ZOOM Guide for Participants

Basic

GETTING PREPARED

For first-time users

- Visit https://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

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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>They can’t hear me.</td>
<td>You could be muted or could be having issues with the meeting.</td>
</tr>
<tr>
<td>I can’t hear anyone.</td>
<td>Your computer system volume can be low or muted.</td>
</tr>
<tr>
<td>I can’t see myself on video in the meeting</td>
<td>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.</td>
</tr>
<tr>
<td>I can’t see the shared screen presentation</td>
<td>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.</td>
</tr>
<tr>
<td>I don’t see anyone in the meeting. Am I in</td>
<td>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.</td>
</tr>
<tr>
<td>the right meeting?</td>
<td></td>
</tr>
</tbody>
</table>

FOR INFORMATION AND SUPPORT

For 24-hour technical support, contact Information Technology (IT) Service Desk [online](https://www.ucsf.edu/services/it) 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](mailto:edtech@ucsf.edu) or 415-476-4310.

To learn more about ZOOM advanced settings, please consult [ZOOM’s Getting Started Guide](https://zoom.us).