



# Zoom

## Student Handbook

Werklund School of Education

November 2022

Version 10

*This update to the Zoom Student Handbook coincides with the update of Zoom to version 5.12.8.*

## What is Zoom?

Zoom is a videoconferencing platform available to instructors, staff and students throughout the University of Calgary. Users can connect from computers, smart devices and, if necessary, from a telephone line.

For a basic meeting, Zoom:

- accommodates video conferencing for groups of up to 300.
- can facilitate **breakout room** discussions, **polling** and **collaboration**, allowing the **sharing** of PowerPoints and other documents for presentation by hosts and participants.
- Offers the use of whiteboards that can be used asynchronously with a group you invite to collaborate.

**Note:** For groups of **more than 300 participants**, Zoom webinars can be arranged by making a request through [UCalgary ComMedia](#).

## Video Resources

Zoom has created a range of [training videos](#) on the use of various functions and features.

## Activating Your Zoom Account

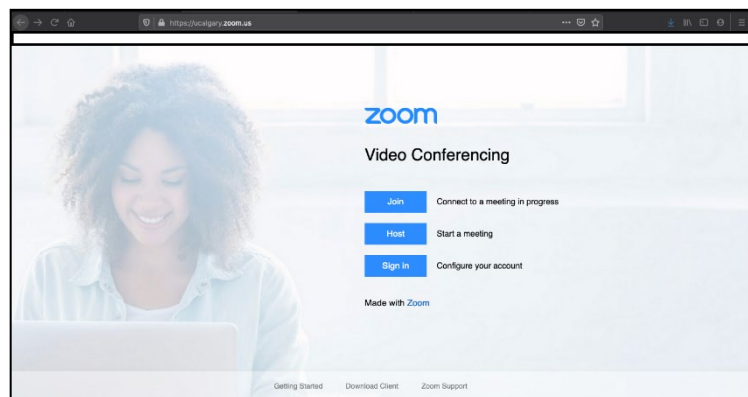
Download and installation only happens the first time you join a Zoom meeting from a specific computer or mobile device.

### To Activate Your Zoom Account:

1. Visit <https://ucalgary.zoom.us> and click on Sign In.  
**Note:** Clicking the Host or Join buttons on the sign-in page will not ensure full access to the features you may require.
2. You will receive an email to your ucalgary.ca email. Follow the directions to launch your new account or, if you have another account, merge it into the *licensed* University of Calgary account.

### Note:

- If there are issues activating your account, please contact [tandl@ucalgary.ca](mailto:tandl@ucalgary.ca) for guidance.
- If you have attempted to access the Zoom module in your D2L accounts and your Zoom module is inactive or unavailable please log in at <https://ucalgary.zoom.ca> first.



### Non-UCalgary Zoom Accounts:

If you have a non-ucalgary Zoom account for personal use or access with another institution, you must still go to <https://ucalgary.zoom.us> and log in with your @ucalgary.ca email address to access the account.

## Your Profile Page

### Photo

You can customize your profile by adding a photo to appear as your avatar when your video is off during a Zoom session.

- **Note:** If you are in a meeting and your **avatar does not appear** whenever your video is **off**, you are not logged into Zoom. To fix this:
  1. Leave the meeting.
  2. Go to <https://ucalgary.zoom.us> and click Sign In **before** rejoining the meeting.
  3. Click “Join A Meeting” on your profile page and input the meeting ID number, or click on the link for the meeting.
    - Note:** clicking the link alone will not log you into your Zoom profile for the meeting.

### Pronouns

- Zoom accommodates the **addition of pronouns to your profile** and with your name during meetings. This feature gives you options to share your pronouns: 1) at every meeting, 2) not at all, or 3) as you choose before each meeting.

### Meeting ID

- You can customize your Personal Meeting ID, which is also the default Meeting ID for instant meetings. A common option is using your name as the Personal Meeting ID as in <https://ucalgary.zoom.us/j/johndoe>. This creates a Personal Meeting ID that is easier to remember and share.

### Two-Factor Authentication

- You have the option of activating “two-factor authentication” when logging into Zoom. However, this is not commonly used. If this is turned on, you would require a second code, received via text message, email or the Windows Authenticator App to complete your log in to Zoom. *Even if this feature is switched off, two-factor authentication can be required when logging into Zoom from a public or shared device such as a classroom computer.*

### Zoom for Smart Devices

- The Zoom app is available for smart devices. You can 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.
- Before using Zoom on a **smart device**, complete the account set up on a computer. Then launch the Zoom app on your device and sign in via Single Sign On (SSO). Add “**ucalgary**” in the company domain field and log in with your UCID username and password.

### Zoom Linked to Email

- Zoom can also be linked to your email, whether Outlook, Gmail or another platform. This will help synch Zoom events into your calendar. Meetings scheduled in Outlook can be linked to new Zoom meetings via a button available in the Outlook toolbar when scheduling. If hosting a meeting, you may edit meeting settings to add alternative hosts and registration options.
- Some instructors will use the Zoom module featured in D2L to schedule, post and launch

meetings. To access meetings through D2L, look for Zoom under the Communications tab and join meetings through there. You may need to use a passcode to join these meetings, so contact your instructor if you cannot locate the passcode for your session. Often the passcode will be sent by email, featured in the D2L calendar or posted in the News section on the front page of the shell.

### Log Into Your Account to Access All Features

- For access to the full range of features as a participant and especially as a host, **log in** to your account at <https://ucalgary.zoom.us> *before* joining a session and launch the meeting from your list of meetings.

### Customize Your Settings

- It is invaluable to go through the [Settings](#) page on your Zoom account to customize your environment. If hosting a meeting, please refer to the [Instructor Zoom Manual](#) for settings you can customize.

## Log-in for a meeting

To log into a meeting:

### Joining Via D2L

Joining via the D2L Zoom page for your course may be the easiest way into a synchronous Zoom session.

- After signing into D2L, Zoom can be found either in the Toolbar for the course or under the Communications tab.

### Joining Via Zoom

1. Sign in at <https://ucalgary.zoom.us>
2. Click Join a Meeting and input the meeting ID to join a meeting.
3. When prompted, verify your log in with the passcode for the session.

**Note:** If you skip logging in and click on the link for a session, your instructor may not be able to recognize you, confirm your attendance or assign you to breakout rooms.

### Camera and Audio

It is recommended that you use a camera and suitable audio devices for best quality video and audio:

- Cameras and audio built into your laptop computer or smart device will be sufficient in most instances, but headphones with a built-in microphone are recommended.
- With desktop computers, peripheral video and audio equipment may be required and headphones are still recommended.

### Key Things to Remember:

#### Video

- 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 ready to participate.
- If you are joining from a public space such as a café, you risk broadcasting your surroundings to other participants in the Zoom session. Consider leaving video off or using a virtual or blurred background in these environments.

### Mac Users

- Mac users may need to manually adjust privacy settings to allow the built-in camera to work. It may be common practice in larger groups for the host/instructor to encourage leaving video off to limit distractions and minimize use of bandwidth.

### Virtual Background

- You have the option of using a virtual background while in Zoom. This allows you to put a picture behind you to hide the environment you are in. Blurring the background is also an option. Click the (^) button to the right of the Start Video icon in the toolbar to customize video settings.

### Audio:

- It is recommended that you connect via computer or smart device, not by telephone.
- If you are joining via a smart device, select “Wifi or Cellular Data” to minimize cost.
- Dialing in to join the meeting by phone would incur costs that would not be supported by the institution. If you need to use the phone, dial the number provided by Zoom and follow the prompts to input the meeting ID and then your participant ID if required (There is a 587-exchange phone number for Alberta-based participants to use.).

## Hosting an Instant Meeting

To host an instant meeting:

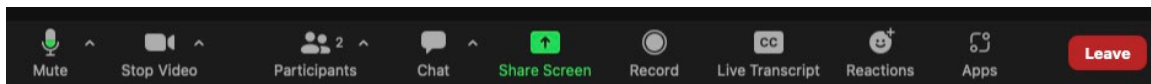
1. Log into your account at <https://ucalgary.zoom.us> and click **Host a Meeting** in the top right corner of your Profile page.
2. You can select the options of With Video On, With Video Off or Screen Share Only to launch the meeting. The meeting will occur at your Personal Meeting ID.

## Scheduling a Meeting

You can schedule a Zoom meeting through D2L, through your account at <https://ucalgary.zoom.us>, or through Outlook. When scheduling in Outlook, look for the “Add a Zoom Meeting” option in the toolbar.

## Tools in Zoom

### Zoom Toolbar



Participant's Zoom Toolbar

The meeting toolbar appears along the bottom of the Zoom window.

- The toolbar 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 – the toolbar will move to the top of the screen and appear only when the cursor hovers over that area.

Participants have controls for:

- Audio
- Video
- Participants list
- Screen share (this may be deactivated by the host)
- Chat
- Live Transcription
- Reactions (including Raise Hand)
- Breakout Rooms (when invited to join a room)
- Recording the meeting
- Leaving the meeting

As participants join the session, each will have a video window. If their video is off, their name and avatar appear. You can alter the view between Speaker View and Gallery View by clicking the View button that appears in the top right corner of the Zoom window. In Gallery View, you can drag and drop the participant video feeds to arrange them in the order you want.

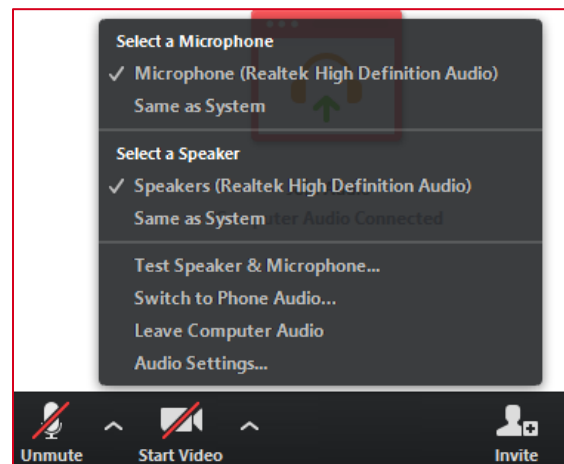
While screen sharing, the participant feed takes up a separate window that can be minimized, modified to a single tile of the speaker, two feeds, or a larger collection of the participants, that appears in either a strip or a larger window that can expand.

Participants/students will see similar controls for video, audio, sharing and chat. When a screen is being shared, students may have the opportunity to annotate on the shared screen as well, if the host allows it.

## Control Panel/Toolbar

### Audio/Mute

- By clicking the **microphone icon**, you can mute and unmute yourself. When the microphone is live, it will flicker in green to indicate audio levels of your input.
- The small chevron button next to the microphone icon will allow you to select and test the microphone and speaker for your session.
- The **audio settings** option will also let you access a background noise filter.



Audio options including selection of speaker and microphone and testing of audio hardware.

### Video

- By clicking on the **video camera icon**, you can turn your camera on or off. If a participant's video is off, the user's name or avatar will appear while their video is off.
- This video thumbnail will still show non-verbal communication by that participant and emoticons from their Reactions toolbar.
- Video settings can be modified to add a virtual background or blur the background.

## Participants

This opens a window that lists all participants and allows you to:

- **Chat** with individual participants privately.
- **Identify** active participants — speakers, those who have raised their hands.

## Chat

The **chat** icon opens a text dialogue box.

- At the top of this chat window, the ongoing text chat is displayed as it takes place.
- At the bottom of the window, you will see the following:
  - **To**
    - ✓ “Everyone” – for a public post to the entire audience.
    - ✓ Individuals – done by selecting their names from a drop-down menu.
  - **File**
    - This allows documents to be sent through the chat window.
  - ... (three dots)
    - This allows you to save the chat transcript. The Chat Transcript will appear in your Documents folder in a Zoom folder that will feature sub-folders for each meeting that you save transcripts, screen grabs and other content from. The folder will be identified by the date, time, title and meeting ID for the session in this format: “YYYY-MM-DD hh.mm.ss Meeting Title Meeting ID#”.
    - This (...) icon will also appear next to individual chat messages and allow you to copy those messages.
  - **Type message here...**
    - Enter your chat text in this space.
- If your chat window is not open, the **chat** icon in the toolbar will illuminate to generate a count of unread messages.

## Polls/Quizzes

Your instructor may use the polling feature. If this occurs, follow these steps:

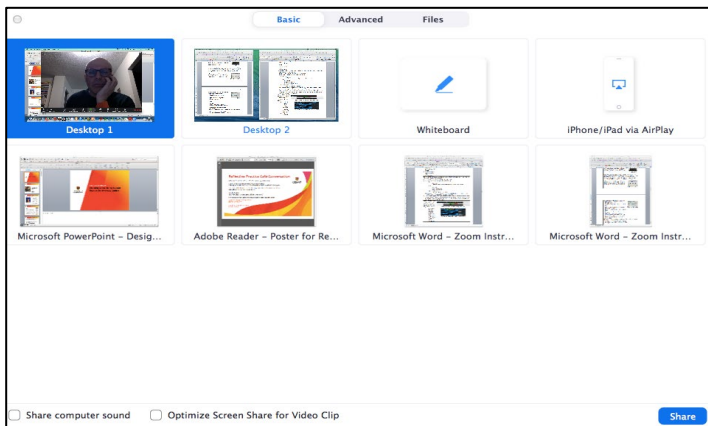
- The poll will appear on your screen. You will be prompted to answer the question. Your instructor will be able to see the results, but responses are anonymous.
- The instructor can put a timer on the poll or stop it at their own discretion. The instructor can also relaunch the poll.
- Results of the poll can be shared with students in the meeting and the poll may be repeated to see if results change after discussion. If it recurs, it would be blank rather than including your previous response(s).

## Whiteboards

- Whiteboards are available in Zoom for synchronous or asynchronous use. They can be launched from the toolbar during a synchronous meeting, or they can be opened and shared asynchronously for ongoing collaboration by individuals you have invited to view and contribute to the board by inviting them via their @ucalgary.ca email address.
- Once you have started the board, it will appear among the Whiteboards available under your Zoom profile. Whiteboards are sorted among those initiated by you, those which have been shared with you and those which have been highlighted.

## Screen Sharing Options

If the instructor has allowed screen-sharing by participants, you will be able to share without requiring host or co-host privileges.



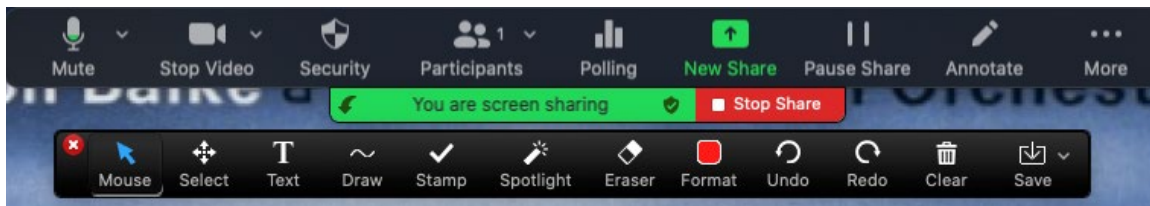
### What Can Be Shared

During the session, participants can share:

- An open file or document from your computer, i.e. PowerPoint
- An open program from your computer
- An Internet browser
- A Zoom whiteboard
- Content from an iPad or iPhone (Android devices are not supported at this time.)

Basic screen share options with (bottom left) checkboxes for sharing computer sound and optimizing for video.

### While Sharing Your Screen



Top of screen toolbar with annotation toolbar available during screen share.

- If you wish to share audio and video during your screen share, click on the “share computer audio” and “Optimize Screen Share for Video Clip” features.
- A document **does not have to be uploaded** to Zoom for sharing.
- While sharing, the toolbar will move to the **top of the screen**. Also, it may add features to allow you to annotate the shared document or take remote control of the shared computer. This depends on permissions from the host.
- While sharing, the speaker video will go into picture-in-picture mode. Participants will see the shared screen, as well as video of the speaker.
- If you are sharing, the window or document that appears to the audience will have a **green frame** around it.

**Note:** During **screen sharing by the instructor**, additional features may become available including:

- **annotating** the document on the screen.
- saving **screengrabs**.
- giving **remote control** to another participant in the meeting.



### Screen 1/Desktop

- Sharing your **desktop** provides a simple “what you see is what they get” presentation.
- If you are sharing a variety of documents throughout a presentation and opening hyperlinks to move from PowerPoint to internet and back again, desktop sharing will allow you to switch between programs and documents without interrupting your flow to stop and restart screen share.

If you are using more than one screen, you will see options to use either of the two screens. This allows you the option of dragging documents or programs into view as you require them.

**Note: This will show your entire screen.** Be conscious about covering your desktop to avoid sharing personal or sensitive materials. You will also need to devote all the screen to it, which will make it challenging to monitor Chat and Participants at the same time.

### Program/Document

You will see options for all the documents and/or programs open on your computer during the meeting and can share any of those.

- Once you select an item to share, it will be highlighted by a green frame, whether you are looking at it or not.
- Choosing to share a program or document allows you to use less of your screen space to show that document to your audience. This allows you to view the Chat and Participants windows on the same screen.
- Avoid covering the shared item with the chat or participant windows as these would obscure the audience’s view of the shared artifact (This would not be a concern if other programs or documents are dragged across a shared artifact.).

### Advanced Option – Portion of Screen

This allows you to draw a frame around a portion of your screen that you wish to share.

- This lets you emphasize something in more detail, but there is reduced screen resolution.
- If you are working with only one monitor, it allows you to view the chat and participant windows while screen sharing.

**Note:** it is quite easy to drag other objects and documents through that portion of screen.

- While you are viewing a screen share, you can modify the view on screen to give more emphasis to the speaker or to the shared document. There is a divider between the viewed document and the speaker video that can be moved left and right to give more emphasis to the speaker or document.

### Record

Meetings can be recorded by the host. For more information on recording protocols visit <https://www.ucalgary.ca/provost/teaching-learning/recordings-learning-environments>.

## Breakout Rooms

Hosts can form groups randomly, manually into preassigned groups or **Invite participants** to select their groups.

- When invited to **choose** your breakout group, the Breakout icon will appear in your toolbar.
  - Click the Breakout icon when it appears.
  - A list of the available rooms will appear:
    - The rooms may simply be numbered, or your instructor may give a name to each room so you can identify where to go.
    - The numbers on the right edge of the breakout window indicate the participants currently in each room.
  - Click on the number and a pop-up window will ask you to confirm if you wish to join that room.
- If the instructor has **assigned** participants to the rooms, you will receive an invitation to join a room. When the invitation appears, accept it and you will be moved to that room.

### Features in the breakout room include:

#### Share

- Students can share their desktop, documents or the Zoom whiteboard just as they would in the main room.
  - Sharing accommodates small group discussion and allows recording of notes, saving of whiteboard and other artifacts from the break-out session, etc.
  - Participants/students can access their desktops to use any application they choose. This can be saved. When they return to the main room, and have share screen privileges, they can **Share Screen** to debrief to the rest of the group with the files they have collaborated on.
  - They can save the whiteboard content and it will go to their Zoom folder for that session.
- While in the breakout room, the **More** link gives participants access to:
  - Chat
  - Ask for Help
  - Disable Participant Annotation
  - Hide Video Panel
  - Audio Options
  - Video Settings
  - Leave Breakout Room.
- Instructors can broadcast written or audio messages to breakout rooms and can also broadcast the content on the main screen to the breakout rooms. Refer to the [Instructor Zoom Manual](#) for information about using breakout rooms when hosting.
- Participants/students can select **Leave Breakout Room** in the breakout session, which will return them to the main room. Or, the host/instructor can **Close All Rooms** to reconvene the groups in the main room. This will give participants time to leave their breakouts before they are “forced” into the main room.

**Note:** When the host/instructor wants each group to report back, the documents created and saved in the breakout room (Word, PowerPoint, Whiteboard etc.) can be shared.

## Screen View Options

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.
  -

## Zoom Keyboard Shortcuts

There are several keyboard shortcuts that can be used to make your Zoom session more efficient. Go to **Settings – Keyboard Shortcuts** and select the shortcuts you wish to activate. A list of keyboard shortcuts for more frequently used features can be found here: [Zoom Keyboard Shortcuts](#).

## Contact Information for Support and Resources

### Technical Support

Office of Teaching and Learning

Email: [tandl@ucalgary.ca](mailto:tandl@ucalgary.ca)  
[phanlon@ucalgary.ca](mailto:phanlon@ucalgary.ca)

University of Calgary Tech Coaches

[techcoaches@ucalgary.ca](mailto:techcoaches@ucalgary.ca)

### Further Resources

- [Zoom website](#) – Getting Started will introduce you to the fundamentals whether in documents or with videos.
  - Types of Zoom Support Resources: Video tutorials, blog and FAQ.
- [University of Calgary eLearn](#)
- On the bottom right-hand corner of the Zoom screen, you will see a blue **Help** button. Type in your issue and information will be provided, sometimes with a video response.
- Support Center – provides various resources to help with using Zoom - <https://support.zoom.us/hc/en-us>