chat with individual and groups with searchable history, integrated file sharing, and easily escalate into 1:1 or group call.

While Zoom is a new solution for video conference meetings, Skype for Business remains your tool for making internal and external phone calls.

A number of tools and guides have been provided to assist you with this transition to Zoom.

1. A [Zoom](#) support site, which will be regularly updated, is able to assist you with any support enquiries you may have.
2. Zoom online [training sessions](#)

How do I get technical help?

The IT Services Service Desk can provide assistance. Please contact the Service Desk on 03 6226 2600. Remote support sessions can be provided over Zoom.

Zoom exports host free and interactive live training webinars daily. Get up to speed in less than an hour.

Attend

[Live Daily Demos](#)

[Upcoming Webinars](#)

Watch

[Zoom video tutorials](#)

[On-Demand Zoom
Training Sessions](#)

ACTIVATE YOUR ZOOM ACCOUNT

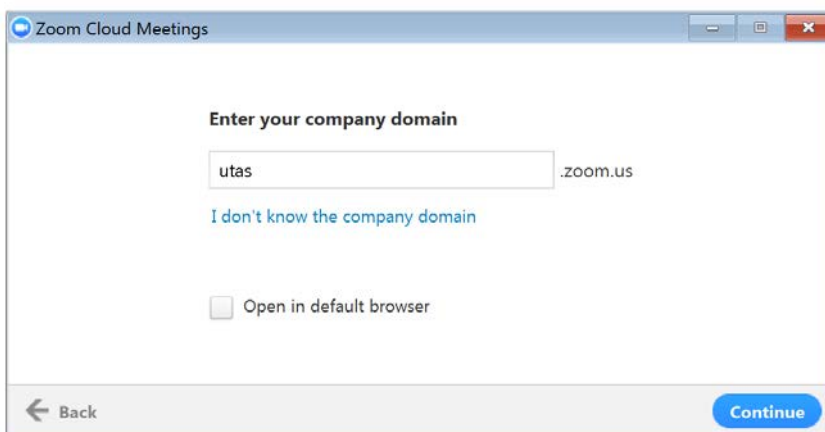
To activate your Zoom account, open your web browser and go to <https://utas.zoom.us>

If you are using a University managed computer

- Click the **Sign In** button and your Zoom account will be automatically activated.

If you are on a personal computer

- Click the **Sign In** button and you will be presented with the following window.



- Type in **UTAS** within the **company domain** and click the **Continue** button. Your Zoom account will be automatically activated.



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[JOIN](#)

[HOST](#)

[SIGN IN](#)

DOWNLOAD AND INSTALL ZOOM

If you are using a Windows or Mac computer

- Go to <https://zoom.us/support/download> and install on your computer.

If you are using an iPhone or Android device

- Go to the Apple App Store or Google Play Store, search for **Zoom Cloud Meetings** app and install on your device.





How to download Zoom on Windows or Mac

To download Zoom go to <https://zoom.us/support/download>

How to download Zoom on iPhone or Android

Search for Zoom Cloud Meetings and install

DOWNLOADING THE OUTLOOK PLUGIN

The Zoom Microsoft Outlook plugin is designed to make scheduling a meeting in Microsoft Outlook quick and convenient.

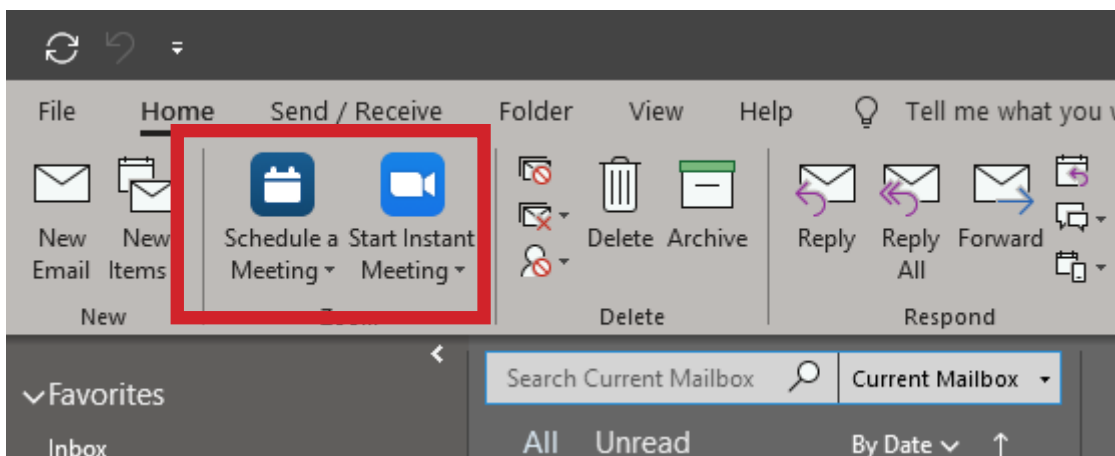
The plugin allows you to schedule and start instant Zoom meetings, as well as make existing meeting events Zoom meetings.

The Outlook plugin can also sync free/busy times to the Zoom client, based on your Outlook calendar events.

The University Standard Work process for scheduling Zoom meetings is from Microsoft Outlook, using the Zoom plugin. This is so everybody can track and manage their appointments through Microsoft Outlook calendar.

If you are using a Windows or Mac computer

- Download and install the **Zoom Plugin for Microsoft Outlook** from <https://zoom.us/download>
- You will need to restart Microsoft Outlook before using the plugin.



SIGN INTO ZOOM

If you are signing in to the web or Zoom client

- Go to <https://utas.zoom.us> and click **Sign In**.
- If you are using a University managed computer, Zoom will sign you in automatically with Single Sign On.
- If you are using a personal computer, you will need click **Sign In with SSO**
- Type in **UTAS** into the **Enter Your Company Domain** field
- Click the **Continue** button.
- Type in your University email address and password if prompted.

If you are signing in to the Zoom mobile app

- Click on the Zoom mobile app, tap **Sign In**.
- Tap **SSO**.
- Type in UTAS into the **Enter Your Company Domain** field.
- Tap the **Go** button.
- Type in your University email address and password if prompted.

A close-up, low-angle shot of a woman with long, wavy brown hair typing on a black laptop keyboard. She is wearing a light-colored top and denim shorts. The background is a soft, out-of-focus light blue wall. A red banner is overlaid on the upper left portion of the image.

Always use the Sign In with SSO option when logging into Zoom

ZOOM DELEGATE ACCESS

You can assign or delegate a user or multiple users to schedule Zoom online meetings on your behalf, with the Scheduling Privilege setting.

Users with Scheduling Privileges on your account will be able to manage and act as an alternative host for all meetings.

The Executive and the Executive Assistant must both have the Zoom Outlook Plugin installed.

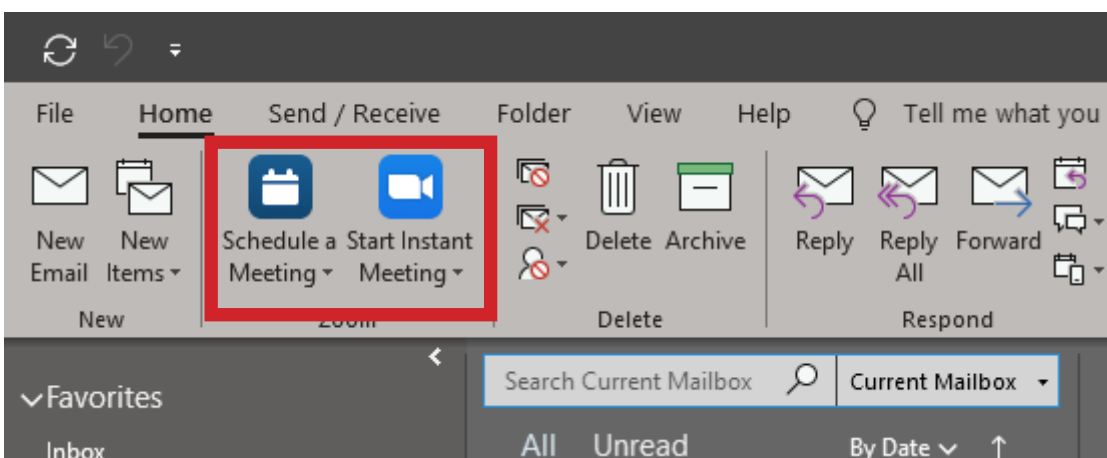
Assign Zoom Scheduling Privilege

This action must be completed by the Executive or a Zoom Administrator.

- Log in to your **Profile** at <https://zoom.us/signin>.
- Select **Settings** from the left menu options.
- From meeting settings, scroll down to **Scheduled Privilege** and select **Assigned Scheduling Privilege to** by clicking on the + icon.
- Add the email address and select **Assign**.

Confirm the changes have taken effect.

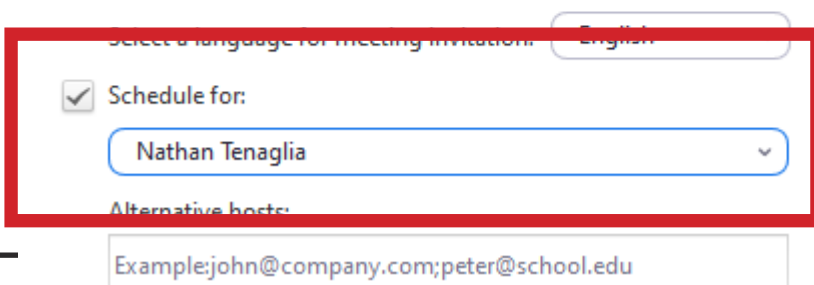
- Restart Microsoft Outlook.
- Sign out then sign back in again to the Zoom Desktop Client.
- Open **Microsoft Outlook**
- Click the **Schedule Meeting** button.



- Under **Options**, select **Advanced Options** to access the **Scheduled For** menu.

Advanced Options ^

- Enable Waiting Room
- Enable join before host
- Mute participants upon entry
- Only signed-in users can join the meeting: Sign in to Zoom
- Automatically record meeting on the local computer
- Force include Join URL in location field
- Insert Zoom meeting invitation above existing text

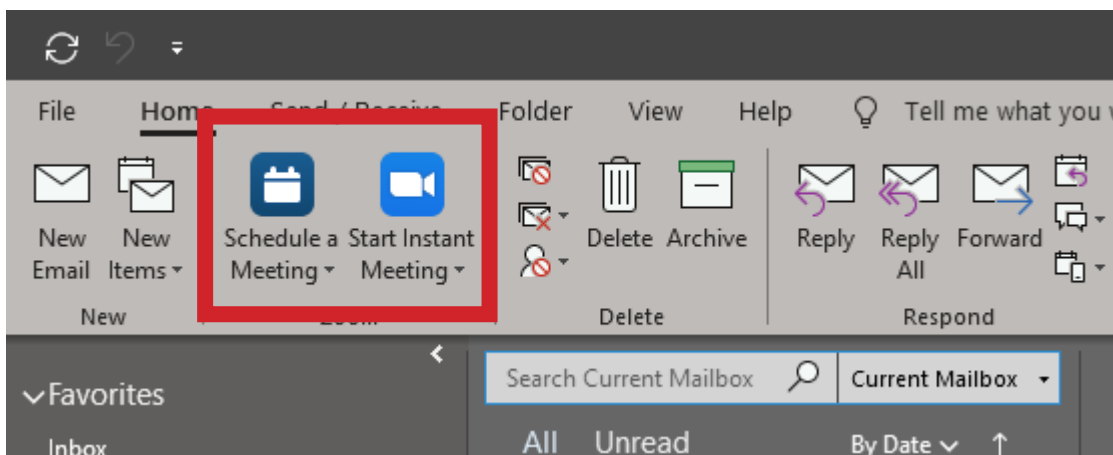


CREATE A ZOOM MEETING

The University Standard Work process for scheduling an online meeting is using the Zoom Microsoft Outlook plugin.

Any existing Skype for Business meeting must be cancelled and recreated as a Zoom online meeting using the process detailed below.

- Open **Microsoft Outlook**
- Click the **Schedule Meeting** button.



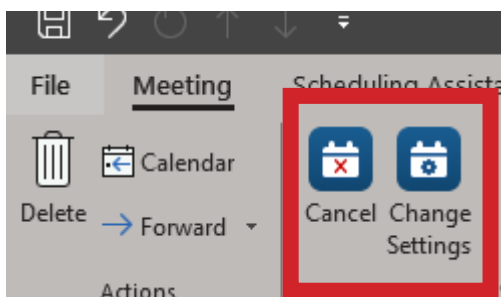
Select your desired settings for scheduling an online meeting

- **Video-Host:** If you select on, the host video will be automatically started when starting the meeting.
- **Video-Participant:** If you select on, the participants video will be automatically started when joining the meeting.
- **Enable Join Before Host:** Allow participants to join the meeting without you or before you join.
- **Mute Participants Upon Entry:** If join before host is not enabled, this will mute all participants as they join the meeting.
- **Recording the Meeting Automatically:** Check this if you want the meeting to be automatically recorded.
- **Force Include Join URL in Location Field:** This will include the join URL in the location field, even if you attempt to remove it.
- **Insert Meeting Details above the Meeting Invite:** Insert the Zoom meeting details at the top of the meeting invite (before any custom text entered into the meeting invite).
- **Alternative Hosts:** Enter the email address of another Zoom user, who is licensed, to allow them to start the meeting in your absence. Alternative hosts can only be University members.
- **Save and Do Not Show Again:** Check this if you would like to use these same setting as a default for other meetings going forward. The settings window will not pop up and you will need to manually open it to save the settings.

Click **Continue**.

The Outlook calendar invitation will automatically generate with the meeting information.

Note: You can cancel the Zoom meeting or change the setting of the Zoom meeting in the calendar invitation by selecting the corresponding buttons in the menu.



- Give the Zoom online meeting a title or subject.
- Add all participants and optional attendees to the Zoom online meeting.
- Adjust the start time and end time.
- Configure appointment recurrence options (if required).
- Press the **Send** button.

The University Standard Work process for scheduling an online meeting is using the Zoom Microsoft Outlook plugin



VIRTUAL BACKGROUND

The virtual background feature allows you to display an image or video as your background during a Zoom online meeting.

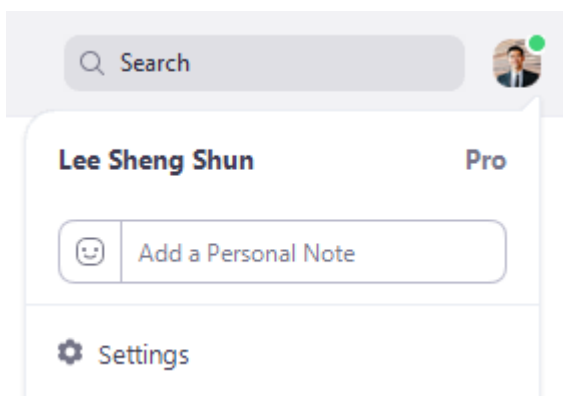
This feature works best with a green screen and uniform lighting, to allow Zoom to detect the difference between you and your background.

A green screen is a fabric backdrop that can replace the real background of a video with a digital background, like in movies.


Enabling virtual background

To enable the Virtual Background feature for all members of your organisation:

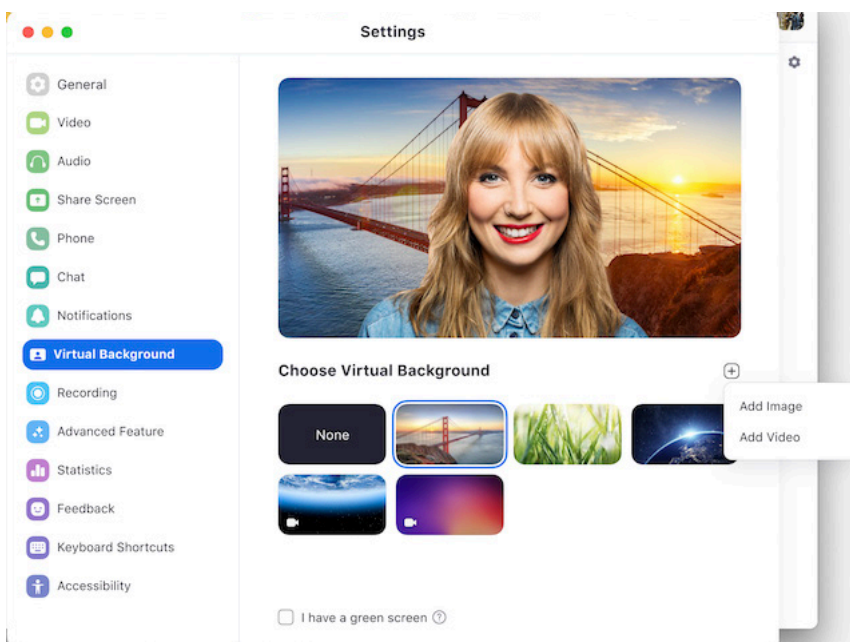
- Sign into the Zoom desktop client.
- Click your profile picture then click **Settings**.



- Select **Virtual Background**.

Note: If you do not have the Virtual Background tab and you have enabled it on the web portal, sign out of the Zoom Desktop Client and sign in again.  Virtual Background

- Check I have a green screen if you have a physical green screen set up. You can then click on your video to select the correct color for the green screen.
- Click on an image to select the desired virtual background or add your own image by clicking + and choosing if you want to upload an image or a video.

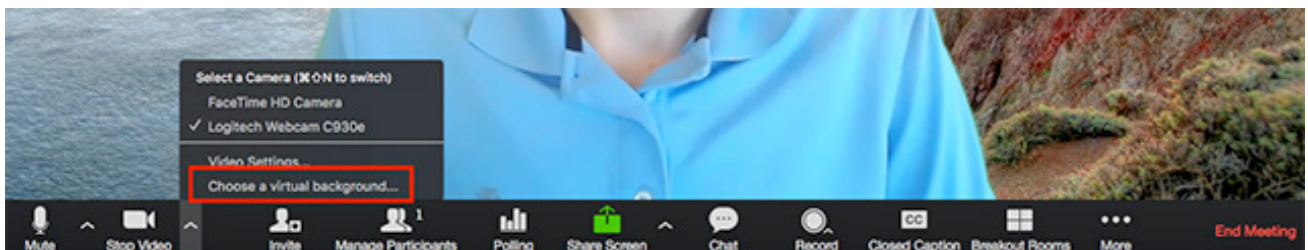


- If prompted, click **Download** to download the package for virtual background without a green screen.

ENABLING VIRTUAL BACKGROUND DURING A MEETING

If you have already enabled virtual background, you can turn it on during a meeting.

- Sign into the Zoom desktop client.
- In a Zoom meeting click the ^ arrow next to **Start/Stop Video**.
- Click **Chose a Virtual Background...**



- If prompted, click Download to download the package for virtual background without a green screen.



The University Standard Work process for scheduling an online meeting is using the Zoom Microsoft Outlook plugin



MANAGE A ZOOM MEETING

As the host in a meeting you can manage the participants.

By default, any participant in the meeting can share their video, screen and audio.

If you want to limit who can share their video, screen and audio, you can use the Webinar platform.

Some options have additional prerequisites and must be enabled on the web portal or require a specific version of Zoom for full functionality.

These features include giving a participant the ability to record locally, assigning a co-host, putting a participant on-hold and using the waiting room.

*Limited controls are available when joining by web.

Controls for hosts and co-hosts

With meetings, hosts and co-hosts can control the following features:

- Mute participants.
- Requests that a participant unmutes.
- Stop a participant's video.
- Request that a participant starts their video.
- Prevent participants from screen sharing.
- Rename a participant.
- Put a participant on hold if enabled.
- Chose to play and enter and exit chime.
- Lock the meeting to prevent anyone new from joining.
- Place participants in waiting room or admin/remove participants from the waiting room (waiting room can only be enabled by the host).

Only hosts have access to these features:

- Give a participant the ability to record locally.
- Make the participant host/co-host
- Enable waiting room

Controls for managing participants

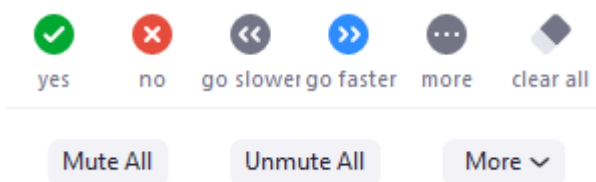
- Click **Manage Participants** in the host controls to display the participants list:



- Hover over a participant and click **More** for these options:
 - **Chat:** Open the chat window to send messages directly to the participant.
 - **Stop Video:** Stop the participants video stream so that they are unable to start their video
 - **Make host** (only available to the host): Assign the attendee to be the host. There can only be one host.
 - **Make Co-host** (only available to the host): Assign the attendee to be a co-host. You can have an unlimited number of co-hosts.
 - **Allow record** (only available to the host): Allow the attendee to start or stop a local recording of the meeting.
 - **Assign to Type Closed Caption** (only available to the host): Assign the attendee to type Closed Caption during the meeting.
 - **Rename:** Change the attendee name that is displayed to other participants. This change only applies to the current meeting.
 - **Put in Waiting Room:** Place the attendee in a virtual waiting room whilst you prepare for the meeting. The host must enable waiting room for this option to appear.

- **Put on Hold:** If the waiting room is not enabled, you'll see this option to place the attendee on hold.
- **Remove:** Dismiss a participant from the meeting. They won't be able to rejoin unless you allow participants to rejoin.

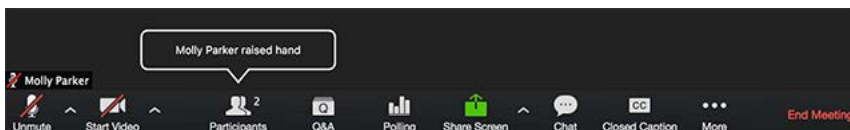
You will also have access to enable or disable these options at the bottom of the participants list:



- **Mute All / Unmute All:** Mute and unmute all participants currently in the meeting.
- **Mute Participants on Entry:** Automatically mute participants as they join the meeting.
- **Allow Participants to Unmute Themselves:** Participants can unmute themselves if they want to speak to others in the meeting.
- **Allow participants to rename themselves:** Participants can change their screen name displayed to other participants.
- **Play Enter / Exit Chime:** Play a sound when participants join and leave a meeting.
- **Lock Meeting:** Don't allow other participants to join a meeting in progress.
- **Merge to Meeting Window:** Merge the participants list with the main meeting window. This option is only available if you have separated the participants list from the main meeting window.

Managing raised hands as a host of panelist

As the host or a panelist, you will be notified when an attendee raises their hand.



You can see who has their hands raised at any time by viewing the participants list:

- Click **Participants** in the meeting controls.
- Click the **Attendees** tab.



Lower All Hands

Note: Participants are displayed in the following order.

1. Participants allowed to talk.
2. Participants with their hand raised. Participants that raised their hand first are displayed at the top.
3. Participants without their hand raised.

- Hover over a participant with their hand raised for these options:
 - **Allow to talk:** Allow the participant to talk and unmute their mic. The participant will receive a prompt to confirm if they want to unmute or stay muted. If you already allowed a participant to talk but they decided to stay muted, click Unmute to prompt them to unmute their mic.
 - **Disable talking:** If you allowed a participant to talk, this will revoke the participant's ability to talk. The participant will stay muted.
 - **Lower Hand:** Lower the participant's hand. Their position in the participants will move down after the participants with their hand raised.
- Click **Lower All Hands** at the bottom of the participants list to lower all raised hands.

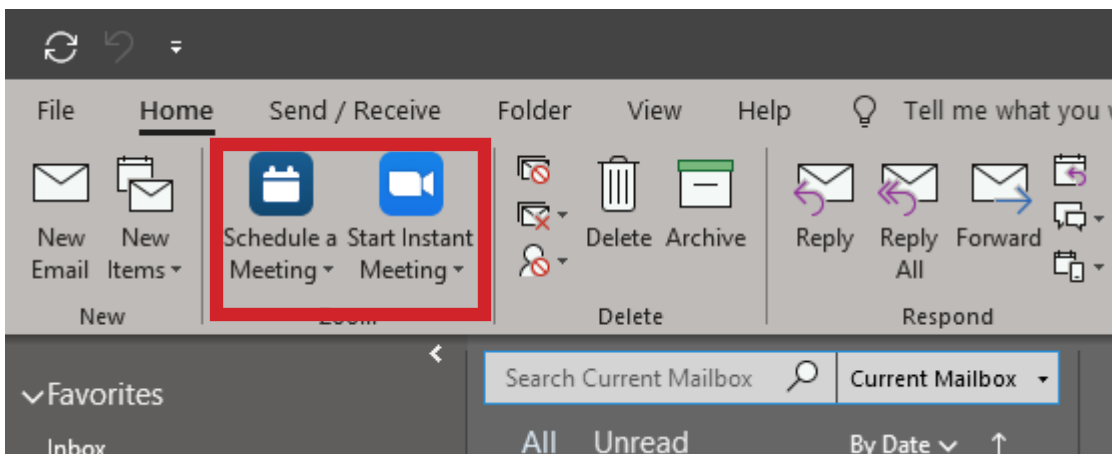
WAITING ROOM

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.

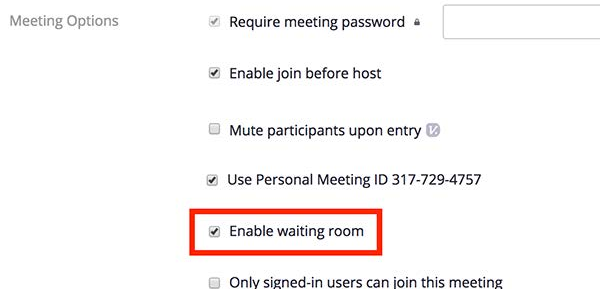
You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom account or are not signed in.

Enable Waiting Room

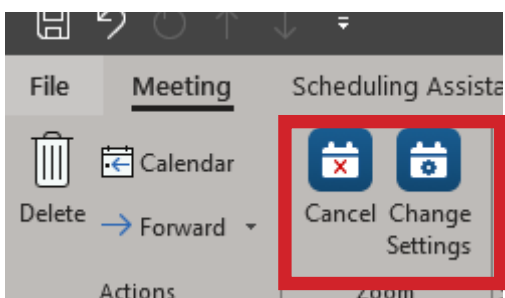
- Open **Microsoft Outlook**.
- Click the **Schedule Meeting** button.



The Outlook calendar invitation will automatically generate the Zoom online meeting information and will allow you to select **Enable waiting room** from the **Zoom Edit Meeting** panel.



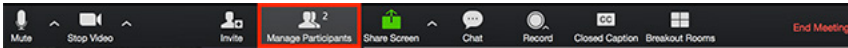
Note: If you previously clicked **do not show me again** to this option, the panel will not display. To display this, click on the Change Settings button from within the invitation.



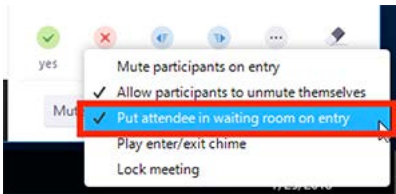
- Give the Zoom online meeting a title or subject.
- Add all participants and optional attendees to the Zoom online meeting.
- Adjust the start time and end time.
- Configure appointment recurrence options (if required).
- Press the **Send** button.

Using Waiting room

- As the meeting host, click **Manage Participants**.



- Click **More** at the bottom of the participants' window and choose **Put Attendee in Waiting Room on Entry** to enable or disable the feature.

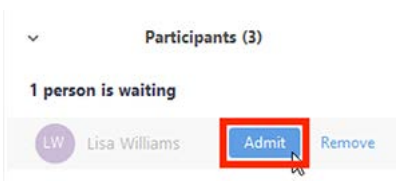


Admitting participants during a meeting

- As the meeting host, click **Manage Participants**.



- Click **Admit** to have the participant join the meeting.

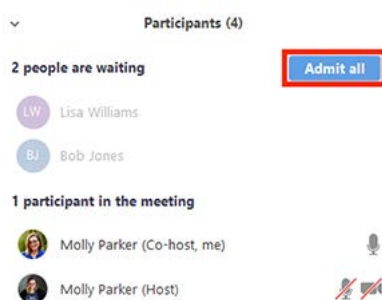


Admit all participants from the Waiting Room

- As the meeting host, click **Manage Participants**.



- Click **Admit all**.

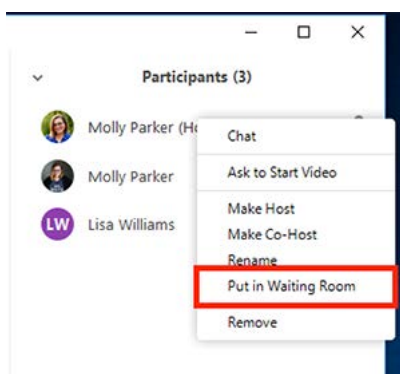


Sending participants to the Waiting Room during a meeting

- As the meeting host, click **Manage Participants**.



- Click **More** next to the participant's name and choose **Put in Waiting Room**.



JOINING A MEETING

As a meeting participant, you can join a Zoom online meeting through an email invitation, an instant messaging invitation, from the browser, from the Zoom mobile and desktop application, from a landline or mobile phone and with a H.323 or SIP device.

External non-University participants can join the Zoom online meeting if the host has created the meeting following the Standard Work process.

RECORDING A MEETING

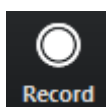
Local recording is available to all University members that have activated their Zoom account. Local recording allows users to record meeting video and audio to their computer. The recorded files can be uploaded to a file storage service like OneDrive or SharePoint.

Note: Local recording is not supported on iOS and Android devices.

Starting a local recording

The host must record the meeting or grant the ability to record to a participant.

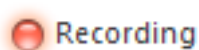
- Start a Zoom meeting as the host.
- Click the option to **record**.



- If there is a menu, select **Record on this Computer**.
- Hosts will see the following recording indicator in the top-left corner whilst recording is active.



- Participants will see the following indicator in the top-left corner whilst recording is active.

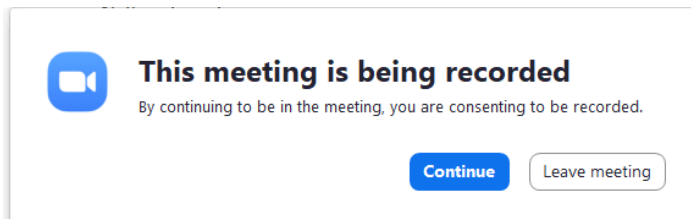


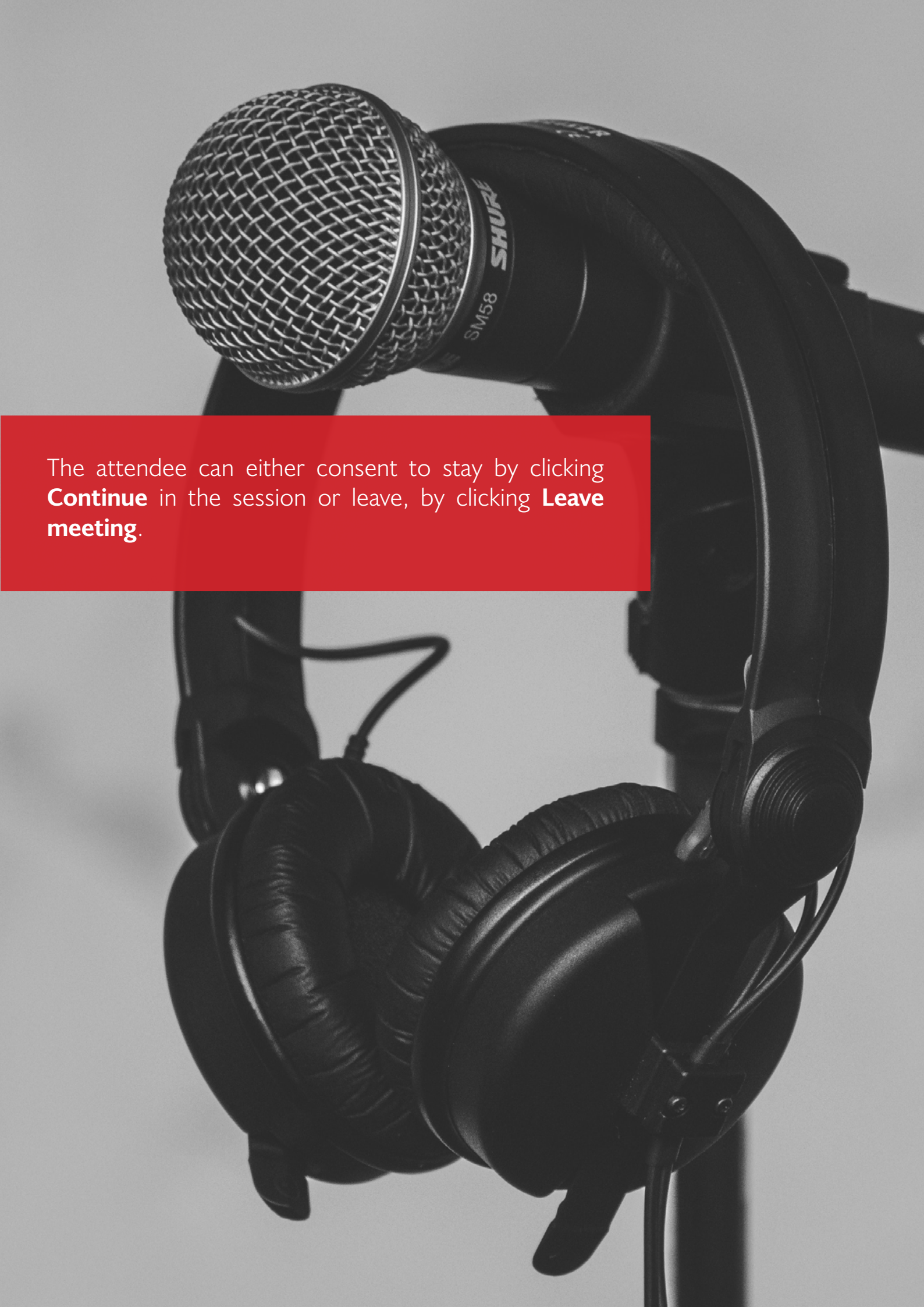
Consent to be recorded

Participants will be notified when a recording starts or if they join a session that is already being recorded.

The attendee can either consent to stay by clicking **Continue** in the session or leave, by clicking **Leave meeting**.

After the session has ended, a report listing the attendees who provided consent can be generated.





The attendee can either consent to stay by clicking **Continue** in the session or leave, by clicking **Leave meeting**.

SHARING YOUR SCREEN

Zoom allows for screen sharing on desktop, tablet and mobile devices running Zoom.

For advanced screen share controls, please reference the following article:

<https://bit.ly/2QoEOEXSharing-your-screen>

- Click the **Share Screen** button located in your meeting controls.
- Select the screen you want to share.
- You can also choose an individual application that is already open on your computer, the desktop, whiteboard or an iPhone / iPad.
- Click **Share**.
- Zoom will automatically switch to fullscreen to optimise the share screen view.
- To exit fullscreen, click **Exit FullScreen** in the top-right corner, or press the **ESC** key.
- To disable automatic fullscreen when viewing a shared screen, disable this option in your desktop client settings; enter fullscreen automatically when a participant shares screen.



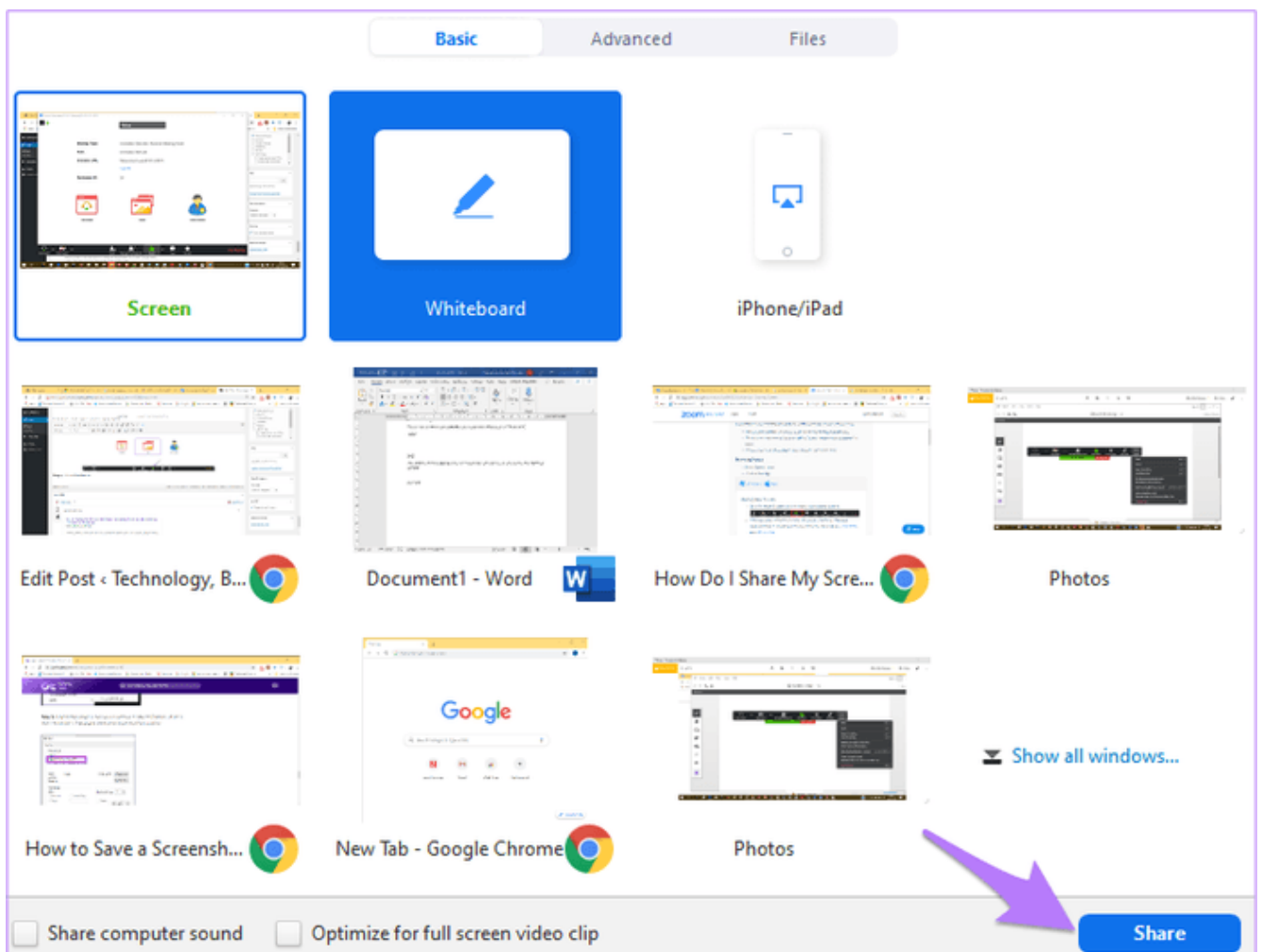
If you are using a dual monitor setup, you can turn on the 'Use Dual Monitors' feature to see the screen sharing on one monitor and participants on the second.

SHARING A WHITEBOARD

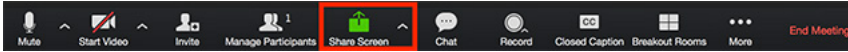
The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

If you have simultaneous screen sharing on, multiple participants will be able to share a whiteboard at once.

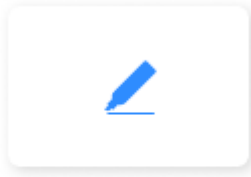
However, to see two whiteboards at once, or your own whiteboard and another participant's, you will need to have dual monitors enabled.



- Click the **Share Screen** button located in your meeting tool bar.



- Click **Whiteboard**.



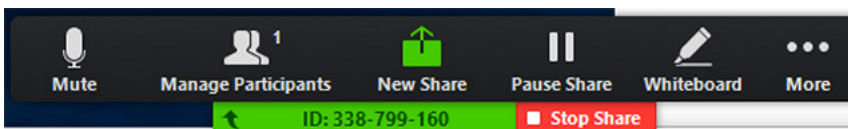
Whiteboard

- Click Share.
- The annotation tools will appear automatically, but you can press the **Whiteboard** option in the meeting controls to show and hide them
- Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages.



Note: Only the participant or host that started sharing the whiteboard has access to create and switch pages.


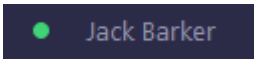
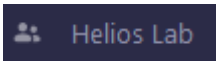
- When you are done, click **Stop Share**.



MANAGING CHAT MESSAGES

You can edit or delete messages, files, or images that you have already sent. The search results the recipients see in the chat will reflect the content of your edited message. Although the recipient does not receive a notification, deleted chat content and files are no longer accessible within Zoom.

Accessing Chat

- Sign into the Zoom desktop app.
- Open the chat where you need to send the screen shot, image or file. You can start a new chat with these methods:
 - Click the Add icon  next to **Recent** to start a new chat with one of your contacts.
 - Under **Recent**, click a contact to view chat history and to continue to chat with them. Contacts have a status icon before their name.

 - Under **Recent**, click a **Channel** (indicated by the group icon before the name) to view the channels chat history and to send messages to chat members.

- In **Contacts** > **Directory**, hover over a contacts name and click the chat icon.
- You will see two or three options above the chat text box.

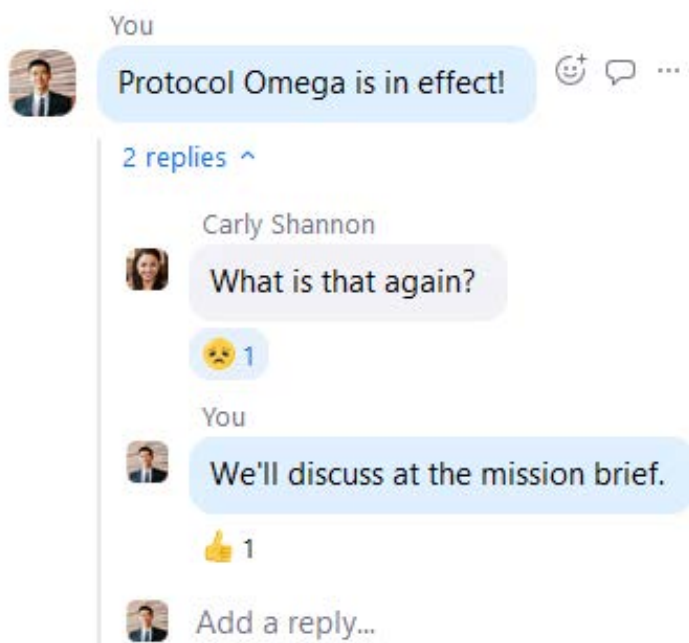
 Screenshot  File  Code

Replying to a message

You can reply to a message to keep all replies in the same thread. This allows users to easily identify replies:

- Hover over the message you want to reply to.
- Click the Chat bubble icon.
- Enter your reply, then press **Enter**.

Note: Replies can contain text, screen shots, files, code snippets, emoticons, animated GIFs. Your reply will display under the parent message.



BREAKOUT ROOMS

Breakout Rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually and can switch between sessions at any time.

- Up to 50 breakout rooms can be created
- Max 200 total participants across all breakout rooms

Breakout room participants have full audio, video and screen share capabilities. If the meeting is being cloud recorded, it will only record the main room, regardless of what room the meeting host is in.

If local recording is being used, it will record the room the participant who is recording is in. Multiple participants can record locally.

- Sign into the Zoom web portal.
- Click **Settings**.
- Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.
- If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.

Breakout room

Allow host to split meeting participants into separate, smaller rooms



- Allow host to assign participants to breakout rooms when scheduling

- **Note:** If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.
- (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.

Creating Breakout Rooms

- Start an instant or scheduled meeting.
- Click **Breakout Rooms**.



- Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms:
 - **Automatically:** Let Zoom split your participants up evenly into each of the rooms.
 - **Manually:** Choose which participants you would like in each room.
- Click **Create Breakout Rooms**.

Assign 1 participants into Rooms:

Automatically Manually

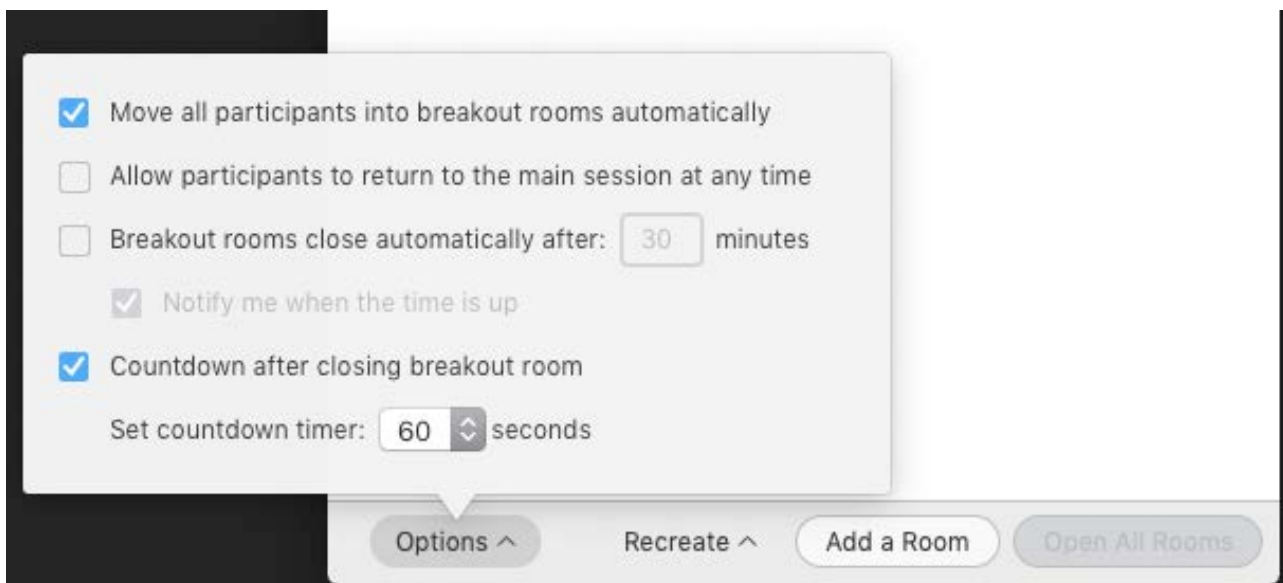
1 participants per room

Create Rooms

- Your rooms will be created but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

Options Breakout Rooms

- After creating the breakout rooms, click **Options** to view additional Breakout Rooms options.

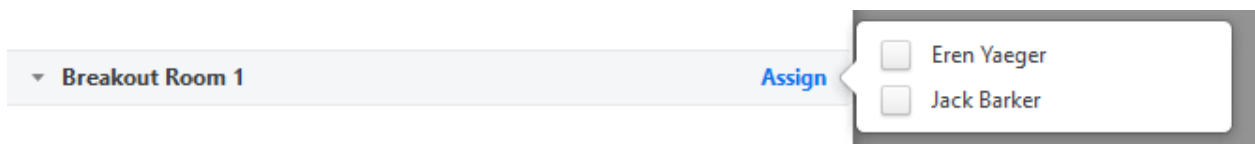


- Check any options that you would like to use for your breakout rooms.
 - **Move all participants into breakout rooms automatically:** Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click Join to be added to the breakout room.
 - **Allow participants to return to the main session at any time:** If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to end the breakout rooms.
 - **Breakout rooms close automatically after x minutes:** If this option is checked, the breakout rooms will automatically end after the configured time.

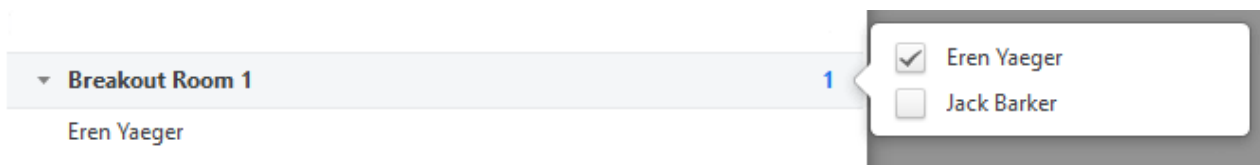
- **Notify me when the time is up:** If this option is checked, the host will be notified when the breakout room time is up.
- **Countdown after closing breakout rooms:** If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.
- Follow the steps below to assign participants to rooms or click **Open All Rooms** to start the breakout rooms.

Assigning Participants to rooms

To assign participants to your rooms, select **Assign** next to the room you wish to assign participants to and select participants you want to assign to that room. Repeat this for each room.



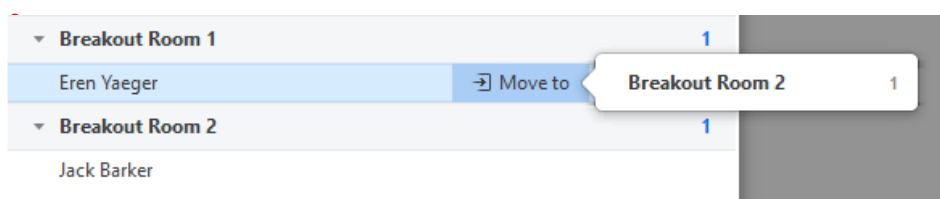
Once a participant has been assigned (manually or automatically), the number of participants will show in place of the Assign button.



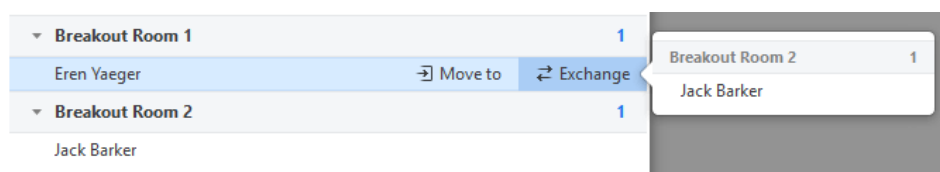
Preparing Breakout Rooms

After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started.

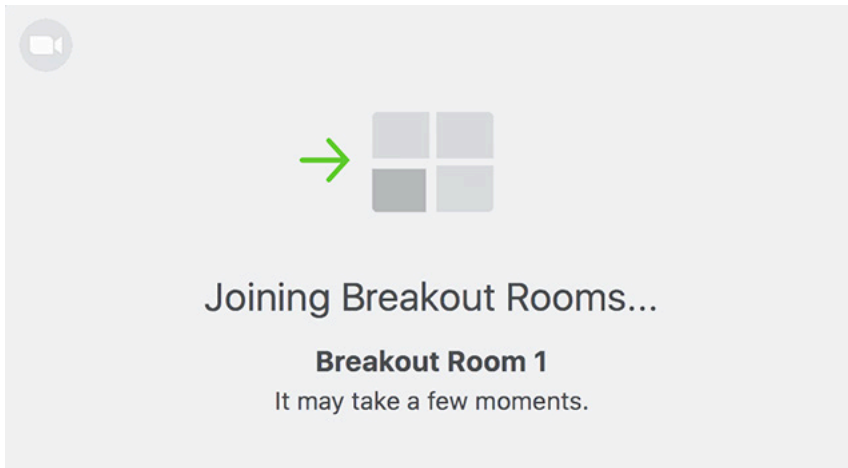
- **Move to** (participant): Select a room to move the participant to.



- **Exchange** (participant): Select a participant in another room to swap the selected participant with.

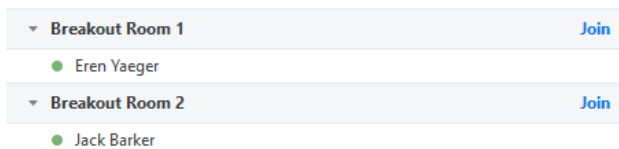


- **Delete Room:** Delete the selected room.
- **Recreate:** Deletes existing breakout rooms and creates new ones.
- **Add a Room:** Add another breakout room.
- **Open All Rooms:** Start the rooms. All participants will be moved to their respective rooms after confirming the prompt to join the breakout room. The host will be left in the main meeting until manually joining one of the rooms. The participants (and the host when manually joining a room) will see the following message shown when joining the breakout room.



Managing Breakout Rooms in progress

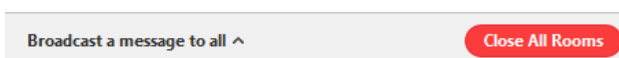
Once the Breakout Rooms have been started, the participants will be asked to join the Breakout Session. The host will stay in the main meeting until joining a session manually. If a participant has not joined the session yet, it will be noted by (**not joined**) next to their name.



Join: Join the breakout room.

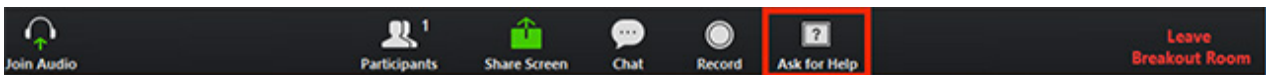
Leave: Leave the room and return to the main meeting (only shows when in a breakout room).

Close All Rooms: Stops all rooms after a 60 second countdown, shown to the host and participants, and returns all participants back to the main meeting.



Ask for help

Participants in breakout rooms can request that the meeting host join their meeting by clicking **Ask for Help**.



The host will be prompted to join the room where the request originated from. Click Join Breakout Room to join the room.



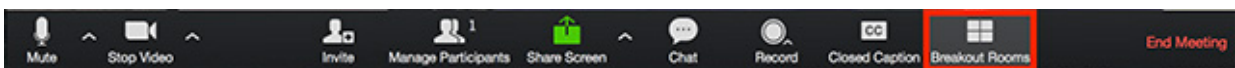
Eren Yaeger in Breakout Room 1 asked for help.

Join Breakout Room

Later

Broadcasting a message to all Breakout Rooms

- Click Breakout Rooms in the meeting controls.



- Click **Broadcast a message to all**, enter your message and click **Broadcast**.
- The message will now appear for all participants in Breakout Rooms.

From Molly Parker to everyone: We will be returning to the main room in 5 minutes.

WORKING FROM HOME

For people working from home who may have slower internet connections than those experienced on campus, the following advice is recommended:

Use the best internet connection you can.

- Wired connections are better than wireless (WiFi or cellular) connections.
- WiFi connections are better than cellular (3G/4G/LTE) connections.

Plan ahead for Zoom meetings, and as often as possible, join Zoom meetings from a location where you can use a fast, reliable, wired internet connection.

Sometimes the audio or video in Zoom becomes choppy or distorted. What can I do to improve my Zoom experience?

Mute your microphone when you're not speaking

When your microphone is on, Zoom will devote part of your internet connection to an audio stream for you, even if you are not speaking.

Mute your microphone when you do not need it, and you will allow Zoom use your Internet connection more effectively.

Stop your webcam video when you don't need it

If your instructor or moderator is okay with you doing so, start your video only when you need to show yourself on webcam, and stop your video when it isn't needed.

Disable HD webcam video

Sending high definition (HD) webcam video requires more bandwidth than

sending non-HD. Disabling HD video will free up more of your internet connection for other parts of your Zoom meeting.

Close other, unneeded applications on your computer

Zoom meetings can demand significant memory and processing power from your computer. Closing other applications, ones you do not need during the session, will help Zoom run better.

Avoid other activities that will steal bandwidth

Don't start other bandwidth-intensive activities just before, or during, a Zoom meeting. As much as possible, try to avoid:

- Large downloads.
- Large uploads.
- Streaming video (e.g. Netflix, Stan, YouTube).
- Cloud backups (e.g. Carbonite, CrashPlan).
- Cloud file synchronizations (e.g. OneDrive, Dropbox).
- Other high-bandwidth activities.

Communicate with the instructor or moderator of your Zoom meeting

If the best Internet connection you have for Zoom is a slow one, such as a weak cellular data connection, let the person or people running your session know ahead of time.