Zoom Training

Topics covered in this document

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• **How to Use Breakout Rooms**
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  o Setting Up Breakout Rooms in Zoom
  o Options for Breakout Rooms
  o Managing Breakout Rooms

• **Accessibility in Zoom**
Recommendations for Video Conferencing at Home

• Outside Noise
  o Let those in the vicinity know that you will be in a meeting online to avoid external interference. Any noise you hear, your participants will hear as well.

  o Close all windows and doors to the room you are going to be in while using Zoom. This will block out noise from outside the room.

• Inside Noise
  o Make sure your phone is off or on silent. If it is on vibrate, take it off the table or any hard surfaces to prevent loud vibrations during your meeting. These sounds are easily picked up by microphones and will distract your participants.

  o Try to eliminate any extra sources of noise, i.e. air conditioning, TVs, fans, computer notifications, etc. these noises can interfere with your participants ability to hear you.

• Visuals
  o Take anything that may move during your meeting and place it out of view of your webcam so you are the main focus. (Ex. Animals, children, muted TVs).

  o Avoid putting your back to a main light source, otherwise you will be lit from behind and your face will not be visible.

• Technology
  o Do a brief recording before you meet with participants to make sure your audio and visuals are working properly and are good quality. Check to see that video has no visual distractions and your content sounds good.
Student/Instructor Requirements
For a Successful Live Chat Session

Hardware & Software

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Windows</th>
<th>Mac OS X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8</td>
<td></td>
<td>OS X 10.12</td>
</tr>
<tr>
<td>Windows 10</td>
<td></td>
<td>OS X 10.13</td>
</tr>
<tr>
<td>Processor</td>
<td>3.0 GHz or higher</td>
<td>3.0 GHz or higher</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB or higher</td>
<td>4 GB or higher</td>
</tr>
<tr>
<td>Java</td>
<td>Most recent version</td>
<td>Most recent version</td>
</tr>
</tbody>
</table>

Browser

Browsers: Your browser must always be up-to-date, especially when watching lectures online using Firefox. To check your browser and system compatibility with Blackboard, please use the Blackboard Browser Checker below to view your functionality. We recommend Firefox and Chrome for all Blackboard functions.

Click here: Blackboard Browser Checker

Internet

- **Bandwidth**: recommended requirement is 50 Mbps; anything less will cause potential issues. Use the following link to check your speed.
  
  Click here: [http://speedof.me](http://speedof.me)

- **Streaming services**: Sites or applications that use the internet like YouTube, Netflix, P2P, Spotify, or Pandora must be closed before starting your session.

- **Connection**: You must be connected to the internet via an ethernet cable or wifi. Hotspots do not have the bandwidth to handle chat sessions.

- **Wifi**: Be as close to the router access point as possible to get the best connection. Be aware that locations with free wifi, i.e. Starbucks or Barnes & Noble, cannot provide enough bandwidth for chat sessions and should not be used.

Additional

- **Audio and Video**: Your audio and video need to be checked before starting your session in your computer settings. Check volume levels for microphones and test the webcam for video streaming.

  Headset/Headphones: Headphones with an attached microphone are best for hearing and corresponding in the chat. If not available, the user must find a quiet space where there will not be audio interference. (Starbucks, Barnes & Noble, etc. are not appropriate)

- Check here for additional Blackboard requirements:
  
  Click here: Test Devices and Operating Systems
  Click here: Zoom Requirements

Subject to changes. Effective: January 8, 2020
Zoom Essential Information

Below are the crucial differences between a standard or basic Zoom license and a Pro license. You should get a Pro license by reaching out the helpdesk@callutheran.edu or calling at (805) 493-3698 and making a request for a Pro account.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Standard/Basic</th>
<th>Pro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited 1 on 1 Meetings</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Unlimited Group Meetings</td>
<td>✗</td>
<td>✔️</td>
</tr>
<tr>
<td>Cloud Recordings</td>
<td>✗</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Standard Zoom licenses will not allow you to meet with a group of students for more than 40 minutes at a time. For more information on Zoom accounts, please visit their website at https://clu.zoom.us/meetings.

Please note: You **must** use a California Lutheran Zoom account to hold your online meetings. **You may not use a license from another institution.**
How to Add a Zoom Session in Blackboard

Activating Your Zoom Account

1. If it is your first time using Zoom, you will need to activate your account. Go to clu.zoom.us. If you have not done this, you will receive an error message when attempting to set up your Zoom Meeting.

2. Click Sign-In at the top right.

3. This will send you to the California Lutheran University sign-in page. Input your username and password and click Sign In.
Creating The Zoom Link in Blackboard

1. Navigate to the course you want to place your Zoom session in. Click the plus icon in the top right corner to make a module for this link. Select **Content Area**.

2. Name your content area something identifiable, like **Live Chat Session** or **Zoom Meetings**. Then make it available to users and hit **Submit**.
3. Your new module will appear at the bottom of the left column. There you can access your new page.

![Module Image]

4. When you enter your new page, you will go to **Tools** to create the link to your Zoom session.
5. Once in the dropdown menu, you will need to first select **More Tools** and then additional options will appear. The **Zoom Meeting** option will be in the far right column at the very end of the list. Click it.
6. A new page will open where you can edit the **Link Information**. Here you can name the link and give a description, such as “This is the link to our weekly live chat sessions. We meet at 4 PM every Tuesday and Thursday.” Once you have all of your information, hit **Submit**.

![Create Link: Zoom Meeting](image)

7. After you have submitted your information, a link will appear in your module.

![Live Chat Session](image)
Setting Up Your Meeting

1. To set up your meeting settings, click the meeting link. You will be brought to the Zoom Meeting page. If you have not scheduled a meeting before, nothing will appear. Click the **Schedule a New Meeting** button to create a new meeting.

2. Here, you will be able to name your meeting, set a date and time for it and adjust video and audio settings.
3. If you are setting up a recurring meeting, first set the **Time** and **Time Zone** that your meeting will be held at. The check the **Recurring Meeting** box.

4. When setting the recurring meeting, you will want to determine the three available settings for the **Recurrence**, **Repeat Every**, and **End date** or **End After Number of Occurrences**.

   a. **Recurrence** will determine if the meeting will be held daily, weekly, monthly, or if you have no fixed time.
b. **Repeat Every** will determine the frequency, for example if you have a weekly repeat, you can set that it repeats every week, every 2 weeks, etc. Once you set that, you will determine the day(s) of the week the meeting will be held.

- **Recurring meeting**
  - **Every week on Tue, Thu, until Dec 03, 2018, 12 occurrence(s)**

- **Recurrence**
  - Weekly

- **Repeat every**
  - 1 week

- **Occurs on**
  - Sun
  - Mon
  - Tue
  - Wed
  - Thu
  - Fri
  - Sat

- **End date**
  - By 12/03/2018
  - After 7 occurrences

5. **End Date** or **End After Number of Occurrences** allows you to determine when your recurring meeting will cease. You can set an actual date, such as the end of the semester, or if you’d like to hold a specific number of meetings, you can choose a number from the dropdown menu. This is an either/or option, so you must pick one or the other.

5. After you have determined your recurring meeting settings, you can adjust your Video and Audio settings. Here you can control whether
or not the webcam will be on or off at the beginning of the meeting and how participants can access the audio.

<table>
<thead>
<tr>
<th>Video</th>
<th>Host</th>
<th>on</th>
<th>off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>on</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>off</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participant</th>
<th>on</th>
<th>off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Audio</th>
<th>Telephone</th>
<th>Computer Audio</th>
<th>Both</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dial from United States</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Lastly, you can change the **Meeting Options**. There are several settings that are available here.

<table>
<thead>
<tr>
<th>Meeting Options</th>
<th>Require meeting password</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enable join before host</td>
</tr>
<tr>
<td></td>
<td>Mute participants upon entry</td>
</tr>
<tr>
<td></td>
<td>Use Personal Meeting ID 678-989-5063</td>
</tr>
<tr>
<td></td>
<td>Enable waiting room</td>
</tr>
<tr>
<td></td>
<td>Record the meeting automatically</td>
</tr>
</tbody>
</table>

a. **Require a meeting password** will require participants to enter a pre-determined password prior to joining the meeting. You must share this password with your participants in a timely manner.

b. **Enable join before host** allows participants to enter the meeting room before you. If you do not enable this option, you will receive email notifications when participants attempt to enter the room before you.

c. **Mute participants upon entry** will automatically turn off all participants’ microphones when they enter the meeting. This
is highly recommended in order to avoid interruptions from other microphones.

d. **Enable waiting room** will allow students to open the link to the meeting, but not join until you let them in.

e. **Record the meeting automatically** starts recording you meeting as soon as the room is open. If you are required to record your sessions, but are concerned you may forget to do so, this will record for you.

f. **Recording Location** can be either your computer or into the cloud. If you would like to give participants access on Blackboard, select the cloud and the recordings will be accessible through the same module as the meetings.

7. When you have determined all of your settings, click the Save button.
8. After you save, a confirmation page will open showing your settings and will provide you with a **Meeting ID** and an **Invitation Link** to provide if you would like to invite people from outside of your class. Please keep FERPA in mind when using this tool. It is only recommended for guest lecturers that students have been told about prior to class. You can also **Start the Meeting** from the button in the top right.

![Zoom Meeting](image)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Zoom Weekly Meeting</th>
</tr>
</thead>
</table>
| Time                | Oct 23, 2018 4:00 PM Pacific Time (US and Canada)  
Every week on Tue, Thu, until Nov 29, 2018, 12 occurrences | Show all occurrences |
| Add to              | Google Calendar  
Outlook Calendar (ics)  
Yahoo Calendar |
| Meeting ID          | 551-938-924         |
| Invite Attendees    | Join URL: [https://cu.zoom.us/j/551938924](https://cu.zoom.us/j/551938924) |
| Video               | Host Off  
Participant Off |
| Audio               | Telephone and Computer Audio  
Dial from United States |
| Meeting Options     | Require meeting password  
Enable join before host  
Mute participants upon entry |

**Please note:** Students can join Zoom through a computer with a webcam and microphone, smart phone by downloading the Zoom application, or by dialing in with a landline or non-smart phone. Use the **Copy Invitation** function to share the phone number with students.
Starting and Joining a Meeting

1. When you enter your Zoom Meeting module, you will see listed all of your recurring meetings. To start a meeting, click the Start button on the far right.

a. Your participants will see a slightly different page, with Join being the only option for each meeting.
Accessing and Deleting Recordings

1. To see your recordings, you will need to navigate to the Cloud Recordings tab.

2. Once there, you will see all of your available recordings. You are able to click the name of the recordings and watch them if you like. If you need to delete a recording, you will need to click **Delete**.

3. After you click **Delete**, another window will open asking you to confirm. Click **Yes** and your recording will be deleted.
How to Record in Zoom

1. Once in your meeting, select **Record** from the tool bar.

2. Select where you want to record your session to. You can record to your local computer or if you have a Zoom Pro license, you can record to the cloud for your students to access.

3. Once you have selected the recording location, you will be able to **Pause** or **Stop** the recording at any time.

4. Your recording will be available once you have clicked **End Meeting**. You will receive an email notifying you when your recording is available along with links to the recorded session.

   Your cloud recording is now available.

   **Topic:** Emergency Closure Class Meetings
   **Date:** Mar 6, 2020 11:26 AM Pacific Time (US and Canada)

   For host only, click here to view your recording detail (viewers cannot access this page):
   [https://clu.zoom.us/recording/detail?meeting_id=co61SZrxT5GOMx93y2UAWw%3D%3D](https://clu.zoom.us/recording/detail?meeting_id=co61SZrxT5GOMx93y2UAWw%3D%3D)

   Share recording with viewers:
   [https://clu.zoom.us/rec/share/7ssrdorC7HN0H5PqzVHQAb97163aaaa81id18_oJyx7X_hxwLW6ygjANRD2rtd](https://clu.zoom.us/rec/share/7ssrdorC7HN0H5PqzVHQAb97163aaaa81id18_oJyx7X_hxwLW6ygjANRD2rtd)

   Thank you for choosing Zoom.
   -The Zoom Team
Accessing Cloud Recordings Through Blackboard: Instructors

1. First, go to your Zoom Meeting link in your Blackboard course.

2. You will see several tabs available. Click on Cloud Recordings.

3. Here you will see all of your recorded meetings listed, including those from outside this particular class. You are also able to search for previous meetings. On the far right, you will see the available files for each meeting. Click on the File link.

4. Depending on whether or not you shared your screen, shared your webcam, or had a discussion with your participants, you may have several available files. It is best to click each one to see which one you want. You may also have a transcript available. All files are available to Download or Share.
Accessing Cloud Recordings Through Blackboard: Students

1. First, go to the Zoom Meeting link in your Blackboard course.

2. Then select Previous Meetings.

3. In Previous Meetings, you will see a list of all of the previously held meetings. Select Recording Details to the right of the meeting name.

4. Here the available recordings for this meeting will be shown.

Please note: If you meet weekly, there may be multiple recordings available. Check the date and time of the recording to ensure you watch the appropriate session.
Managing Participants

Muting Participants

5. To mute participants, select Manage Participants from the toolbar.

6. From the new window, you can select Mute All.

7. You can also choose to Unmute All.

8. To unmute an individual, hover over their name in the Manage Participants window and select Unmute.
More Management Options

1. Hover over the participants name and select More. This will reveal more options for management.

2. Under the list you will find the following
   a. Chat: Send a message to an individual participant.
   b. Stop Video: Turn off the participant’s webcam feed.
   c. Make Host: Give this participant hosting capabilities (Sharing, Polls, Breakout Rooms, etc.)
   d. Allow Record: Give participant ability to record the Zoom meeting to either their computer or to their cloud account.
   e. Rename: Give the participant a new name.
   f. Remove: Remove this participant from the meeting.
9. From your Zoom Tool bar, select Share.

10. A new window will open that allows you to select a screen or application to share with your audience. Click the application or window you would like to share.

11. If what you are sharing has audio, be sure to select Share Computer Sound.

12. Then hit Share.

13. When you have finished sharing, select Stop Share from the tool bar.
Screen Sharing for Participants

1. To allow your participants to share, in your meeting, select the upward carrot to the right of the share button.

2. From the dropdown menu you can either have **One participant can share at a time** *(recommended)* or **Multiple participants can share simultaneously**. You can also access **Advanced Sharing Options**...

3. If you select **Multiple participants can share simultaneously**, it is recommended that you go to **Advanced Sharing Options**...and change the settings to the following:
   a. How many participants can share at the same time: **One participant can share at a time**
   b. Who can share: **All Participants**
   c. Who can start sharing when someone else is sharing: **Only Host**

4. From here, your participants are able to share their screens. These settings can be changed at any time to keep participants from sharing their screen at inappropriate times.
Using the Whiteboard Tool in Zoom

1. From your Zoom Tool bar, select Share.

2. Select Whiteboard by clicking the tool link.

3. Click Share.

4. A new window will open with the Whiteboard Toolbar. This allows you to type, draw, use symbols, erase, and select colors for type and drawing.
5. To type, click **Text** and click on the Whiteboard to start typing.

6. To draw, click **Draw** and you can select a line thickness or from a few shapes (rectangles, circles, arrows, diamonds).

7. **Stamps** allow you to select from a variety of shapes (arrow, check mark, X, star, heart, and question mark). Click on **Stamp** and select the shape you would like to use. Then click on the Whiteboard to make the stamp.
8. **Spotlight** will allow you to use either a laser pointer or an arrow to point out sections of the Whiteboard. To activate, click on **Spotlight** and select **Spotlight** or **Arrow** and then click on the Whiteboard.

9. To erase anything on the Whiteboard, click on **Eraser** and click and drag on the Whiteboard to erase items on the board.

10. To change the color of your text or drawing, the width of your lines, or bold, italicize your fonts, select **Format** and select the changes from the dropdown menu.
11. **Undo, Redo, or Clear** are options as well. Keep in mind that **Clear** will erase the entire board.

12. **Save** will allow you to save your Whiteboard as a PNG image file.

13. In order to move items around, click **Select** and then click and drag your items around the board.

14. When you are done using the Whiteboard, select **Stop Share** from the toolbar.
How to Use the Chat Tool

14. To chat with all or some participants, click Chat on the toolbar.

15. In the new window, you can send a message to everyone in the meeting by typing a message and hitting Enter on your keyboard.

   To: Everyone

   Hello everyone!

16. Select File and browse your computer to send a file to everyone in the meeting. Once you select the file and click Open, it will send to everyone in the meeting.

   To: Everyone

   Hello everyone!

17. To control who participants are able to chat with, click the three dots to the right of File.

   Recommended:
   - Regular class session: Everyone publicly or Everyone publicly and privately
   - Test proctoring: Host only
How to Use Breakout Rooms

Activating Breakout Rooms

18. Sign into clu.zoom.us and log in with your Cal Lutheran credentials.

19. Click on Settings.
20. Go to In Meeting (Advanced).

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

21. Turn on Breakout room.

In Meeting (Advanced)

Breakout room

Allow host to split meeting participants into separate, smaller rooms
Setting Up Breakout Rooms in Zoom

1. Once in your meeting, select **Breakout Rooms** from the tool bar.

2. A new window will open. You can either divide students into rooms **Automatically** or **Manually**.
   a. **Automatically**: Let Zoom split your participants up evenly into each room by selecting a number of rooms.
   b. **Manually**: Choose which participants you would like in each room.

3. Regardless of if you are doing automatic or manual assignments, input the number of rooms you would like to have.

4. Click **Create Rooms**.
Options for Breakout Rooms

1. A new window will open where you can manage your breakout rooms.
2. Click on **Options** to determine settings for your rooms.

![Options button](image)

Under Options you can:

- a. Move all participants into breakout rooms automatically
- b. Allow participants to return to the main meeting at any time
- c. Set the rooms to close after a predetermined amount of time
- d. Give the participants a countdown for when you choose to close the rooms

![Options settings](image)

3. If you did not assign your participants automatically, you can click **Assign** and select students to add to each room.

![Assign button](image)

4. When you have set your options and assigned your students, click **Open All Rooms**.

![Open All Rooms button](image)
Managing Breakout Rooms

1. Once you have moved your participants into breakout rooms, you will be able to see all of the available rooms listed.

   Breakout Rooms - In Progress
   ▼ Breakout Room 1
   ✔ Participant 1
   ▼ Breakout Room 2
   ✔ Participant 1 (not joined)

2. To join a group’s discussion, click Join to the right of the room’s title.

3. To send a message to all rooms, select Broadcast a message to all, type a message, then select Broadcast.
4. When you want to bring participants back to the main meeting room, select **Close All Rooms**.
Accessibility in Zoom

Zoom automatically transcribes recorded sessions. In order to provide full accessibility to your students, we recommend recording your sessions so that your students can access transcripts of your online class sessions.

It is also recommended that you provide all files that are used in your online sessions to your students. This includes, but is not limited to PDFs, PowerPoints, Word Documents, etc.

Documents that you provide via Zoom should be readable by a screen reader, meaning they should be typed text, not scanned pages. For more information on accessibility, please contact Disability Support Services by email at dss@callutheran.edu or by phone at (805) 493-3464.