Self-Help Guide

Zoom: Set up, Support, and Present at Online Events

This self-help guide will help anyone who presents at, schedules, or supports online meetings and webinars through Zoom. To learn more about using Zoom for online office hours or smaller meetings, check out Teach, Meet, and Learn with Zoom.

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

Set up

Plan for success

Choose an event format

Compare meetings and webinars
/services-technologies/how-tos/zoom-compare-meetings-webinars
3rd Party audio conference
https://support.zoom.us/hc/en-us/articles/202470795-Enabling-3rd-Party-Audio#h ...
Enable 3rd party audio by following the steps in the User section

Use best practices

Teach online classes with Zoom
/services-technologies/how-tos/zoom-teach-online-class-sessions
Meeting best practices
https://it.umn.edu/services-technologies/good-practices/zoom-best-practices-in-...
Hybrid meeting guide
/services-technologies/good-practices/zoom-best-practices-in-meeting
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
Secure Your Meetings
/services-technologies/how-tos/zoom-secure-your-zoom-meetings
Keep your meetings safe from disruption.

**Schedule, invite, and assign roles**

**Schedule and invite**

Schedule a meeting and invite others to it
/services-technologies/how-tos/zoom-schedule-meeting-invite-others-join
Share scheduling privileges
/services-technologies/how-tos/zoom-scheduling-privilege
Use the Google Calendar Add-on
/services-technologies/how-tos/zoom-zoom-google-calendar-add

**Assign roles**

Designate co-hosts and panelists
/services-technologies/how-tos/zoom-assign-event-roles

**Set up the room, equipment, and permissions**

**Room**

Reserve a physical meeting space
https://roomsearch.umn.edu/roomsearch/#/rooms
Links to roomsearch.umn.edu.
Use a personal Zoom meeting room
/services-technologies/how-tos/zoom-set-custom-link-your-personal

**Equipment**
System and equipment recommendations
https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Win...

Download the latest version of Zoom
https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Lat...

Links to support.zoom.us

Permissions

Toll-free dialing
https://docs.google.com/forms/d/e/1FAIpQLSesGHTzKBRnIgV7deii4XzwNN7IjhuVLjW800...

Large webinar license
https://docs.google.com/forms/d/e/1FAIpQLScXbKnCwjGKV3GZhYfku0AWz3DmoZ1SRRKq1CO

For webinars with 500-1000 attendees

Support

Before the event

Choose recording and livestreaming options

Set up live streaming
/services-technologies/how-tos/zoom-live-stream-youtube-or-custom

Record the event
/services-technologies/how-tos/zoom-record-meeting-or-webinar

Manage Automatic Live Captioning
/services-technologies/how-tos/zoom-manage-automatic-live-transcription

Review settings and controls

Meeting settings
/services-technologies/how-tos/zoom-meeting-settings

All Roles in a Webinar
https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar

Test audio and video
Join and test audio and video
/services-technologies/how-tos/zoom-test-your-video-0

**During the event**

**Troubleshoot audio**

Audio echo
/services-technologies/how-tos/zoom-troubleshoot-audio-echo-or-feedback
Audio not working on Zoom mobile app
/services-technologies/how-tos/zoom-test-troubleshoot-audio

**Troubleshoot video**

Change the video layout
/services-technologies/how-tos/zoom-choose-video-layout
Optimize video display
/services-technologies/how-tos/zoom-optimize-way-your-videos-display
Video or camera not working
https://support.zoom.us/hc/en-us/articles/202952568-My-video-camera-isn-t-working...
Screen looks black during screenshare
/services-technologies/how-tos/zoom-black-screen-during-screen-sharing
Rotated video (for Windows)
/services-technologies/how-tos/zoom-rotate-your-camera
Video not working on Lenovo devices
/services-technologies/how-tos/zoom-video-not-working-lenovo-devices

**Get help**

Contact 1-HELP
/technology-help-our-staff
Zoom Technical Support
https://support.zoom.us/hc/en-us/articles/201362003-Zoom-Video-Communications-T...

**After the event**
**Get a list of attendees**

Get a list of attendees
/services-technologies/how-tos/zoom-get-list-meeting-participants

**Edit your recording**

Trim cloud recording playback
/services-technologies/how-tos/zoom-set-cloud-recording-playback-range

**Follow up**

Send attendees a survey or URL
/services-technologies/how-tos/zoom-post-webinar-survey-or-destination

**Learn more**

Sign up for Zoom training
/services-technologies/how-tos/zoom-sign-training
Watch video tutorials
/services-technologies/how-tos/zoom-watch-video-tutorials

**Present**

**Master the controls**

**Learn your controls**

Managing attendees and panelists in a webinar
https://support.zoom.us/hc/en-us/articles/115004834466-Managing-attendees-and-

Far-end camera controls
https://support.zoom.us/hc/en-us/articles/203028599-Far-End-Camera-Control
As the host, you can let someone else control your computer's camera for you.

**Interact and share**
Interact with attendees

Mute and unmute your attendees
/services-technologies/how-tos/zoom-mute-all-participants
Monitor Q&A during webinars
https://support.zoom.us/hc/en-us/articles/203686015-Getting-Started-with-Questi...
Poll your audience
/services-technologies/how-tos/zoom-polling-meetings
Manage breakout rooms
/services-technologies/how-tos/zoom-manage-breakout-rooms

Facilitate screen sharing

Share your own screen
/services-technologies/how-tos/zoom-share-your-screen
Share sound while you screen share
/services-technologies/how-tos/zoom-share-device-sound-during-screen
Screen sharing with iOS
/services-technologies/how-tos/zoom-ios-screen-sharing

Polish presentation skills

Engage a remote audience

Improve Your Virtual Presentation Skills (36:04)
https://www.youtube.com/watch?v=EpZLi3KUzYc