Zoom

Student Handbook

Werklund School of Education

Spring 2022

This update to the Zoom Instructors Handbook coincides with the update of Zoom to version 5.10.4

What is Zoom?

Zoom is an enterprise videoconferencing platform available to instructors, staff and students throughout the University of Calgary. It allows users to connect from computers, smart devices and, if necessary, from a telephone line. 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. **Zoom webinars** can be arranged by making a request through UCalgary ComMedia for groups of more than 300 participants.

Video Resources

Zoom has created a range of training videos demonstrating the use of various functions and features.

Activating Your Zoom Account

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

- When activating your account visit https://ucalgary.zoom.us and click on Sign In. (Clicking the Host or Join buttons on the sign-in page will not ensure full access to the features that you require.)
- This will generate an email to your ucalgary.ca email. Open that email and follow the directions to launch your new account or, if you have another account, merge it into the *licensed* University of Calgary account.
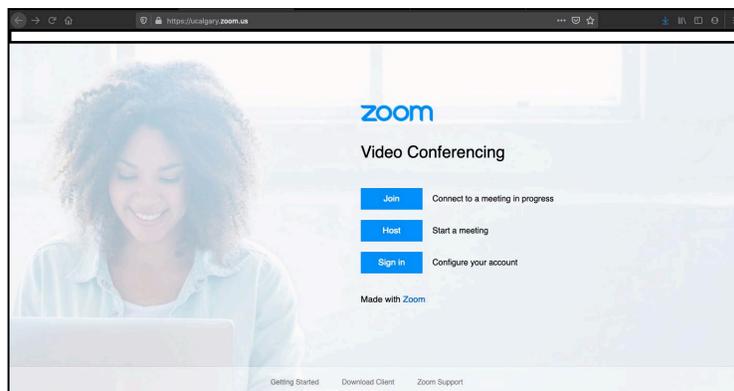
- If there are issues with this activating your account, please contact tandl@ucalgary.ca for guidance.
- If you have attempted to access the Zoom module in your D2L accounts and your Zoom module is inactive or unavailable please log in at https://zoom.ucalgary.ca first.

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

You may wish to customize your profile by adding a photo that would appear as your avatar when you have your video off.

> ‣ IF you are in a meeting and your avatar does not appear when your video is off, you are NOT logged into your Zoom account. It is recommended that you leave the meeting, go to https://ucalgary.zoom.us and click **Sign In** before rejoining the meeting. You can do this by clicking **Join A Meeting** on your profile page and inputting the meeting ID number or by clicking on the link for the meeting. Please note that clicking the link will not necessarily log you into your Zoom profile for the meeting.

- Zoom also accommodates the **addition of pronouns to your profile** and with your name during meetings. This feature also allows you to determine when your pronouns would appear, with options of sharing them at: 1) every meeting, 2) not sharing them, or 3) determining before each meeting.
- Another feature you can customize is 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, which would make your it easier to remember and share.

You also 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. *Note, that 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.*

Useful to Know

- The Zoom app is available free for smart devices. You can download it from your respective app store. After installing the app, please review your device settings to ensure the Zoom app has access to your microphone and camera.
- Before you use Zoom on a **smart device**, complete the account set up on your computer first. After that, 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 can also be linked to your email, whether Outlook, Gmail or other 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 that is featured in D2L to schedule, post and launch meetings. To access through D2L look for Zoom under the Communications tab and join the meeting 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.
- 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.
- It is invaluable to go through the **Settings** page on your Zoom account to customize your

environment.

Log-in for a meeting

- 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. Within the Zoom module in D2L, there is a schedule of meetings for the course. If a passcode is required for the meeting, your instructor ought to provide it via email or in the D2L shell.
- If joining through Zoom, sign in at https://ucalgary.zoom.us page, click Join a Meeting and input the meeting ID to join a meeting. When prompted, verify your log in with the passcode for the session. If you skip logging in and click directly on the session, your instructor may not be able to confirm your attendance and assign you to breakout rooms.
- 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 beneficial.
    - 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 settled in and prepared to participate.
    - **Note:** 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
    - You also 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, <u>not</u> by telephone. If you are joining via a smart device, do 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, log into your account at https://ucalgary.zoom.us and click **Host a Meeting** in the top right corner of your Profile page. 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. Please note that only instructors and TAs would
be able to schedule a meeting through D2L. When scheduling in Outlook, look for the "Add a
Zoom Meeting" option in the toolbar.

Tools in Zoom

The meeting controls appear 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 – the controls move to the top of the screen and
appear only when the cursor hovers over that area.
Participants/ students will see similar controls for video, their microphone and chat.
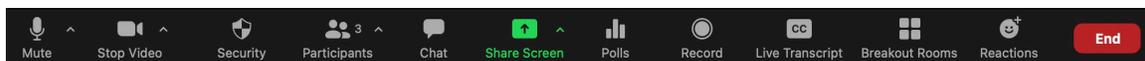
Host's Zoom toolbar

Participants would have controls for:
- Audio
- Video
- Participants
- Screen share
- Chat
- Live Transcription
- Reactions (including Raise Hand)
- Recording the meeting
- Leaving the meeting

As participants join the session, each will have a video feed that represents them. If their video
is off, their name and avatar appear. You can alter the view between Speaker View and Gallery
View by clicking a 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, which
would appear 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.

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 would appear while their video is off. This video thumbnail would still show non-verbal communication by that participant and emoticons from their Reactions toolbar. You will also have the option of activating a virtual background.
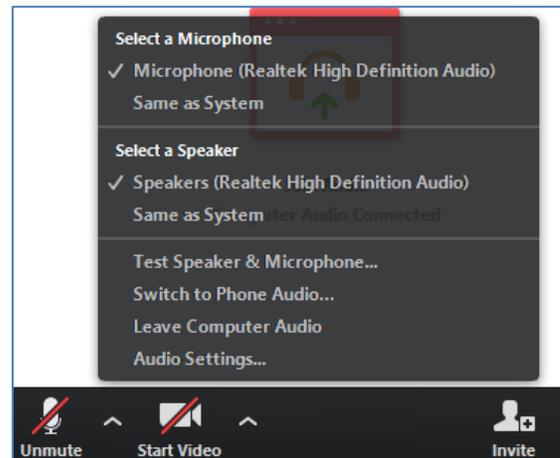
Audio options including selection of speaker and microphone and testing of audio hardware.

Participants – This will open 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 will be displayed
- At the bottom of the window, you will see the following:
    - **To**
        - "Everyone"
        - 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 sub-folder that will feature a new folder for each meeting that you save transcripts, screen grabs and other content from. 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 and generate a count of unread messages.

All participants have the option of saving the chat from a Zoom session. The transcript, along with other artifacts saved from Zoom sessions, (whiteboards, video recordings, screen grabs, etc.) would be saved in the **Documents** folder of your computer in a Zoom sub-folder. The folder will be identified by the date, time, title and meeting ID for the session in the following format "YYYY-MM-DD hh.mm.ss Meeting Title Meeting ID#".

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 by selecting **End Poll**. 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 have your previous response(s).

Whiteboards

Whiteboards are now 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 would appear among the Whiteboards available under your Zoom profile. Whiteboards would be 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. During the session, participants can share:
o   An open file or document from your computer, i.e. PowerPoint
o   An open program from your computer
o   An Internet browser
o   A Zoom whiteboard.
o   Content from an iPad or iPhone. (Android devices are not supported at this time.)
o   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.
o   A document **does not have to be uploaded** to Zoom for sharing.
o   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
o   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.
o   If you are sharing, the window or document that appears to the audience will have a **green frame** around it.

During **screen sharing by the instructor**, additional features for **annotating** the document on the screen, saving screengrabs and giving remote control to another participant in the meeting may become available.

Screen 1/Desktop: Sharing your desktop provides a simple "what you see is what they get" presentation. If you are going to be sharing a variety of documents throughout a presentation and opening hyperlinks to move from PowerPoint to internet and back again, you can proceed without interrupting yourself to stop and restart shares as you move among documents and programs. However, you need to be conscious about covering your desktop to avoid sharing

personal or sensitive materials. With this being the view of an *entire* screen, you will need to devote all the screen to it, which may make it challenging to monitor Chat and Participants at the same time.
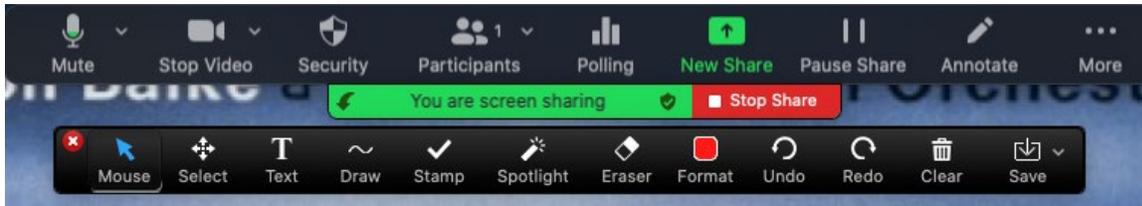
Top of screen toolbar with annotation toolbar available during screen share.

Document: Choosing to share the document allows you to use less of your screen space to show that document to your audience. This would allow you to view the Chat and Participants windows on the same screen.

Advanced Option – Portion of Screen: This allows you to draw a frame around a portion of your screen that you wish to share. This would allow you to emphasize something in more detail, but there are risks with reduced resolution. If you are working with only one monitor, it allows you to view the chat and participant windows while sharing. One caution is that it is quite easy to drag other objects and documents through that portion of screen.
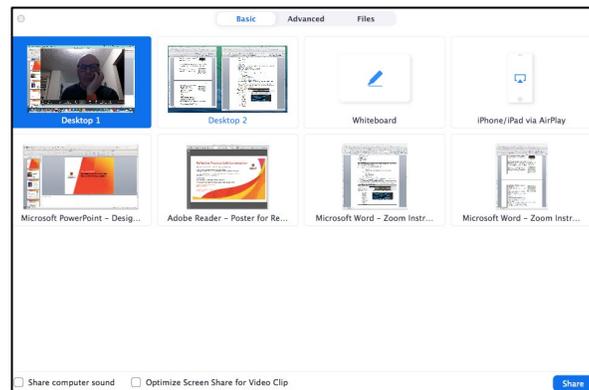
Basic screen share options with (bottom left) checkboxes for sharing computer sound and optimizing for video.

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 maybe 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.
- 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 break-outs before they are "forced" into the main room.

When the host/instructor wants each group to report back, the documents created in the breakout room and saved (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.
- o 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.
  - o To exit, select **Exit Full Screen** in the top right corner, or select Escape on your keyboard.

Technical Support

Office of Teaching and Learning
Email: tandl@ucalgary.ca
phanlon@ucalgary.ca

University of Calgary Tech Coaches
techcoacheduc@ucalgary.ca

Further Resources

- Zoom website – Getting Started will introduce you to the fundamentals whether in documents or with videos.
  - o 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