

ZOOM
GUIDE AND TROUBLESHOOTING INSTRUCTIONS

Document Content

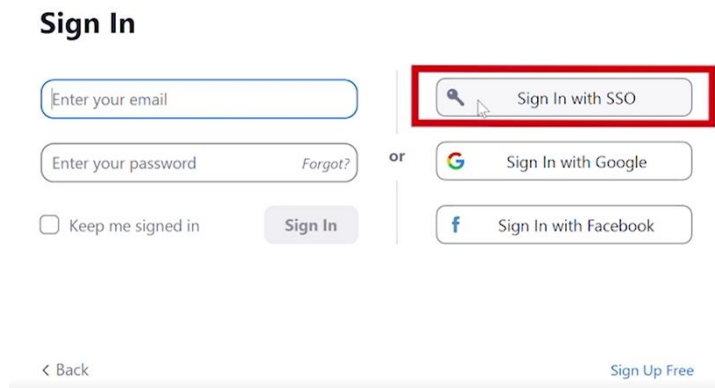
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1. Login with Passport York Account

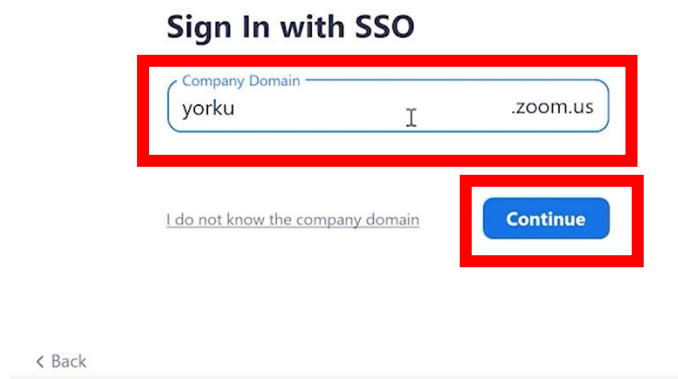
- a. Launch Zoom
- b. Click Sign In



- c. Choose to Sign In with SSO



- d. For Company Domain type in "yorku" then click Continue

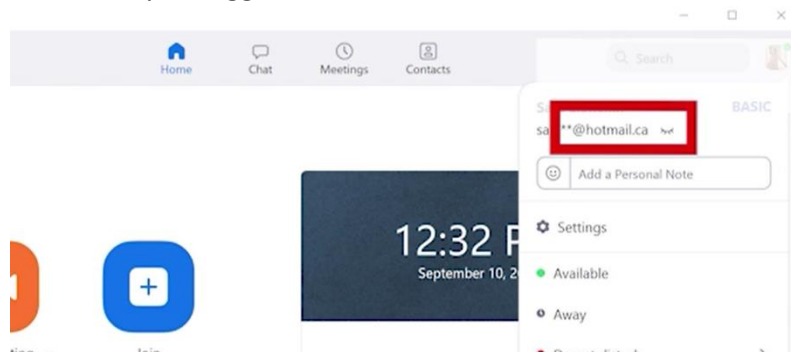


e. Login with your Passport York Credentials

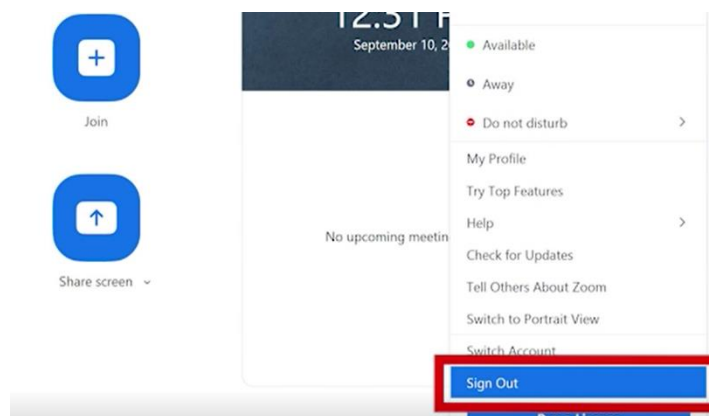
TROUBLESHOOTING: Login issues

1. Logged in with a non-York account

a. Click on Account. Check that your logged in with a non-York account



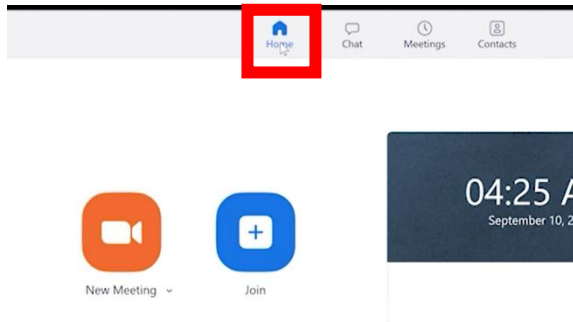
b. Click Sign Out



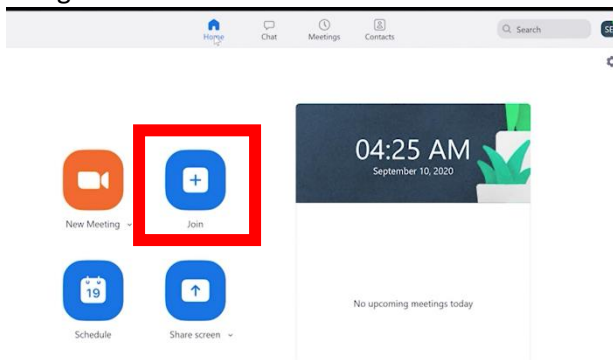
c. Sign in with Passport York credentials (refer to Page 2)

2. Join a Meeting

- a. Go to the Home tab



- b. Click Join
- c. Put in the Meeting ID for the class



Type in your full name (First and Last Name)

- d. Click Join

Join Meeting

981 7496 1817▼

Your Name

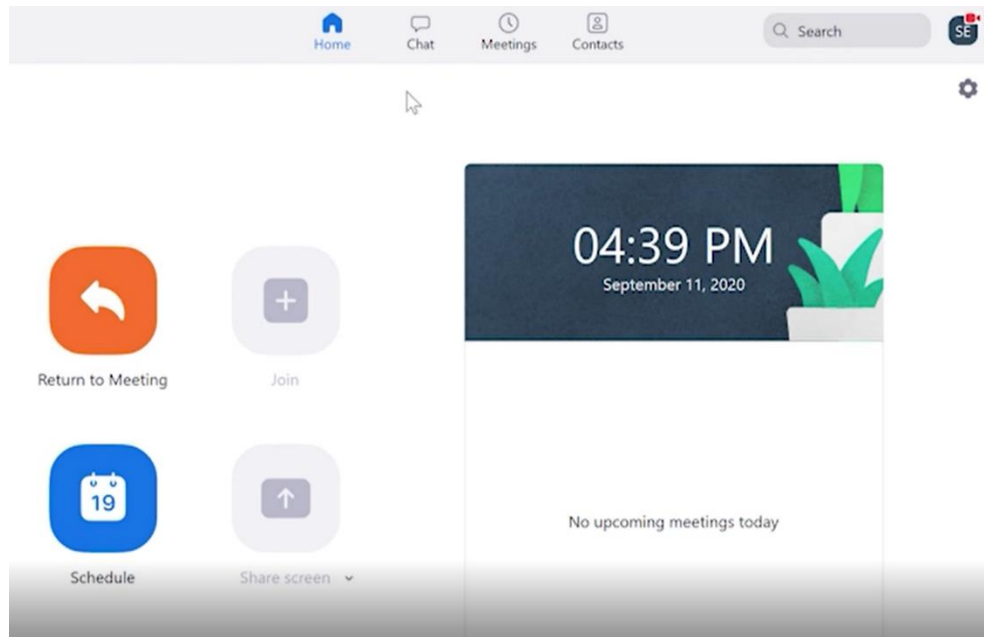
Do not connect to audio
 Turn off my video

Join

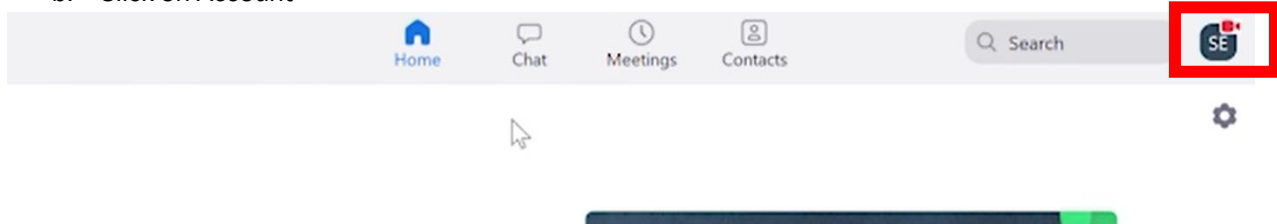
Cancel

TROUBLESHOOTING: Change your name during a meeting

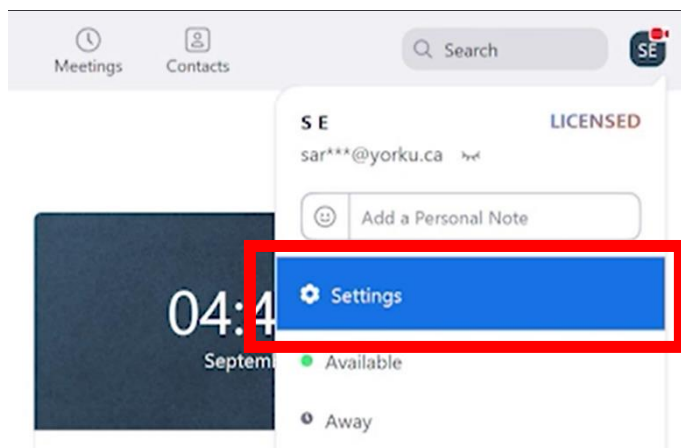
- a. Go to Zoom's home page



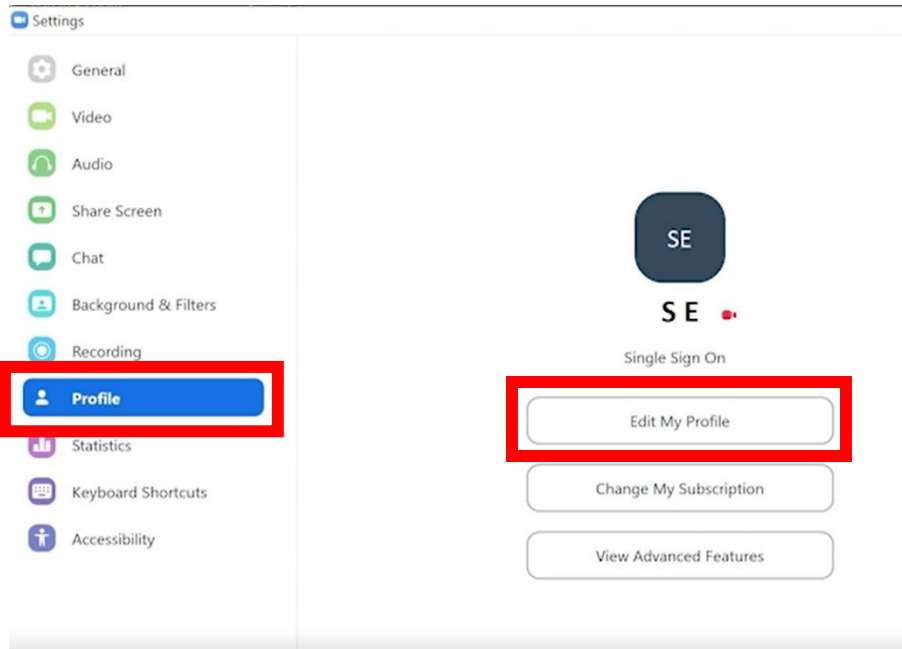
- b. Click on Account



- c. Click Settings



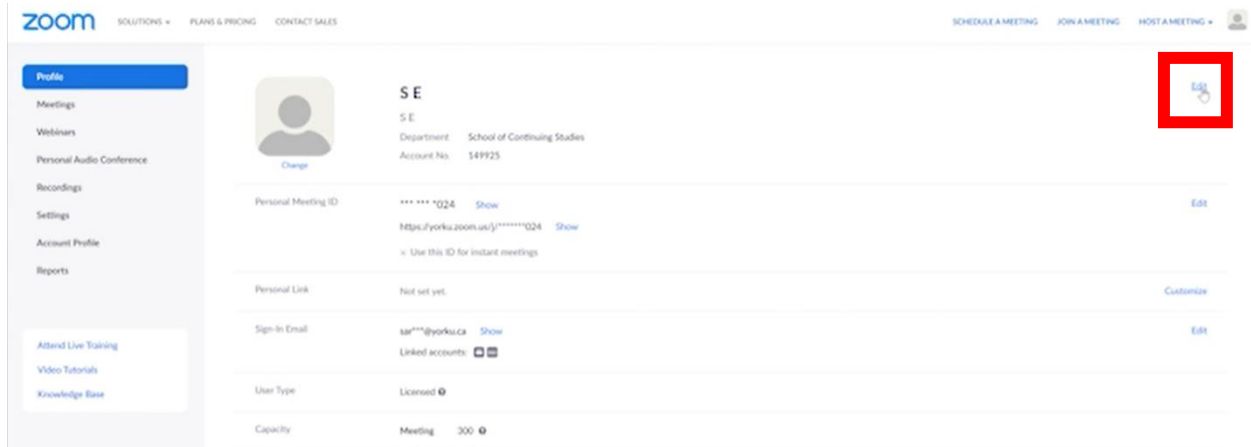
- d. Click Profile
- e. Click Edit Profile



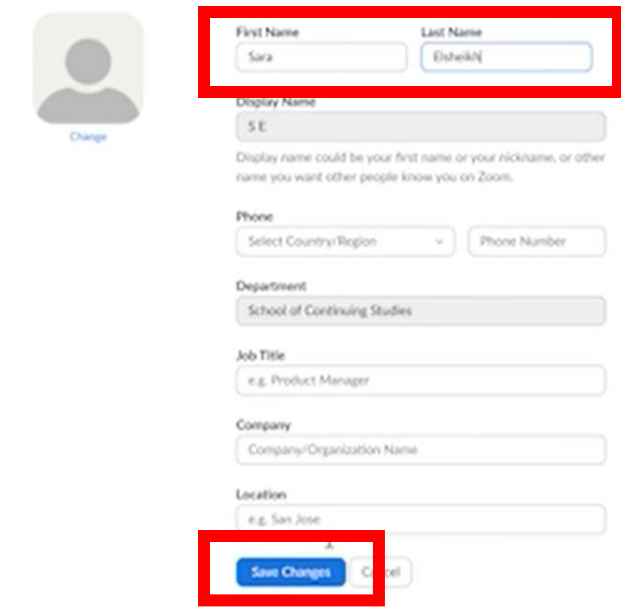
If Signing is required:

- i. Click Sign in with SSO
- ii. Type in yorku
- iii. Login with your Passport York account

- f. Once you have your profile open, Click Edit in the personal information section



g. Change your First and Last name, then click Save Changes

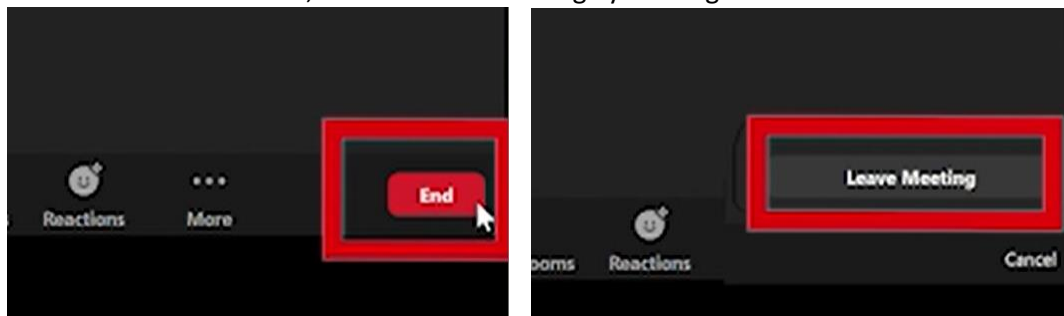


The screenshot shows the Zoom profile settings page. On the left is a profile picture placeholder with a 'Change' link below it. The main form contains the following fields:

- First Name:** Sara
- Last Name:** Elsheikh
- Display Name:** S E
- Phone:** Select Country/Region (dropdown) and Phone Number (input)
- Department:** School of Continuing Studies
- Job Title:** e.g. Product Manager
- Company:** Company/Organization Name
- Location:** e.g. San Jose

At the bottom, there are two buttons: 'Save Changes' (highlighted with a red box) and 'Cancel'.

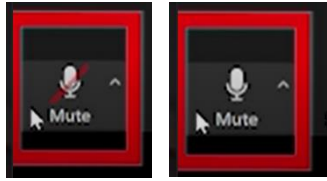
h. Go back to Zoom, and leave the meeting by Clicking End then



i. Then rejoin the meeting (refer to page 4)

3. Audio

- a. Click on the Microphone icon to mute and unmute yourself



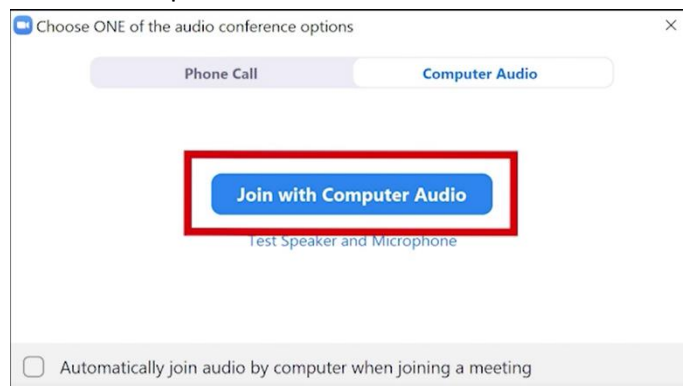
TROUBLESHOOTING: Audio is not working

1. Join Audio

- a. Click on Join Audio



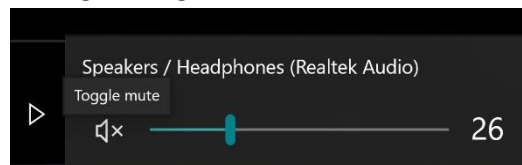
- b. Choose Join with Computer Audio



- c. Unmute yourself (if necessary)

2. Check your computer audio

- a. Computer audio is not on mute
- b. Computer is high enough



- c. (if you are wearing a headset) Ensure that the cables are properly set up or the Bluetooth connection
- d. Do an audio test

TROUBLESHOOTING: Microphone is not working (refer to page 5)

1. Join Audio

- a. Click on Join Audio
- b. Choose Join with Computer Audio

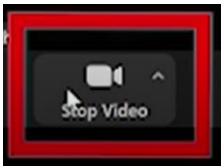
2. Unmute yourself (refer to page 5)

3. Check your Microphone

- a. (if you are wearing a headset) Ensure that the cables are properly set up or the Bluetooth connection
- b. Do a microphone test

TROUBLESHOOTING: Camera is off

1. Click Start Video

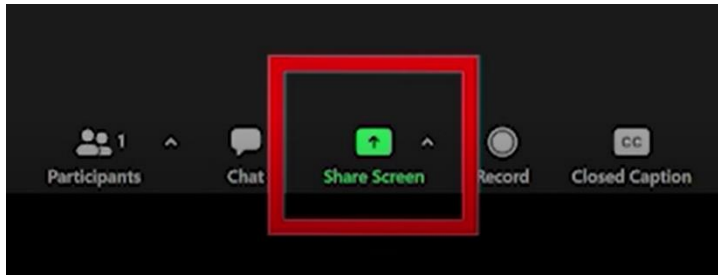


2. Ensure that the camera is on

3. Ensure that the camera is working and/or the cables are properly setup

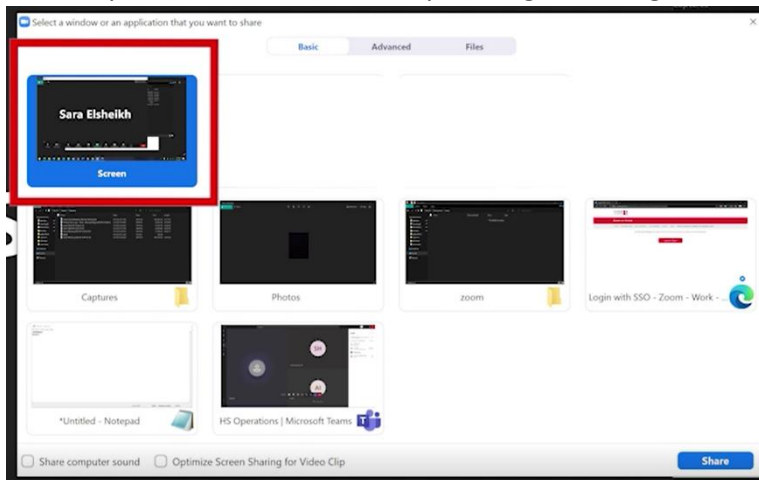
4. Share Screen

- a. Click Share Screen



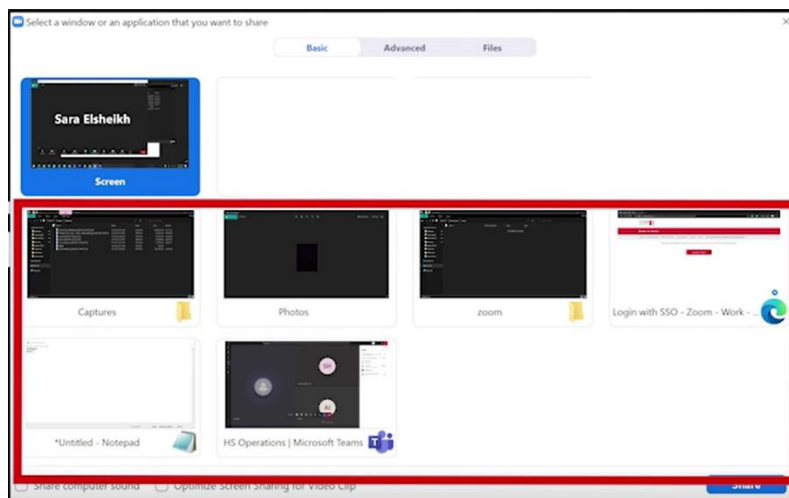
- b. Choose the access level

- I. Screen: Everyone will be able to see as you navigate through the different windows



- II. Choose a specific window that will be viewed by everyone.

NOTE: If you navigate to another window, no one will be able to view your new current screen.



TROUBLESHOOTING: Change shared screen

1. While you are sharing your screen, click on New Screen at the top, and choose the new screen



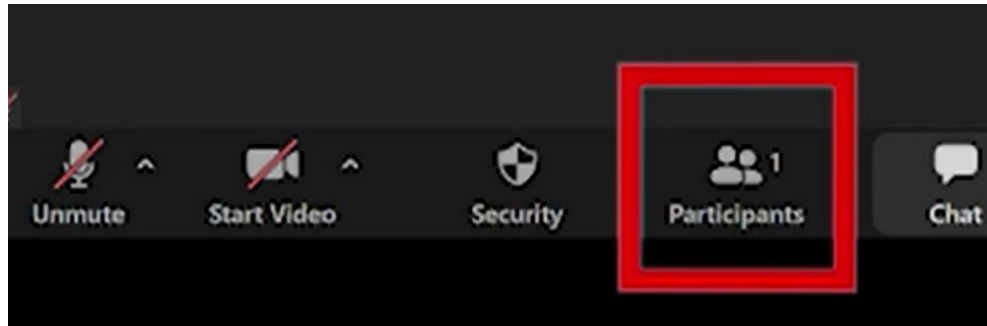
TROUBLESHOOTING: End Screen Sharing

1. Navigate to the top of the screen, and click Stop Sharing

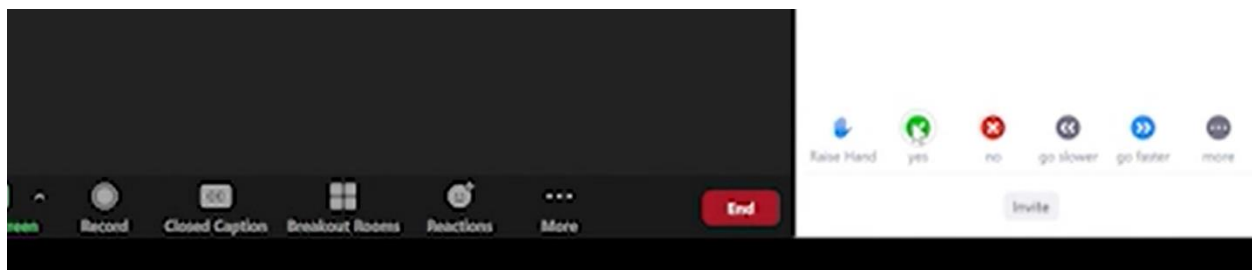


5. Nonverbal Feedback

- a. Click on Participants



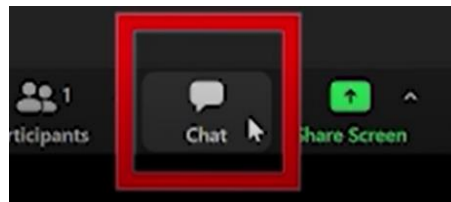
- b. On the right side, choose a nonverbal option



6. Chat

1. Chat with Everyone

- c. Click on Chat

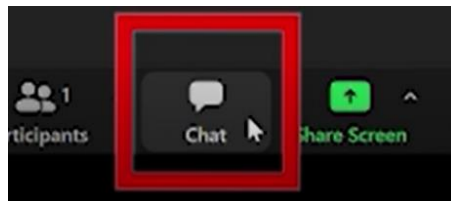


- d. Make sure Everyone is selected

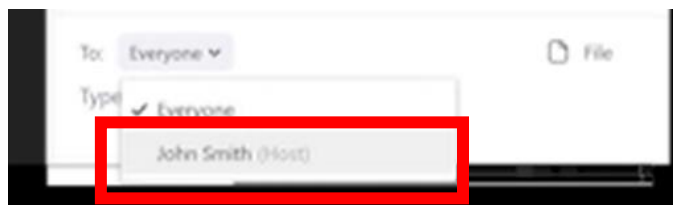


2. Chat with the instructor only

- a. Click on Chat



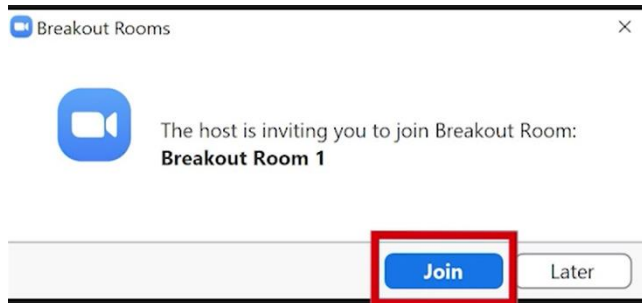
- b. Make sure the instructor's name is selected



7. Breakout Rooms

1. Entering Breakout Rooms

- a. The teacher will assign you to a breakout room
- b. Once you receive the request click Join



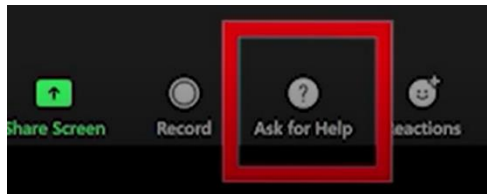
2. Exiting Breakout Rooms

- i. The instructor will close the breakout room, and you will be navigated back to the main room
- ii. Click on Leave Room to go to the main room



TRUBLESHOOTING: Require instructor's assistance in the breakout room

- a. Click Ask for Help



- b. Click Invite, and the instructor will receive a notification with your request

NOTE: You do not need to leave the breakout room

