Self-Help Guide

Zoom: Teach, Meet, and Learn with Zoom

Zoom, an online video conferencing system, is now available to the UMN community! Compare Zoom to Google Hangouts

About this guide

This guide is for anyone who wants to use Zoom for basic teaching, meeting, and learning tasks. For more advanced topics, check out Schedule, Support, and Present.

For guidance specifically related to using Zoom within Canvas, read Host a Zoom Meeting within Canvas and Canvas: Communicate with Students.

The Use Best Practices section contains checklists and recommendations to guide you through any type of Zoom event.

Start Using Zoom

Set up your Account and Equipment

Account

Log in to UMN Zoom/services-technologies/how-tos/zoom-login-your-umn-zoom-account
My Profile/services-technologies/how-tos/zoom-my-profile
Manage your profile photo, name, Personal Meeting ID, Personal Link, time zone, language, and Host Key
Set a Default Display Name Using MyU
/services-technologies/how-tos/zoom-set-default-display-name-using-myu
HCC and Non-HCC accounts
/services-technologies/how-tos/zoom-hcc-non-hcc-accounts
Users with BAA status must protect health information

**Equipment**

System and Equipment Recommendations
[https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Win…](https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Win…)
How Do I Use Zoom with a Web Browser?
/services-technologies/how-tos/zoom-join-through-web-browser

**Set Up Your Session**

**Choose a Type of Event**

Compare Meetings and Webinars
/services-technologies/how-tos/zoom-compare-meetings-webinars

**Use Best Practices**

Resources to help you use Zoom well, no matter which format you choose
Meeting Best Practices
[https://it.umn.edu/services-technologies/good-practices/zoom-best-practices-in-…](https://it.umn.edu/services-technologies/good-practices/zoom-best-practices-in-…)
Improve Your Zoom Experience
/services-technologies/resources/improve-your-zoom-experience
Optimize your zoom meeting or webinar
Teach Online Class Sessions with Zoom
/services-technologies/how-tos/zoom-teach-online-class-sessions
Secure Your Zoom Meetings
/services-technologies/how-tos/zoom-secure-your-zoom-meetings
Keep your Zoom sessions free from disruption.
Webinar Setup Checklist
/services-technologies/how-tos/zoom-pre-webinar-checklist-hosts
Online Office Hours Guide
/services-technologies/how-tos/zoom-hold-online-office-hours

Schedule Your Event

Schedule and Invite Participants
https://it.umn.edu/zoom-schedule-meeting-invite-others-join
Use the Zoom for Google Calendar Add-On
/services-technologies/how-tos/zoom-zoom-google-calendar-add

Meet Successfully

Before Your Meeting

Attendees and Hosts
Test or Join Audio and Video
/services-technologies/how-tos/zoom-test-your-video-0
Check Your Meeting Settings
/services-technologies/how-tos/zoom-meeting-settings

Hosts Only
Assign In-Meeting/Webinar Roles
/services-technologies/how-tos/zoom-assign-event-roles
Enable Automatic Live Transcription
/services-technologies/how-tos/zoom-manage-automatic-live-transcription
Personal Meeting Room
/services-technologies/how-tos/zoom-set-custom-link-your-personal
Set Up Live Streaming (optional)
/services-technologies/how-tos/zoom-live-stream-youtube-or-custom

During Your Meeting

Attendees and Hosts
Set Up Your Video Layout
/services-technologies/how-tos/zoom-optimize-way-your-videos-display

Hosts Only

Host and Co-Host Controls in a Meeting
https://support.zoom.us/hc/en-us/articles/201362603-Host-Controls-in-a-Meeting
Mute (or unmute) All Participants
/services-technologies/how-tos/zoom-mute-all-participants
Engage Your Audience with Polls
/services-technologies/how-tos/zoom-polling-meetings
Use Breakout Rooms
/services-technologies/how-tos/zoom-manage-breakout-rooms
Record Your Meeting or Webinar
/services-technologies/how-tos/zoom-record-meeting-or-webinar

After Your Meeting

Hosts Only

Get a List of Attendees
/services-technologies/how-tos/zoom-get-list-meeting-participants
Follow Up with a Survey or URL
/services-technologies/how-tos/zoom-post-webinar-survey-or-destination
Trim Your Zoom Recording
/services-technologies/how-tos/zoom-set-cloud-recording-playback-range

Troubleshoot and Learn More
**Troubleshoot**

**Video**

Video or Camera Isn't Working
https://support.zoom.us/hc/en-us/articles/202952568-My-video-camera-isn-t-working

Video is Rotated
/services-technologies/how-tos/zoom-rotate-your-camera

For Windows computers only

Black Screen During Screenshare
/services-technologies/how-tos/zoom-black-screen-during-screen-sharing

**Audio**

Audio Feedback or Echoes
/services-technologies/how-tos/zoom-troubleshoot-audio-echo-or-feedback

Audio Issues on the Zoom Mobile App
/services-technologies/how-tos/zoom-test-troubleshoot-audio

For iOS and Android devices

**Learn more**

**Watch Video Tutorials**

LinkedIn Learning: Learning Zoom
https://www.linkedin.com/learning/learning-zoom

Watch a 45-minute training or Choose Sections You Need
Review the Host Controls (1:02)
https://youtu.be/4w_pRMBEALE

Test Audio and Video (0:48)
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Join a Meeting (0:53)

Improve Your Virtual Presentation Skills (36:04)
https://www.youtube.com/watch?v=EpZLi3KUzYc
Tips on creating a professional appearance on video, engaging a remote audience, and making sure you leave a lasting impression

More Short Video Tutorials
/services-technologies/how-tos/zoom-watch-video-tutorials

Sign up for Zoom Training

Zoom has a Learning Center with access to on-demand courses, live training, and video tutorials.

Understand HCC Requirements
https://training.umn.edu/courses/14040
Zoom Learning Center
https://support.zoom.us/hc/en-us/articles/360029527911-The-Zoom-Learning-Center...

UMN Zoom-eligible Accounts

Use an Alternate Account After Leaving the University
/services-technologies/how-tos/zoom-use-alternate-account-after-leaving

Learn which account types are eligible for licensed UMN Zoom accounts