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
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
Secure Your Meetings

Keep your meetings safe from disruption.

Schedule, invite, and assign roles

Schedule and invite

Schedule a meeting and invite others to it

Assign roles

Designate co-hosts and panelists

Set up the room, equipment, and permissions

Room

Reserve a physical meeting space

Use a personal Zoom meeting room
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/1FAIpQLSesGHTzKBRnIgV7deii4XzwNN7IjhuVLjlW8O0...
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
Test audio and video

Join and test audio and video
/services-technologies/how-tos/zoom-join-or-test-audio-video

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-audio-not-working-zoom-mobile-app

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-windows
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...
Known error messages
/services-technologies/how-tos/zoom-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 webinar
https://support.zoom.us/hc/en-us/articles/115004831826-Host-Controls-in-a-Webin...
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
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