

ZOOM Faculty and Staff User Guide

Zoom is an easy to use video conferencing program now available to all students, faculty, and staff at UIC. It allows for up to 300 participants in a virtual classroom, audio and video sharing, screen sharing, virtual whiteboarding, and session recording.

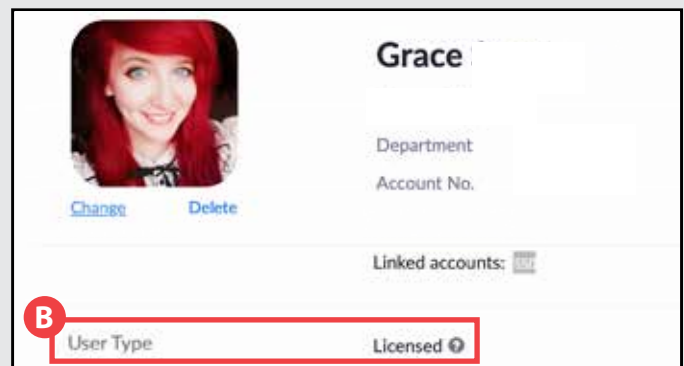
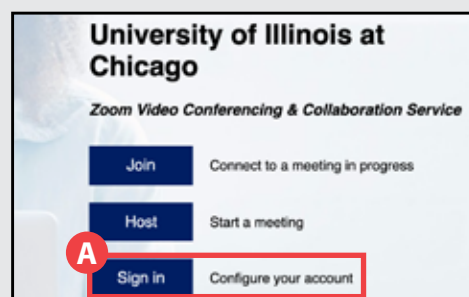
1. What you need to get started

1. An internet connection (broadband, wired, or wireless - 3G or 4G/LTE).
2. A desktop, laptop, tablet or mobile device.
3. Speakers and a microphone (built-in or USB plug-in or wireless Bluetooth)
4. Visit the [ZOOM system requirements](#) page for more information.

2. How to login into ZOOM

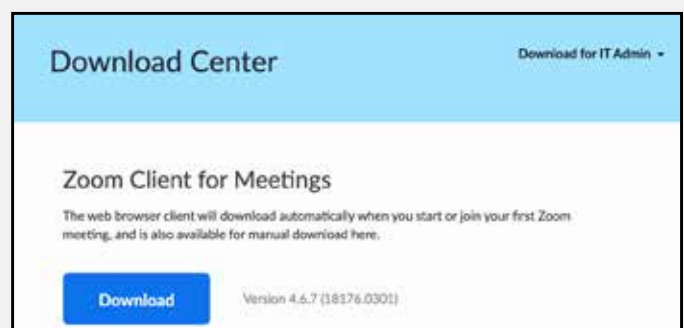
Follow the instructions in this [knowledgebase article](#)

- A. To login to the UIC Zoom Portal, go to <https://uic.zoom.us> for the first time.
- B. After login, you should see “Licensed” User Type in your Zoom Profile.



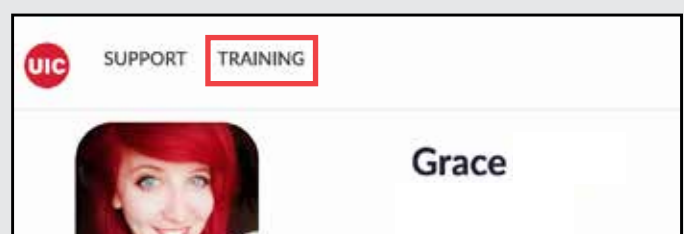
3. Download the ZOOM Client

The Zoom web browser client automatically installs when you start or join your first Zoom meeting. This client and others (desktop, mobile app, etc) as well as plug ins for your browser and Google Calendar can be obtained from the [Zoom Download Center](#).



4. ZOOM Training

After login, you will see a [Training](#) menu option in the top left section of your screen. Click on this link to access Zoom training recordings and information on how to use Zoom.

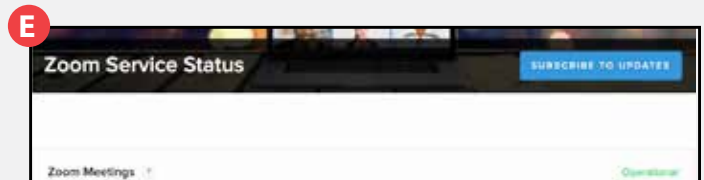
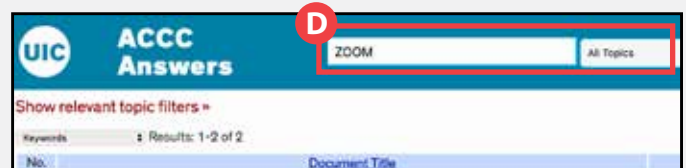
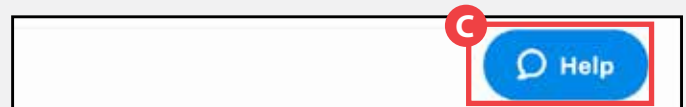
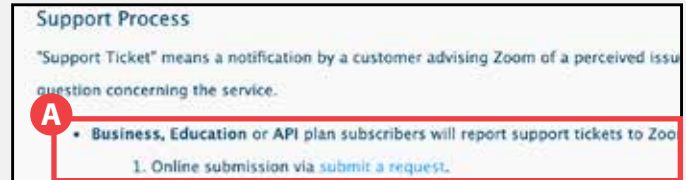


5. ZOOM Support

After login, you will see a [Support](#) menu option in the top left section of your screen. Click on this link to access training and support options.

Under the “Get Help” section you will notice a [Contact Support](#) option. You have the following options for Zoom Support:

- A. Online Submissions via [“Submit a Request”](#)
- B. Phone dial-in support
(US: +1.888.799.9666 ext 2) available 24 x7 including public holidays
- C. Chat live with Zoom support team by visiting your account and selecting Help in the lower right hand corner of your screen.
- D. Visit go.uic.edu/zoom-support to see UIC’s Knowledgebase.
- E. System status issues with the Zoom service can be reviewed at <https://status.zoom.us>



6. ZOOM Functionality

- Have a full classroom meeting, with access to a digital whiteboard and screensharing
- Meet individually with students or colleagues.
- Record a lecture in real-time or in advance.
- Schedule online tutoring.
- Host a meeting

Attend a virtual class or meeting by finding out how the meeting will be shared:

- Find the Zoom module within the course.
- Click the meeting URL and open in Zoom Desktop client when prompted.
- Sharing the meeting ID or URL.
- Find the meeting ID from a colleague or shared course site. Open the Zoom Desktop application on your PC or mobile device. Click join, and enter the meeting ID.

7. The Zoom Menu Bar

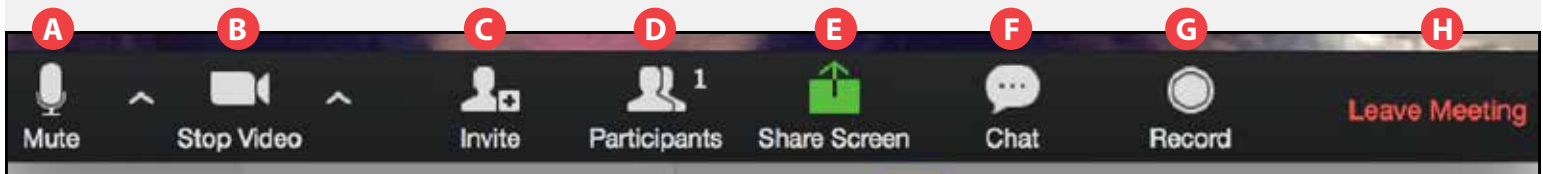
The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins.

- If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)

With the Zoom Menu-Bar you are able to do the following:

- A.** Mute/unmute your microphone (not the microphone of the participants). You can also select your audio input by clicking the up arrow next to the microphone icon.
- B.** Start/stop your video. You can also select your video input by clicking the up arrow next to the video camera icon.

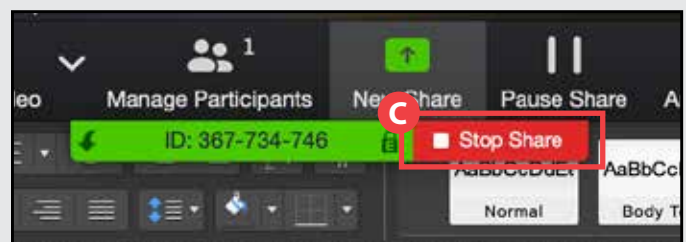
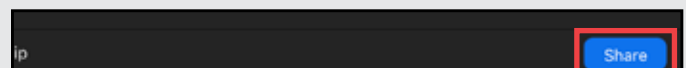
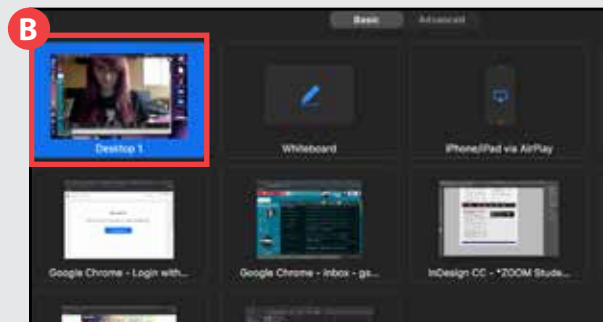
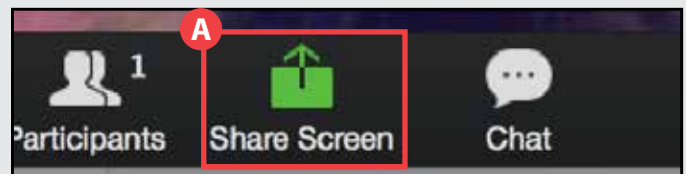
- C.** Invite more people to join by email, IM, or meeting ID. Invite more people to join by email, IM, or meeting ID.
- D.** View a list of participants.
- E.** Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft Word).
- F.** Send a message to one person (using private chat) or to all participants.
- G.** Record the meeting (if you have been granted permission) with transcription option.
- H.** Leave or end the video meeting.



8. Switching Between Views (Share Screen and Video):

As a participant you might be asked to share your desktop or an application. During a meeting you can switch back and forth between sharing your screen and sharing your video as often as needed.

- A.** If you are in video mode, switch to screen share by clicking "Share Screen" in the menu bar.
- B.** A window showing all possible options to share displays should appear. Click on the item you want to display, which will be highlighted in blue, then click "Share".
- C.** If you are displaying your screen, switch to video by clicking "Stop Share" from the menu at the top of the screen.



9. ZOOM Engagement Tools:

- [Attendee Attention Tracking](#)
- [Polling](#)
- [Breakout Rooms](#)
- [Non-verbal Feedback](#)
- [Virtual Backgrounds](#)
- [Sharing a Screen](#)
- [Whiteboard](#)
- [Annotation](#)
- [Transcription of meetings](#)
- [Chat](#)

10. Helpful Hints:

Video conferences are a great way to meet - and stay connected with - your colleagues and teaching assistants (TA). To make sure you get the most out of every session, keep the following tips and tricks in mind:

- Always connect with the meeting link when possible, as calling into meetings utilizes the phone network which can result in fast-busy signal during times of high call volume.
- Find a quiet location from which to join your session, and make sure you have access to a fast LAN connection or excellent Wi-Fi signal (if you're on campus, use UIC-WiFi).
- Join a session a few minutes early to test your audio and video connections.
- Use a headset (or earbuds) instead of speakers and a microphone. The connection may sound fine to you, but speakers and a microphone generate too much static for others.
- Mute your audio unless you are speaking (or in line to speak) so as to prevent unintentional background noise from disrupting the conversation.
- When video is enabled, speak to the camera (and not to the screen).