What is Zoom?
Zoom ([https://ucalgary.zoom.us/](https://ucalgary.zoom.us/)) is a video conferencing platform that allows users to connect from computers and mobile devices. Zoom accommodates video conferencing for large groups and can accommodate small group discussions and collaboration along with the sharing of PowerPoints and other documents for presentation.

The University of Calgary is using an enterprise-wide version of Zoom, which allows members of the university community to participate in, schedule and host videoconferences and meetings online. All the participants in a Zoom session use the same access (e.g., URL) to enter their meeting room. Also, Zoom has been integrated into D2L and is in each active course shell under the Communications tab.

Zoom can be used for synchronous sessions for courses, graduate exams, (e.g., candidacy and final), meetings with research teams and students, etc. Whenever a meeting is scheduled, a URL is created to share with the participants.

Resources
There are guides, videos and other resources to familiarize yourself with Zoom at the following links:
UCalgary Elearn: [http://elearn.ucalgary.ca/zoom-getting-started/](http://elearn.ucalgary.ca/zoom-getting-started/)
Zoom – [Getting Started](https://ucalgary.zoom.us/)

The following videos are available to help demonstrate features and functions of Zoom:
Zoom Toolbar - [https://ucalgary.yuja.com/V/Video?v=54910&node361046&a=1325632658](https://ucalgary.yuja.com/V/Video?v=54910&node361046&a=1325632658)
Breakout rooms - [https://vimeo.com/338899748](https://vimeo.com/338899748)
Screen Sharing for Presentations - [https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1](https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1)

Creating a Secure, Comfortable Zoom Environment

Students play an important role in creating safe, private and respectful Zoom spaces. Please ensure that you follow any instructor guidelines regarding the use of Zoom in your class. We also request that you do not share Zoom links with others, and that you refrain from posting screen shots of Zoom sessions on social media for reasons of privacy.
Activating Zoom

Download and installation only happens the first time you join a Zoom meeting with a specific device—computer or mobile device. Visit https://ucalgary.zoom.us/ and click on Sign In to activate your UCalgary Zoom account. Once activation is complete, it will be accessible by using your UCID username and password. To join meetings, you will download Zoom software to your computer.

On Your Profile Page

- You may wish to customize your profile by adding a photo that would appear as your avatar when you have your video off.
- ** Another feature you can customize is to make your Personal Meeting ID the default Meeting ID for instant meetings. This will allow the same URL to be used for these meetings rather than creating a new ID for each instant meeting you host. It can be shared with regular meeting participants to facilitate a quick launch of a meeting.

Other Considerations When Setting Up

- If you wish to use Zoom on your smart devices, Sign In via Single Sign On (SSO.) Add “ucalgary” in the company domain field and then log in with your UCID username and password.
- **New:** Zoom can also be linked to your email, whether Outlook, Gmail or another platform. This will help synch Zoom events into your calendar.
- The Zoom app is available for all smart devices.
  - Download it from your respective app store for free. After installing the app, please review your device settings to ensure the Zoom app has access to your microphone and camera.
- **Please note that for the best use of Zoom as a participant and especially as a host, log in to your account at https://ucalgary.zoom.us before joining a session and then inputting the meeting ID number rather than simply clicking on the link.

Log-in for a meeting

- Joining subsequent sessions will open the application automatically and give you the option of joining a meeting. Options for joining a meeting include:
  - SIGNING IN to your account on the https://ucalgary.zoom.us page, then clicking Join a Meeting and input the 9- to 11-digit meeting ID to join a meeting
  - Joining via the D2L Zoom page for your course. After signing into D2L, Zoom can be found under the Communications tab. On the Zoom page, there is a schedule of meetings for the course. Click on Start or Join for your scheduled session.
  - Clicking JOIN on the https://ucalgary.zoom.us page and inputting the 9- to 11-digit meeting ID for your session
Clicking on a Zoom meeting URL provided by your instructor via email

Launch the Zoom App on your computer or device and inputting the
** The first two options, which require login, are strongly recommended
because they ensure you the full use of the features of the Zoom platform.

- It is recommended that you use a camera and suitable audio devices for best quality
  video and audio
  - Cameras and audio may be built into your laptop computer or smart device.
  - With Desktop computers, peripheral video and audio equipment may be
    required.
    - To get the best audio results, you may need to use a headset with an
      external microphone, such as the ones that would be used with a
      smart phone.

Key Things to Remember:
- **Video**: Bear in mind you may be broadcasting to fellow participants as soon as
  you are connected to the meeting. You may wish to leave video off until you are
  settled in and ready to participate.
  - **Note**: For Mac users, you may need to manually adjust your privacy
    settings to allow your built-in camera to work.
  - It may be common practice in larger groups for the host/instructor to
    leave video off to limit distractions and minimize use of bandwidth during
    the Zoom session.
  - You also have the option of using a virtual background while in Zoom.
    This allows you to put a picture behind you. Click the ^ button to the right
    of the Video icon in the toolbar. The pop-up menu will include the
    “Choose Virtual Background” option which will give you three default
    backdrops or the option of selecting a photo from your computer to use.
- **Audio**: It is recommended that you connect via computer or smart device, not
  by telephone. The telephone would likely involve costs that would not be
  supported by the institution. If you need to use the phone dial a number
  provided by Zoom and then be prompted to input the meeting ID and then your
  participant ID if that is required. (There is a 587-exchange phone number for
  Alberta-based participants to use.)

**Joining Zoom Meetings for Class**

**Online Courses**: In D2L, under the Communications tab, there is a Zoom page that lists
days, times and links for Zoom sessions that your instructor has scheduled for the
course. Check the schedule for upcoming sessions and click the Join or Start link for that
meeting. For your first Zoom session, there will be a download of software to your
computer.

When you join a meeting, the Zoom app will invite you to test your audio settings or
Join with Computer Audio. If you choose Join with Computer Audio first, you can still
test and select your speaker and microphone settings after joining the meeting by clicking the arrow next to the microphone icon in the bottom left corner of the session window.

Hosting meetings: if you wish to host a meeting to collaborate with colleagues, you can schedule a meeting under your account and send the URL to those you want to join or you can click on Host a Meeting on your Zoom profile page to launch an Instant meeting. If you have not set your Personal Meeting ID as the default for instant meetings, a new Meeting ID will be generated for you to share with participants. You will have to share this with participants after the meeting has been launched.

Tools in Zoom
The meeting controls are along the bottom of the Zoom window. They will appear when the cursor is moved over them. When the screen is shared for a presentation – whether by the instructor, other participants or yourself – controls move to the top of the screen and appear only when the cursor hovers over that area.

The host (instructor) has exclusive features for managing participants, recording the meeting, polling participants, starting breakout rooms, and ending the meeting.

Participants/ students will see similar controls for video, their microphone and chat.

Audio (Mute)
- You mute and unmute yourself by clicking your microphone icon. The host can also mute and unmute all or individual participants.
- You can also control your microphone in the Participants window.
- Selecting the ^ button to the right of the microphone icon will let you choose your microphone and speaker.
- If you are given permission to unmute yourself, you will receive and invitation to activate your microphone.

Video
- The Video Camera icon will allow you to turn your camera on or off.
- When your video is off, your name or profile image will appear where your video stream would appear.
- When video is on, your video feed will appear with your name at the bottom of the screen.
- If you click the arrow to the right of the camera icon you will have the option of selecting a virtual background to appear behind you. This may be valuable if you want to hide your background or you are participating in a busy setting such as a café.

### Chat
- Select the chat icon to open a text dialogue box. This box will appear on the right side of your screen.
- Text communications will appear in the top of the window.
- At the bottom of the window, you will see the following:
  - To
    - “Everyone”
    - Individual – you would select individuals from the drop down menu
  - File
    - This will allow you to share files via the chat window
  - Save Chat
    - This will allow you to save your chat as a .txt file
  - Type message here...
    - Enter your chat text in this space.
If the chat window has not been opened, the Chat icon in the toolbar will illuminate and generate a message count for unread messages you have received.

### Participants
- When you select the Participants icon, it will open a Participants window, listing other people in the session with the following features adjacent to their name:
  - Audio and video access will be noted
  - Hand raising and other non-verbal communications
  - There are also non-verbal responses for Yes, No, Slower, Faster, Break, Thumbs Up, Thumbs Down, Applause and Away. You may use these throughout the session and there may be occasions where an instructor will ask you to use them to respond to basis questions.
- You have options to Mute and Rename yourself in this window as well.
- Three buttons are located at the bottom of the participant window:
  - Mute Me – Allows you to mute and unmute.
  - Raise Hand – Allows you to raise and lower your hand. When your hand is raised, it appears adjacent to your name in the participant list.
  - Claim Host – This is available if the host or organizer of the meeting is not present. You would need to enter a Host Key provided by the host.
**Note:** In your class, the instructor will give you host or co-host privileges so you do not need to use the Claim Host feature.

### Share
The share feature is available to all participants in a session, not just the host. If you are giving a presentation during a Zoom session, you would click on the Share icon. A window will appear with options
for documents, artifacts and devices to share. You would then choose your screen or any open documents on your computer. You can share:

- An open file or program from your computer
- Your desktop
- An Internet browser page or website
- A Zoom whiteboard
- Content on your iPhone or iPad. (Android share is not available at this time.)
- ** If you wish to share video and/or audio from your computer during the session, click the checkboxes for “Share Computer Sound” and “Optimize Screen Share for Video Clip” before launching Share.

- While sharing, the toolbar will move to the top of the screen. The toolbar will have added features under More to allow annotation of the shared document.
- If you are sharing a document from your desktop, ensure the document covers the desktop to avoid sharing personal or sensitive materials.
- While sharing, the Speaker video will go into picture-in-picture mode. Others will see the shared screen, as well as your video as the speaker.
- During share, other participants can be invited to Annotate the document on the screen. You would activate your annotation tools by clicking More and selecting Annotate from the drop-down menu. Note that you can click Save to do a screen grab of the annotations that have been added.

**Breakout**

- When breakout rooms are created and you have been assigned to one, you will receive an invitation to join. Once you click that you will be moved from the main room to your breakout session.
- Features in the breakout room include:
  - Share – accommodates small group discussion and allows recording of notes, etc.
    - As a participant, you can access your desktop to use any application available on your computer. When you return to the main room, you would be able to share artifacts from your breakout session. Select Share Screen and then select the document. All participants/students will be able to see your document in the
main room.
  - You can save the whiteboard content or share it from the Zoom sub-folder that appears in your Documents folder
  - The More link gives you access to:
    - Chat
    - Help
    - Record (permission would be required)
    - Annotation
    - Audio Options
    - Video Settings
    - Leave Breakout Room.
  - When you are finished, click **Leave Breakout Room** to return to the main room. Or, the instructor can **Close All Rooms** to reconvene everyone in the main room. You may be given a countdown to alert you that the room is about to close.
  - When the instructor wants each group to report back, the documents created in the breakout room (Word, PowerPoint, Whiteboard etc.) can be shared. Any artifacts or documents you save would be in a Zoom subfolder in your Documents folder. The folder would be labeled with the date, time, meeting title and meeting ID number.

- **Instructor/Host Visiting Groups:**
  - Your instructor is able to move from one breakout group to another.

**Leave Meeting**
- Select **Leave Meeting** to leave the session.
- If the Host/Instructor leaves the meeting, but the Participants wish to continue, the host will defer Host privileges to a participant.
- If you have been designated the host, you will have the option of ending the meeting. If you select “end meeting,” you will be asked to confirm this as it would end the meeting for all participants.

**Screen View Icons**
These icons appear in the top right corner of the Zoom feed when you hover the cursor in this area.
- **Gallery View or Speaker View** – Toggling this will change the view of the video feed(s) on your screen.
  - Gallery view will generate video “tiles” for participant across the top of the main screen.
  - Speaker view will give the video of participants tiled at the top and the person who is speaking will appear in the main screen.
- **Full Screen** – This will provide a full screen of the shared screen or the host video.
  - To exit, select **Exit Full Screen** in the top right corner, or select Escape on your keyboard.
Polling
If your instructor is using the polling feature, you will have an opportunity to respond to polling questions.
• The poll will appear on your screen. You will be prompted to answer the question. Your instructor will be able to see the results but responses are anonymous.
• The instructor can put a timer on the poll or stop it by selecting End Poll. The instructor can also relaunch the poll.
• Results of the poll can be shared with students in the meeting.

Technical Support
Program Support Level

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