Zoom 101 technical tutorial

This Zoom 101 technical tutorial is a guide for elected officials and city staff that was created by Association of Washington Cities to provide the resources needed to fully leverage video conferencing using Zoom meetings via the desktop application and mobile applications.

Zoom 101 – Getting started

Creating a new Zoom account:

Step 1: Navigate to the website Zoom.us through your browser

Step 2: On the upper right, select **Sign up, it's free**

Step 3: Enter your date of birth by selecting the month, day, and year, then select **Continue**

Step 4: Sign up for free by entering your email address, then select **Sign Up**

Step 5: Complete the Captcha by selecting all the appropriate images, then select **Verify**
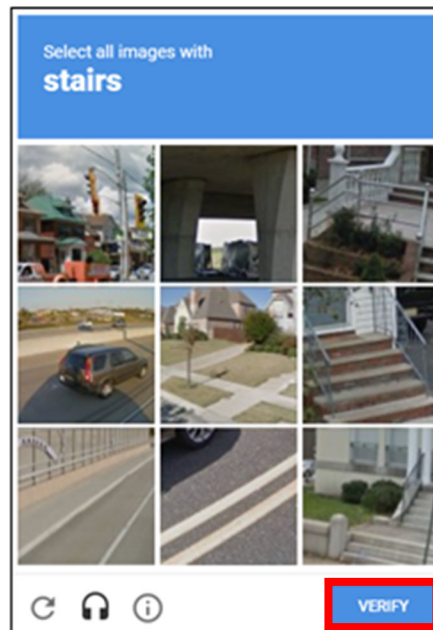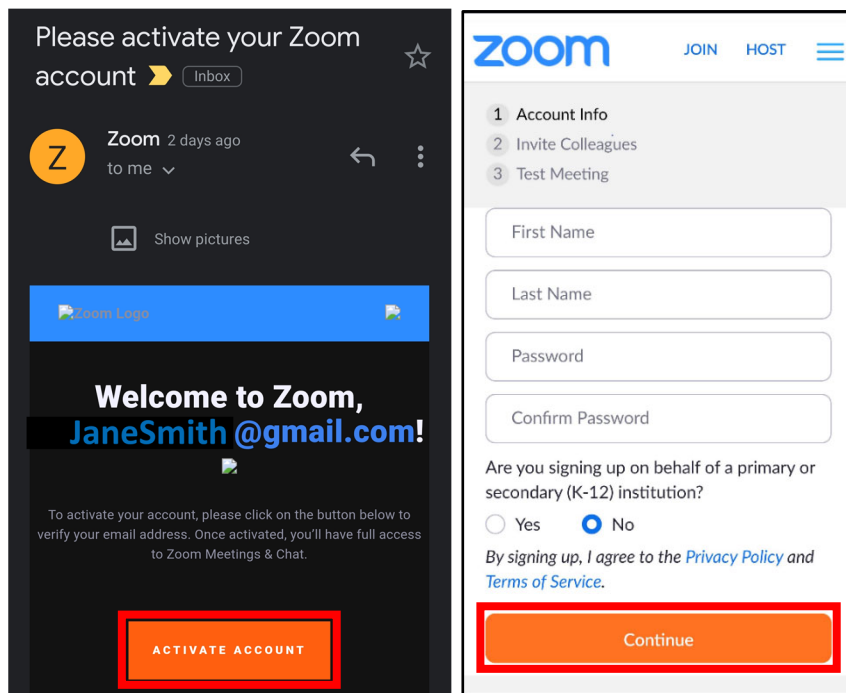
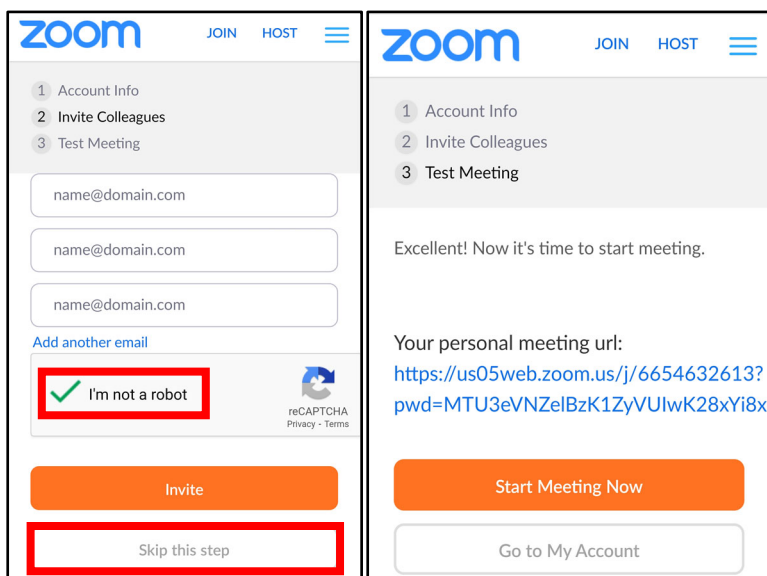**Step 6:** You will receive the following notice:
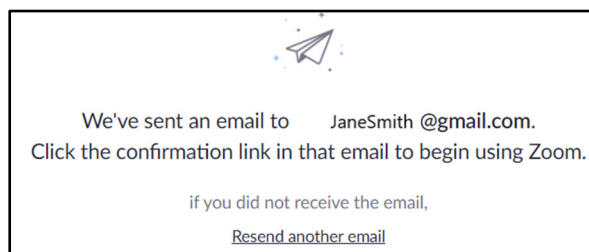
Step 7: Check your email for the Zoom confirmation and select **Activate Account**. Enter your first name, last name, and password, confirm your password, then select **Continue**
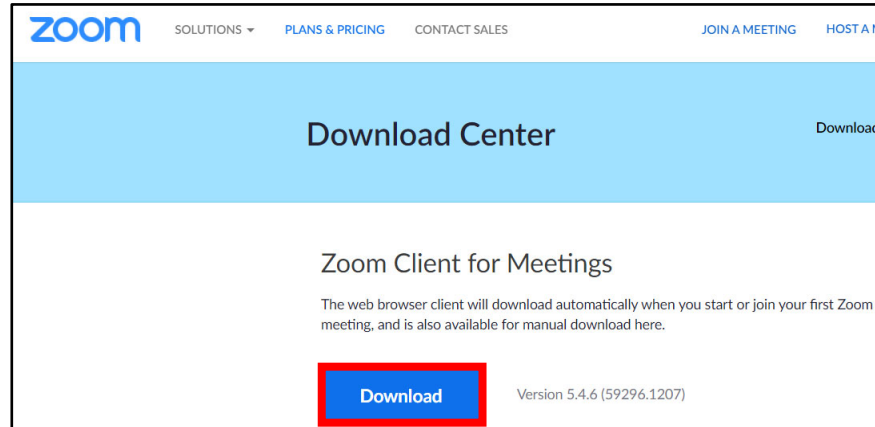

Step 8: Select to check **I'm not a robot**, then select **Skip this step**. Next select whether you would like to **Start Meeting Now** or **Go to My Account**
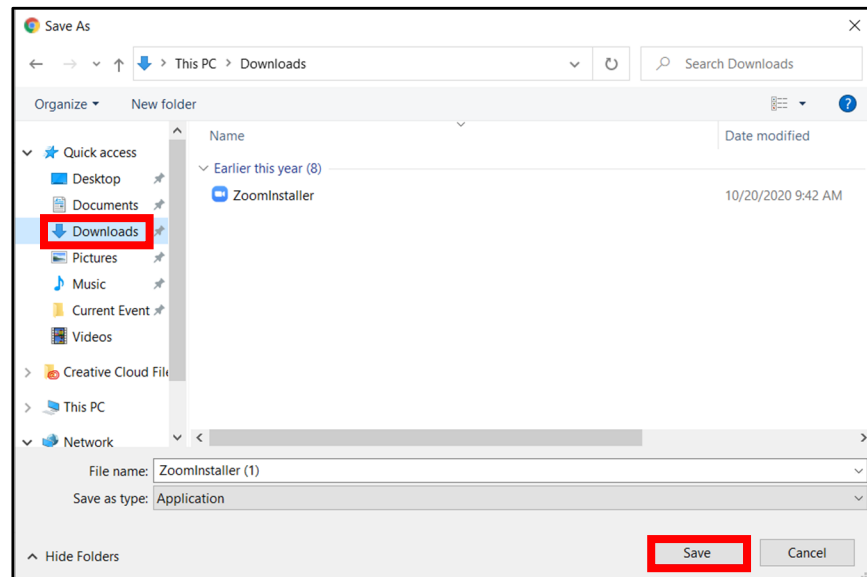
Downloading the Zoom desktop application:

Step 1: Navigate to the website Zoom.us/download through your browser

Step 2: On the Zoom Download Center website, select **Download** under Zoom Client for Meetings
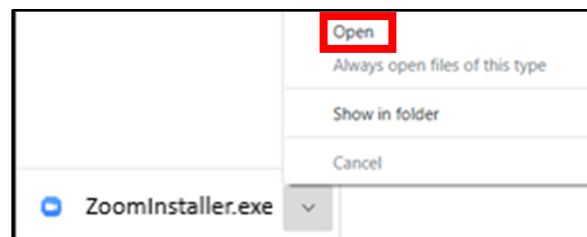

Step 3: In your file explorer, select **Downloads** on the left side pane, then **Save** on the lower right

Step 4: On either the lower left or upper right (depending on your browser), select **Downloads**, then select **ZoomInstaller.exe** to open

   Google Chrome (lower left):

Mozilla Firefox (upper right):
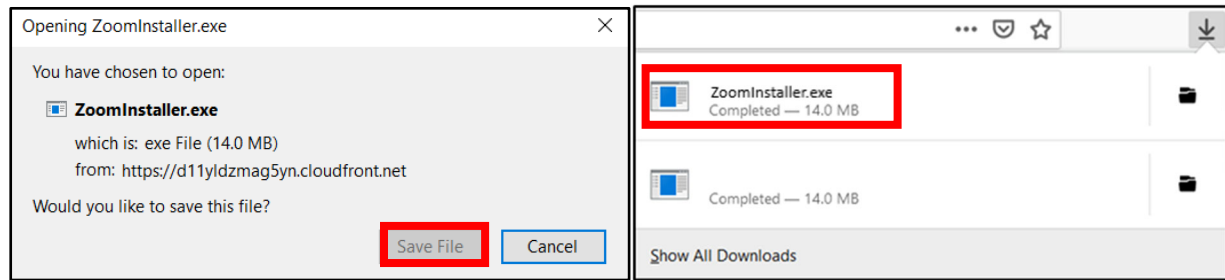
Microsoft Edge (lower left):

Safari (upper right):
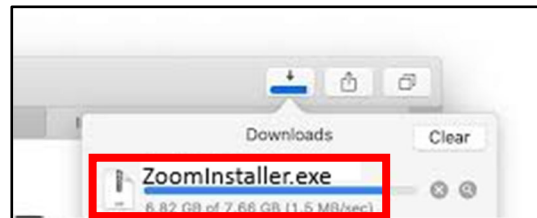
Step 5: The Zoom desktop application should open automatically. If it does not open, locate the Zoom icon on your desktop and select to open it

Step 6: Enter the email address and password you used to create your Zoom account, then select **Sign In**

Step 7: You are now signed into the Zoom desktop application and ready to join or schedule new Zoom meetings
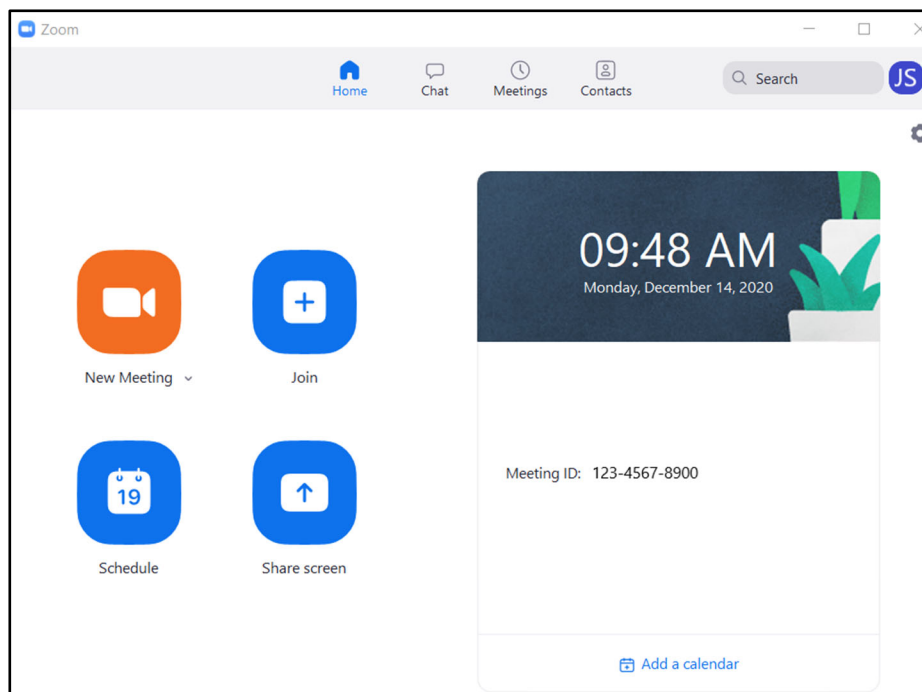
Downloading the Zoom mobile application:

Step 1: On your mobile device, navigate to the Google Play Store (Android) or the App Store (Apple)
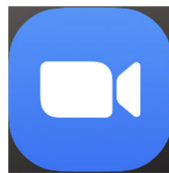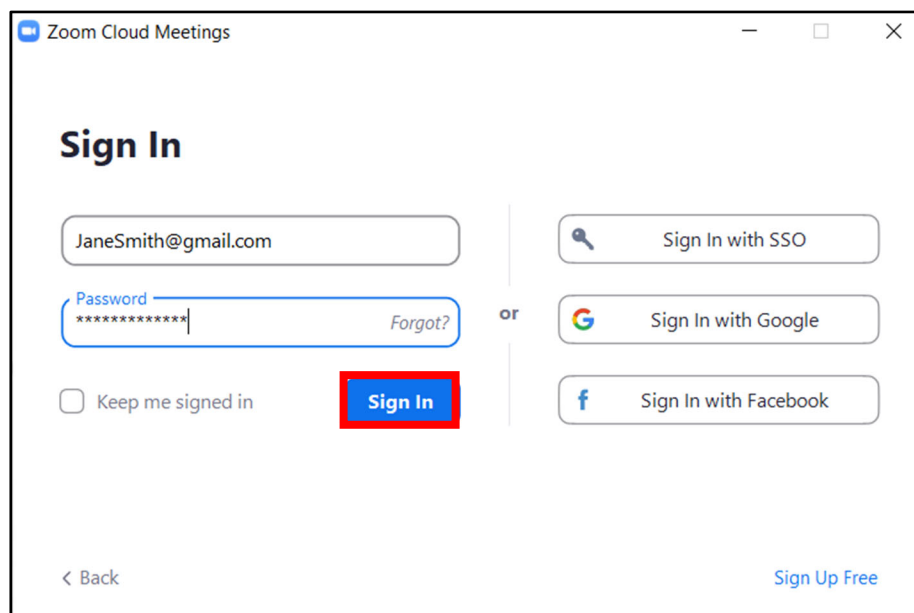

Step 2: Search apps for **Zoom Cloud Meetings**, locate the Zoom app, select **Get** (Apple) or **Install** (Google)

Step 3: Once the Zoom app has completed installation, select the icon to launch Zoom app

Step 4: After the Zoom app has launched, select **Sign In**
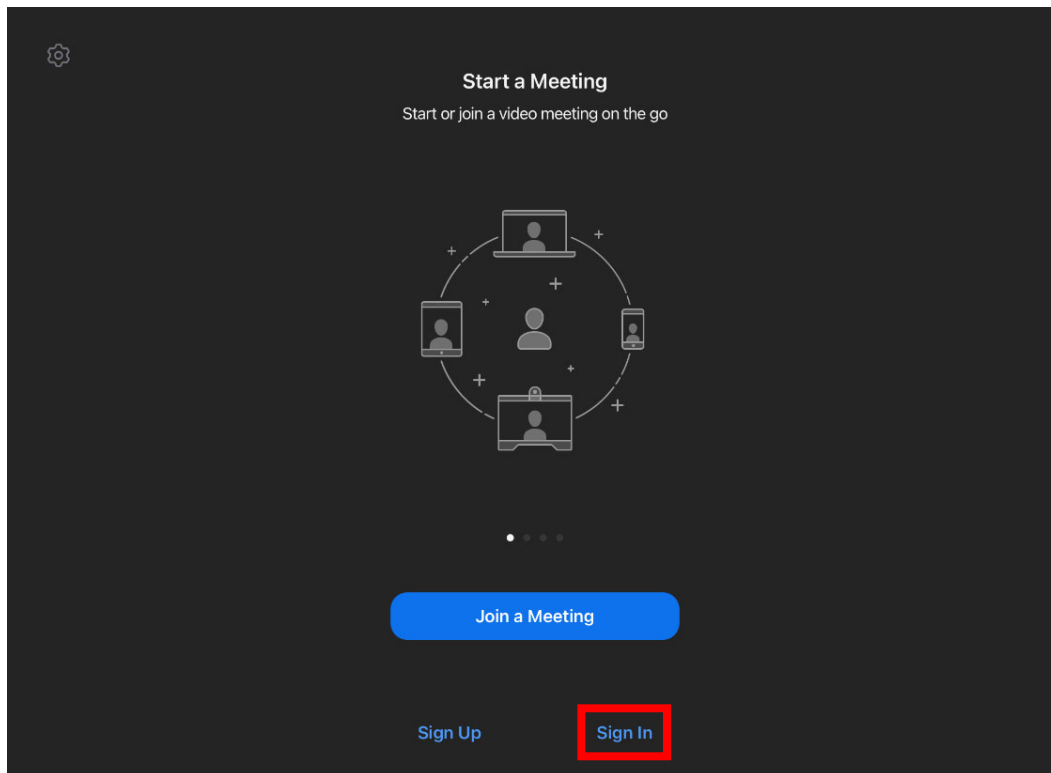
Step 5: Enter your Zoom account email address and password, then select **Sign In**

If your email account is linked to your organization's Zoom account with a single sign-on, select **SSO** and enter your organization's single sign-on information.

Step 6: You have successfully installed, signed in, and launched the Zoom mobile app

Zoom 101 – Joining Zoom, using chat, and raising hand

Joining from a computer:
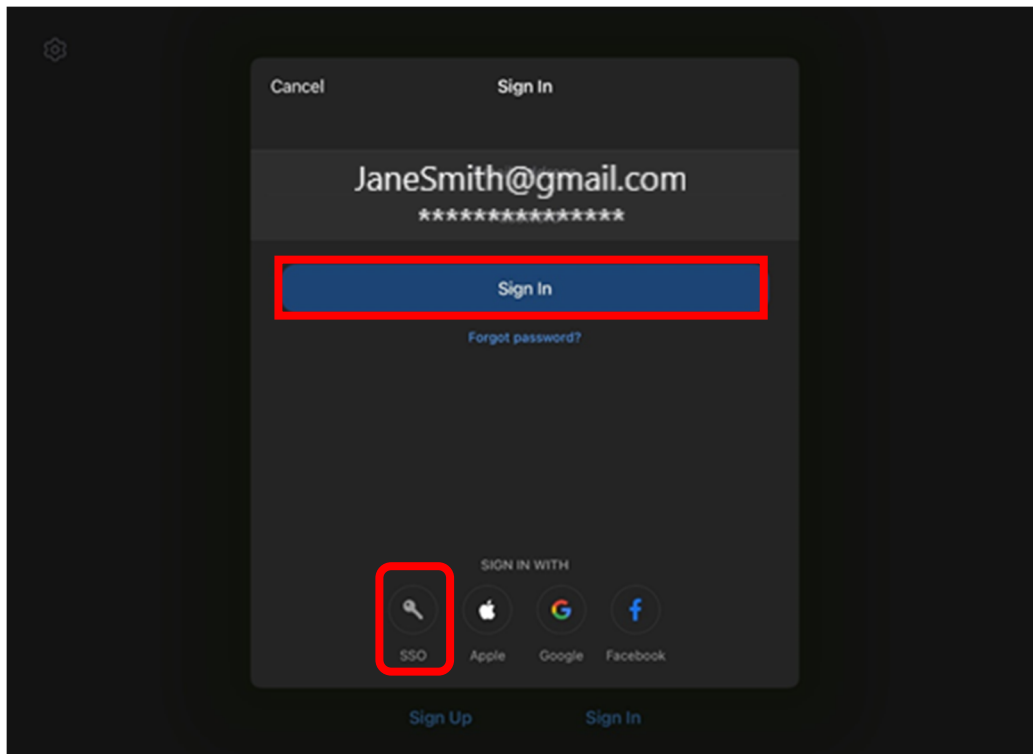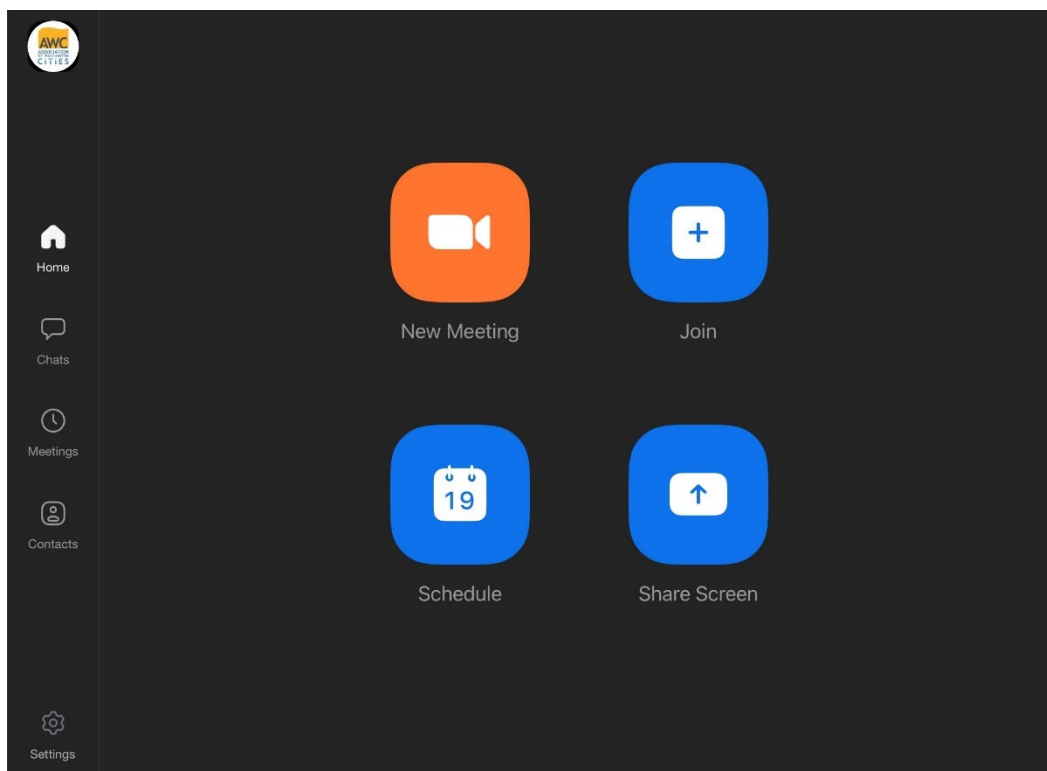
Step 1: Locate the Zoom join link in your email, Outlook calendar invite, etc.

Step 2: Select the Zoom join link
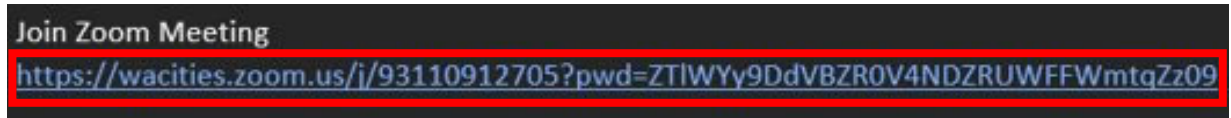
Step 3: The Open Zoom Meetings dialog box will launch in your browser – select **Open Zoom Meetings**. If the meeting fails to open in the desktop app, select **Launch Meeting**
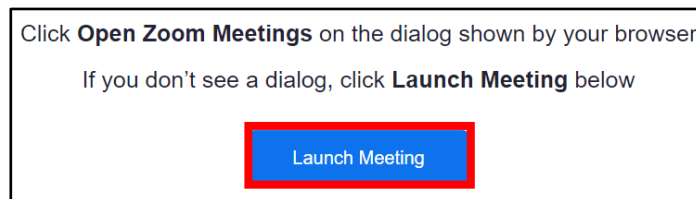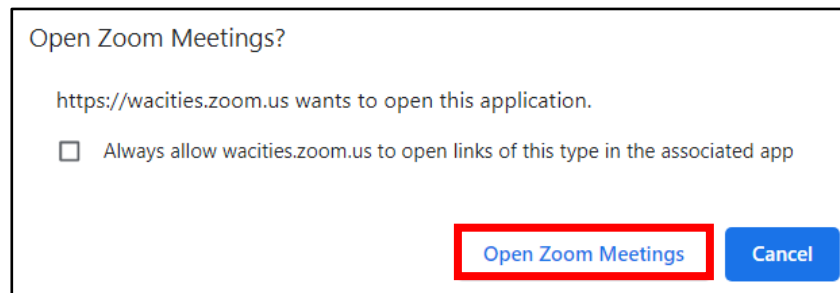
Step 4: The meeting will launch in the Zoom desktop app. If the pop-up appears, select **Join with Computer Audio** – if it does not appear, skip to the next step
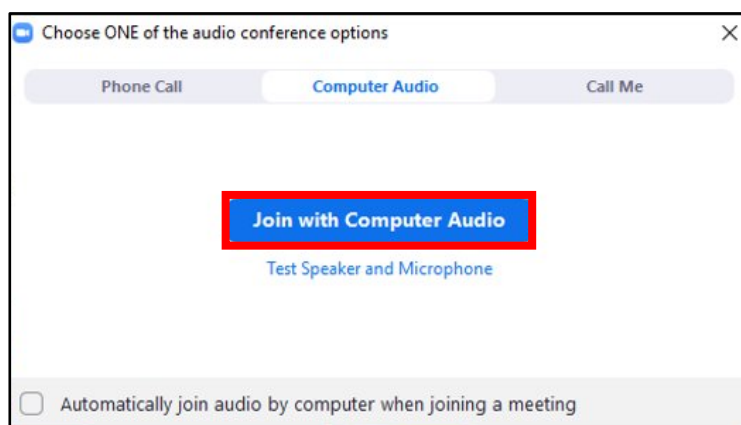
Step 5: If you have not joined audio, select **Join Audio** on the lower left. Select the up arrow if you need to configure your **Audio Settings**
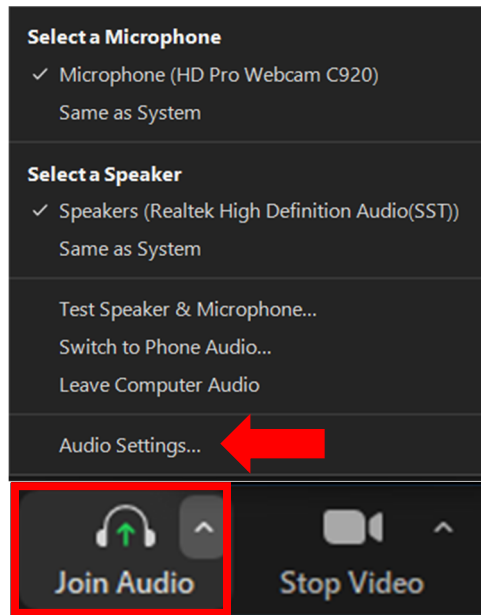
When you have successfully connected audio, your Unmute button will appear on the lower left – when you are unmuted, the Mute button will appear.
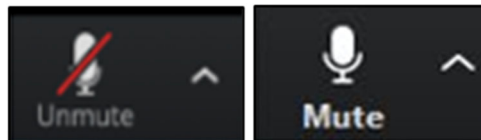
Step 6: If you would like to turn on your camera, select **Start Video** on the lower left. Select the up arrow if you need to configure your **Video Settings**
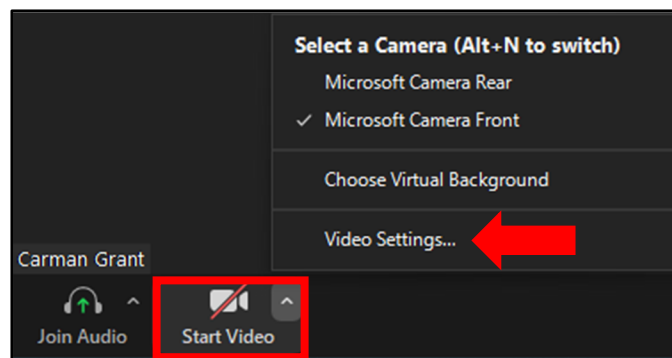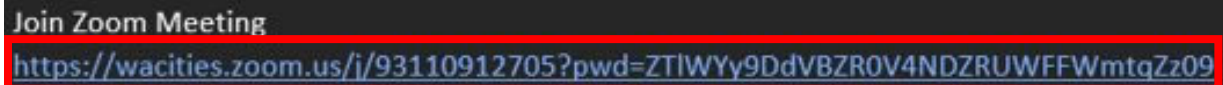
You have successfully joined the Zoom meeting.

Joining from a mobile device:

Step 1: Locate the Zoom join link in your email, Outlook calendar invite, etc.

Step 2: Select the Zoom join link

Join Zoom Meeting
https://wacities.zoom.us/j/93110912705?pwd=ZTlWYy9DdVBZR0V4NDZRUWFFWmtqZz09

Step 3: The meeting will launch in the Zoom mobile app. If a join audio pop-up appears, select **Call using Internet Audio**

To hear others
please join audio

Call using Internet Audio

Dial in

Call My Phone

Cancel
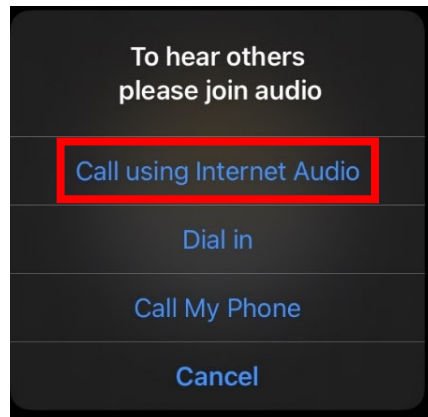
When you have successfully connected audio, your Unmute button will appear on the upper right or lower left – when you are unmuted, the Mute button will appear.

Unmute   Mute
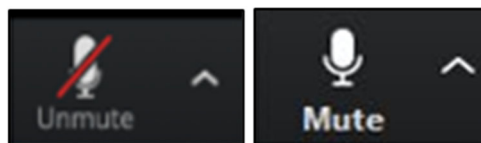
Step 4: To turn on your camera, select **Start Video** on the upper right

Leave   Zoom ⌄   Unmute   Start Video   Share Screen   Participants   More
             09:01

You have successfully joined the Zoom meeting.

Chat – Zoom desktop app:

Step 1: Locate the Zoom controls at the bottom of the meeting

Step 2: Select the **Chat** icon and a chat window will appear
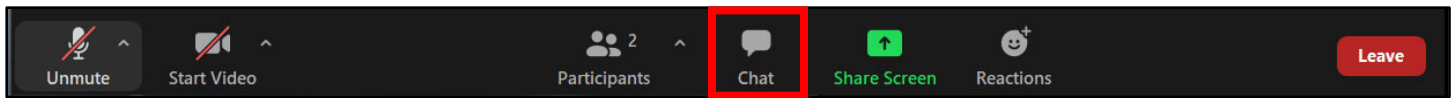
Step 3: Select the **To:** drop-down menu and select **Everyone** or **Individual**

Step 4: Enter your comment or question, then hit Enter to send

Chat – Zoom mobile app:

Step 1: Locate the Zoom controls at the top or bottom of the meeting

Step 2: Select the three dots **… More**, select **Chat** from the drop-down, and a chat window will appear
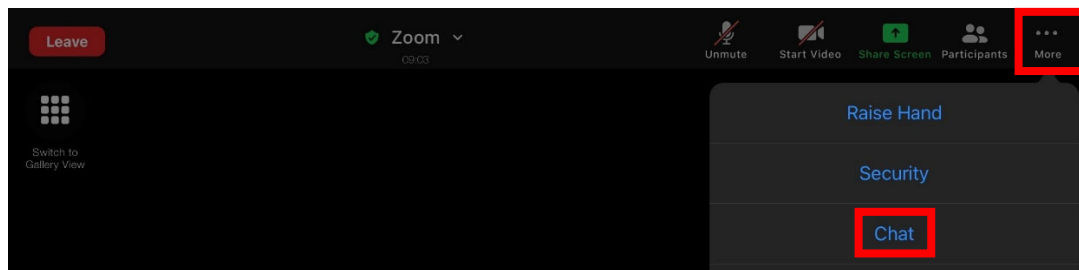
Step 3: Select the **Send to:** drop-down menu and select **Everyone** or **Individual**
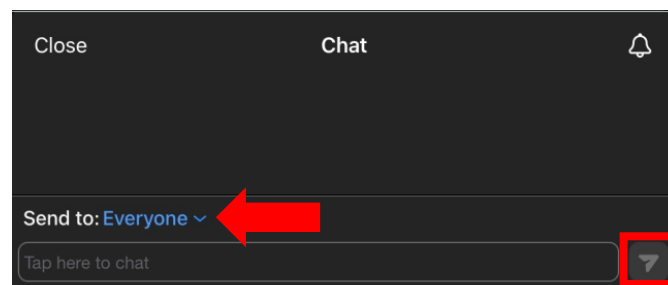
Step 4: Enter your comment or question, then select **Send**

Raise hand – Zoom desktop app:
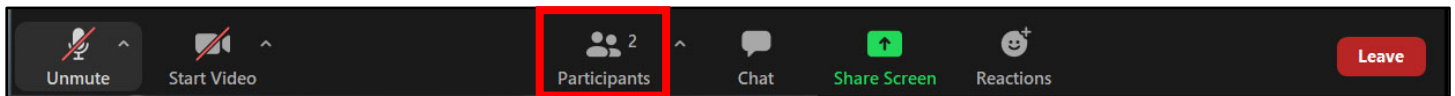
Step 1: Locate the Zoom controls at the bottom of the meeting

Step 2: Select the **Participants** icon and a Participants window will appear
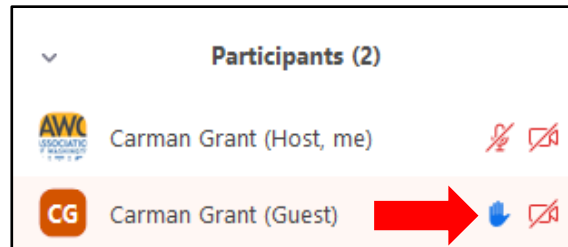
Step 3: Select the **Raise Hand** button on the lower right of the Participants pane, a blue hand will appear next to your name in the Participants pane
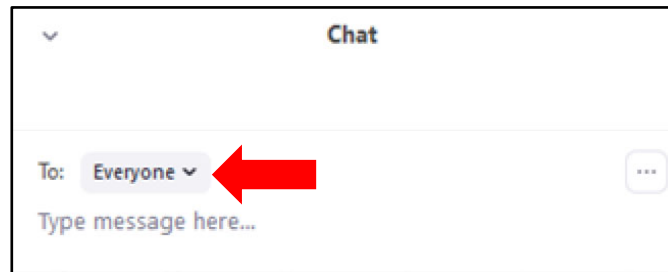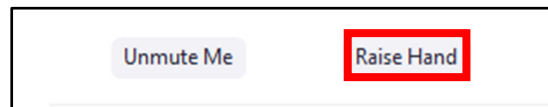

Lower hand – Zoom desktop app:

Step 1: Locate the Zoom controls at the bottom of the meeting
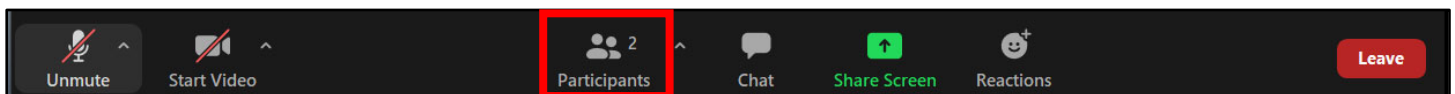
Step 2: Select the **Participants** icon and a Participants window will appear
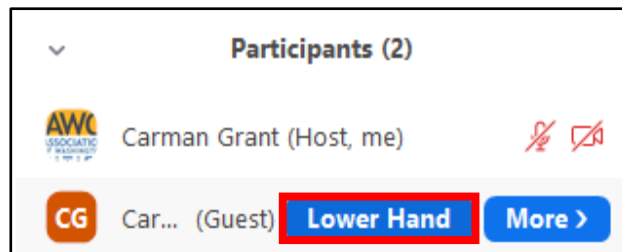
Step 3: Hover your cursor over your name and select the blue **Lower Hand** button

Raise hand – Zoom mobile app:

Step 1: Locate the Zoom controls at the top or bottom of the meeting

Step 2: Select the three dots **… More**, select **Raise Hand** from the drop-down

Step 3: You will see the raised hand icon at the bottom of the meeting and under your name in the Participants pane

Lower hand – Zoom mobile app:

Step 1: Locate the Zoom controls at the top or bottom of the meeting

Step 2: Select the three dots **… More** and select **Lower Hand** from the drop-down
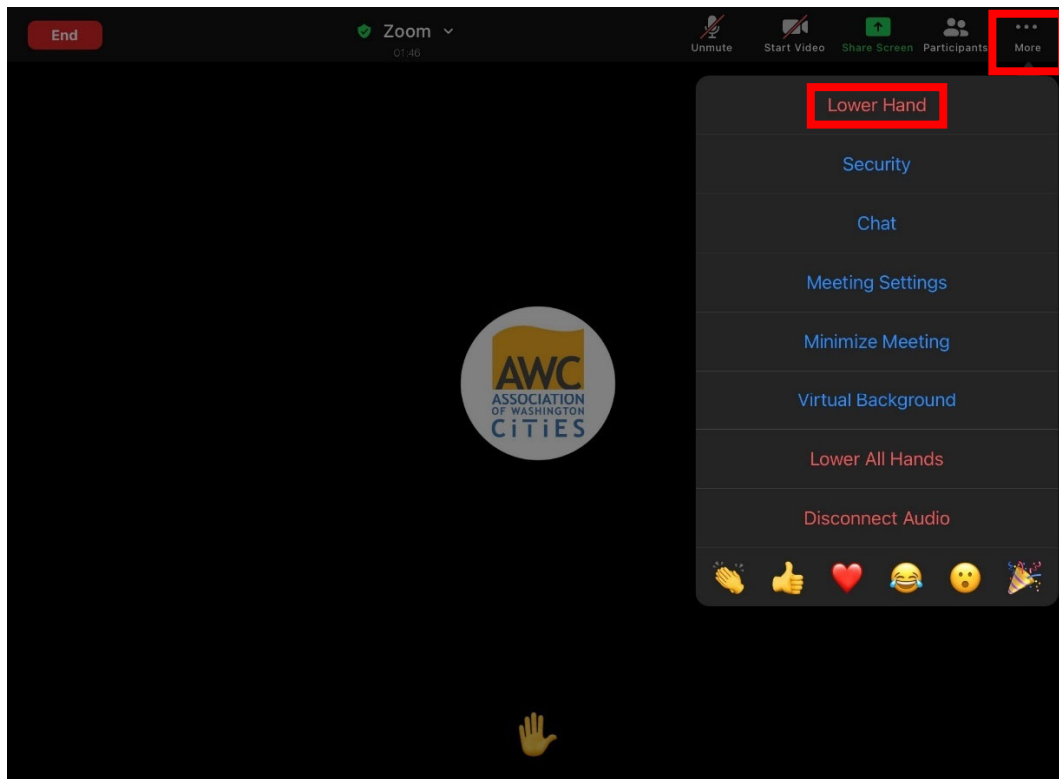
Always show meeting controls – Zoom mobile app:

Step 1: Locate the Zoom controls at the top or bottom of the meeting
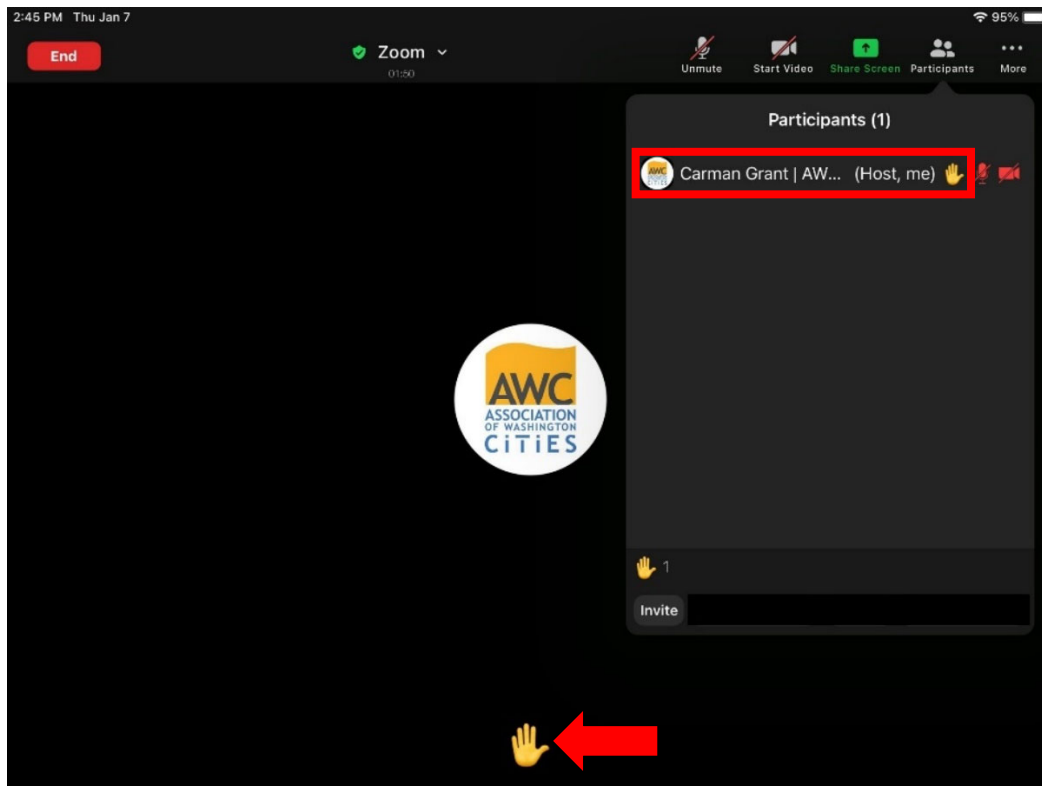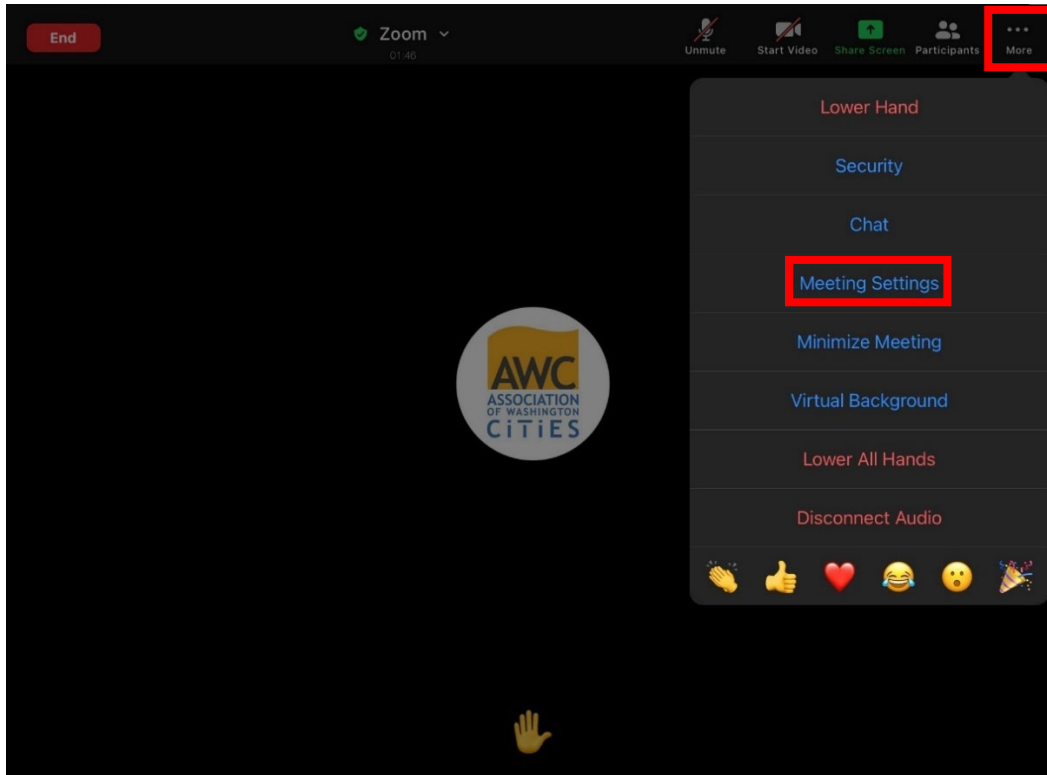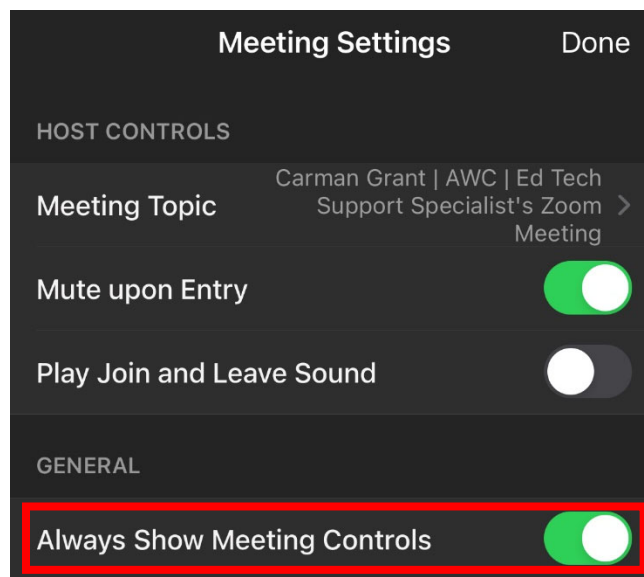
Step 2: Select the three dots **… More**

Step 3: Select **Meeting Settings**

Step 4: Select to toggle on **Always Show Meeting Controls**

Technical best practices and etiquette:

- Plug your device into a power source
- Plug your device directly into your internet connection instead of using wireless to avoid quality issues or interruptions
- Familiarize yourself with the Zoom controls and settings
- Test audio and video devices and settings in Zoom before joining a meeting or webinar

Audio

- Remain on MUTE unless you are speaking
- Close email, messaging, and any other applications that may generate notification sounds while speaking
- Use a headset and be mindful of background noise to ensure audio quality and privacy
- Use the Zoom audio setting to adjust mic and speaker volumes and set suppress background noise to auto

Video

- Turn on your video (camera) to promote engagement and show participation
- Position your camera at eye level, centered, and front-facing
- Adjust your lighting: a lamp, light, or window facing the front of you is best
- To avoid being backlit, washed out, or becoming a dark silhouette, try closing blinds on a window or eliminating a light source behind you
- Use the Zoom video setting to set adjust for low light to auto
- Be mindful of your appearance, body language, and background

Troubleshooting tips:

Audio issues

- Are you on mute? Check on the mic controls lower left
- Are your computer speakers turned on and volume up?
- Are the correct mic and speaker devices selected under the Zoom audio settings?
- If you are using a headset, confirm it is selected under the Zoom audio settings
- Have you tested your mic and speaker devices in the Zoom audio settings?
- Turn off video to reduce bandwidth, if necessary
- If you are unable to get your computer's mic and speakers to work, open Zoom audio settings and select switch to phone audio
- When using phone audio, select leave computer audio to avoid feedback, echoing from your computer and phone speakers and microphones

Video issues

- Have you selected start video on the lower left?
- Is your camera plugged in and uncovered?
- Is the correct camera device selected and showing under the Zoom video settings?
- Switch from wireless to a wired internet connection to improve bandwidth

General issues

- Disconnect from your VPN to improve bandwidth
- Connect to a wired internet connection
- Leave and rejoin the meeting or webinar
- Use switch to phone audio under Zoom audio settings or use the call-in instructions as a last resort audio connection

Zoom help center: https://support.zoom.us/hc/en-us/categories/201137166

Important note: If at any time you are unable to perform any of the steps above or receive a prompt for administrator's credentials, please contact your IT administrator for technical assistance.