UNIVERSITY OF HARTFORD

FACULTY CENTER FOR LEARNING DEVELOPMENT

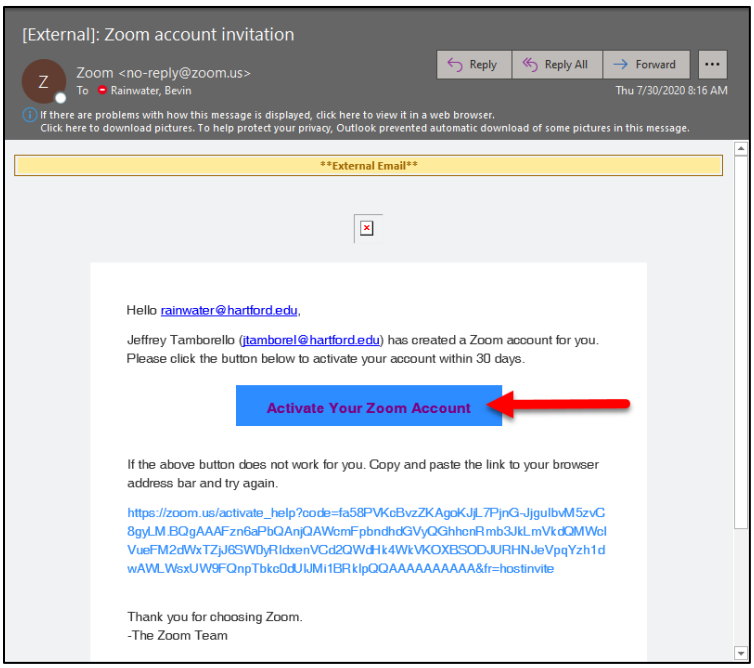
Faculty Guide for Getting Started with Zoom

Zoom is a web conferencing tool. It allows instructors to hold 'live' classes, office hours or training over the Internet, and to record these sessions for later use. It can also be used for advising and other individual consultations. To host meetings and classes using Zoom, you will need to sign up for a university licensed account. Onlyh the meeting creator needs a Zoom account. Invitees do not need a Zoom account to participate. All participants should have a computer microphone and speakers or headphones. Instructors may also want to use a webcam.

This document outlines the basic steps for setting up a Zoom account and scheduling and accessing a basic meeting.

Setting up a Zoom Account

1. Email helpdesk@hartford.edu and request a Zoom account. You will receive an email invitation to Zoom in your UHART email box. It can take up to 24 hours for you to receive this email, especially if you sign up for an account outside of regular business hours. When you get the invitation, click the **Activate your Zoom Account** button on the email.

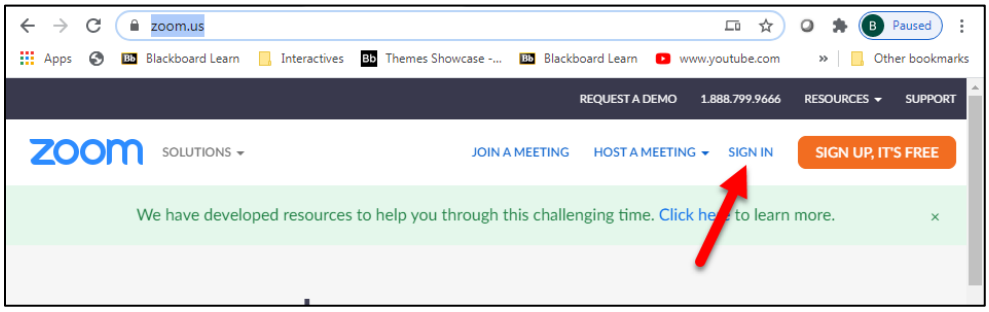


Activate your Zoom Account

2. Create a password you will remember going forward. Your username will be your full @hartford.edu email address.

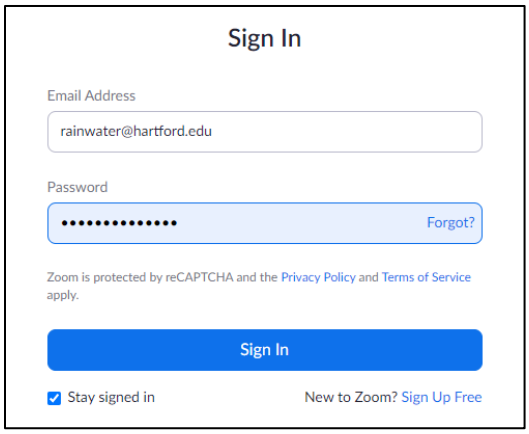
Scheduling a Meeting

1. Go to https://zoom.us/ and click on the **Sign In** button on the homepage.



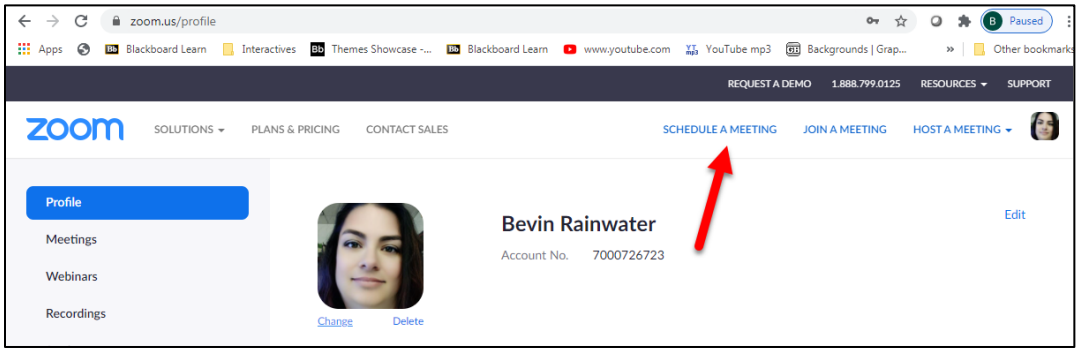
Click Sign In in the Upper Right Corner

2. Input your full @hartford.edu email and password, then click **Sign In.**



Sign into Zoom

3. In the upper right corner, click on **Schedule a Meeting.**

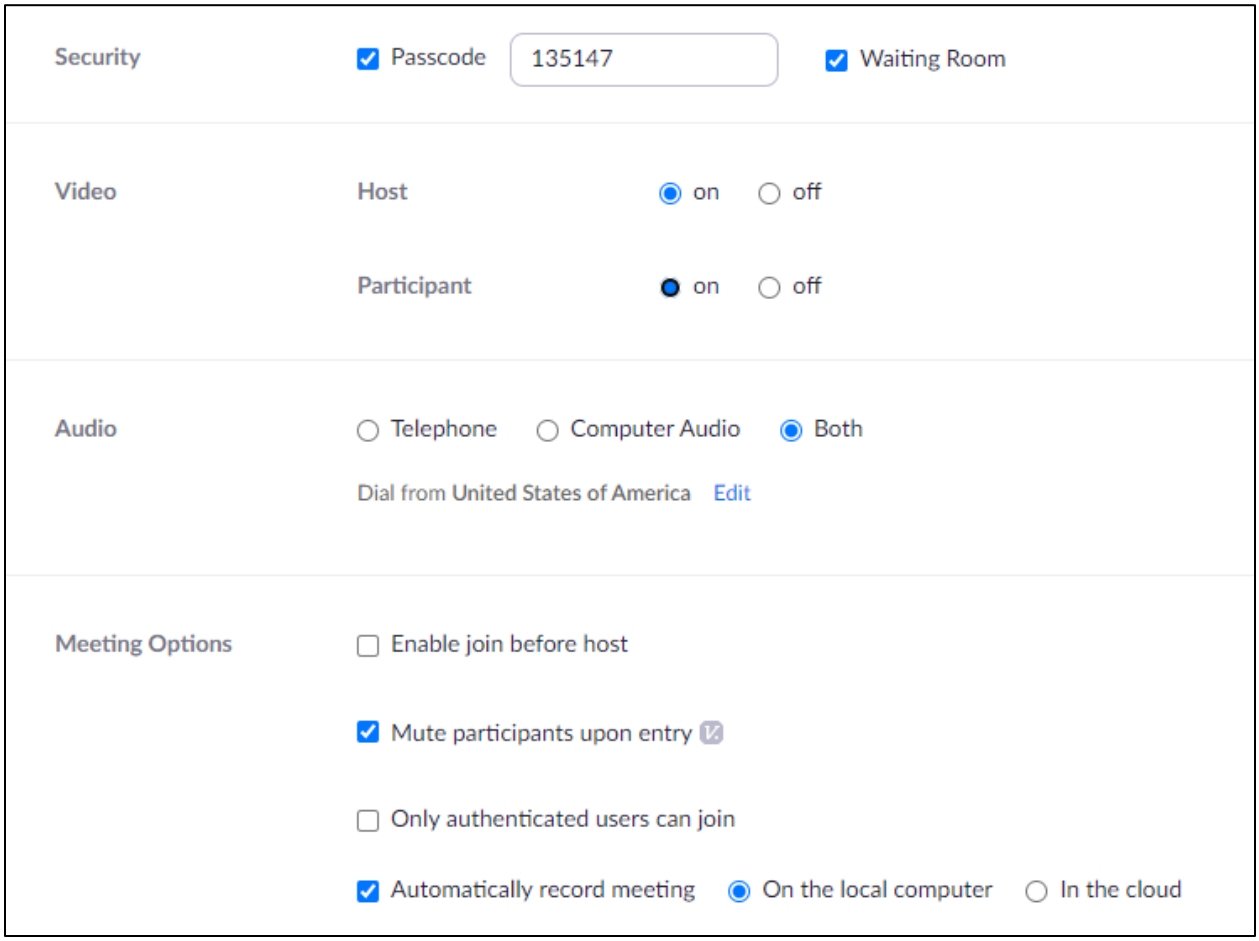


Schedule a Meeting

4. Complete all information in the schedule meeting form. A password will be automatically generated, but you can change this. When you share the link with students, be sure to include the password. You can add additional hosts so they get an invitation. The email invitation will include a link they can use to start and join the meeting. **Important**: Keep in mind that when scheduling meetings, information such as attendance, is only maintained for three months**,** so it's recommended that you download that information.

   Make sure you check your Meeting Options! We recommend automatically recording the meeting and saving to your computer so you can upload it to Ensemble. Sessions stored to the cloud are not stored permanently and may disappear after 3 months. We also recommend muting participants upon entry so there is not a lot of feedback. You can always unmute them later.

   NOTE: Do not check "Only authenticated users can join." This requires students to have a Zoom account and students are not permitted to have licenses at the University. If you check this, your students will not be able to access the session.

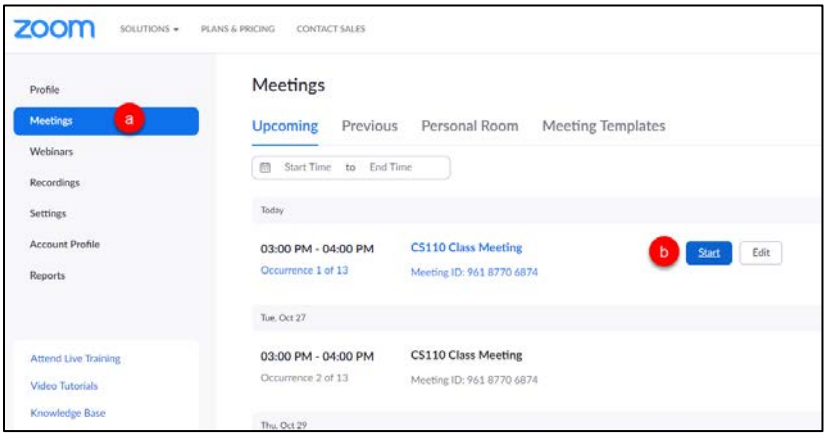


Zoom Meeting Options

5. When done, click **Save**. The meeting is set up and on the next page, you can save it to your calendar as well as copy the invitation to put in an announcement or email to students/participants.

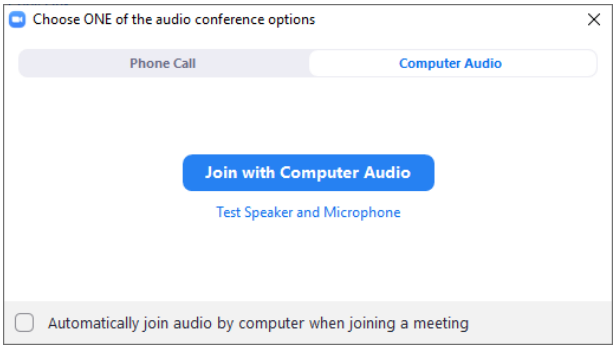
NOTE: Zoom will NOT send an email invitation to you. You must copy the meeting information from the Zoom meeting page to send to your participants.

6. The day of the meeting, go to https://zoom.us/ and login. You can also get to this site by opening the calendar reminder (if you made one and sent to your Outlok Calendar).
7. Select **Meetings** (on the left menu).
8. You will see a list of your upcoming meetings here. To start/join one, hover over the meeting and click the **Start** button.



Start your Zoom Meeting

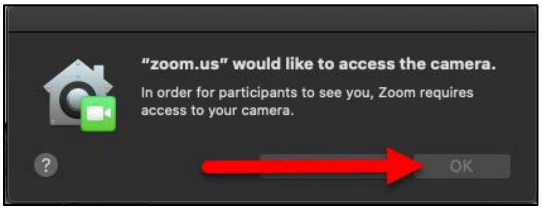
9. A pop-up will appear asking you to Open Zoom – check always allow and then click **Open Zoom.**
10. The Zoom application will begin to launch.
11. Next, click **Join with Computer Audio**.



Click Join with Computer Audio

Joining Zoom for the First Time?

When you connect to Zoom for the first time, it will ask you to allow camera and microphone, click OK.

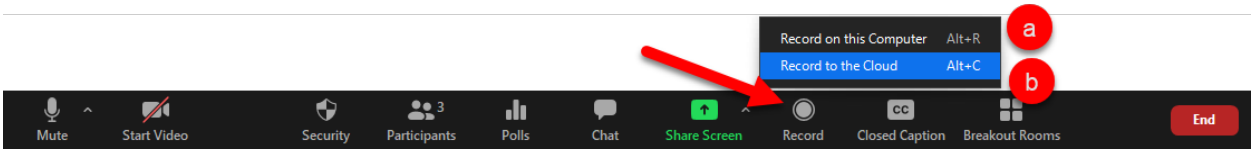


Allow camera and microphone

Recording the Meeting

If you did not elect to automatically turn on recording for the session, you can record while in the Zoom meeting.

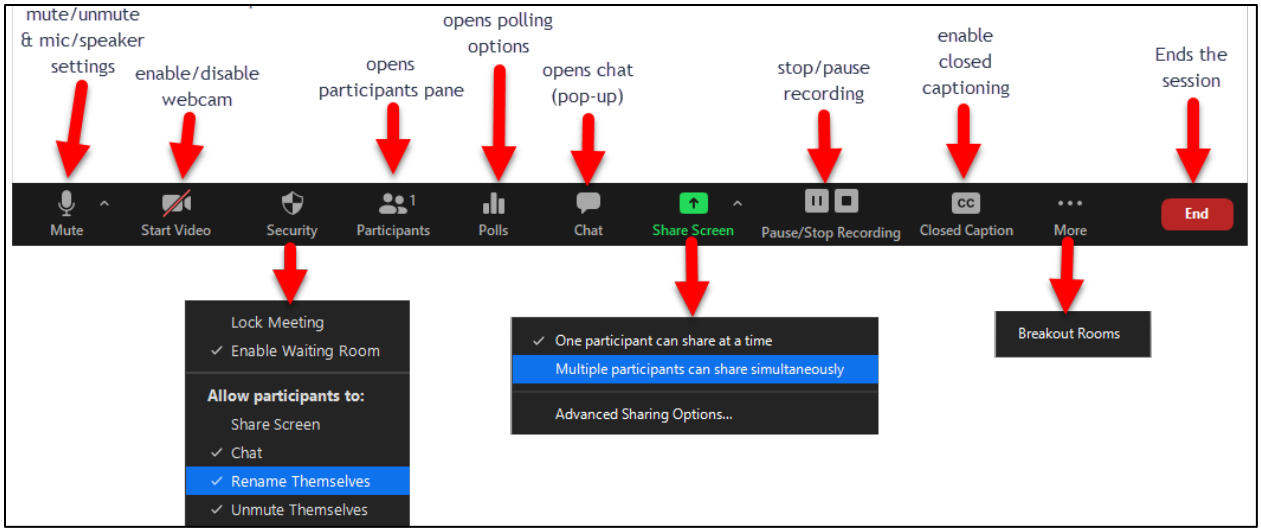
To record the Zoom session, click the **Record** button at the bottom of the Zoom session.



You get two choices: **Record on this Computer** and **Record to the Cloud**. Recording to this Computer will save the .mp4 file to the computer which often processes faster than recording to the Cloud. Once saved on your computer, you can upload to Ensemble for streaming within Blackboard. Recording to the Cloud will save the recording to your Zoom dashboard. You will need to go there to retrieve the link to share with your students, but it may take some time to process (depending on server load). **NOTE:** Any recordings saved to Zoom may only be available for 90 days. If you want to keep these recordings, it is recommended you download them to your computer and upload to Ensemble.

Hosting a Meeting

1. If you enabled recording to start upon launch, your meeting will be recording (and will appear in the upper left corner).
2. Once in, you are in the session interface. Here you can change how you Join via Audio, Share your Screen and/or Invite others. There are also other options along the bottom (that appear on hover).

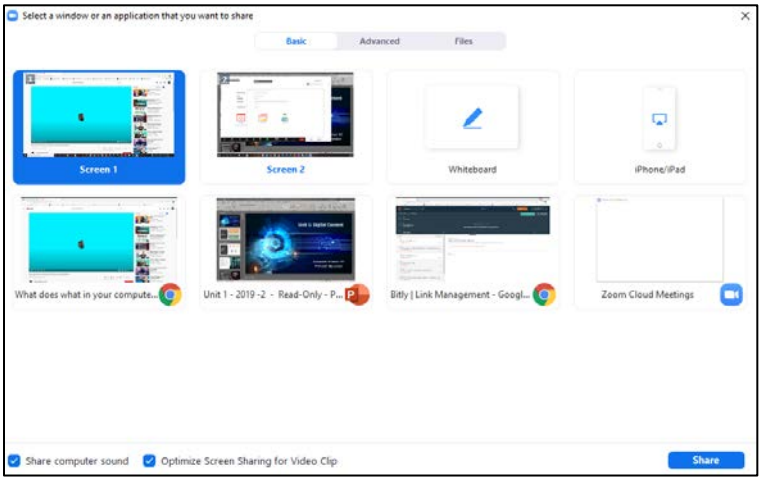


The Zoom Session Window

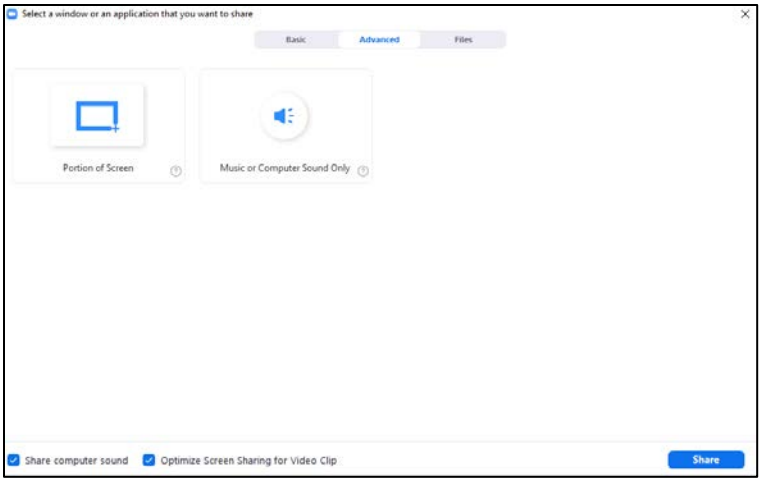
3. If you have a webcam, click on the video icon next to your name in the Zoom session window to begin sharing video. Unmute yourself if you are muted.

4. To share documents or your desktop, click the **Share Screen** icon and then click on the icon of the screen or application you wish to share in the pop-up window. If you are sharing a YouTube or a video that requires sound, be sure to check those options below.

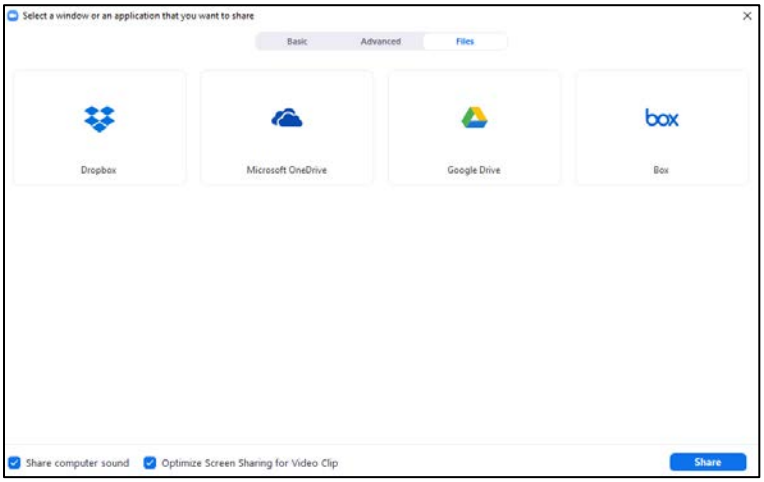
Sharing Your Screen, Applications or Files with Participants



Basic Sharing Options



Advanced Sharing Options



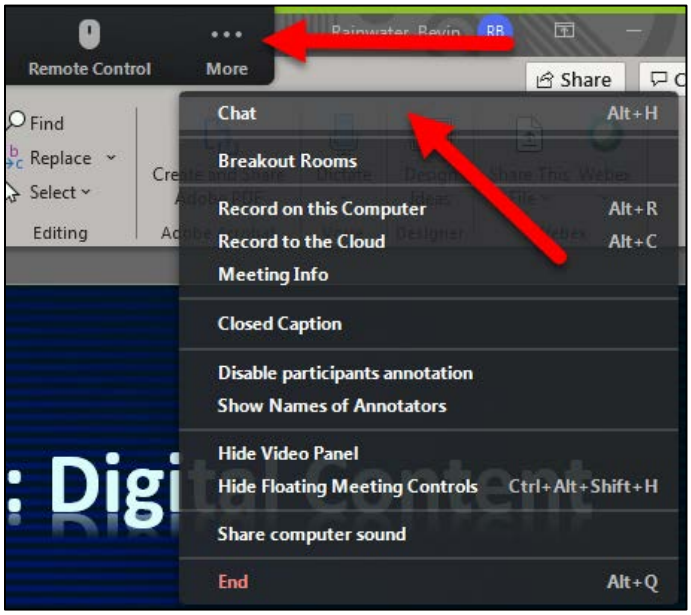
File Sharing Options

NOTE: When sharing, it takes over your full screen. To be able to see the paticipants, the chat or the session options, hover over the top of the screen to get the sharing drop-down. Here you can click the participants button to see the participants list and if you click the **… More** button, you can see chat, breakout rooms and other options.

Sharing Features

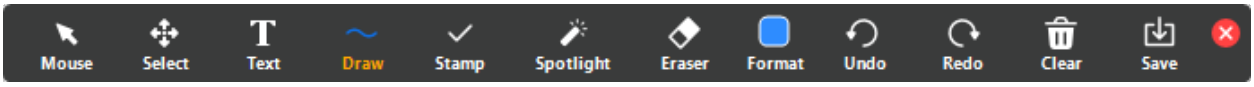
Sharing Drop-Down

1. **Chat Panel and Other Options:** To open the chat panel while sharing, click the **…More** button, then click **Chat**. There are additional features also hidden under this **…More** button (as shown below). When you click on **Chat**, a chat pop-up will open, which you can move around to where you want it on the screen.



View the Chat Panel and Other Features

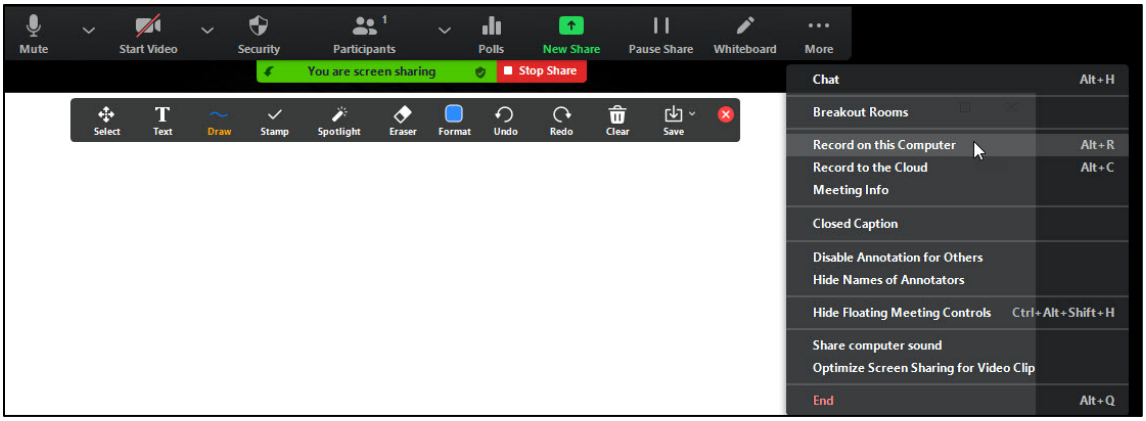
2. **Annotating:** While sharing, you can annotate over whatever you are sharing. You will get a new set of tools at the top. Whatever you annotate will be persistent until you clear it.



Annotation Tool Bar

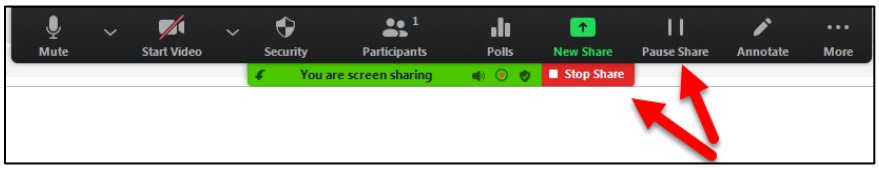
3. **Polling:** You can open up a poll while sharing. It creates a pop-up. Where you choose **Edit** or **Add a Question**, which will open a pop-up where you input your question and answer responses. After you have created your questions, save them. Then when you are ready to launch them, participants can answer the questions.

4. **Recording while Presenting:** If you forgot to record before you started sharing, you can click on the **…More** button, then choose **Record on this Computer** or **Record to the Cloud.**



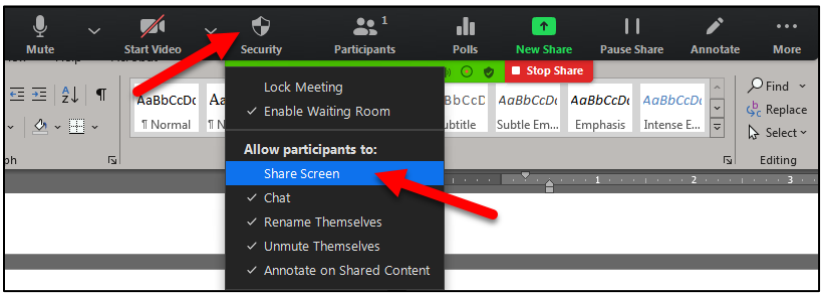
Recording while Sharing

5. **Stop or Pause Sharing:** To stop or pause sharing, the presenter/host can hover over the top of their screen to get the Sharing Drop-Down and click **Stop Share** or **Pause Share.**



Stop or Pause Sharing

6. **Presenters:** To allow students/participants to present, hover over the top of your screen while sharing, click the **Security** icon from the sharing drop-down, then under "Allow participants to" click **Share Screen.** Zoom does not permit just allowing one participant to present. It is all or none.

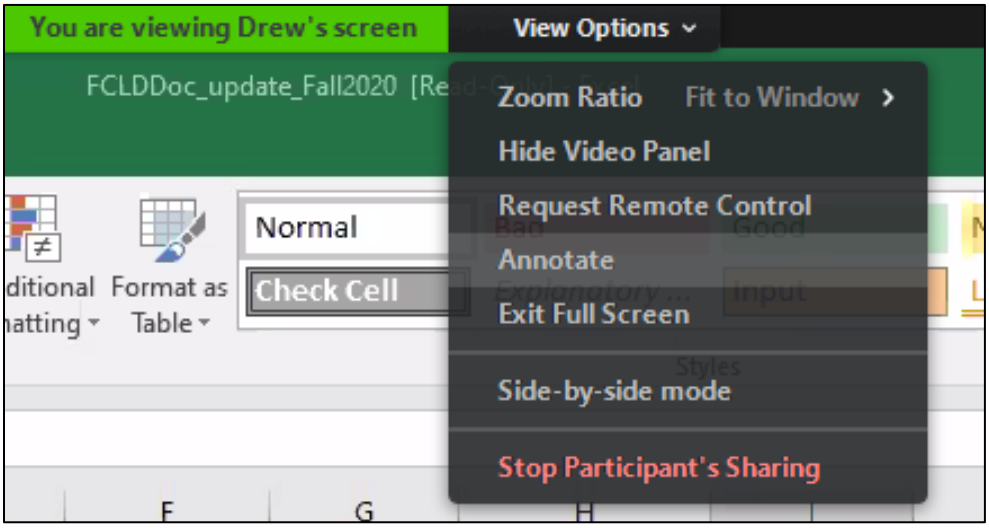


Allow Participants to Share Screen

7. Participants would then click the Share Screen button and choose what to share.

Participants Share Screen

8. When the participant is done sharing, they can hover over the top of their screen to get the sharing drop-down and click **Stop Share**. Alternatively, the host can stop participant sharing by hovering over the top of the Zoom window and getting the **View Options** drop-down > **Stop Participant's Sharing**.

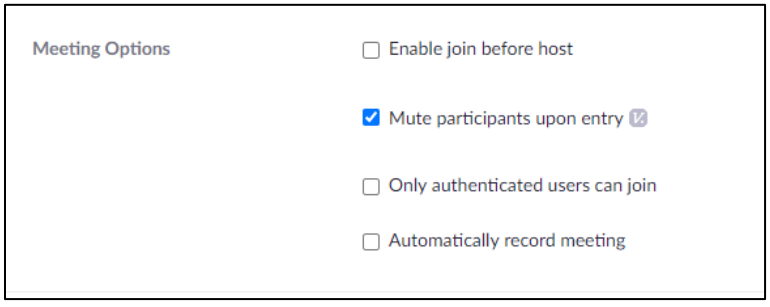


View Options > Stop Participant's Sharing

Communicating with Participants

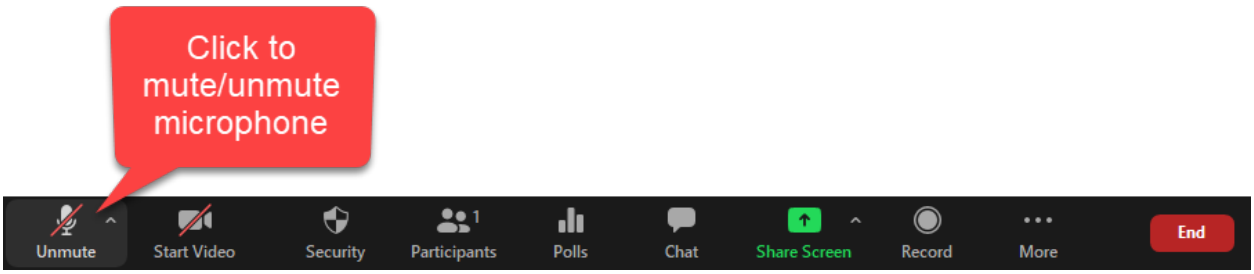
There are two ways to communicate with participants in your meeting: via audio (using a microphone and a webcam if desired), or via chat. You can use a combination of these in a single meeting. If you have a large group, it is recommended that the presenter speaks using a microphone while the participants communicate in the chat. It is also helpful to have a chat monitor for very large groups. It is recommended that you use a student in your class or a teaching assistant, as it could be a FERPA issue if you use an external person.

Mute Participants on Entry is a useful tool, as participants don't always know that their microphones are live and can be heard by everyone. To mute all participants on entry, you must set this option in the Zoom "Schedule a Meeting" window.



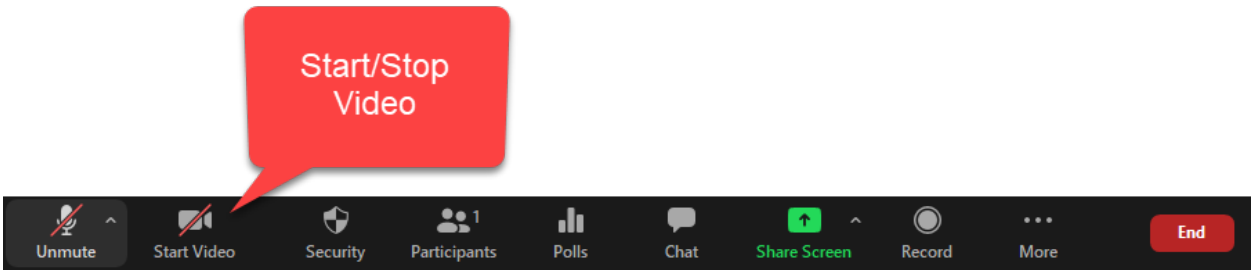
Mute Participants Upon Entry

Participants can unmute their microphones by clicking on the microphone icon next to their names in the Participants window on the right of the screen.



Click the unmute/mute button to toggle microphone

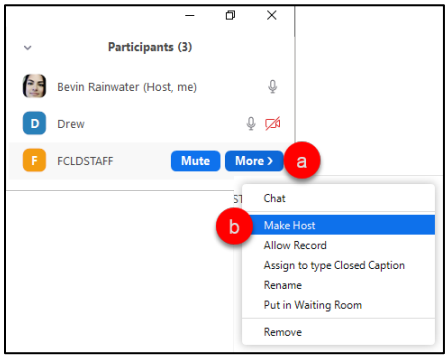
If you want to use a webcam during your meeting, click on the **Start Video** icon at the bottom of your screen. If the camera was already on and active, the video should show up automatically. It is recommended that you turn on your webcam before entering the meeting room to avoid crashing the webcam software.



Start/Stop the Video to share your Webcam

Changing Hosts

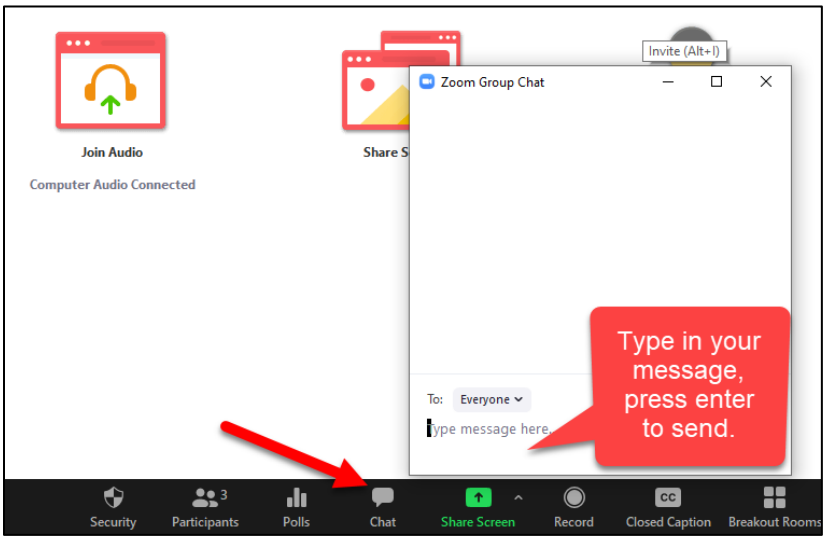
It is possible to make someone else a host. To do so, hover over the person's name from the participants list, and then click **More > Make Host**. There can only be one Host in Zoom at a time. The host is the only person with ability to start and end meetings. Should the host's computer crash, the next person to have logged in is assigned host (or you can assign an alternate host in advance). Once the real host returns, he or she must have the other "host" pass back the Host role.



Hover over Participant > More > Make Host

Chat

To chat, simply type in the chat box at the bottom of the screen and click the Enter key to send. It is possible to send private messages, but if you share the transcript at the end, all messages will show up, including private ones.

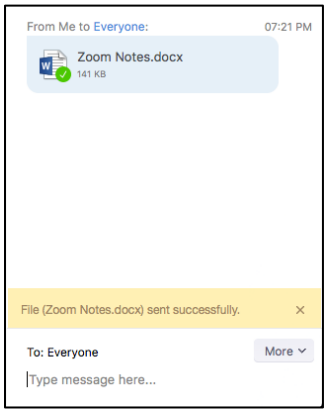


Click the Chat button, then type your message into the pop-up chat box

Sharing Files with Participants

Sharing files must be done during the Zoom session. After the session has ended, it will not prompt you to share files or send anything to participants. To do this, you need to have this enabled in your session options, and use the chat box to send files.

1. During your Zoom session, click the **Chat** icon.
2. Click **File**, then click **Your Computer** to send a file on your computer. You can also send a file from the cloud (e.g. Dropbox, OneDrive, etc.)
3. You will see the following once the file is successfully sent.



Sharing files with Participants in Zoom

4. When the file is sent, participants will see a notification and can click **Download** to download the file.

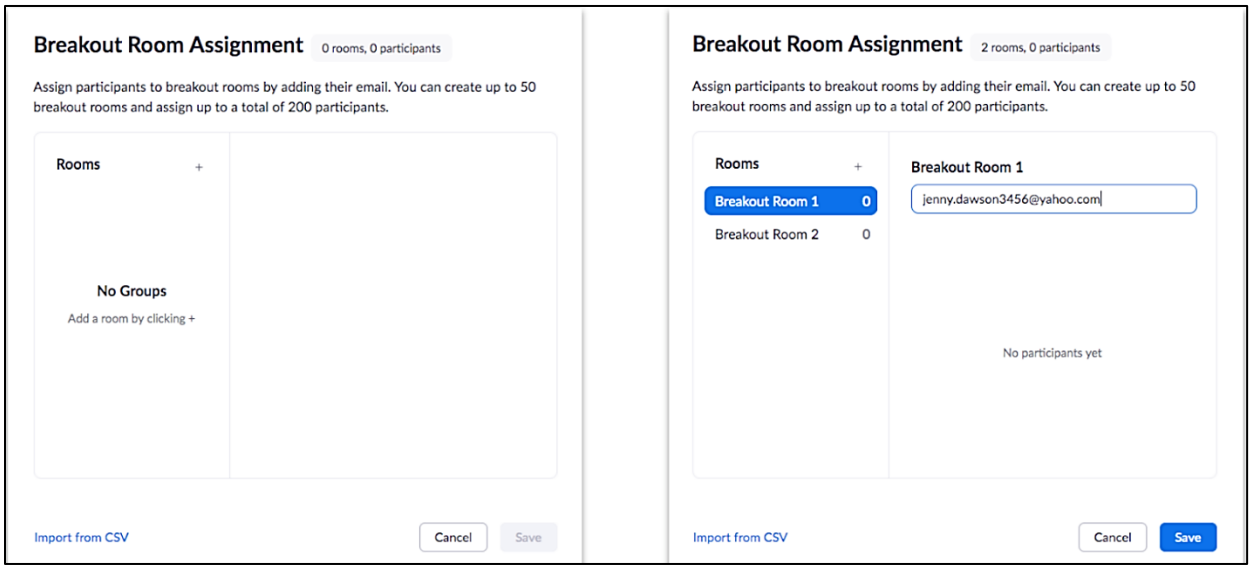
Breakout Rooms

Pre-asigning during scheduling

The meeting host is allowed to pre-assign Breakout Rooms when scheduling a meeting. This option is great for hosts who already know how they want to group their participants.

To schedule a meeting with pre-assigned Breakout Rooms:

1. Ensure that the "Allow host to assign participants to Breakout Rooms when scheduling" option is enabled.
2. When scheduling a new meeting, navigate to **Meeting Options** and enable the "Breakout Rooms preassign" option.
3. You can then select **Create Rooms** to set up rooms and assign participants manually using their email address or **Import from CSV**, which provides you with a CSV template to which you can add your Breakout Rooms and participants.
4. To title each Breakout Room, click on the Breakout Room of your choice and then click the pencil icon to rename the room.
5. Once you've created your Breakout Rooms and assigned participants, click **Save** before continuing to schedule your meeting.

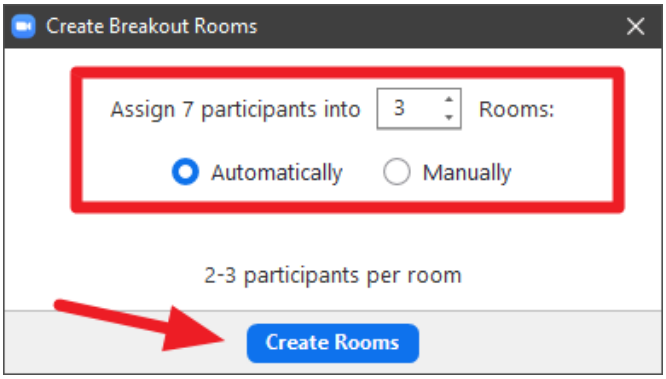


Setting up Breakout Room Assignments in the Meeting Scheduler

During a Meeting

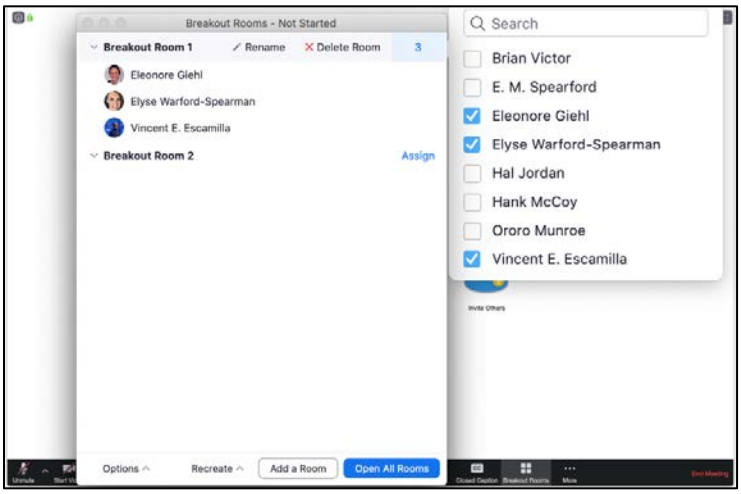
To create Breakout Rooms during the session, click the **Breakout Rooms** button. If you are sharing, you will click the **…More** button on your menu at the bottom, then click **Breakout Rooms**. You have the following options:

- **Automatic vs. manual room creation**
  - Automatic room creation will create your Breakout Rooms automatically, placing participants into rooms randomly or placing them into their pre-assigned rooms. Input the number of Rooms you want to create, select Automatically, then click **Create Rooms**.



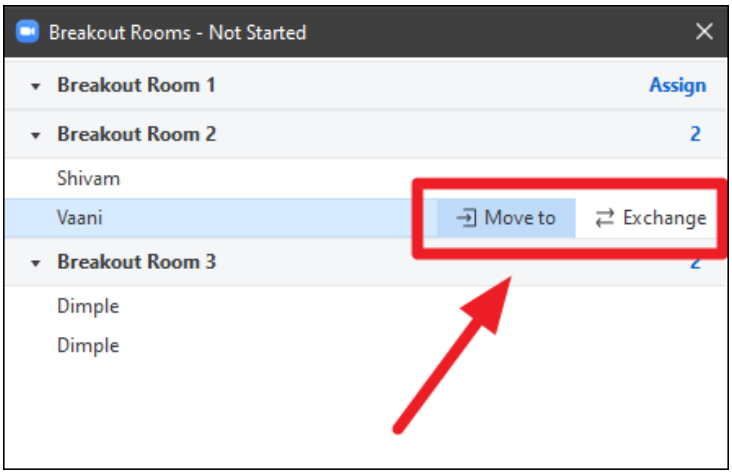
Create Breakout Rooms Automatically

  - Manual room creation will allow you to create each room and assign particpants to each room individually. Select Manually → **Create Rooms**
    - Click the **Add a Room** button to add as many rooms as you need.
    - Click the **Assign** button, then choose the participants to go into that Breakout Room.



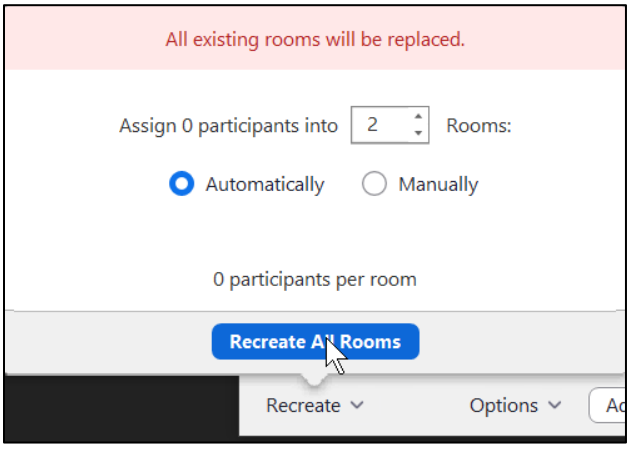
Assigning Participants to Breakout Rooms

- **Move participants** – to move a participant, select their name and assign them to a different room. You can also Exchange them with another participant in the room you are moving that participant to.



Move Participant to Another Breakout Room

- **Delete room** – This option will delete the Breakout Room you have selected. The participants in that room will be moved back into the queue to be placed into another Breakout Room. Click on the Breakout Room label → **Delete Room**.
- **Rename room** - You can rename rooms if you want by clicking on the Breakout Room label → **Rename**.
- **Recreate** – This option allows you to start from scratch by randomly recreating your Breakout Rooms and placing participants into rooms automatically, or you can manually recreate the Breakout Rooms.

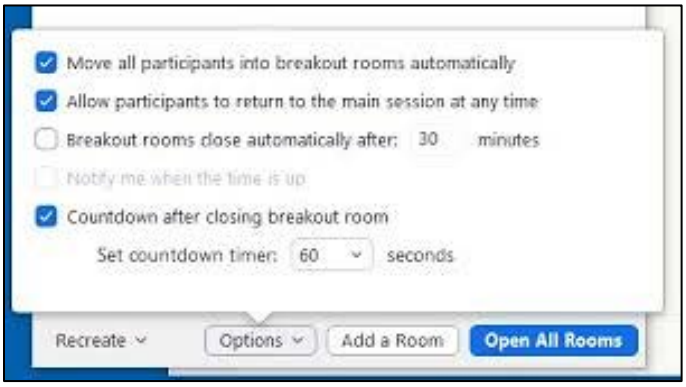


Recreate Breakout Rooms

Breakout Room Options

Inside the Breakout Room Panel, there's an **Options** button to customize the Breakout Rooms. These Options include:

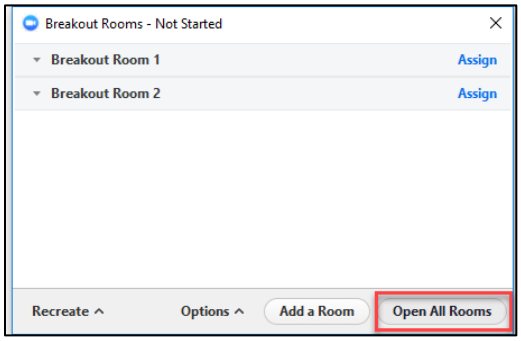
- **Move all participants to Breakout Rooms –** Automatically moves all participants to a Breakout Room when you click the **Open All Rooms** button, allowing you to create Breakout Rooms on the fly.
- **Set a timer** – You can set a timer for the amount of time participants have in their breakout session. Participants will be moved automatically into the main session when the timer expires.
- **Countdown after closing Breakout Rooms** – This gives participants a visual countdown to when they will be returned to the main session, giving the participants time to wrap-up their discussion in the Breakout Room.
- **Allow participants to return to the main session at any time** – This allows them to return to the main session without any time constraints.



Breakout Room Options

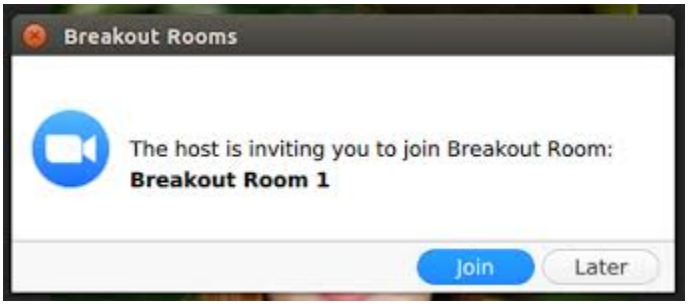
Starting Breakout Rooms

When ready to start the Breakout Rooms, click the **Open All Room**s button at the bottom fo the Breakout Rooms Panel.



Open All Rooms

Participants will get a pop-up notification that the host has invited to them to a Breakout Room. The participant would click **Join**.



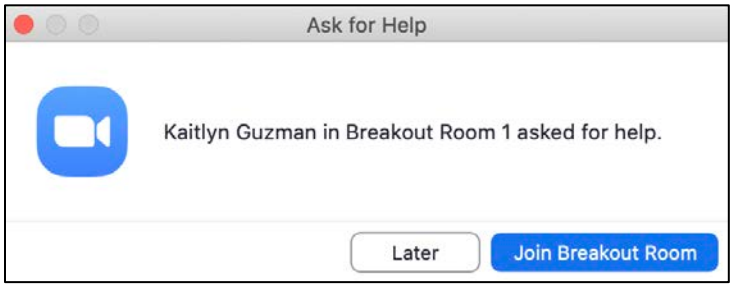
Participant: Join Breakout Room

Hosts can also Broadcast a message to all users in the Breakout Rooms by clicking the **Broadcast a message to all** button →**Broadcast**.

Participating in a Breakout Room

During the Breakout Room session, participants have the following abilities:

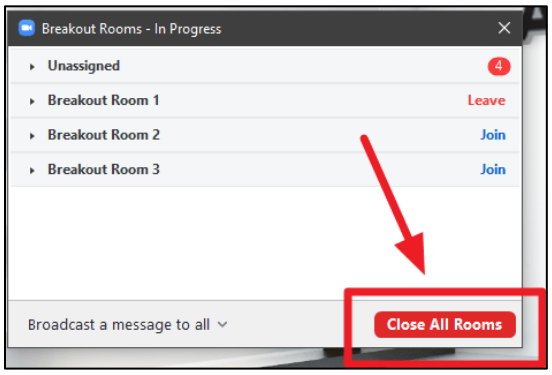
- **Self-select your Breakout Room** - If the host has enabled this feature, participants can select which Breakout Room they'd like to join. The participant can move freely between Breakout Rooms without the host having to assign them one. NOTE: Both the meeting host and participants need to be on Zoom 5.3.0 or later to self-select Breakout Rooms.
- **Screen-sharing** – Participants can share screens in a Breakout Room just as the host would in a regular meeting. The host must enter the Breakout Room to share their own screen during that Breakout Room's session.
- **In-meeting chat** – Participants can use the chat function within their Breakout Room to message other participants, share links, content or ideas.
- **Asking the host for help** – This feature allows the participant to contact the host to let them know you need help within their Breakout Room. The host can immediately respond by joining the Breakout Room or send a message to participants informing them that they will help when they become available. A pop-up notification will appear to the host (as shown below). The host would click **Join Breakout Room** or select **Later**.



Student in Breakout Room requests help

Ending Breakout Rooms

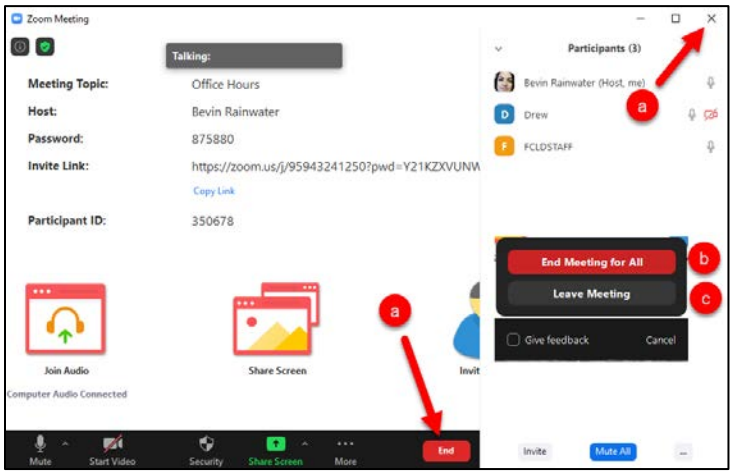
Breakout Rooms will end automatically if you set the timer. If you want to manually stop Breakout Rooms, click the **Close All Rooms** button at the bottom of the Breakout Groups panel.



Close All Rooms

Finishing the Meeting

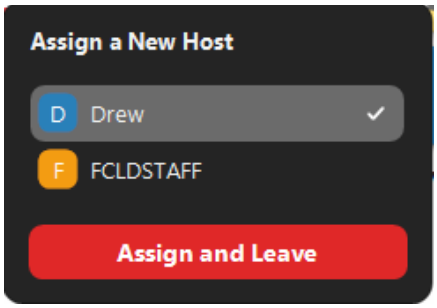
In Zoom, there are two ways to end the session. You can either click the **End** button at the bottom of the Zoom window, or click the X in the upper right. From there, you have two choices: **End Meeting for All** or **Leave Meeting**. Both allow you to **Give feedback** on the quality of the session.



End Meeting for All or Leave Meeting

Leave Meeting

If you need to leave the meeting and come back in (due to a glitch or something), you can click this option and re-enter. When you click **Leave Meeting**, it will ask you to assign the host to someone else, and then leave.

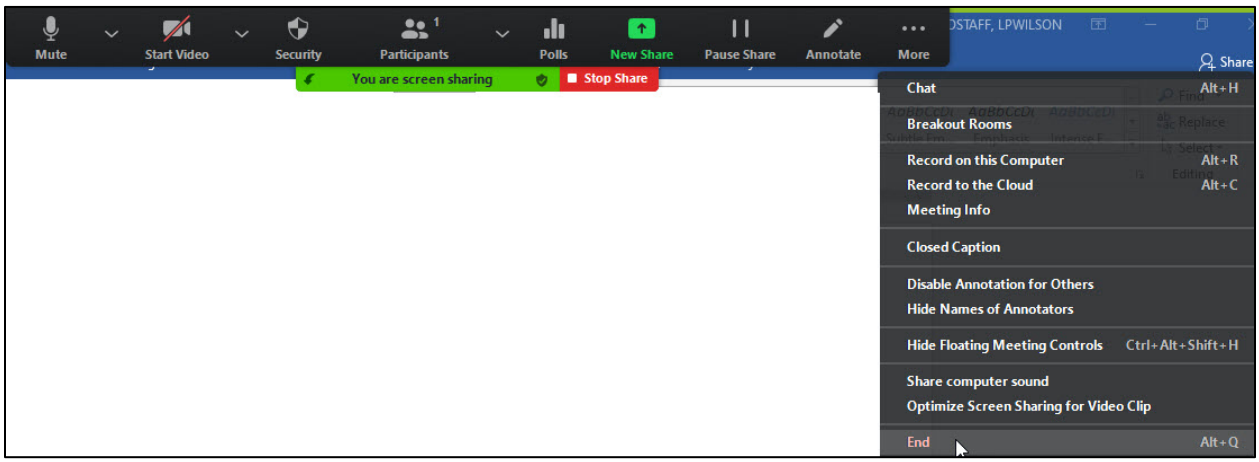


Select a Participant > Assign and Leave

NOTE: If you lose power or internet, it will randomly assign the Host role to another participant. You will need to sign back and select the session to re-join. When you re-join, you will reclaim the host role.

End Meeting for All

When you select this option, it ends the session and bumps out all participants. **NOTE:** It will not prompt you to send meeting files or anything. It closes immediately and the session is done. If you are sharing your screen, you would click the **…More** button and then click **End**.

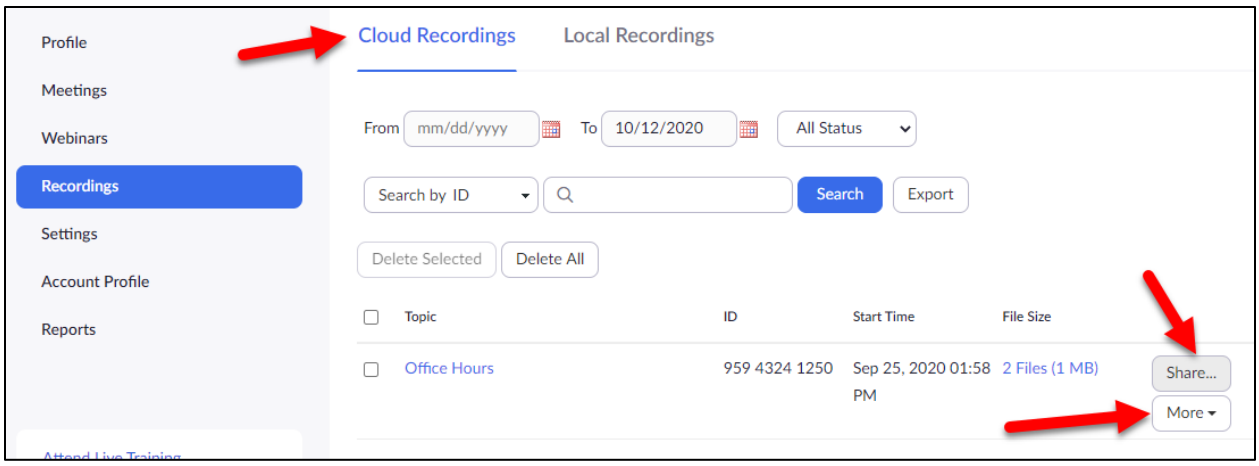


Ending the Meeting while Sharing

NOTE: Zoom does not give you the option to download files at the end of the session or to share the chat transcript. Instead, you must share files **DURING** the Zoom session.

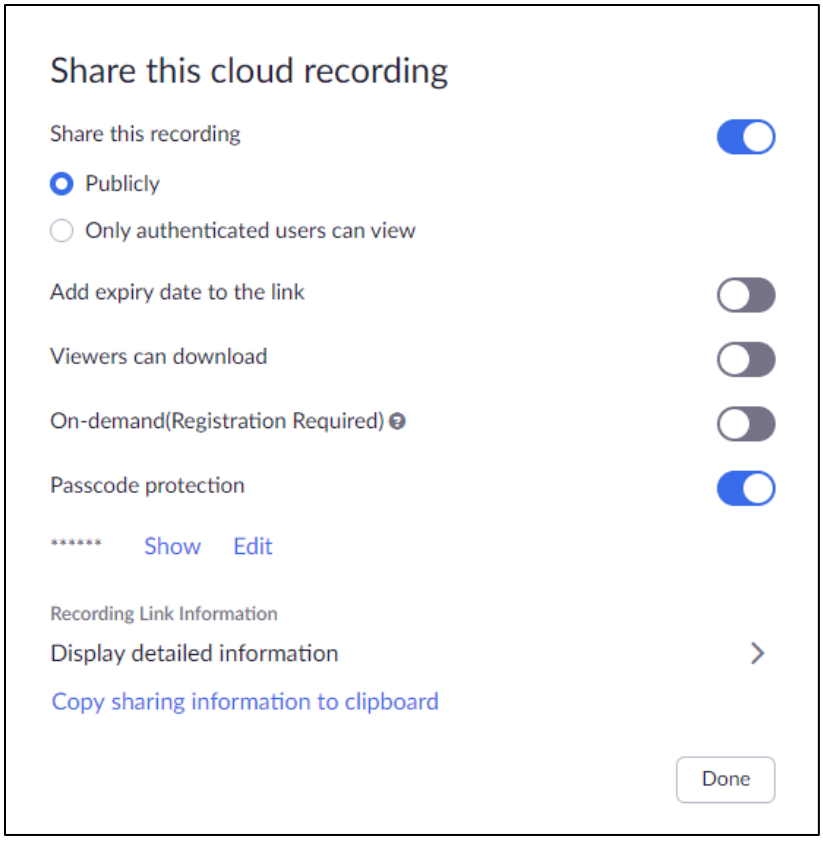
Recordings: Sharing and Downloading

To download or share recordings of prior Zoom meetings, you need to go back into the Zoom dashboard (https://zoom.us) and login. Then navigate to the **Recordings** button on the left. Choose Cloud or Local Recordings tab at the top.



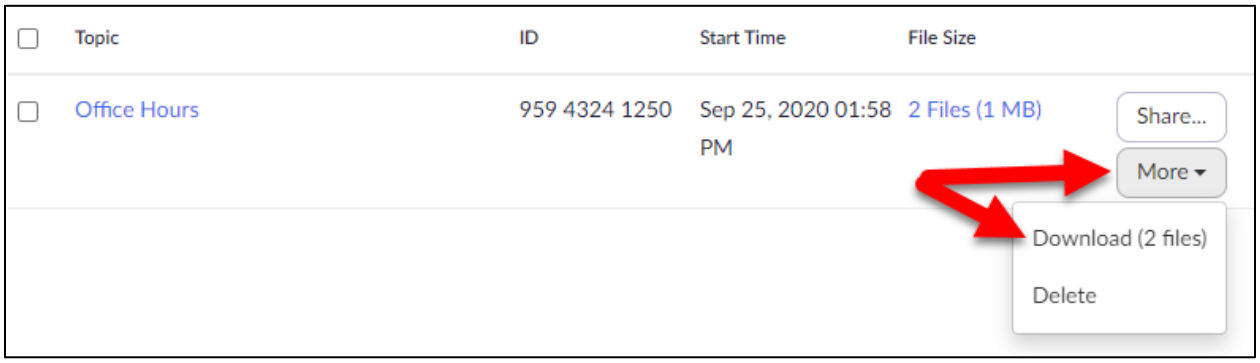
Zoom Recordings

1. To Share, click the **Share** button next to the video in the list. Some sharing options:
    a. **Share this recording:** Publicly or Only authenticated users can view. As students at University of Hartford cannot have zoom accounts, we recommend sharing **Publicly**. Sharing with **Only authenticated users can view** requires participants to have a Zoom account.
    b. **Add expiry date to the link** – make it available for only a certain period of time.
    c. **Viewers can download** – I would say no, unless you have students who are in different countries or students in remote areas who may not be able to be online for long.
    d. **On-demand(Registration required)** – again set to no, because participants cannot have accounts at the University.
    e. **Password protection** – your choice. If only posting it within Blackboard, I would not necessarily put a password on the recording.
    f. **Copy sharing information to clipboard** – this copies it to your clipboard so that you can paste it into an announcement in Blackboard or into an email.



Recording Sharing Options

2. To download, click the file, click the **More** drop-down button, then click **Download (2 files)** or **Delete**. Note that it will give you a video file and an audio file to download to your computer.

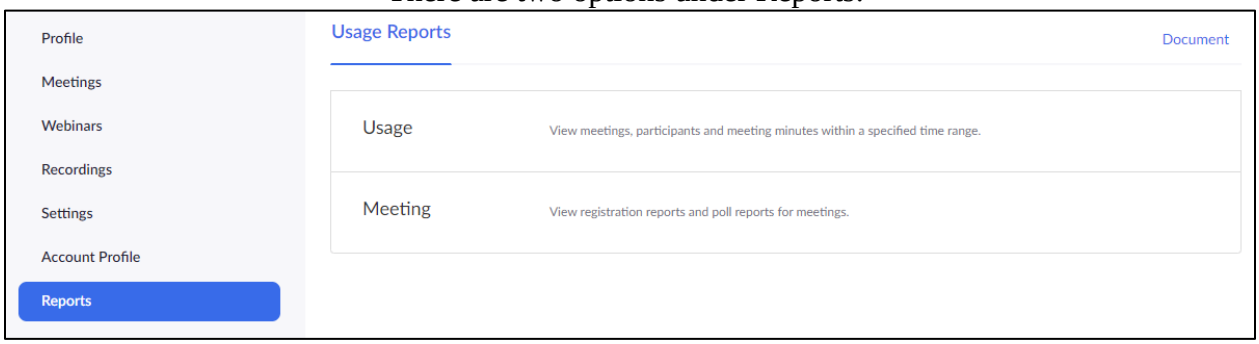


Recording Download Options

Attendance Reports and Poll Results

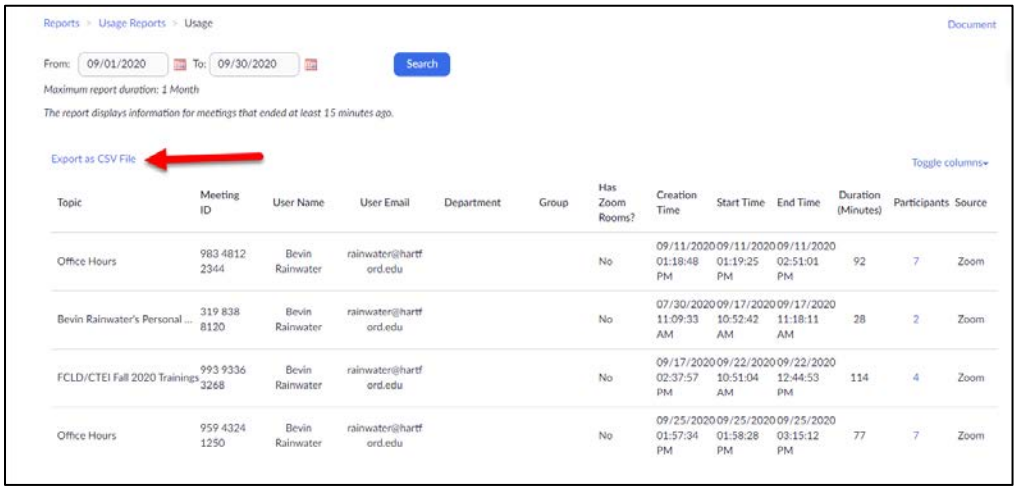
To retrieve attendance reports or poll results post-meeting, go to the dashboard (at https://zoom.us) and login. Then navigate to the **Reports** button on the left.

There are two options under Reports:



Report Options

1. Usage: View meetings, participants and meeting minutes within a specified time range. Click on the **Usage** option on the Reports tab.
    a. Once in here, use the date range tool to find the session(s) you want. Note that you can only get a report 1 month at a time.

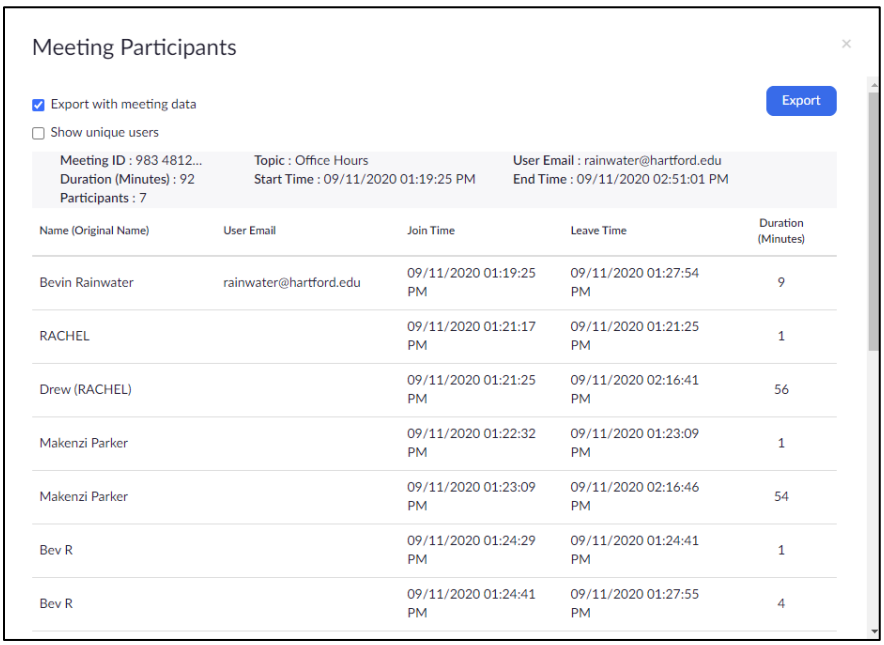


Search and find your meeting > Export as CSV

    b. Click **Export as CSV file**. It will take a moment, then it will ask you to save to your computer (opens in Excel). **NOTE:** This will only give total numer of participants and the session start and end time. It does not give you detailed attendee information.
    c. To get detailed attendee information, click the on the # in the participants column (as shown below):

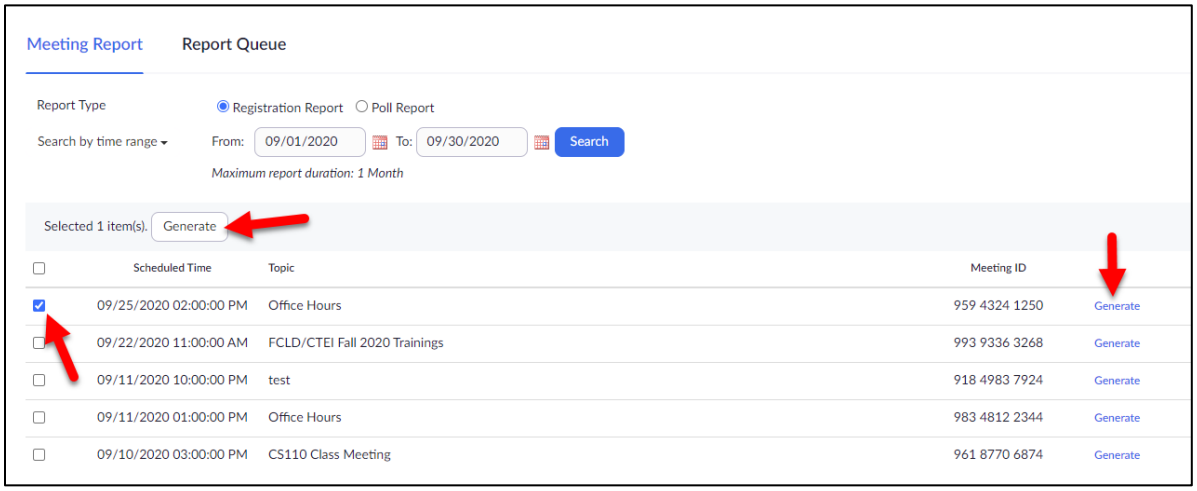
Click on the # of Participants for Attendee Detail

d. You can then check Export with meeting Data and click the Export button to get a detailed CSV file (opens in Excel).



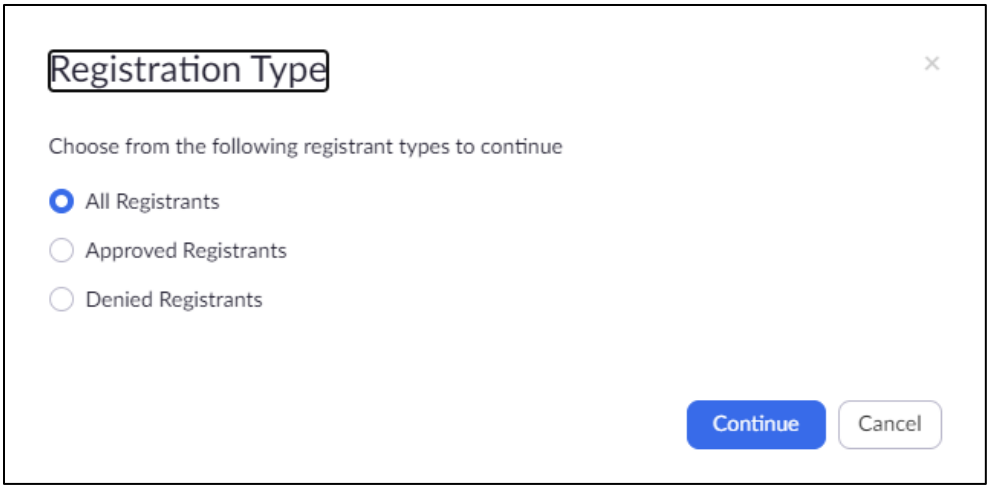
Meeting Participants Detail

2. **Meeting:** View registration reports and poll reports for meetings. Click on the **Meeting** option on the Reports tab.
    a. Once in here, use the date range tool to find the session(s) you want. Note that you can only get a report 1 month at a time.
    b. Select the session(s) you want results for, then click **Generate** either at the top or to the right of each session. You can select multiple sessions at a time if you choose.



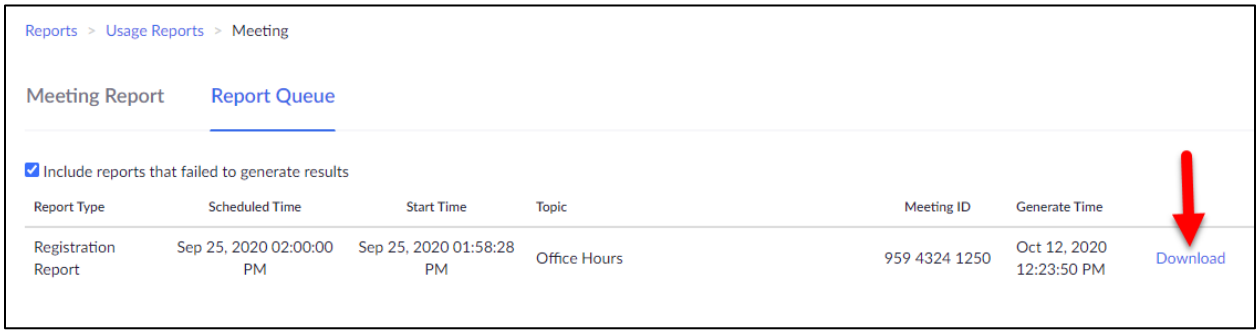
Select and Generate your Report

c. Under Registration Type, choose **All Registrants**, then click **Continue**.



Choose All Registrants

d. In a moment, your file will generate and it will take you to the Report Queue screen. Here you can click **Download** to get your report.



Download Report

e. A CSV file will be generated (opens in Excel). If you had any poll results, it would be in this file.

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.
Phone: (860) 768-4661 **Email:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Student Blackboard Support
The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).
Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

Information Technology Services (ITS) Help Desk
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu
Website: http://hartford.edu/ots

Media Technology Services (MTS)
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up Zoom accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4357 **Website:** http://www.hartford.edu/mts