ZOOM Guide for Participants

GETTING PREPARED

Prep for the Meeting

- Plan for a quiet space
- For first-time users, visit ucsf.zoom.us/download and install free ZOOM app.
- Select "Login with SSO," enter "ucsf" as domain, and enter your *MyAccess* username and password
- A headset is highly encouraged to provide improved audio quality for all participants
- Computer
- A working internet connection; ethernet is preferable but WiFi can work
- ZOOM meeting space link from facilitator

Setting up a test meeting

- Open ZOOM
- Click either "Start with video" or "Start without video"
- In popup window, click "Join With Computer Audio" button
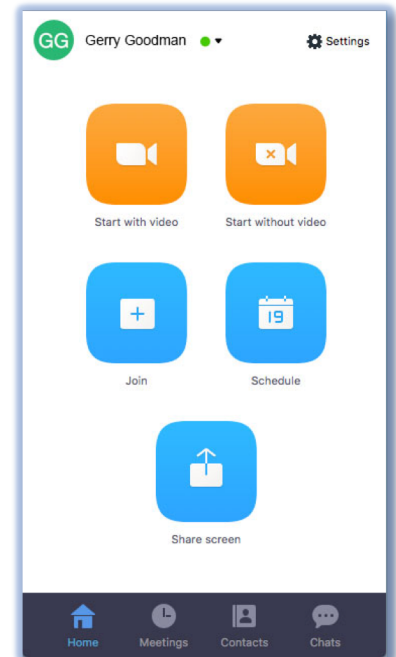
JOINING A MEETING

You can choose from 3 methods to participate...

Web Link Method

- Facilitator will provide you with a web link in advance via email or calendar event
- Click the link to enter the ZOOM meeting
- In popup window, click "Join With Computer Audio" button

Meeting ID in ZOOM app Method

- Open ZOOM app
- Click "Join"
- Enter Meeting ID
- Click "Join" again

### Meeting ID in Browser Method

- Visit ucsf.zoom.us
- Click "Join A Meeting"
- Enter meeting ID
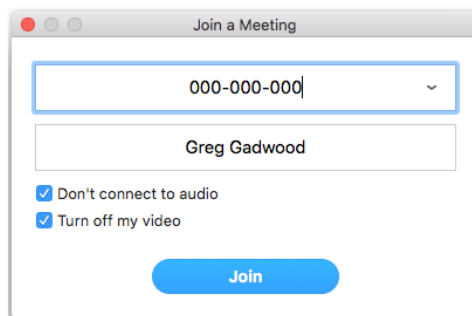
Once entering the meeting, you'll need to manage your audio and video

MANAGING AUDIO

- Use a headset with a microphone. If you don't have a headset, use headphones
- Immediately mute your audio when entering the Zoom meeting room
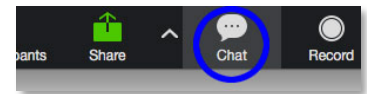- Use the space bar on your computer to temporarily unmute and mute your audio.
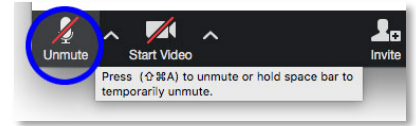
MANAGING VIDEO

- Decide if you want your video feed to be on or off
- If you prefer not to show your video feed, select "Stop Video"
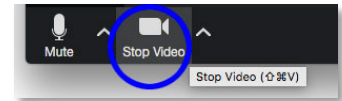
USING CHAT

- Use it to communicate with the facilitator and other participants.
- Messages sent default to "everyone." To send a private chat you must make a choice to do so

TIPS & ETIQUETTE

- "Mute" is your friend
- Close other messaging apps and email clients; only send messages related to the meeting
- Primary light source should be in front of your head, not the back
- For a chat message, choose your target: either everyone, or individuals
- Address noise from other people and animals in your space
- Close unneeded applications before screen sharing
- Use "Chat" if you're having challenges during a meeting
- Turning video feed on is a personal choice
- Headset is highly encouraged
- If you plan to eat, turn off the audio and video
- Take a look in the mirror beforehand
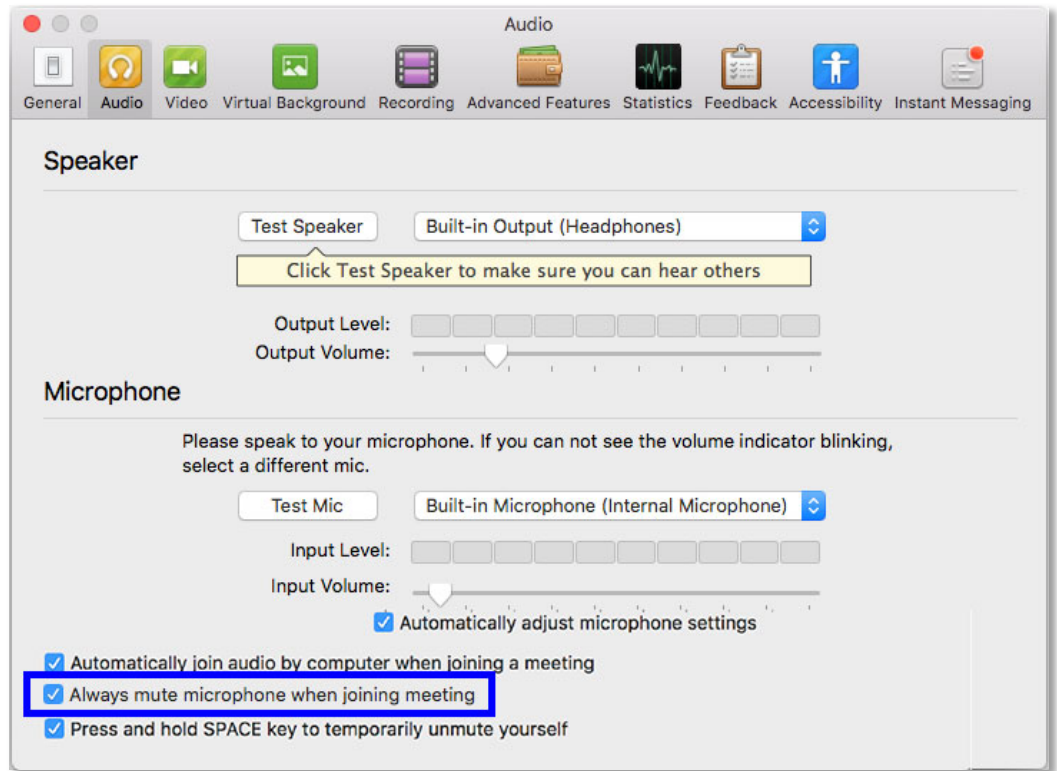
TROUBLESHOOTING

|	
They can't hear me.	You could be muted or could be having issues with the meeting.
I can't hear anyone.	Your computer system volume can be low or muted.
I can't see myself on video in the meeting.	Make sure your video camera isn't covered. Check to see if it's selected "on" in ZOOM.

ADVANCED SETTINGS (MAC USERS ONLY)

We recommend enabling the following settings to employ best practices when using ZOOM with colleagues. To access these settings:

1. Open ZOOM app
2. Click "Settings" in the upper right of the app window
3. Click on the appropriate tab (Audio, Video, General) and match all the checkboxes
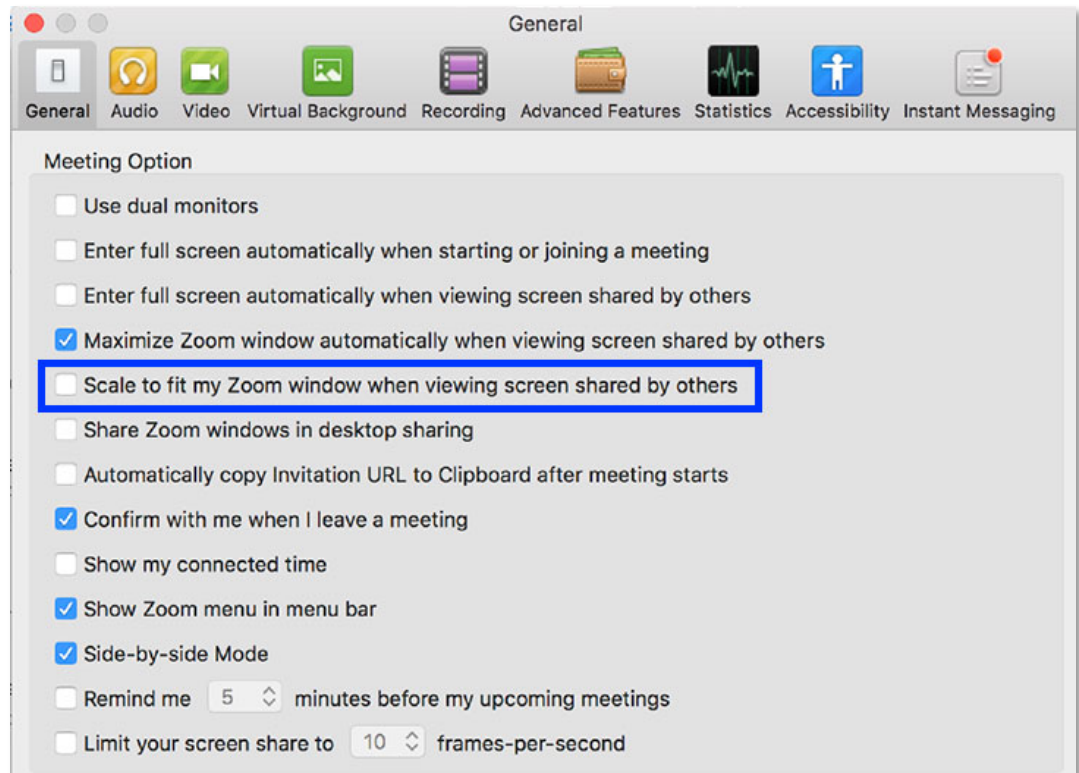4. Pay particular note to the emphasized ones

**Audio tab –
enable:**

"Always
mute
microphone
when
joining
meeting"

**Video tab –
enable:**

"Turn off
my video
when
joining
meeting"
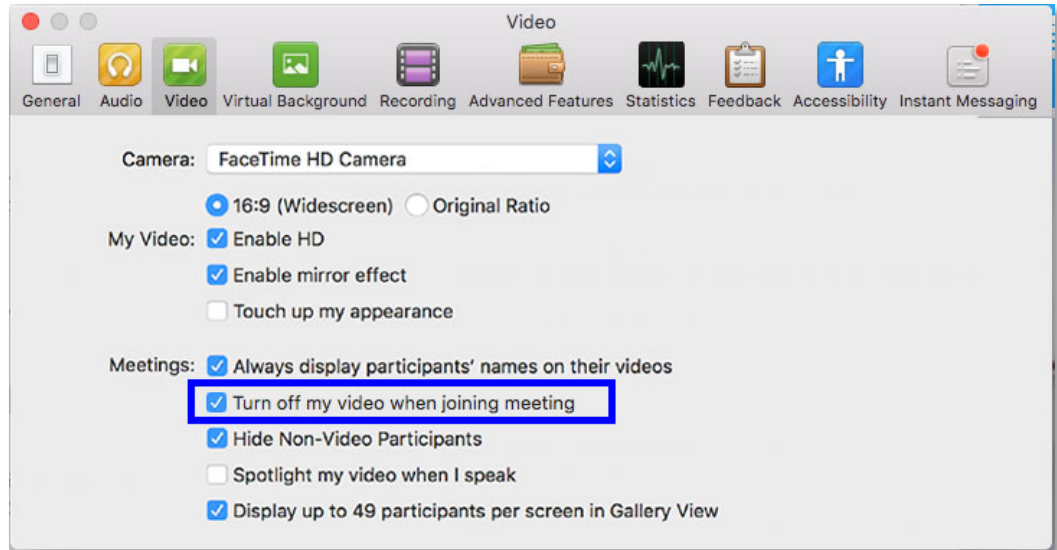
General tab – disable:

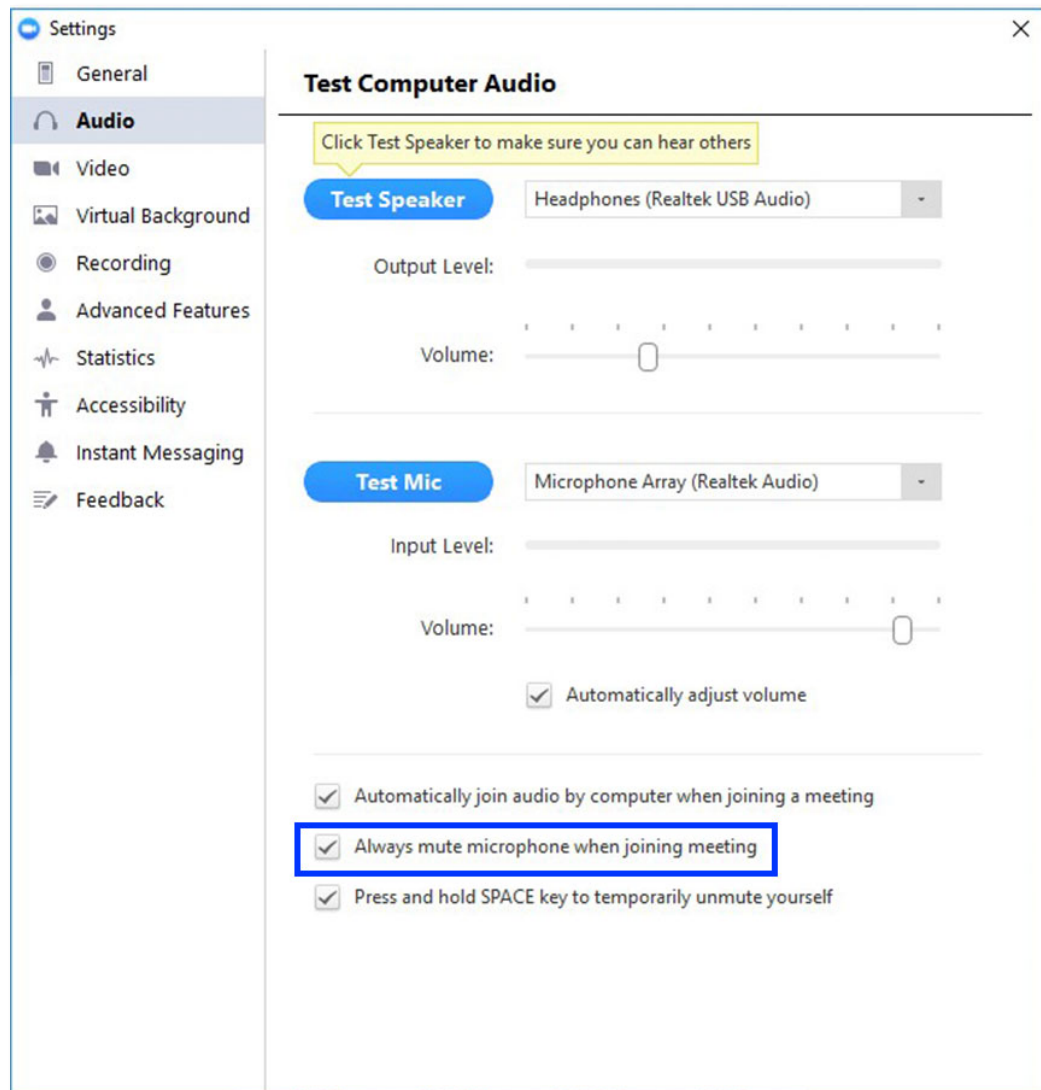Scale to fit my Zoom window when viewing screen shared by others

ADVANCED SETTINGS (PC USERS ONLY)

We recommend enabling the following settings to employ best practices when using ZOOM with colleagues. To access these settings:

1. Open ZOOM app
2. Click "Settings" in the upper right of the app window
3. Click on the appropriate tab (Audio, Video, General) and match all the checkboxes.
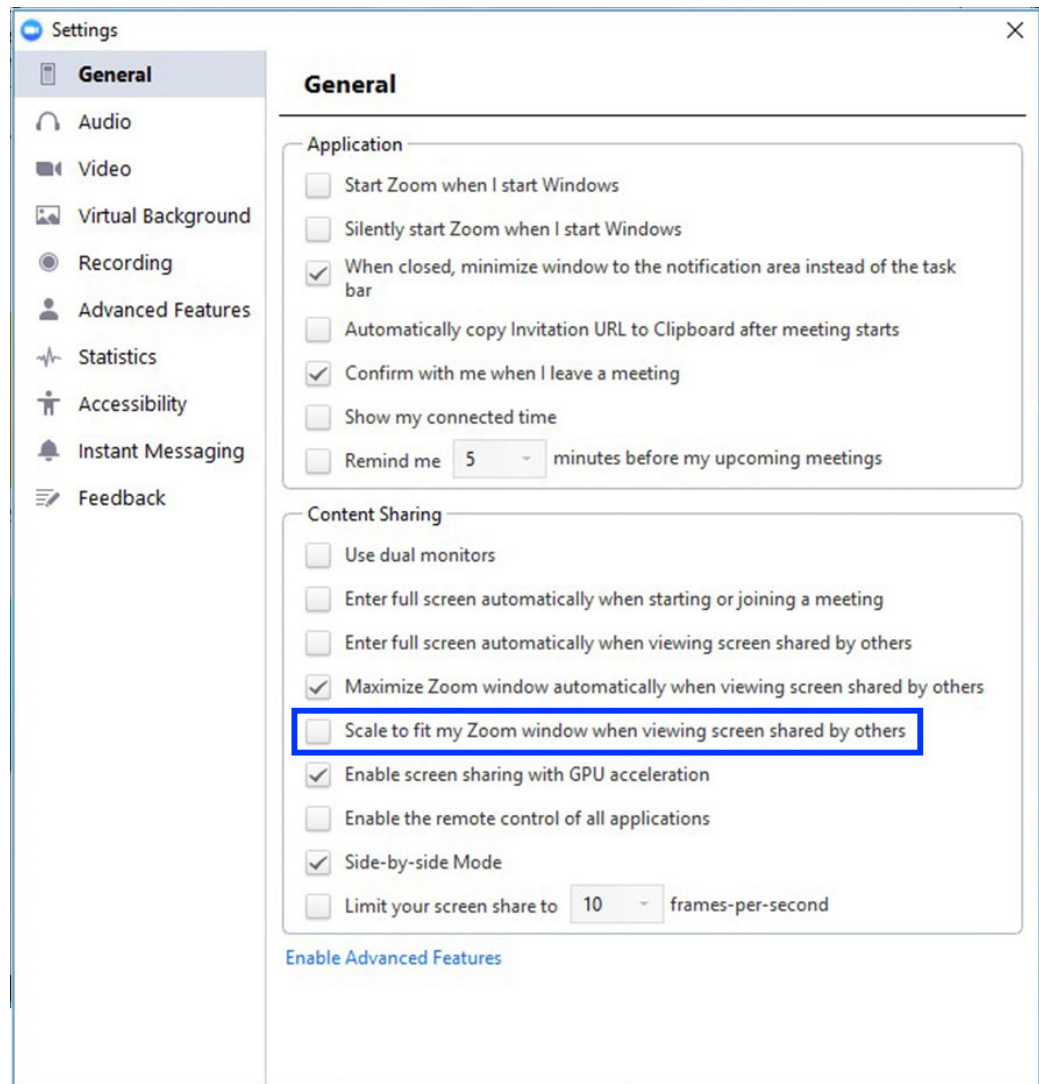4. Pay particular note to the emphasized ones.

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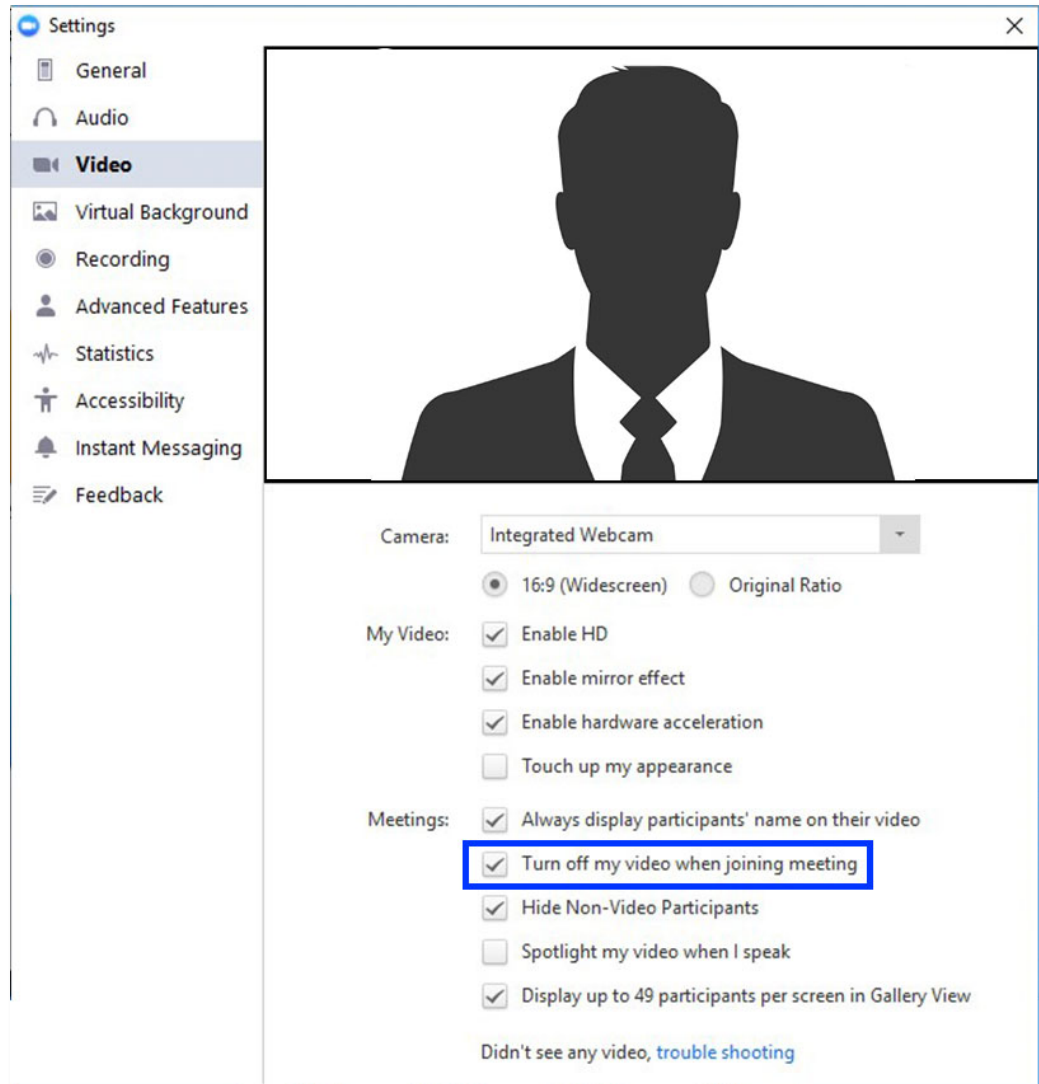
General tab – disable:

"Scale to fit my Zoom window when viewing screen shared by others"

FOR INFORMATION AND SUPPORT

For 24 hour technical support, contact Information Technology (IT) Service Desk online or by phone at 415-514-4100.

To learn more about ZOOM, contact Educational Technology Services (ETS) at edtech@ucsf.edu or 415-476-4310.

To learn more about ZOOM advanced settings, please consult ZOOM's Getting Started Guide.