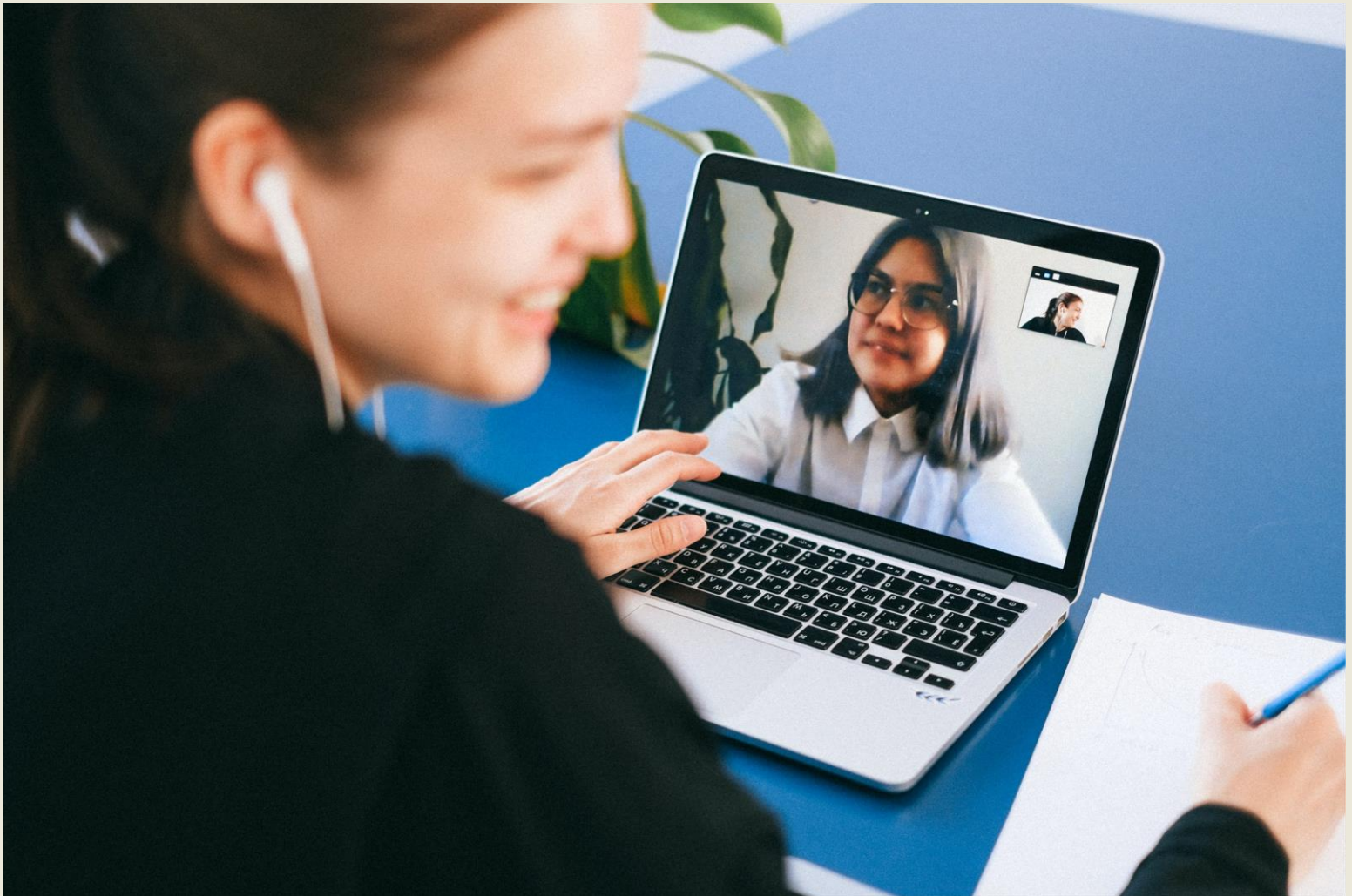




Hired Digital Literacy Series: Zoom 101 Guide



Created by Sarah Sheldon & SPNN

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Introduction to Zoom

This guide is designed to help you navigate Zoom, a computer application used for video conferencing. Zoom is a powerful tool for checking in with family, connecting with co-workers, and even having a doctor's appointment or a job interview – all without leaving your home. You'll need a computer, smart phone, or tablet with a webcam and an internet or cellular data connection.

You don't need an account to access basic Zoom features, but it makes it easier and it's free to sign up. With a free account you can schedule meetings with up to 100 people for up to 40 minutes. To host longer meetings, you need a paid account. You **do not** need a paid account to **attend** meetings longer than 40 minutes, only to host them.

In the next steps we'll talk about creating an account and signing in for the first time on either a computer or a device like a phone or tablet. We'll also talk about basic and advanced controls as well as security and etiquette.

Creating an Account and Logging into Zoom

On the photo below, you can see there are four different ways to log into Zoom:

1. With your existing Google account information
2. Through Facebook
3. Via a single sign on (SSO) credential
4. Entering your email address and password (once your Zoom account has been created)

The screenshot shows the Zoom Sign In page. At the top left is the Zoom logo and navigation links: SOLUTIONS, PLANS & PRICING, CONTACT SALES. At the top right are links: JOIN A MEETING, HOST A MEETING, SIGN IN, and a button SIGN UP, IT'S FREE. The main heading is "Sign In". Below it are two input fields: "Email Address" and "Password" (with a "Forgot?" link). A note states: "Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply." Below this is a blue "Sign In" button. To the left of the button is a checked checkbox labeled "Stay signed in". To the right is a link "New to Zoom? Sign Up Free". An orange arrow points from the text "Uncheck this box" to the checkbox. Another orange arrow points from the text "Sign up here" to the "Sign Up Free" link. Below the "Sign In" button is an "or" separator. Underneath are three buttons for social login: "Sign in with SSO", "Sign in with Google", and "Sign in with Facebook". A blue chat bubble icon is in the bottom right corner.

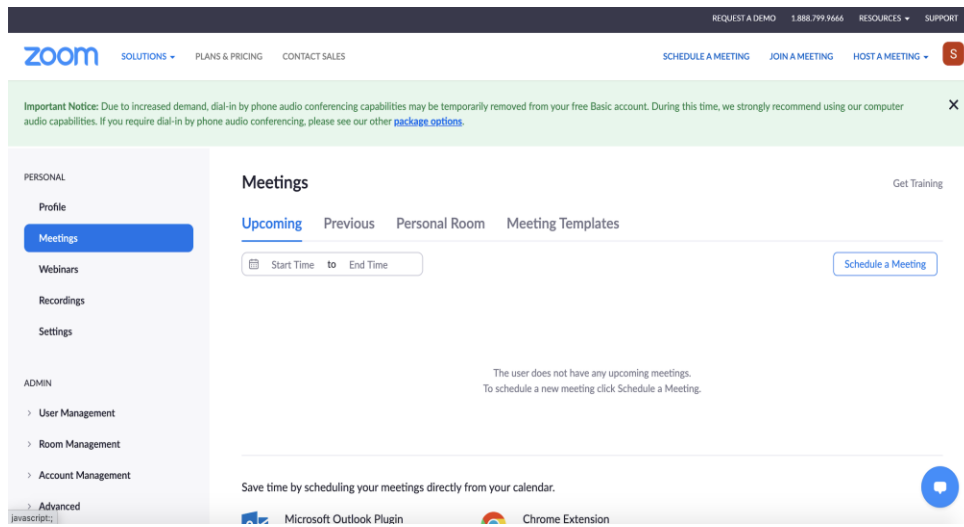
To create a free account:

1. Click the link that says [Sign Up Free](#) and follow the prompts to create an account.
2. Enter the required information. Make sure to write down the email and password you used.

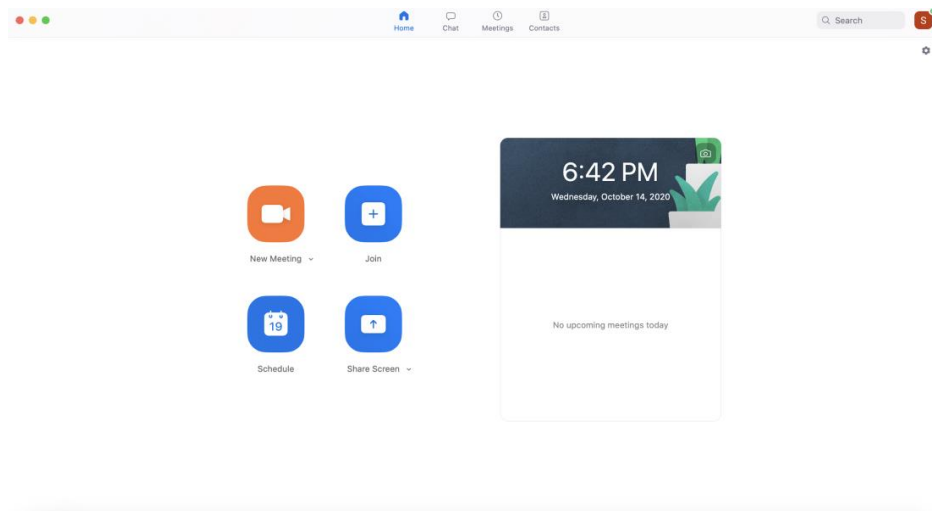
Note: When you sign in or sign up for Zoom, **uncheck the box that says "Stay signed in."** This will keep your account secure and make sure no one else can use your account besides you. In the same way, if you use your existing Facebook or Google credentials to log in to Zoom, make sure you log out of both accounts when you finish. This is to make sure you keep your accounts and information safe!

Logging into Zoom on a Computer

When you log onto Zoom from a computer using an internet browser like Chrome, Safari, or Firefox, you will see this screen:



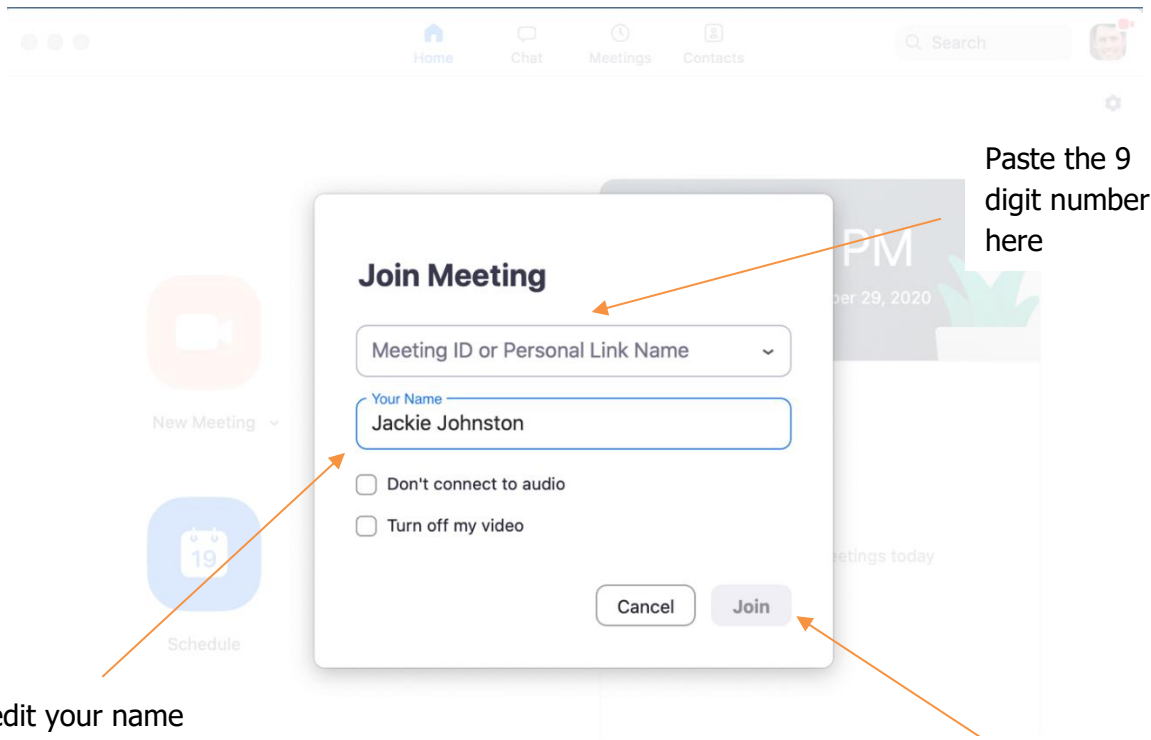
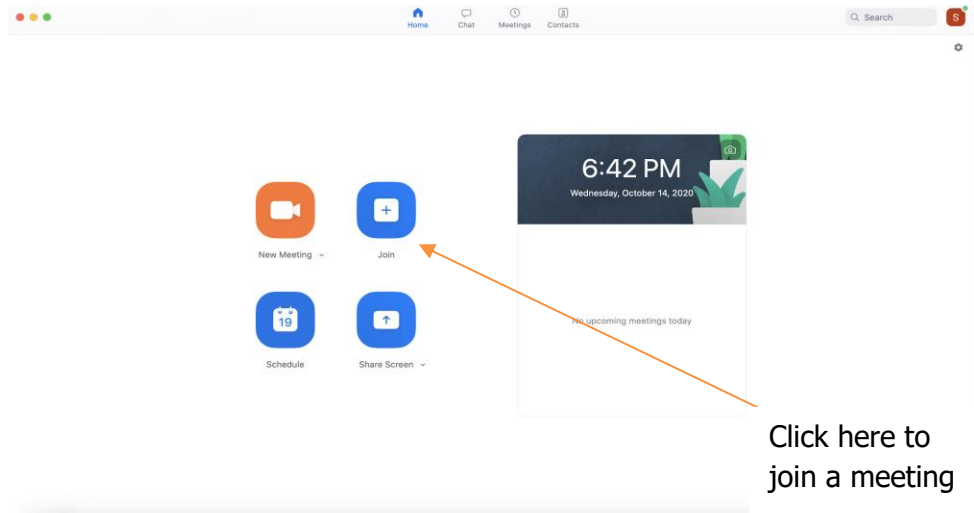
If you have already downloaded the Zoom computer app, you will see this window when you launch it:



You can start or schedule a new meeting or join an existing meeting from these screens. You can also see upcoming scheduled meetings from each screen. The window that opens when you use the Zoom computer application provides an additional option to share your screen. Screen sharing is when you allow the other attendees of the meeting to see what's on your screen. We'll talk more about that later.

To join a meeting, you have two options:

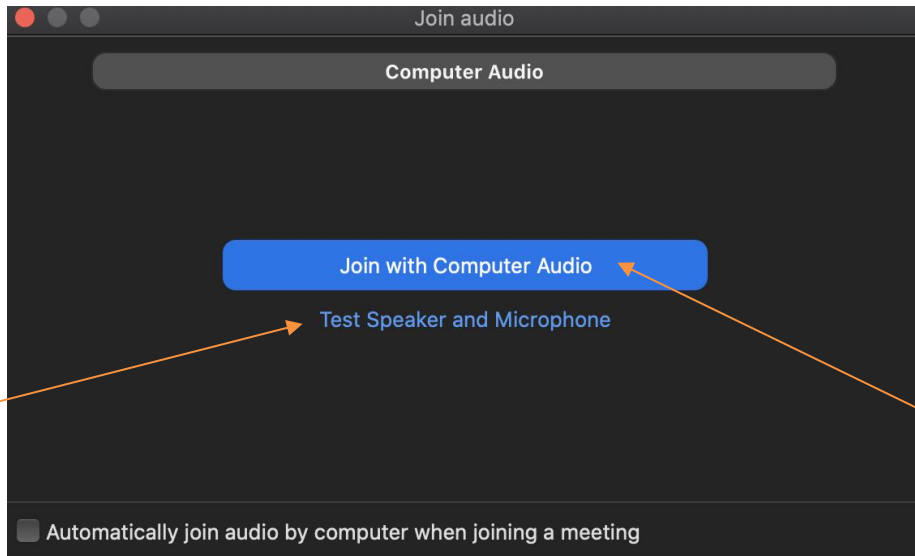
1. Click the link that came with the invitation from someone you're planning to meet. Always make sure you trust the sender before clicking on a link in an email.
2. Copy the nine-digit number from the invitation, click "Join" and paste the number into the dialog box.



You can edit your name here so people know who you are

Click here to join the meeting when you're ready

When you join a meeting, you will see this screen:



Here's where you can test audio and video

Click here to join

This screen gives you the chance to test your audio and video before you join the meeting. When you are satisfied with how you look and sound, click on the button highlighted in blue that says "Join with Computer Audio." From here you will be placed into the meeting, or you may have to wait briefly for the host to let you in.

Logging into Zoom from a Phone

In order to use Zoom from a smart phone, download the free app either on the [App store on an iPhone](#) or on the [Play Store on an Android phone](#).

When you launch the app on your device, you will see this screen:



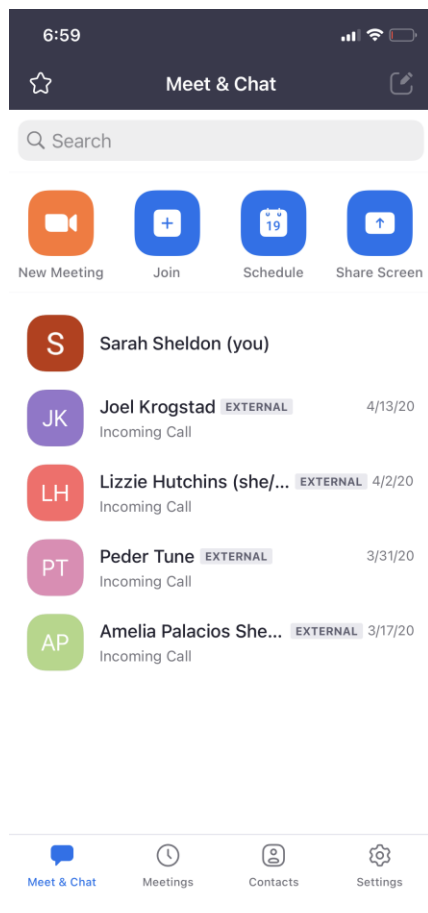
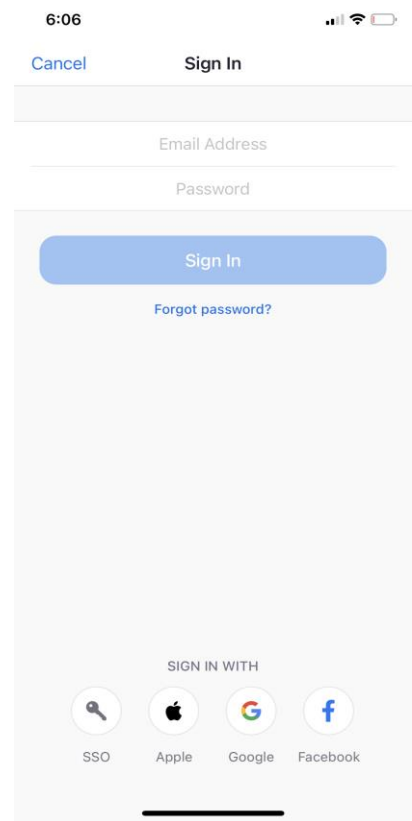
Click here to create a new Zoom account

Click here to sign into your existing Zoom account



If you have already created a Zoom account, click "Sign In." If you are signing up for Zoom for the first time from your smart phone, click "Sign Up" to create an account. [Click here to return to the instructions for creating an account.](#) When you click "Sign In," you will see this screen:

- Enter the email address and password you used to create your Zoom account or click one of the buttons across the bottom to use existing credentials.
- When you have successfully signed in, you will see the screen below. You will recognize the buttons to start a meeting, schedule a meeting, or join a meeting across the top.
- Below that is a section showing any calls you have made or received.

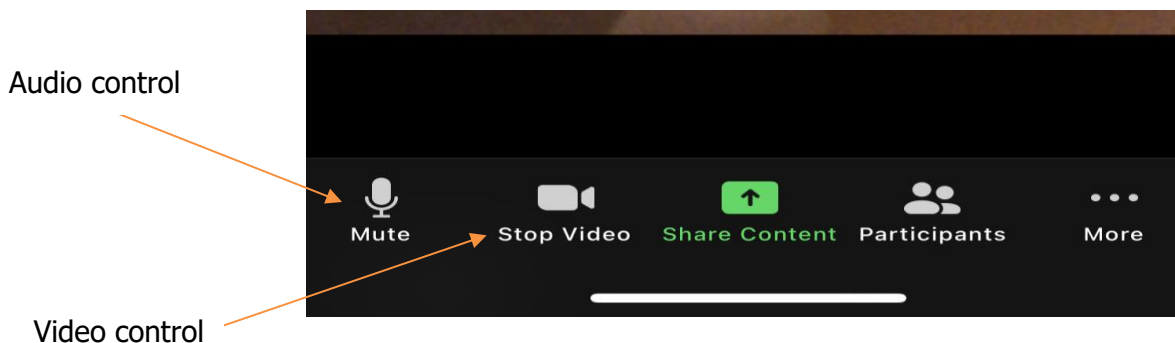


This is your Zoom call history from this device.

Basic Audio and Video Controls

Now that you have successfully joined your Zoom meeting, you may have some control over your audio and video. In some instances, especially if you're in a meeting with lots of other people, everyone except the host will have their microphone muted. In other cases, the host may also turn off everyone's camera as well.

In most cases, you will have the ability to turn both your microphone and your camera on and off. The picture of a microphone and video camera are in the lower left corner of your screen on a computer or mobile device, like in the picture below.



If you see a red line through either of those icons, that feature is turned off. If you see a line through the microphone no one will be able to hear you. If there is a line through the video camera, no one can see you. In the picture below, both audio and video are turned off.



To turn audio and video on or off, just click the icon for that feature.

Etiquette Note: If you are in a Zoom meeting with multiple people, and you are not speaking, it is polite to turn off, or mute, your audio so noises from wherever you are don't interrupt others.

The Chat Function

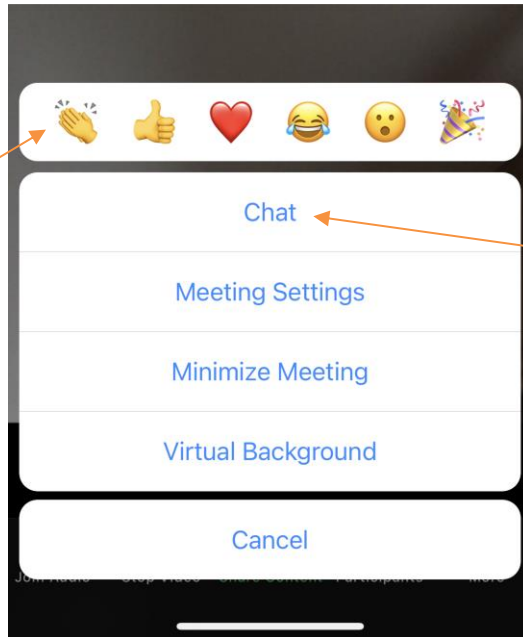
The chat function allows you to send messages to the whole Zoom call or to one person. This is a way to engage in conversations about what is happening on the call without speaking. Some hosts will use the chat feature as a way for people to ask questions as they go. It is also a place where people can post links or other resources that are pertinent to the meeting.

Etiquette Note: It is important to remember that even if you send a private message, the content will be available to the host after the meeting. Always be polite and kind in the chat!

From a computer, the chat function is on the tool bar at the bottom. The button looks like a speech balloon.



From your phone, click the button that says "more." This opens a screen that looks like the picture below. From there you can enter the chat or post a reaction emoji.



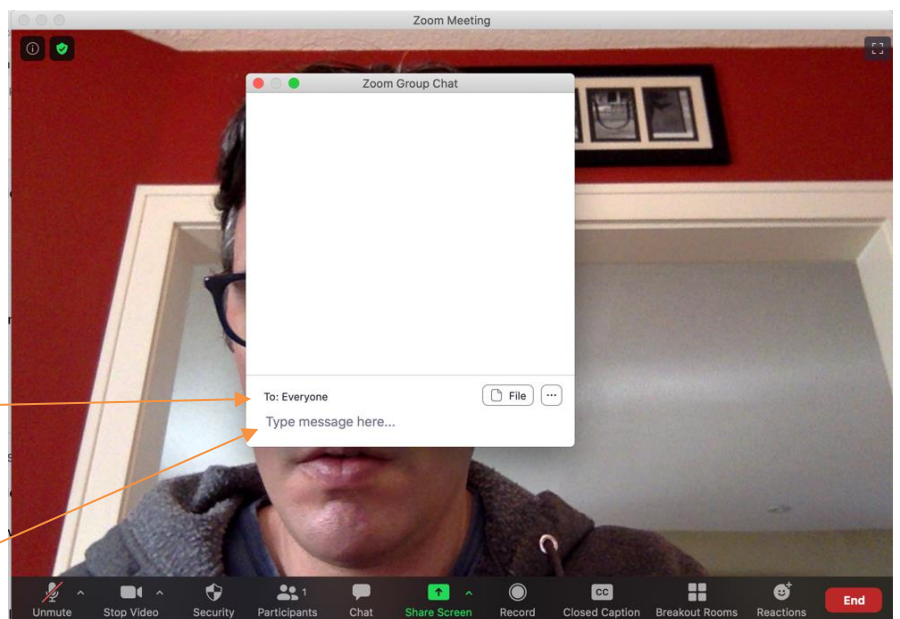
These are reactions you can post in your video window

Click here to chat

Earlier, we talked about sending a message to the whole group or sending a message to an individual. From your computer, the chat window will pop up like the in the picture. In this case, your message will go to everyone in the meeting. Click where it says "Everyone" to see a drop down of individuals you can chat with.

Click here to select the audience for your message

This is where you type your message



On a device, you will see a screen that looks like a text message. Just like on your computer, touch "Everyone" to decide if you want to send to the whole meeting or just one individual that you select from the menu that pops up.

Display Options

You can view your Zoom meeting in a couple different ways. If you'd like to see everyone in the meeting at the same time, select "Gallery View" from the menu at the top right.

If you want to see the person who's actively speaking in a larger window, select "Active Speaker View." Either option can be beneficial in different settings.

When to use Active Speaker View vs. Gallery View

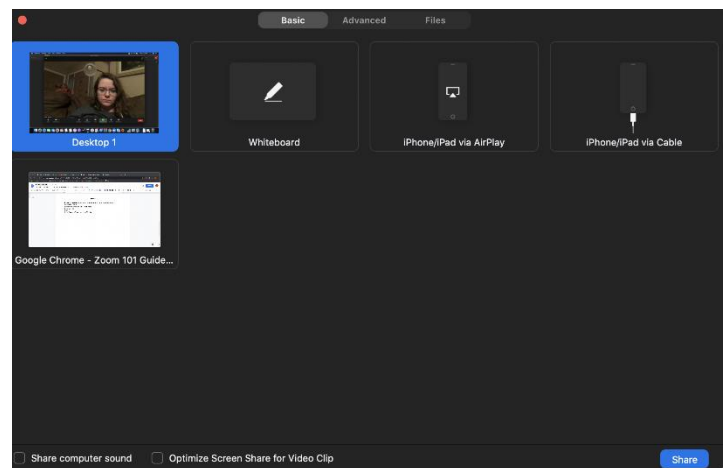
- **Active Speaker View:** If you and a few other people are receiving a presentation or participating in a lecture/class with one primary speaker, then Active Speaker View would be the best view to use.
- **Gallery View:** If you are in a meeting with just a few other people and everyone is talking at different times, then Gallery View is the best option. Active Speaker View can get confusing in a lively meeting with lots of people talking.

Screen Sharing

Zoom allows users to share their screen with other people on the call. This is useful when you have something on your computer that you would like others to see. It is often used when people are giving a presentation or leading a class using Zoom.

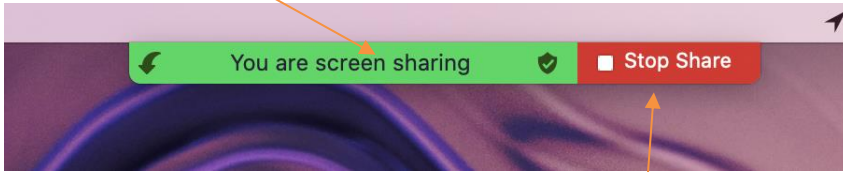
To share your screen:

1. To share your screen, click on the green button labeled "Share Screen" in the bottom middle of the Zoom window.
2. A window will open with the screens you have available to share.
3. Select the screen you would like to share with others on the call, then click the share button on the bottom far right of the screen.



Note: If you choose **Desktop** on an Apple computer or **Screen** on a Windows computer, Zoom will continue to share your screen with other members as you flip through different windows on your computer. You can also choose from the whiteboard application, an iPhone or iPad on a MacBook, or an Android phone on a Windows computer, or your open internet browser page.

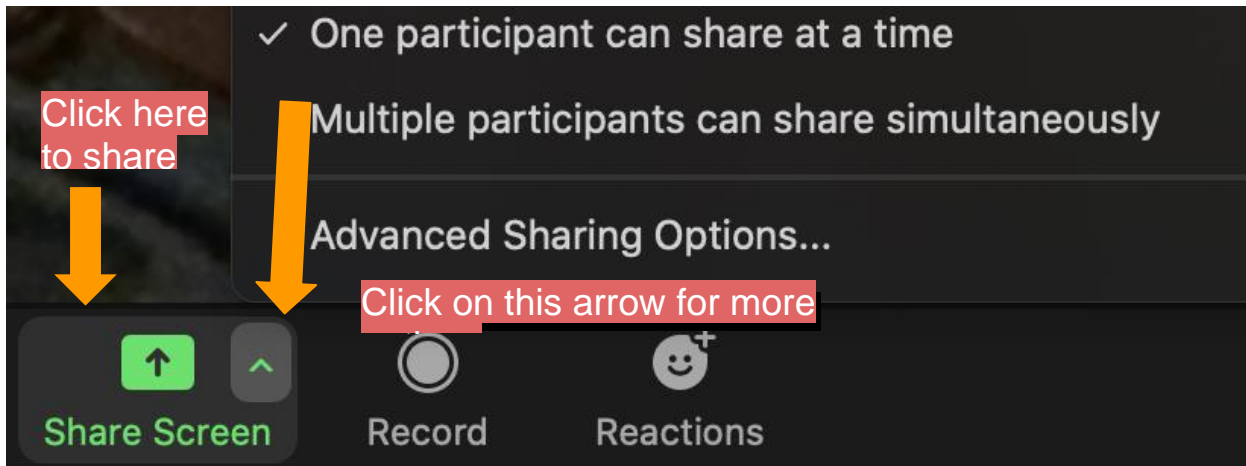
Note: You will know you are sharing by hovering your cursor over the top of your screen (see photo below).



4. To stop share on your screen, select the red "Stop Share" button at the top of your screen.

Sharing Options as Host

As the host, you will have the option to allow one person to share their screen, OR to allow multiple people to share their screens at the same time. **These options are only available to the host.**

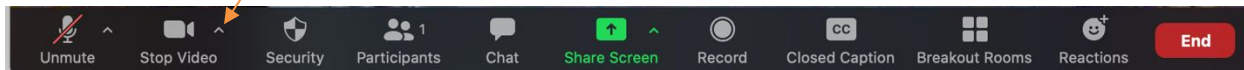


1. To let others share their screen, select the small green arrow next to the share screen button (see photo above).
2. Select your option.

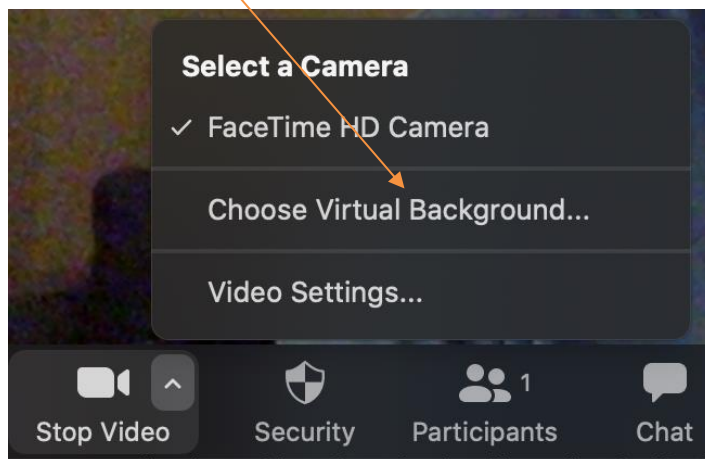
Applying Virtual Backgrounds

If you do not want people in the Zoom meeting to see your surroundings then you can apply a virtual background. Maybe you feel like your room is messy, or you have security or privacy concerns, or you just want to have some fun and spice up your meeting.

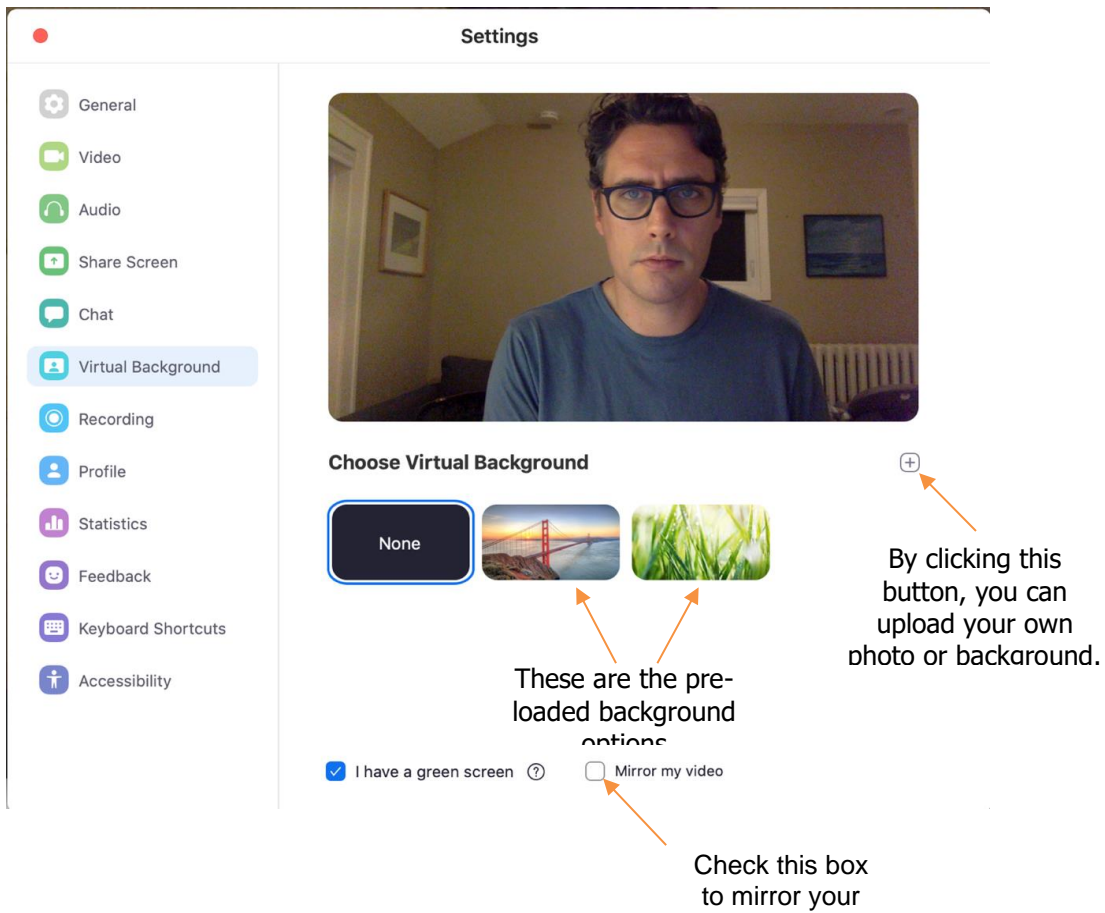
1. To apply a virtual background, click the arrow next to the video icon on your Zoom toolbar.



2. Then click "Choose Virtual Background" from the menu.



3. A new window will open (see photo below). In this window you can select a virtual background like grass or the Golden Gate Bridge. Choose "None" to revert to your actual background.

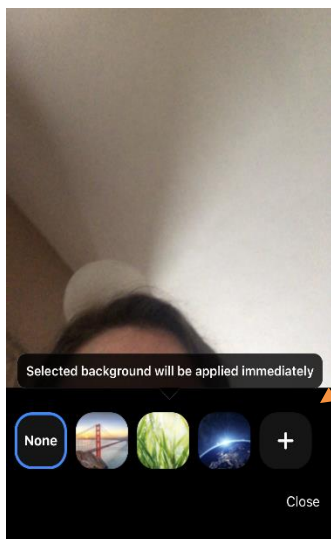


Note:

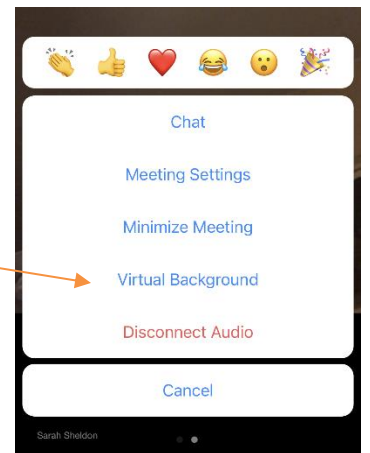
- Make sure to check "Mirror my Video" so everything looks right.
- Your computer may not be able to handle virtual background without a green screen. If you do not have a green screen behind you, uncheck "I have a green screen" and Zoom will adapt on your behalf.

Applying A Virtual Background on Your Phone

1. From a phone, click on the button that says "more" on the bottom right of the video call screen and you will again see the screen below.
2. Click the "Virtual Background" button and then you will get a screen that looks like the one in the picture below.



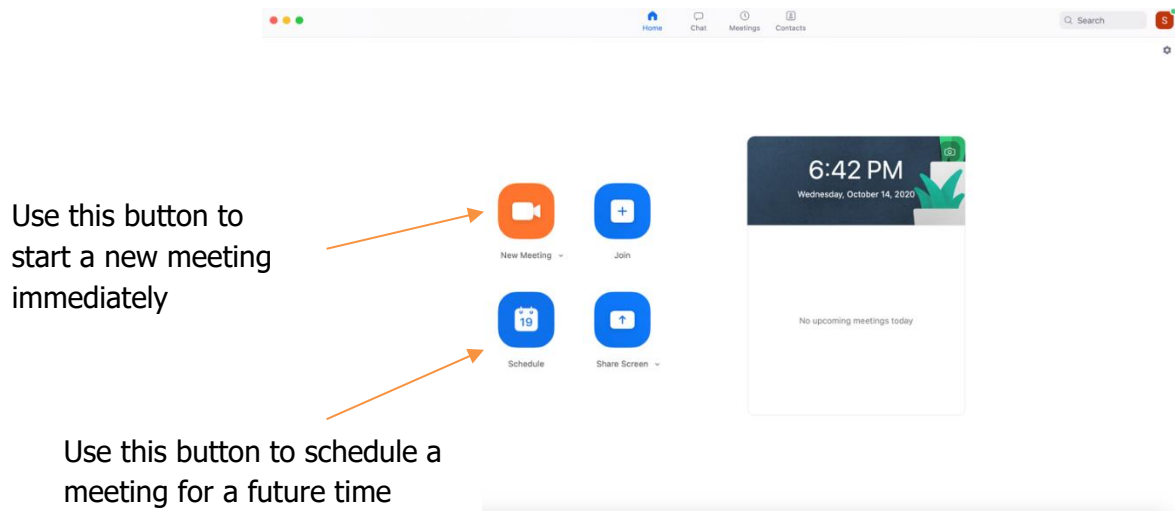
You may choose from any of these backgrounds or upload your own photo



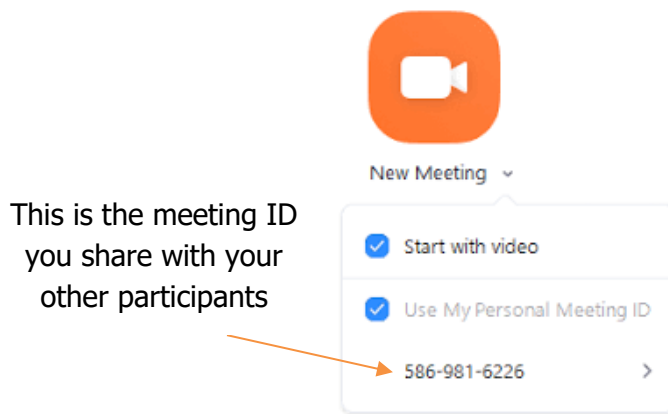
Hosting or Scheduling a Zoom Meeting

Now that you have a Zoom account and understand how to use the basic functions, you can schedule and host your own Zoom meetings. With a free account, your call will be limited to 40 minutes and 100 attendees. The meeting will actually end at exactly 40 minutes, so be aware of the time.

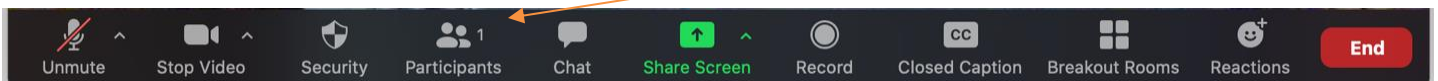
From your computer, this is the screen you will see after you sign in.



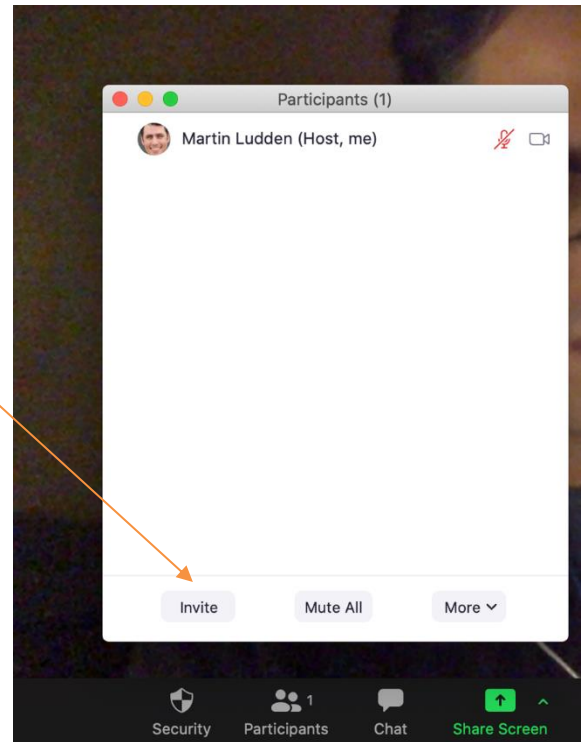
If you click the arrow next to "New Meeting," the dialog box below will pop up. The nine-digit number is what you need to share with the people you want to join your meeting.



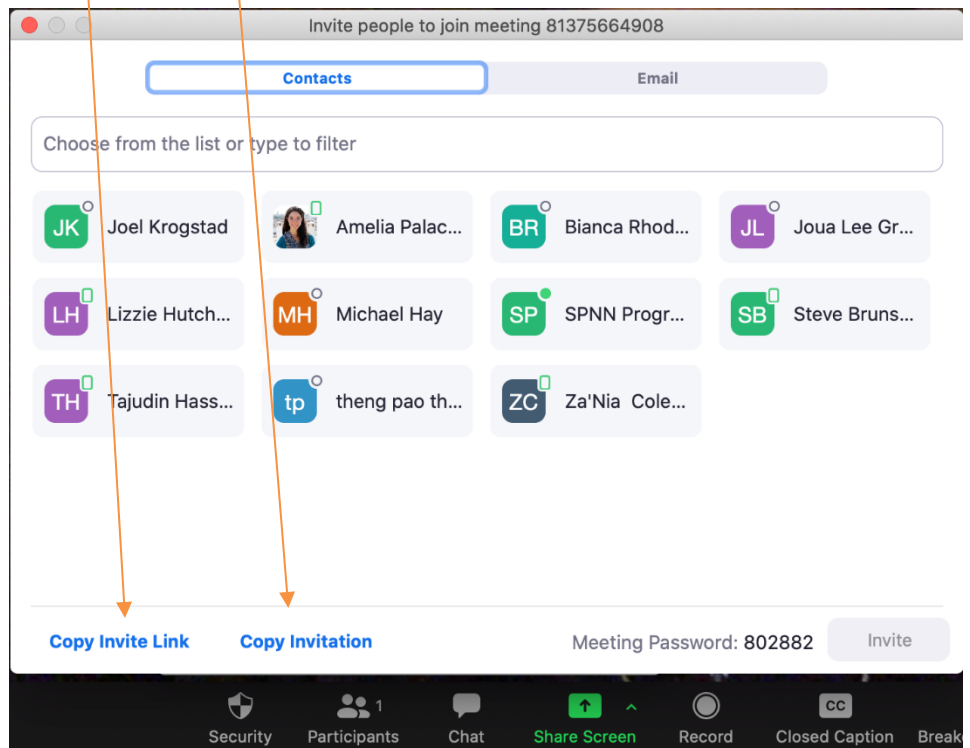
Alternately, you can just click the New Meeting button and you will enter into a Zoom meeting by yourself. You will see yourself on the screen. From here, click the "Participants" button.



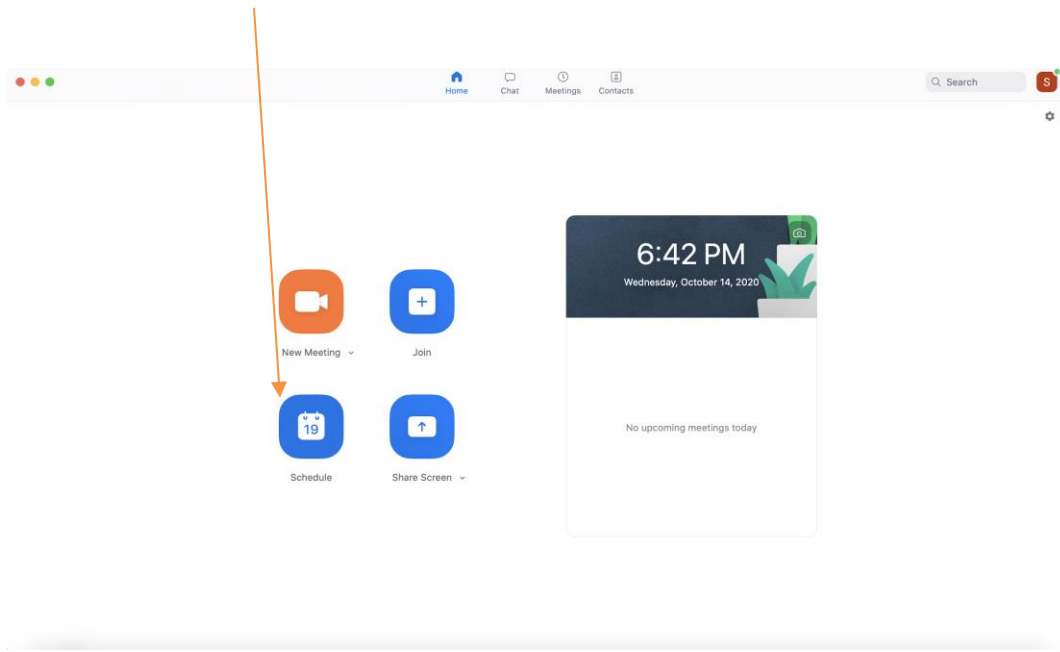
When you click "Participants," the window below will pop up. If there are already participants in the meeting, you will see them listed here. In this case, click "Invite" to invite people to join your meeting.



From here, click either "Copy Invite Link" or "Copy Invitation" to copy the important information that you can then paste into an email to your guests.



To schedule a meeting, click the "Schedule" button.



Fill in your meeting details in this window:

Schedule Meeting

Topic

Martin Ludden's Zoom Meeting

Date

11/30/2020 11:30 PM to 12/ 1/2020 12:00 AM

Recurring meeting Time Zone: Central Time (US and Canada)

Meeting ID

Generate Automatically Personal Meeting ID 935 987 8437

Password

Require meeting password 285174

Video

Host On Off Participants On Off

Audio

Telephone Computer Audio Telephone and Computer Audio

Dial in from United States [Edit](#)

Calendar

iCal Google Calendar Outlook Other Calendars

Cancel Schedule

Change the title here

Click these buttons to make sure video is enabled for you and your guests

Set date and time on this row

Select this option so people can access the meeting via device with web cam or just by dialing in

When all the details look right, schedule your meeting

Select your preferred calendar program, Google is a safe bet

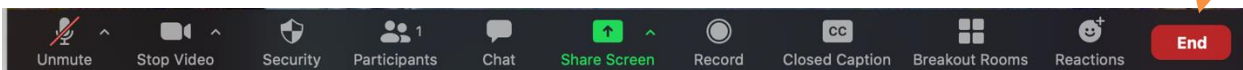
- After you click the "Schedule" button, your computer will bring you to the calendar program you selected.
- There will be a calendar event with all the Zoom information included automatically like the time and date you indicated.
- Invite the people you want to join your meeting through the invitation created or by selecting "copy invitation" and paste it into a calendar invite or email.
- You will also see upcoming meetings listed below the time in the opening screen.

Leaving or Ending a Zoom Call

Now that your meeting has come to an end, it's time to either leave the meeting if you are a guest or end the meeting if you are the host. If you are a guest, simply click the button in the lower right that says "Leave Meeting" in red.



- A pop up will appear and ask you to confirm that you actually want to leave the meeting.
- If you are the host of the meeting, click the red button in the lower right corner that says "End."



- The popup will ask you as the host to confirm that you want to end the meeting for all participants.

Zoom Etiquette

DO use the video option whenever possible. It lets people put a face to your name and read your body language.

DO dress for the occasion. Treat every meeting as an in-person meeting. Avoid pajamas, graphic T-shirts, or other unprofessional attire.

DO keep your environment clear from distractions. Keep in mind that the camera will be pointed at you and everything behind you, so try to arrange your area or the camera to a clean view, like a blank wall.

DO sit in a well-lit area. Video quality is significantly better with brighter light. Also avoid sitting with a bright light source, like a window, behind you.

DO look directly into the camera, especially if you are presenting or speaking. This will give the impression of eye contact with everyone in the meeting.

DO give yourself enough time to make sure everything works before you start. This includes checking the audio and video. You can test these settings at zoom.us/test.

DO mute your microphone if you are not talking. Background noise (such as family members, pets, and traffic) can be distracting and cause unpleasant audio feedback. You can unmute when you are ready to share.

DO focus on the meeting in front of you. Avoid conversations with other people in the room with you as well as routine tasks that might be distracting like personal grooming or opening mail. If you absolutely need to attend to something during the meeting, make sure to mute your audio and turn off your video until you are ready to return the meeting. Think of it like stepping out of an in-person meeting to take a phone call.

DO NOT eat or smoke during the meeting. It is okay to have something to drink during the meeting, just make sure it is appropriate and you are not causing unnecessary noise.

DO NOT get distracted by your environment. It is best to join a meeting in a quiet, private place, but that isn't always possible. If you are joining a meeting from your home, ask your family members to leave the room for the duration of the meeting. If you must take the meeting in public, try to plan to be in a quiet space, such as a meeting room at your local public library.

Troubleshooting Common Issues

My video/camera is not working

1. Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible.
2. Click on the camera icon near the left end of the toolbar to start your video if it is off.
3. Select the arrow next to the camera icon to assure you have selected the correct camera.
4. Make sure your camera does not have a lens cover blocking the lens.
5. You can also find troubleshooting tips on the Zoom support web site at:
<https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

I am having trouble hearing or being heard

1. Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. If the far-left icon is a handset labeled "Join Audio" then you have not yet connected your audio.
2. Click the "Join Audio" handset icon and select either the Phone Call tab to join by phone or the Computer Audio tab to join by computer. If joining by phone be sure to use the dial-in phone number, Meeting ID and Participant ID given on the Phone Call tab.
3. When your audio has been connected by phone the far-left icon will change to a handset labeled Mute. If joining by computer, you can click the Test speaker and microphone link from the Computer Audio tab to run a helpful wizard to be sure you are using the intended speaker and microphone devices on your computer.
4. When your audio has been connected by computer the far-left icon will change to a microphone labeled Mute. You can click the arrow next to the microphone icon to re-test or change your computer audio settings. Keep in mind that sometimes when you can't hear or be heard, it may be an issue on the other end of the call.

Glossary

To access the embedded links in this document, you must be reading it online. Then you can click on phrases underlined and in blue that look like this example: [welcome to zoom!](#)

1. **Upcoming meetings:** Meetings that you have scheduled as the host or a meeting you are attending.
2. **Joining a meeting:** This allows you to be a part of the call! (There is an embedded link on page 5 that has a video that explains how to join a meeting)
3. **Test your microphone and video:** (Embedded link on page 8) Testing your microphone and video is something to do before joining a meeting. That way, if you have any technical issues, you know about them before you are in the meeting.
4. **App store on iPhone:** This is where you can download zoom on an iPhone. See the video embedded on page 6.
5. **Play store on Android:** This is where you can download Zoom on an android phone. See the video embedded on page 6.
6. **Background on your screen:** You can change the background on your zoom call. It will allow you to have whatever you want behind you, like the Hollywood sign or the ocean. As long as it is appropriate, whatever you want to change it to is fine! See the video embedded on page 13. The instructions written on pages 13-15 are not as helpful as watching a video **showing** you how to do it.
7. **Host:** A host leads the meeting and can control if participant microphones and screens are on. A host will also control if you can share your screen or not (embedded link on page 16).
8. **Zoom Toolbar:** The black bar on the bottom of the Zoom screen that contains all the controls needed to participate or host a Zoom call.
9. **Hover:** Placing your mouse or cursor over an area on your screen.
10. **Green Screen:** A standard backdrop used behind a moving subject that allows the background to be separated from the subjects.



Thank you for reading Hired's
Digital Literacy Series:
Zoom 101 Guide



Visit www.hired.org for more information