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

Event format flowchart
/services-technologies/resources/zoom-decide-how-host-your-event
This flowchart helps you choose between streamed events, webinars, and meetings
Compare meetings and webinars
/services-technologies/how-tos/zoom-compare-meetings-webinars
3rd Party audio conference
/services-technologies/how-tos/zoom-3rd-party-audio-conference

Use best practices

Teach online classes with Zoom
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-in-meetingwebinar-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
Equipment

System and equipment recommendations
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/1FAIpQLSesGHTzKBRnIgV7deii4XzwNN7IjhuVLjW8O0...
Large webinar license
https://docs.google.com/forms/d/e/1FAIpQLScXbKnCwjGKV3GZhYfkuoAWz3DmoZ1SRRKq1C0...
For webinars with 500-1000 attendees

Support

Before the event

Choose recording and livestreaming options
Set up live streaming
https://services-technologies/how-tos/zoom-live-stream-youtube-or-custom
Record the event
https://services-technologies/how-tos/zoom-record-meeting-or-webinar
Manage Automatic Live Captioning
https://services-technologies/how-tos/zoom-access-university-data

Review settings and controls

Meeting settings
https://services-technologies/how-tos/zoom-meeting-settings
All host controls
Test audio and video

Join and test audio and video

During the event

Troubleshoot audio

Audio echo

Troubleshoot video

Change the video layout

Optimize video display

Video or camera not working

Screen looks black during screenshare

Rotated video (for Windows)

Video not working on Lenovo devices

Get help

Contact 1-HELP

Zoom Technical Support

Known error messages
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

Host controls in a meeting
/services-technologies/how-tos/zoom-host-controls-in-meeting
Host controls in a webinar
https://support.zoom.us/hc/en-us/articles/115004831826-Host-Controls-in-a-Webin...
Far-end camera controls
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
Begin the meeting with a shared screen
/services-technologies/how-tos/zoom-start-screen-share-meeting
Share sound while you screen share
/services-technologies/how-tos/zoom-share-device-sound-during-screen
Let multiple people share screens
/services-technologies/how-tos/zoom-sharing-multiple-screens
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