What is Zoom?
Zoom (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 on line. 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 Communications.

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 schedule, a URL is created to share with the participants.

Resources
There guides to familiarize yourself with Zoom at the following links:
UCalgary Elearn: http://elearn.ucalgary.ca/zoom-getting-started/
Zoom – Getting Started

The following videos are available to help demonstrate features and functions of Zoom:
Use of the Zoom toolbar - https://vimeo.com/335465978/
Breakout rooms - https://vimeo.com/338899748
Screen Sharing for Presentations - https://ucalgary.yuja.com/V/Video?v=38109&node=240655&a=687979056&autoplay=1

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.

• Joining subsequent sessions will open the application automatically and give you the option of joining a meeting. Options for joining a meeting include:
  o Clicking join on the https://ucalgary.zoom.us page and inputting the 9 or 10-digit meeting ID for your session
  o Joining via the D2L Zoom page for your course. The Zoom page appears under the Communications tab.
  o Clicking on a Zoom meeting URL provided by your instructor via email.
• It is recommended that you use a camera and suitable audio devices for best quality
video and audio
  o Cameras and audio may be built into your desktop or laptop computer.
    ▪ To get the best audio results, you may need to use an external microphone, such as the ones that would be used with a smartphone.

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 introduce yourself.
  o Note: For Mac users, you may need to manually adjust your privacy settings to allow your built-in camera to work.
  o It may be common practice in larger groups for a host/instructor to leave video off to limit distractions and minimize use of bandwidth during the Zoom session.
• Audio: It is recommended that you connect via computer or smart device, not by telephone. The telephone would likely involve a long distance call and incur costs that would not be supported by the institution. If you need to use the phone, contact your instructor to arrange and confirm a phone number to access Zoom in your area.

Zoom and Your Mobile Devices
The Zoom mobile app can also be downloaded to smart phones and tablets. When logging into Zoom on your smart device, use the Single Sign On (SSO) option and, when prompted, input “ucalgary” as the company/organization name. After installing the Zoom app, please review your device settings to ensure access to your microphone and camera. Also, even if you are joining a Zoom session by smart phone, use “Call using Internet Audio” rather than “dial in.” If there are issues using Internet Audio, dial in, but you will face usage charges from your phone provider.

Setting Up Your Zoom Profile
Once you have activated your Zoom account, you may wish to modify two things on your account:
  - Putting an image in place next to your name at the top of the profile page. This will appear during Zoom sessions whenever your video is off.
  - Editing your Personal Meeting ID settings so that the ID can be used for any Instant meetings you may wish to host. A consistent ID will be easier to share with participants you invite to instant meetings you host.

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.

**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.

**Control Panel:**

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**Audio (Mute)**
- You mute and unmute yourself by clicking your microphone icon. The host can also mute and unmute all or individual participants.
- Selecting the arrow 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**
- “Select the video” will allow you to turn your camera on or off.
- When your video is off, your name or the image you attach to your profile 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 a drop down
  - More
    - Save Chat
    - Share File in Meeting
  - 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
- 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 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 artifacts 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.

- 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 Host 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 the 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 you select. For example, in your breakout group, you can record notes using MS Word. This can be saved. When you return to the main room, you would be able to **share** artifacts from your breakout room. 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 a Zoom sub—folder that appears in your Documents folder
  - The **More** link gives you access to:
    - Chat
    - Help
    - Record (your breakout group)
    - Annotation
Audio Options
- Video Settings
- Leave Breakout Room.
  - When you are finished, click **End Meeting** in the breakout session to return to the main room. Or, the instructor can **Close All Rooms** to reconvene the groups in the main room. You will 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 meeting.
- 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
- **Gallery View or Speaker View** – Selecting this will change the view of the video on your screen.
  - Gallery view will give video “tiles” for each 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 the 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

<table>
<thead>
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<th>UPE</th>
<th>GPE</th>
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<tr>
<td>UPE Online Help – Jane Janson</td>
<td>DistHelp - Shawn and Ross</td>
</tr>
<tr>
<td>Email: <a href="mailto:jane.hanson2@ucalgary.ca">jane.hanson2@ucalgary.ca</a></td>
<td>Email: <a href="mailto:disthelp@ucalgary.ca">disthelp@ucalgary.ca</a></td>
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