Your Zoom Starter Guide

There is a wealth of information out there on how to use Zoom, compiled both by the Office of Distance Education and eLearning at Ohio State, and by Zoom. However, given that there's so much information out there, it can be a bit overwhelming. To help you navigate what's out there, we've put together a list of the most helpful sites to get you started on Zoom.

Still have questions? Contact one of the following:

- For basic start-up questions: Contact the DMP at dmphelp@osu.edu or call Elizabeth Falter (DMP manager) at 614-514-5899

- For more complex questions: Contact the eLearning support team via email at carmenzoom@osu.edu or over the phone at 614-688-HELP (4357). They're available M-F, 8am-5pm.

- Not sure who to call? Contact us in the DMP, and we'll let you know if we can solve your problem directly or need to send you on to CarmenZoom support.

Getting Started with Zoom

One of the most important things to know about Zoom is how to install and use it. Although you *can* access Zoom entirely through your web browser, we recommend using the desktop client, or the mobile app if you're on your phone or tablet. Check out the sites and instructions below for help with this:

- Getting started with Zoom on a desktop or laptop
    - This page has instructions on how to download and use Zoom on your desktop or laptop computer, and how to log in to Zoom.
    - For instructions on how to download—scroll past the main heading "Accessing CarmenZoom," to the sub-heading "Download Zoom Desktop Client"
    - Directly below that sub-heading is information on **how to log in via the Zoom web portal,** **online.**
        - **An important note:** You **must** log in to the web portal at least once to activate your account in the Zoom system.
    - Following those instructions is information on **how to log in via the Zoom desktop client**.
    - Whether you're logging in via the web or the desktop client, make sure that you select the option to use SSO (Single Sign-On) to sign in to Zoom using your OSU username (name.#) and password. Both sets of instructions show you where on the screen the option to sign in using SSO will appear.

- Getting started with Zoom on a phone or tablet
    - You can download Zoom from the Apple App Store or the Google Play Store, both linked directly below the video on the page linked above.

- o If you have a Digital Flagship iPad, Zoom will automatically be added.
- o Below the video and introductory text, you'll see detailed instructions with screenshots on how to log in and use Zoom.
- o As with the desktop client, make sure that you <u>select the option to use SSO to sign in to Zoom</u>. The instructions on the page linked above show you where on the screen the option to sign in using SSO will appear.

Joining a Meeting

Now that you've got Zoom set up, you'll want to start joining meetings! Usually your instructor will post or email a link, and you can just click on that link and the meeting will start up automatically. You might want more information, though, in which case you can check out Zoom's sites below:

- [Zoom's guide to joining a meeting](#)
  - o The video up top has a pretty thorough walk-through, so if you want a step-by- step guide, check out the video.
  - o In the paragraphs below the video (under "Overview,") there is a link to join a test meeting—this is a great way to explore Zoom and see what it looks like before joining your first meeting.
  - o Beneath the "Overview," there are accordions guiding you through any way you might want to join a meeting

- [Configuring your audio and video](#)
  - o The video up top has a pretty thorough walk-through, so if you want a step-by-step guide, check out the video. NOTE: The video walkthrough references a video preview before you join the meeting. If the host has selected that participants automatically join with video off, you will not get this video preview before you join.
  - o In the paragraphs below the video (under "Overview,") there is a link to join a test meeting—this is a great way to explore Zoom and see what it looks like before joining your first meeting.
  - o Beneath the "Overview," there are accordions guiding you through any way you might want to join a meeting

- **Another important thing to know:**
  - o For security reasons, many people set up their meetings to only allow authenticated users. This means that, to join that meeting, you must be logged in with your Ohio State username.
  - o If you try to join a meeting that only allows authenticated users, and you're not logged in, a login window will appear. You should select **Sign in with SSO** and enter **osu** as the domain. You'll then be prompted to log in with your OSU username (name.#) and password.

Troubleshooting Video and Audio

If you're encountering problems with your camera or audio during a meeting, take a look at these help articles:

- [My video isn't working](#)
    - This page is organized by device/operating system, so you can scroll down to whatever device you're using. Some common culprits of video issues are:
        - Make sure that all other programs or apps that use your camera are closed
        - **On a mobile device:** Make sure that you're using the correct camera (i.e. front-facing vs. back-facing)
- [My audio isn't working on a mobile device](#)
    - This page will walk you through troubleshooting both speaker issues and microphone issues
- [My audio isn't working on a desktop or laptop](#)
    - This page will walk you through configuring and testing your computer audio and video.
    - Often, audio issues stem from your computer choosing the wrong input/output sources—the video on this page will walk you through how to change those sources, and the drop-down accordions for each operating system will walk you through troubleshooting for that system.

Using Zoom through Carmen

Some instructors might share a link to a Zoom meeting via Carmen Modules, a Carmen announcement, or in an email sent out to the class. But, if there are several meetings on a schedule, your instructor may choose to use the Zoom integration in Carmen. If your instructor is using this tool, it will show up in the course navigation. If this is how your instructor is sharing Zoom meeting information, take a look at the article linked below, which walks you through what you'll see when you navigate to the Zoom tab in your Carmen course site:

- [Student View of Zoom on Carmen](#)
    - This page just gives you a very broad sense of what you'll see when you click on the Zoom navigation tab in a Carmen course site.