# Zoom FAQ

What type of account do I have?

Confirm whether or not your account was upgraded by your institution by logging into your Zoom account online and checking the "Profile" link on the left-hand side of the page. Under "User Type," it should list you as a "Licensed" user. If you are listed as "Basic," your account has not been upgraded and you will need to contact your institution's Zoom administrator.

User Type	Licensed ❓

- Basic accounts can host sessions for 40 minutes or less. Cloud recording is not available to basic users.
- Pro accounts can host sessions for an unlimited amount of time and will have access to cloud recording.

How do I log-in?

- Log-in through your institution's provider URL. Bookmark this on your computer for easy access.
- Download Zoom's Desktop Client using this link (https://zoom.us/download#client_4meeting) and log-in using your software.
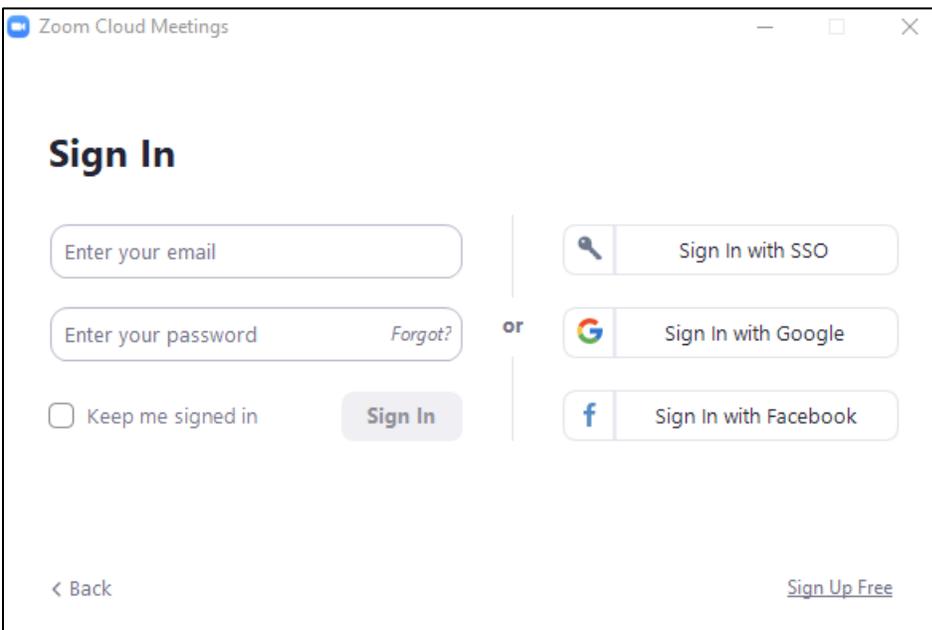
How do I create a meeting?

There are multiple ways to create meetings for Zoom. Select your favorite option below!

Personal Meeting Room

All Zoom accounts have a Personal Meeting room (found on your "Profile" page). This ID never changes and is unique to you. This ID can be used in place of scheduling meetings. You can give

your Personal Meeting room [a vanity URL](#) under "Personal Link" for an easy-to-remember option.

Personal Meeting ID

Zoom Web Portal
Select "Meetings" from the left-hand menu and select "Schedule a New Meeting." This will create a unique URL for that meeting which you will share with your attendees. You can also adjust meeting settings in this area.

SCHEDULE A MEETING

Zoom Desktop Client
Open the software on your computer and select "Schedule." Fill out the meeting form to create a unique meeting with a unique URL that you will share with your attendees.

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Schedule
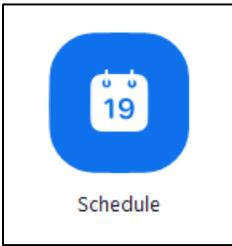
Outlook
You can also add a Zoom plug in to Outlook to schedule your sessions. More information on [how to integrate Outlook and Zoom](#) is provided by Zoom's Help Center.

What can I do in a meeting?

- [Host Controls](#): As a user hosting a Zoom meeting, you can interact with your attendees in a variety of ways.
- [Attendee Controls](#): Attendees also have the ability to interact with one another and with their host. Learn about what attendees can do and how you can control what types of interactions they have access to.
- [Sharing Your Screen](#): You can share your screen or applications like Microsoft Word and PowerPoint on Zoom with your attendees
- [Annotation Tools](#): If you like to use a board during class to jot down information or discussion points, the annotation tool might be a good choice for you.
- [In-Meeting Chat](#): The chat function allows attendees and hosts to communicate with one another during the meeting without using their webcam or microphone.
- [Managing Participants in a Meeting](#): Sometimes, you'll want to manage how users interact in your sessions. You can do that through different settings in your room
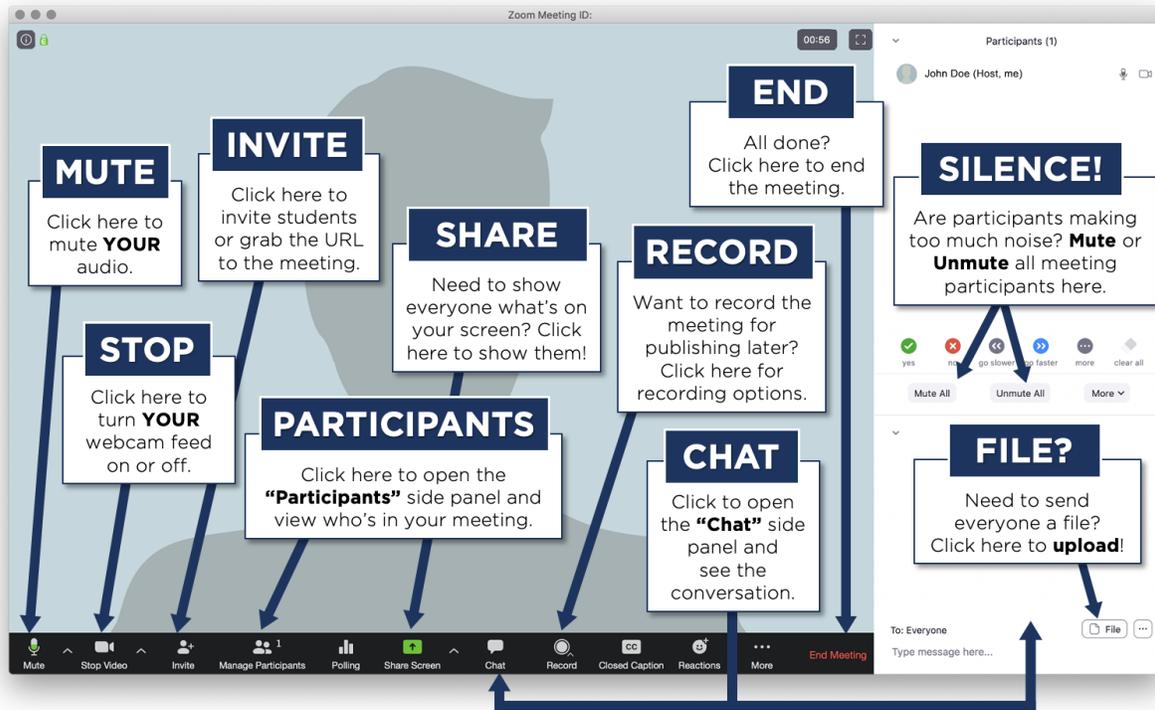
How do I record my session?

When you launch a meeting as a host, select record in the bottom meeting controls bar. This will prompt you to either [record the session to the cloud](#) (licensed users only) or [to your desktop](#). Note that cloud recordings processing time is dependent on Zoom usage, so these will not be immediately available after the recording was made. You can also set your meetings to automatically record in our settings options.
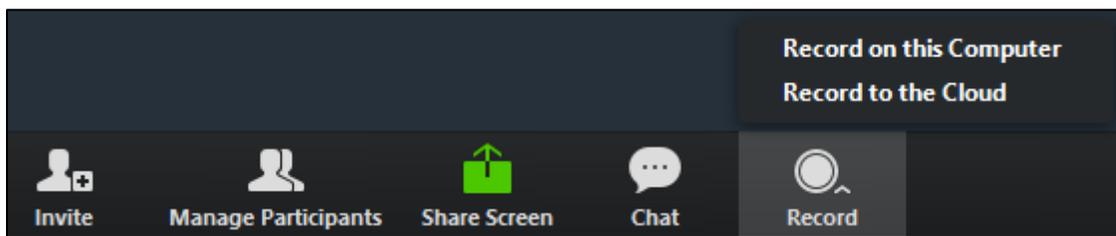
How do I conduct small group conversations and activities?

When you launch a meeting as a host, you can [break students out into small group conversations](#) using breakout rooms. This feature needs to be enabled in your meeting room settings before beginning the session. Using the meeting tool bar at the bottom of the screen, select the Breakout Room icon. You will be prompted [to create rooms manually or automatically](#). You can host up to 50 breakout rooms at a time. In your meeting settings, you can also turn on the option [to set up breakout groups before the meeting begins](#).

After rooms are launched, you can travel in-between groups to monitor and participate in their conversations. You can also prompt students to return to the main room—they will be given a warning before they are automatically brought back.

Can my meeting be captioned or transcribed?

If a student in your course requires live captioning, you can turn on the Closed Captioning feature during your meeting. This prompts you to have a student in the classroom type live captions along with your session, or your institution may use a third-party captioning service.

Sessions recorded to the Zoom Cloud will can an automatic transcript created. This transcript can be shared with your attendees alongside your recording. The transcript is about 70-80% accurate but can be edited by the owner of the recording for accuracy.

What if my students don't have a computer or strong internet access?

Students can access Zoom through mobile phone clients like iOs, Android, and BlackBerry. Through these apps, they can share both their face and their voice. As a last-minute option, students can also call into a meeting if there internet connection is weak. Students with a smart phone can also review recording sessions with their mobile device if they are recorded and shared.

I'm Concerned About the Privacy of My Zoom Session

- Create a waiting room so you can monitor who joins and lock down your room if someone enters who does not belong.
- Disable "Join Before Host" so people can't enter your meeting space until you arrive.
- Enable "Co-Host" so you can assign others to help moderate while you are presenting
- Disable "File Transfer" so there's no digital virus sharing.
- Disable "Allow Removed Participants to Rejoin" so removed attendees cannot re-enter the meeting.

Zoom Testing & Tutorials

- Zoom test site for practice: https://zoom.us/test
- Zoom Tutorial Videos: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials
- Zoom Help Center: https://support.zoom.us/hc/en-us
- Zoom FAQ: https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions