

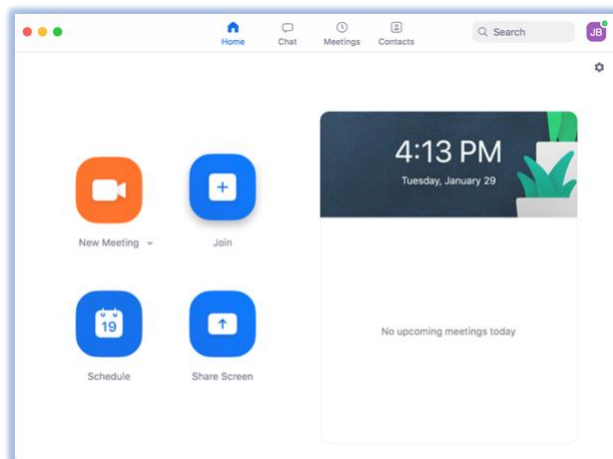
ZOOM Guide for Participants

Basic

GETTING PREPARED

For first-time users

- Visit ucsf.zoom.us/download and install free ZOOM Client
- Select "Login with SSO," enter "ucsf" as domain, and enter your MyAccess username and password
- Consider setting up a test meeting:
 - Open ZOOM Client, select "Home" tab on top
 - Click "New Meeting"
 - In popup window, click "Join With Computer Audio" button
- Also: <https://zoom.us/test>



Prep for the Meeting

- Plan for a quiet space
- Use a headset to provide improved audio quality for all participants
- Close all unnecessary applications and have your computer ready
- Connect to the internet; ethernet is preferable but WiFi can work
- Access ZOOM meeting by clicking link provided by facilitator

Zoom Client. If yours looks different than this, check for updates.

JOINING A MEETING

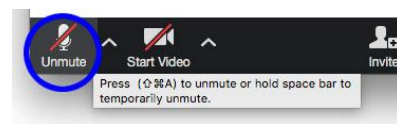
Web Link Method

- 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

Once entering the meeting, you'll need to manage your audio and video

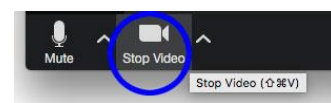
MANAGING AUDIO

- Use a headset with a microphone. If you don't have a headset, use headphones
- Immediately mute your audio in the ZOOM window when entering the meeting. You may already be muted by the host, so this may not be necessary



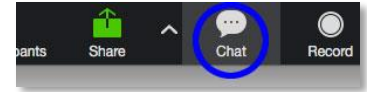
MANAGING VIDEO

- Uncover your camera privacy screen (if you have one)
- Decide if you want your video feed to be on or off
- Select "Stop Video" if you prefer not to show your video feed



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 yourself when you’re not speaking and become familiar with quickly muting and unmuting yourself
- 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 the video icon at bottom of ZOOM meeting window – if it’s off, it will read “Start Video” with a red slash through it. Click the icon to start your video feed. Make sure to select “show thumbnail video” in the ZOOM meeting window.
I can’t see the shared screen presentation.	The meeting host might not have a presentation to share yet. If you are concerned you’re not seeing shared content, then check in verbally with your host.
I don’t see anyone in the meeting. Am I in the right meeting?	Check your ZOOM meeting link. Click “participants” icon to see if other participants have joined. Introduce yourself and ask if anyone is there. You may have to wait.

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 or to practice using 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](#).