# **UNIVERSITY OF HARTFORD**

### FACULTY CENTER FOR LEARNING DEVELOPMENT

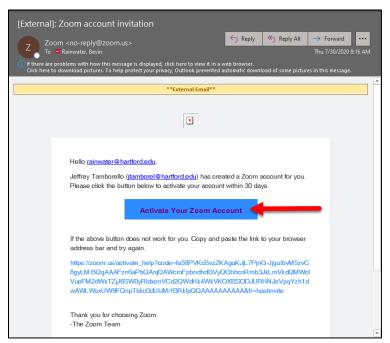
### Faculty Guide for Getting Started with Zoom

**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. Only 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 <u>helpdesk@hartford.edu</u> 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.

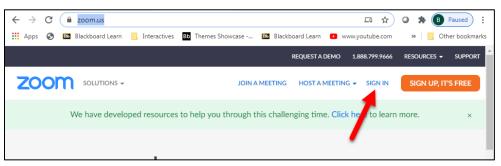


Activate your Zoom Account

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 <u>https://zoom.us/</u> and click on the **Sign In** button on the homepage.



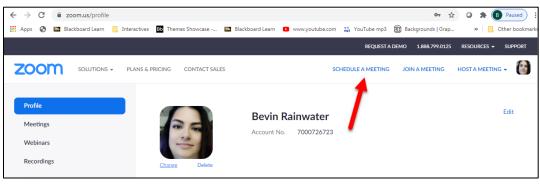
**Click Sign In in the Upper Right Corner** 

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

Sign In				
Email Address				
rainwater@hartford.edu				
Password				
•••••	Forgot?			
Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.				
Sign In				
Stay signed in	New to Zoom? Sign Up Free			

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, <u>information such as attendance</u>, 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.

Security	✓ Passcode 135147 ✓ Waiting Room
Video	Host <ul> <li>on O off</li> </ul>
	Participant O on O off
Audio	<ul> <li>Telephone</li> <li>Computer Audio</li> <li>Both</li> <li>Dial from United States of America</li> <li>Edit</li> </ul>
Meeting Options	Enable join before host
	Mute participants upon entry 100 Mute participants upon entry 1
	Only authenticated users can join
	✓ Automatically record meeting

#### **Zoom Meeting Options**

Getting Started with Zoom

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 <u>https://zoom.us/</u> 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.

ZOOM SOLUTIONS -	PLANS & PRICING CONTACT SALES		
Profile	Meetings		
Meetings a	Upcoming Previous	Personal Room Meeting Templates	
Webinars	Start Time to End T	lina	
Recordings	M Start time to End t	ing	
Settings	Today		
Account Profile	03:00 PM - 04:00 PM	CS110 Class Meeting Edit	it
Reports	Occurrence 1 of 13	Meeting ID: 961 8770 6874	
	Tue. Oct 27		
Attend Live Training	03:00 PM - 04:00 PM	CS110 Class Meeting	
Video Tutorials	Occurrence 2 of 13	Meeting ID: 961 8770 6874	
Knowledge Base	Thu, Oct 29		

Start your Zoom Meeting

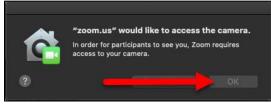
- 9. A pop-up will appear asking you to Open Zoom check always allow and then click **Open Zoom.**
- 10. The Zoom application will begin to launch.
- 11. Next, click Join with Computer Audio.



**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.

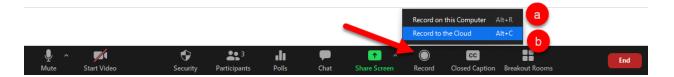


Allow camera and microphone

### Recording the Meeting

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

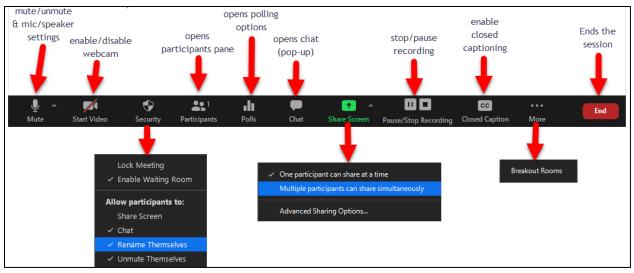
To record the Zoom session, click the **Record** button at the bottom of the Zoom session.



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

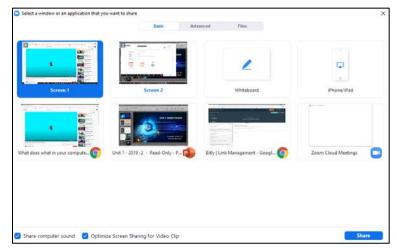
- 1. If you enabled recording to start upon launch, your meeting will be recording (and will appear in the upper left corner).
- 2. Once in, you are in the session interface. Here you can change how you Join via Audio, Share your Screen and/or Invite others. There are also other options along the bottom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

	Basic Advanced Files	
Portion of Screen	Music or Computer Sound Only 🛞	

**Advanced Sharing Options** 

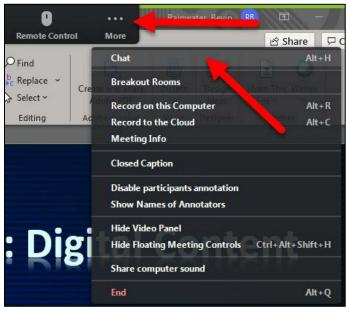
	Basic Advar	iced Files	
**		•	box
Dropbax	Microsoft OneDrive	Google Drive	Box

**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.

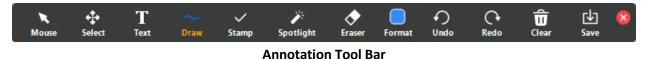
#### **Sharing Features** ٢ .h 11 i Ŷ Ť Mute Start Video Security Participants Polls New Share Pause Share Annotate More You are screen sharing 4) 🖲 🙂 Stop Share **Sharing Drop-Down**

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.

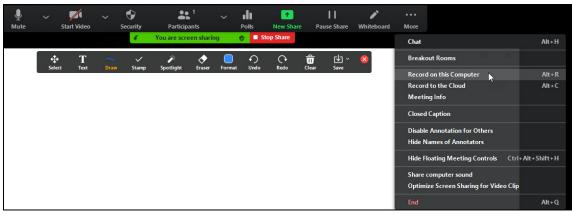


View the Chat Panel and Other Features

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.

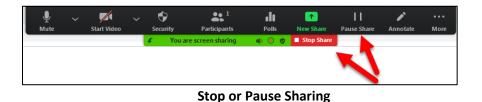


- 3. **Polling:** You can open up a poll while sharing. It creates a pop-up. Where you choose **Edit** or **Add a Question**, which will open a pop-up where you input your question and answer responses. After you have created your questions, save them. Then when you are ready to launch them, participants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



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.

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Mute	Start Video	Security	Participants	Polls	New Shar	e Pause	Share	Annotate	More
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· 💁 · 🗄 ·	ា Normal ា	N		ubtitle	Subtle Em	Emphasis	Intense E		Select
oh 🖪		Allow part	ticipants to:					rs.	Editing
511 13		Share S	creen	1		1			
		🗸 Chat							
		🗸 Rename	e Themselves						
		🗸 Unmute	Themselves						
		🗸 Annotat	te on Shared Conte	nt					

**Allow Participants to Share Screen** 

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



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.

You are viewing Drew's screen	View Options 🗸
FCLDDoc_update_Fall2020 [Re	Zoom Ratio Fit to Window > Hide Video Panel
ditional Format as natting ▼ Table ▼	Request Remote Control Annotate Exit Full Screen
	Styles Side-by-side mode
F G	Stop Participant's Sharing

View Options > Stop Participant's Sharing

### Communicating with Participants

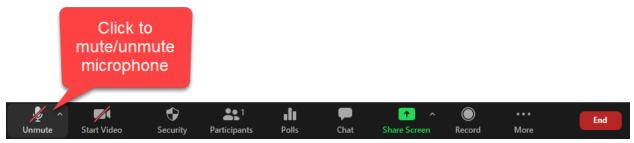
There are two ways to communicate with participants in your meeting: via audio (using a microphone and a webcam if desired), or via chat. You can use a combination of these in a single meeting. If you have a large group, it is recommended that the presenter speaks using a microphone while the participants 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.

Meeting Options	Enable join before host
	✓ Mute participants upon entry 🔞
	Only authenticated users can join
	Automatically record meeting

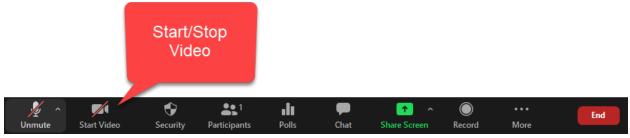
**Mute Participants Upon Entry** 

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

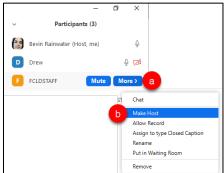
If you want to use a webcam during your meeting, click on the **Start Video** icon at the bottom of your screen. If the camera was already on and active, the video should show up automatically. It is recommended that you turn on your webcam before entering the meeting room to avoid crashing the webcam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



Start/Stop the Video to share your Webcam

### **Changing Hosts**

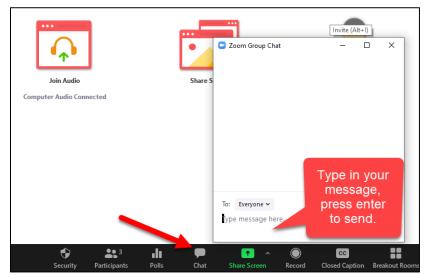
It is possible to make someone else a host. To do so, hover over the person's name from the participants list, and then click **More > Make Host**. There can only be one Host in Zoom at a time. The host is the only person with ability to start and end meetings. Should the host's computer crash, the next 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.

From Me to Everyone:	07:21 PM
Zoom Notes.docx	
File (Zoom Notes.docx) sent successfully.	×
To: Everyone	More 🛩
Type message here	

Getting Started with Zoom

#### 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.

Breakout Room Assignment	their email. You can create up to 50	Assign participants to br	eakout ro	gnment 2 rooms, 0 participants poms by adding their email. You can create up to 50 a total of 200 participants.
Rooms + No Groups Add a room by clicking +		Rooms Breakout Room 1 Breakout Room 2	+ 0 0	Breakout Room 1 jenny.dawson3456@yahoo.com
mport from CSV	Cancel Save	Import from CSV		Cancel Save

Setting up Breakout Room Assignments in the Meeting Scheduler

### **During a Meeting**

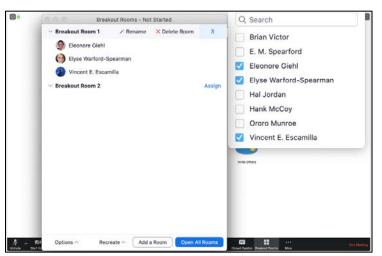
To create Breakout Rooms during the session, click the **Breakout Rooms** button. If you are sharing, you will click the **...More** button on your menu at the bottom, then click **Breakout Rooms**. You have the following options:

- 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.

😑 Crea	ate Breakout Rooms	×
	Assign 7 participants into 3 📫 Rooms:	
	🔵 Automatically 🗌 Manually	
	2-3 participants per room	
	Create Rooms	

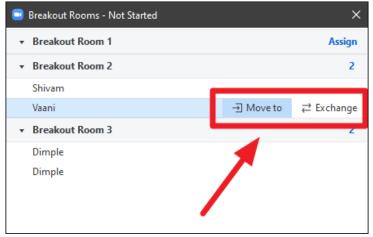
**Create Breakout Rooms Automatically** 

- Manual room creation will allow you to create each room and assign participants 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.



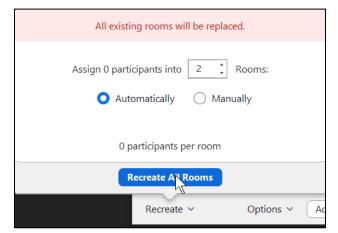
**Assigning Participants to Breakout Rooms** 

• **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.

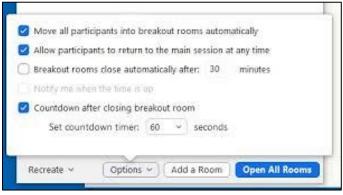


**Recreate Breakout Rooms** 

### **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.

Breakout Rooms - N	lot Started		×
<ul> <li>Breakout Room 1</li> </ul>			Assign
<ul> <li>Breakout Room 2</li> </ul>			Assign
Recreate ^	Options ^	Add a Room	Open All Rooms

**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  $\rightarrow$ **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.

😑 Breakout Rooms - In Progress	×
<ul> <li>Unassigned</li> </ul>	4
Breakout Room 1	Leave
Breakout Room 2	Join
Breakout Room 3	Join
Broadcast a message to all 🗸	Close All Rooms

**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.

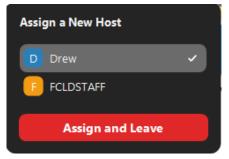


End Meeting for All or Leave Meeting

### **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.

Getting Started with Zoom



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 (<u>https://zoom.us</u>) and login. Then navigate to the **Recordings** button on the left. Choose Cloud or Local Recordings tab at the top.

Profile	Cloud Recordings Local Recordings	5			
Meetings					
Webinars	From mm/dd/yyyy To 10/12/2020	All Sta	tus 🗸		
Recordings	Search by ID 🔹	Sea	rch Export		
Settings					
Account Profile	Delete Selected Delete All				
Reports	П Торіс	ID	Start Time	File Size	
	Office Hours	959 4324 1250	Sep 25, 2020 01:58 PM	2 Files (1 MB)	Share
			ЧИ	-	More -
Attend Live Training					

**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.

Share this cloud recording	
Share this recording	
O Publicly	
<ul> <li>Only authenticated users can view</li> </ul>	
Add expiry date to the link	
Viewers can download	
On-demand(Registration Required) \Theta	
Passcode protection	
***** Show Edit	
Recording Link Information	
Display detailed information	>
Copy sharing information to clipboard	
	Done

**Recording Sharing Options** 

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.

Торіс	ID	Start Time	File Size
Office Hours	959 4324 1250	Sep 25, 2020 01:58 PM	2 Files (1 MB) Share More - Download (2 files) Delete

**Recording Download Options** 

### Attendance Reports and Poll Results

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

Getting Started with Zoom

#### There are two options under Reports:

Profile	Usage Reports		Document
Meetings			
Webinars	Usage	View meetings, participants and meeting minutes within a specified time range.	
Recordings			
Settings	Meeting	View registration reports and poll reports for meetings.	
Account Profile			
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.

eports > Usage Reports > Us	age											Docum
rom: 09/01/2020 🛅 T	o: 09/30/2	020	Searc	h								
faximum report duration: 1 Month												
he report displays information for	meetings that	ended at least 15	i minutes ago.									
Export as CSV File											Toggle c	olumn
	Meeting ID	User Name	User Email	Department	Group	Has Zoom Rooms?	Creation Time	Start Time	End Time	Duration (Minutes)	Participants	Sour
	983 4812	Bevin	rainwater@hartf				09/11/20	20.09/11/202	0 09/11/202	0		
	983 4812 2344	Rainwater	ord.edu			No	01:18:48 PM	01:19:25 PM	02:51:01 PM	92	7	Zoo
							07/30/20	20 09/17/202	0 09/17/202	0		
	319 838 8120	Bevin Rainwater	rainwater@hartf ord.edu			No	11:09:33 AM	10:52:42 AM	11:18:11 AM	28	2	Zoo
	993 9336	Bevin	rainwater@hartf				09/17/203	20 09/22/202	0 09/22/202	0		
FCLD/CTEI Fall 2020 Trainings	3268	Rainwater	ord.edu			No	02:37:57 PM	10:51:04 AM	12:44:53 PM	114	4	Zoo
	959 4324	Bevin	and a second based				09/25/2020 09/25/2020 09/25/2020			0		
	1250	Rainwater	rainwater@hartf ord.edu			No	01:57:34 PM	01:58:28 PM	03:15:12 PM	77	7	Zoo

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):

Торіс	Meeting ID	User Name	User Email	Department	Group	Has Zoom Rooms?	Creation Time	Start Time	End Time	Duration (Minutes)	Participant	s Source
Office Hours	983 4812 2344	Bevin Rainwater	rainwater@hartf ord.edu			No	09/11/202 01:18:48 PM	20 09/11/202 01:19:25 PM	0 09/11/202 02:51:01 PM	0 92	7	Zoom

#### Click on the # of Participants for Attendee Detail

Getting Started with Zoom

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

Meeting Participa	nts			
<ul> <li>Export with meeting data</li> </ul>				Export
Show unique users				
Meeting ID : 983 4812 Duration (Minutes) : 92 Participants : 7	Topic : Office Hours Start Time : 09/11/20		ser Email : rainwater@hartford.edu nd Time : 09/11/2020 02:51:01 PM	
Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
Bevin Rainwater	rainwater@hartford.edu	09/11/2020 01:19: PM	25 09/11/2020 01:27:54 PM	9
RACHEL		09/11/2020 01:21: PM	17 09/11/2020 01:21:25 PM	1
Drew (RACHEL)		09/11/2020 01:21: PM	25 09/11/2020 02:16:41 PM	56
Makenzi Parker		09/11/2020 01:22: PM	32 09/11/2020 01:23:09 PM	1
Makenzi Parker		09/11/2020 01:23: PM	09 09/11/2020 02:16:46 PM	54
Bev R		09/11/2020 01:24: PM	29 09/11/2020 01:24:41 PM	1
Bev R		09/11/2020 01:24: PM	41 09/11/2020 01:27:55 PM	4

**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.

Report	t Type 💿 Reg	istration Report O Poll Report		
Search	n by time range 🗸 🛛 From:	09/01/2020 📰 To: 09/30/2020 📰 Search		
	Maximu	im report duration: 1 Month		
Selec	ted 1 item(s). Generate			
	Scheduled Time	Торіс	Meeting ID	1
	09/25/2020 02:00:00 PM	Office Hours	959 4324 1250	Generate
	09/25/2020 02:00:00 PM 09/22/2020 11:00:00 AM		959 4324 1250 993 9336 3268	Generate Generate
	09/22/2020 11:00:00 AM	FCLD/CTEI Fall 2020 Trainings	993 9336 3268	Generate

#### Select and Generate your Report

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

Registration Type	×
Choose from the following registrant types to continue	
O All Registrants	
Approved Registrants	
O Denied Registrants	
	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.

Reports > Usage	Reports > Meeting					
Meeting Repo	rt Report Queue					
Include reports	that failed to generate result	5				1
Report Type	Scheduled Time	Start Time	Торіс	Meeting ID	Generate Time	1
Registration Report	Sep 25, 2020 02:00:00 PM	Sep 25, 2020 01:58:28 PM	Office Hours	959 4324 1250	Oct 12, 2020 12:23:50 PM	Download

#### 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: <u>bbsupport@hartford.edu</u> FAQ/Submit a Ticket: <u>http://www.hartford.edu/studentbbsupport</u>

#### 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) 768-4357Email: helpdesk@hartford.eduWebsite: 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