

## ZOOM: User Guide for VIU ElderCollege Students

Welcome! This support document provides step-by-step instructions on how to use ZOOM.

### ZOOM REQUIREMENTS & RECOMMENDATIONS

#### REQUIREMENTS

- Internet connection OR telephone access
- VIU ElderCollege Course confirmation email with Zoom Meeting ID# and password **OR** the Zoom Meeting hyperlink

#### RECOMMENDATIONS

- Students will have a fuller experience during a course by accessing Zoom through a desktop, laptop or smart device (ie. iPad, Samsung tablet) but calling in on the phone will still work.
- When using a laptop or smart device ensure that it is fully charged and charger is nearby.
- When using a wireless device, sit near your modem for best WiFi reception.
- Regularly check for Zoom updates, this enables the program to run more efficiently and the newest features to be enabled. Please see section entitled 'ZOOM UPDATES' on page 3.

### VIU ElderCollege ZOOM MENU

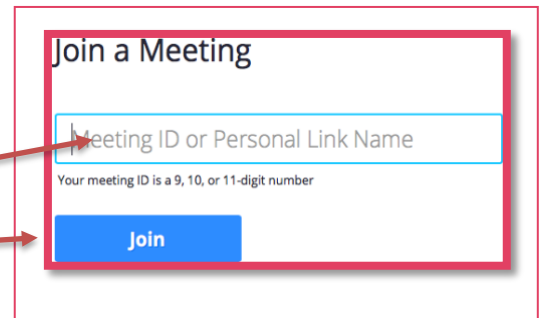
1. [Connecting To Your VIU ElderCollege Course On Zoom](#)
2. [In Your Zoom Classroom](#)
3. [Updating Zoom](#)
4. [The Zoom Menu Bar](#)
5. [Audio](#)
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## CONNECTING TO YOUR VIU ELDERCOLLEGE COURSE ON ZOOM

1. You will receive a VIU ElderCollege Course Confirmation email with your Zoom meeting details approximately one week prior to the start of the course, and 90 minutes prior to the start of every class.
2. Click on the Zoom Meeting hyperlink provided in the meeting invitation. This will automatically open Zoom and take you into your course.

### OR

- Go to <https://zoom.us/join>
- Enter the '**Meeting ID# or Personal Link Name**' (9 to 11 digit number that is found in your VIU ElderCollege Course Confirmation email)
- Click the '**Join**' button



**NOTE:** After clicking 'Join' you may be prompted to choose one of the audio options. Click green bubble 'Join With Computer Audio'.



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### TELEPHONE USERS

When using the telephone to join a Zoom meeting, use one of the phone numbers listed in the VIU ElderCollege Course Confirmation email - Zoom Information under '**Or join by telephone**'.

1. You will be prompted to enter your **Meeting ID** followed by #
2. Press # when prompted for the **Participant ID**
3. You will be prompted to enter the **Meeting Password** followed by #

### **YouTube Link:**

[How To Join A Zoom Meeting](#)

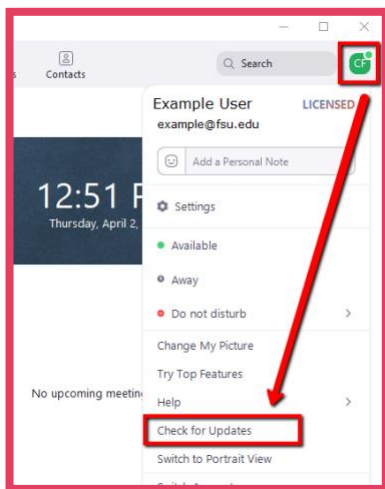
## IN YOUR ZOOM CLASSROOM

- Each VIU ElderCollege course has a different Zoom Meeting ID and password; you will receive this Meeting ID and Password in your VIU ElderCollege Course Confirmation email, your weekly email reminders.
- After the class starts, the Zoom window will open. The Zoom menu bar is located at the bottom of the Zoom window. The menu bar hides after a few seconds when you're in full-screen mode; move your mouse slightly to make the menu bar visible again.
- The meeting may start with audio and video off. Check the Zoom menu bar to make sure your audio is not muted and your video feed is started if desired.

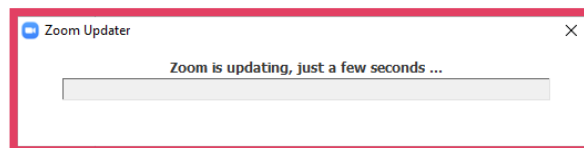
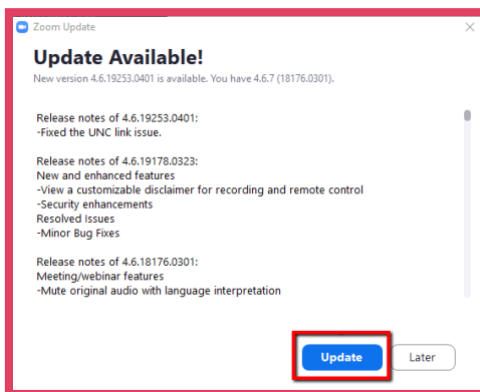
## UPDATING ZOOM

### RECOMMENDATION

We recommend that you check for updates approximately once a month as Zoom is constantly evolving and fixing technical glitches.



1. Open the Zoom Application on your computer or smart device.
2. Sign-in to your Zoom Application. This will require your email address and your Zoom password.
3. Click on your user icon, located in the top right of the Zoom Application.
4. A drop-down menu will appear, click on 'Check for Updates'.
5. Zoom will tell you if there are updates available. Click the blue 'Update' button if it appears.



**NOTE:** It may take a few moments for Zoom to update. The application will close when updating and you will see this loading bar. When software update is completed, the Zoom Application will re-open.

**YouTube Link:** [How To Update Zoom](#)

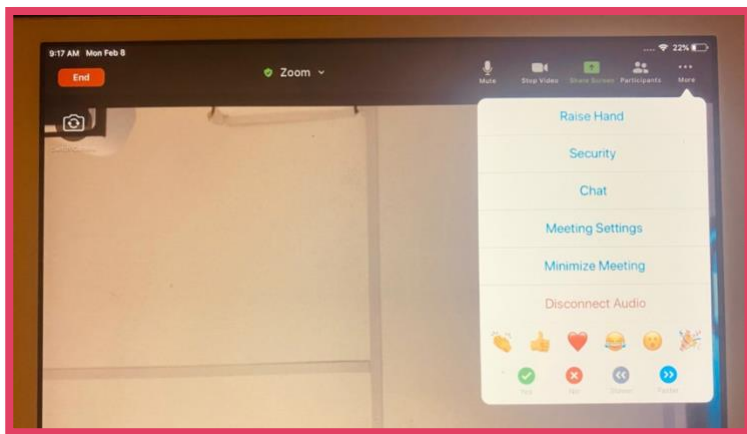
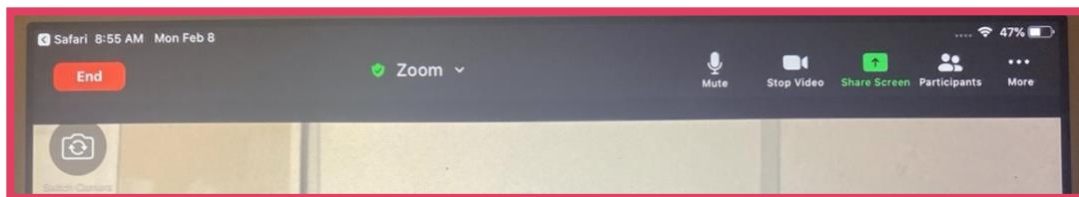
## THE ZOOM MENU BAR



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1. **Microphone icon:** mute/unmute your own audio (You can't mute or unmute the audio of other students).
2. **Video icon:** start/stop your video feed.
3. **Invite:** Only available to the host of the meeting.
4. **Participants:** Clicking on this will provide you a list of all the individuals in your Zoom session.
5. **Share Screen:** This feature is disabled for students.
6. **Chat:** This feature can be used to ask questions or leave comments for the instructor.
7. **Record:** This feature has been disabled.
8. **Reactions:** This is where you can 'raise hand' and 'lower hand'.
9. **Leave Meeting:** Click when the class is over and you would like to leave.

**NOTE:** For iPad users the Zoom menu bar appears differently. Click the 'More' button and additional features like 'Raise Hand' and 'Chat' will appear. See image below.



## AUDIO

### Mute/Unmute by clicking the microphone

#### RECOMMENDATION

- During the class, mute your audio unless you're speaking or the instructor otherwise indicates they would like participants to stay unmuted. This reduces audio feedback and background sounds that may be distracting to other participants.

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## AUDIO ISSUES

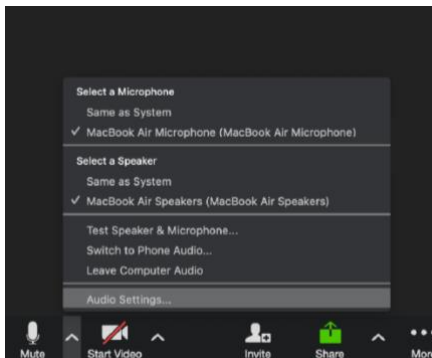
### *Do other participants hear an echo when you talk?*

You are the source of the echo.

Adjust your microphone sensitivity in your **'Audio Settings'**.

Use a headset so that voices coming in from other participants aren't picked up by the microphone in your environment. Laptop microphones are too close to laptop speakers and the sound can reverberate.

Make sure you're not using both your cell phone and your computer to access Zoom.



#### Accessing Audio Settings

Click the up-arrow symbol beside the microphone, click the **'Audio Settings'** this will open the window that controls the audio settings in Zoom (as seen below).

If you are experiencing difficulties with your speaker or microphone once in Audio Settings, you can click the **'Test Speaker'** or **'Test Mic'** to ensure that your settings are correct.

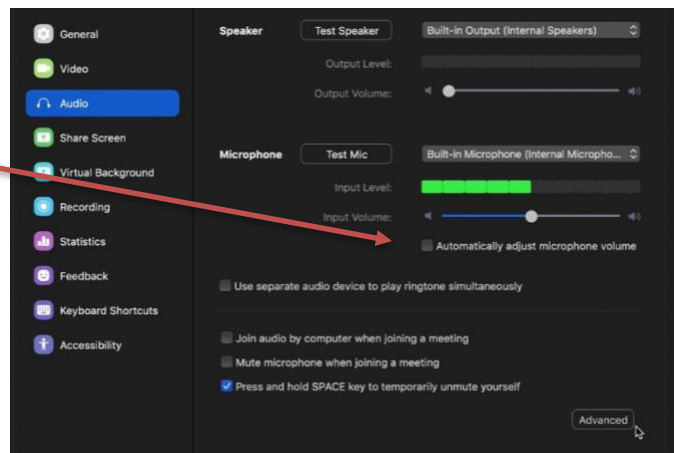
#### RECOMMENDATION

Click the option **'Automatically adjust microphone volume'**.

**NOTE:** iPad users do not have access to audio/video settings, this is automatically configured.

#### YouTube Link:

[How To Configure Your Audio/Video](#)



## VIDEO

### Start Video/Stop Video by clicking the camera

#### IPAD/IPHONE USERS

For optimal viewing on a iPad or iPhone, turn your device on its side to change from portrait mode to landscape mode. You will get your best viewing experience in landscape mode, particularly when the instructor is screen sharing.

**NOTE:** iPad users do not have access to audio/video settings, this is automatically configured.

#### VIDEO ISSUES

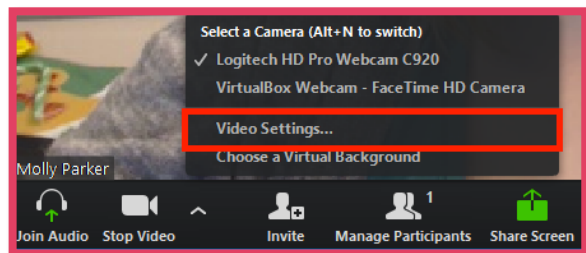
##### *If other participants can not see you*

- Make sure your camera is turned on, plugged in, and selected in Zoom. You can check this in **‘Video Settings’**.
- Make sure nothing is blocking your camera view.

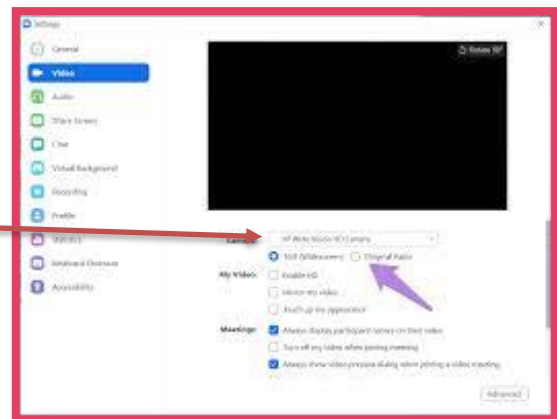
**Note:** Some participants do select not to have their camera on during a class.

##### **Accessing Video Settings**

Click the arrow symbol beside the camera, click the **‘Video Settings’** this will open the window that controls the Video settings in Zoom (as seen below).



**NOTE:** Ensure there is a camera selected beside the **‘Camera:’**. If there continues to be a problem after you have selected a camera, we recommend that you leave the meeting and then sign back in.



**YouTube Link:**  
[How To Configure Your Audio/Video](#)

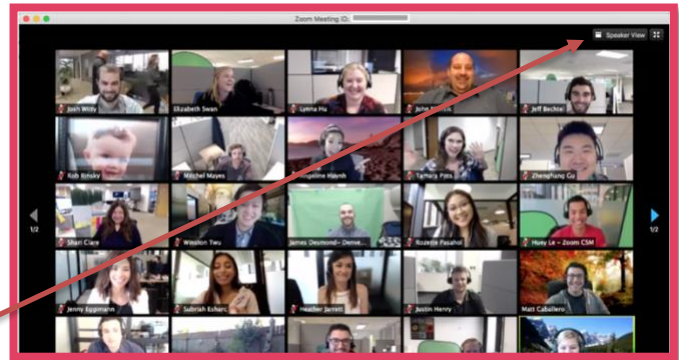
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## VIEWING OPTIONS

In the top right of your Zoom screen, click on the word **'View'** in the top right. It will give you the option of **'Speaker View'** or **'Gallery View'** – click on the viewing option that you prefer.

Here is an example of **'Gallery View'** – this is best used when participating in a discussion group or our Zoom Student Cafes.

You can change it to **'Speaker View'** here.



Here is an example of **'Speaker View'** – is best used when your instructor is lecturing.

You can change it to **'Gallery View'** here.

**NOTE:** For iPad users **'View'** is located in the top left of your Zoom screen, click on this and select the view you prefer.



### YouTube Link:

[How To Change Your Video Layout](#)

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## PRESENTATION VIEWING

When an instructor is screen sharing you can adjust how you view participants. You can do this in in top black bar of the video participants that appears when the instructor is screen sharing.

Hide Participants (line)

Speaker Only (rectangle)

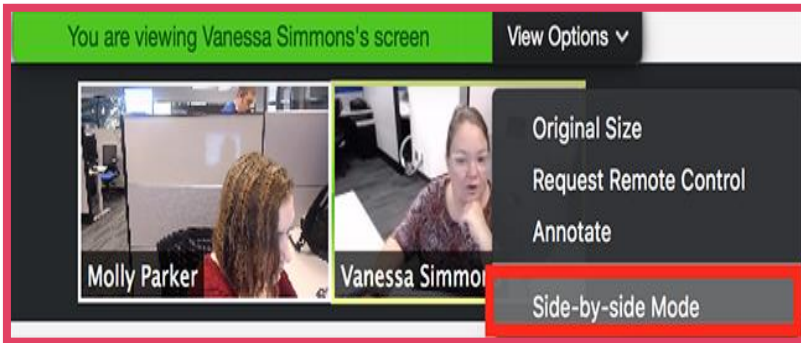
Speaker & last speaker (two rectangles)

Gallery View (9 participants)



## SLIDE PRESENTATION VIEWING

When your instructor is screen sharing a slide presentation (eg. Powerpoint, Keynote), participants are encouraged to view the presentation in **'Side-by-side Mode'**, as seen in the image below.

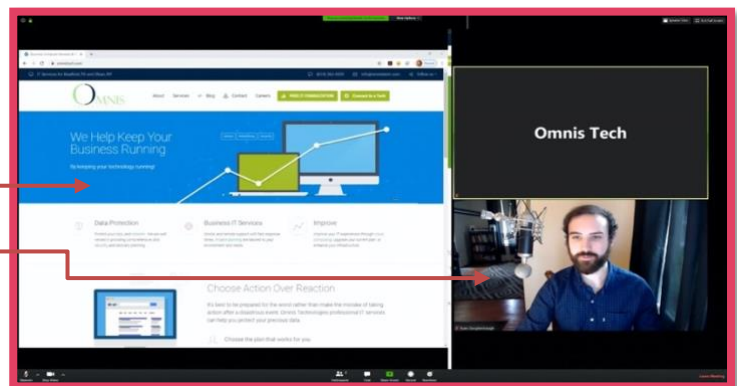


- The green bar will be located at the top of your screen when an instructor is screen sharing
- It will say **'You are viewing John Doe's screen'**
- Click **'View Options'**
- A drop-down box will appear and click on **'Side-by-side Mode'**

The shared screen will appear on the left and the speaker will appear on the right.

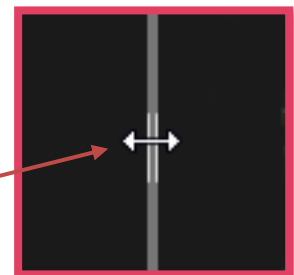
**Presentation Screen**

**Speaker Screen**



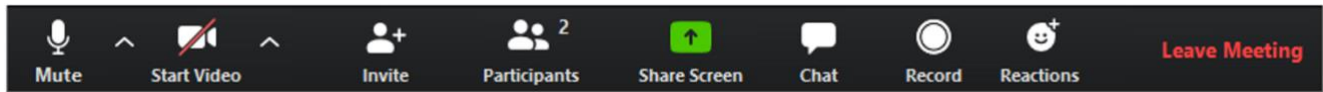
You can enlarge the presentation or the speaker by hovering your pointer over the boundary between the shared screen and participants' video until your pointer changes to a double arrow and you see a grey line separating both views.

Click and drag the separator to adjust the size of each view.



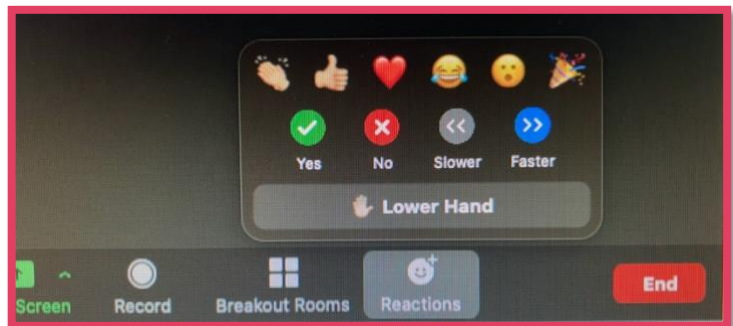
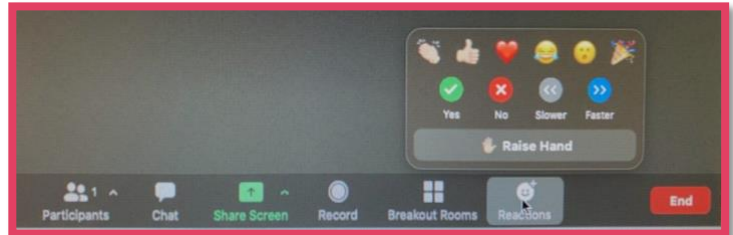


## RAISE HAND/LOWER HAND



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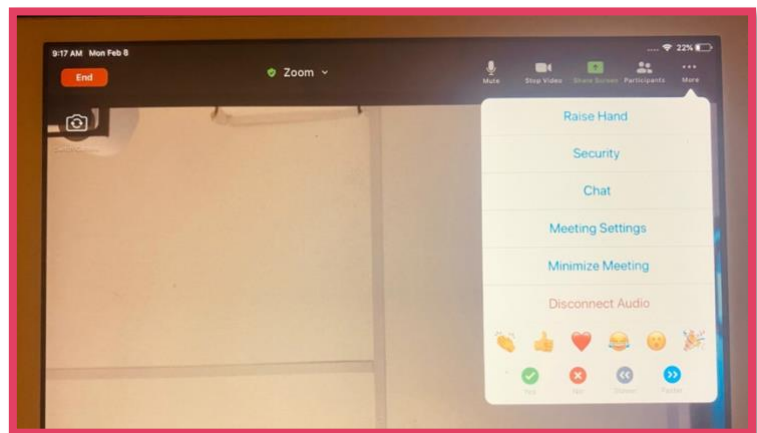
- Go to your Zoom Menu Bar (See above)
- Click on the **'Reactions'** button
- Click on **'Raise Hand'** so your instructor knows you have question or comment
  
- Click on **'Lower Hand'** when you have made your comment



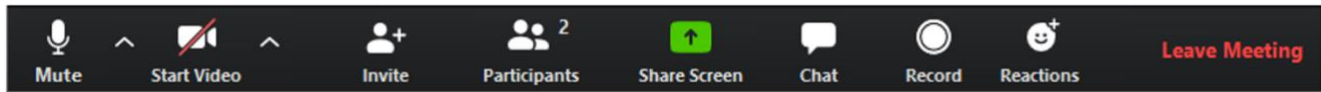
## iPAD USERS

This is located in the top right of your screen.

Click **'More'** a drop-down menu will appear with the **'Raise Hand'** and **'Lower Hand'** feature.



## PARTICIPANT LIST



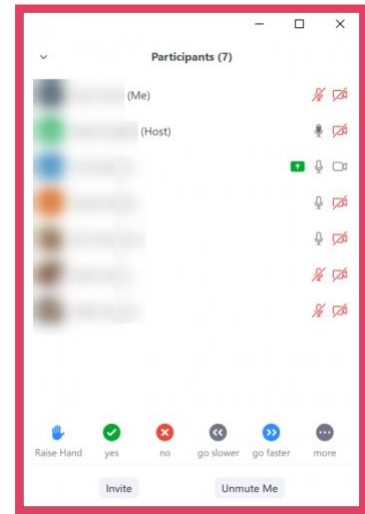
1 2 3 4 5 6 7 8 9

- Go to your Zoom Menu Bar (Seen above)
- Click on the **'Participants'** button
- A box will appear with a list of the class participants

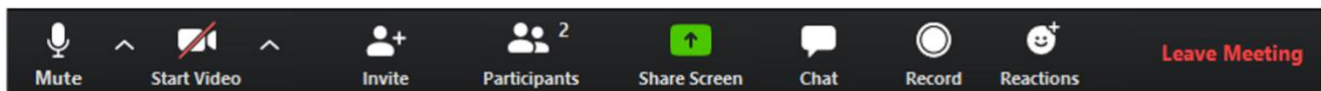
### FEATURES:

- Mute/Unmute
- Rename yourself (hover over your name, click 'rename' to what you would like your fellow participants to see)

**NOTE:** For iPad users the **'Participants'** icon is located in the top right of your screen, when you click on it the **'Participant'** list will appear.

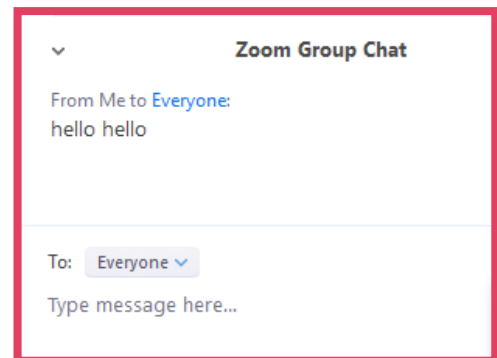


## CHAT



1 2 3 4 5 6 7 8 9

- Go to your Zoom Menu Bar (Seen above).
- Click on the **'Chat'** button.
- A dialogue box will appear on the screen.
- You participate in the chat by putting your cursor into the **'Type message here...'**, ensure you press **ENTER** on your device to send the message so other participants can see it.



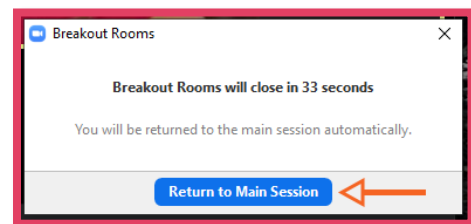
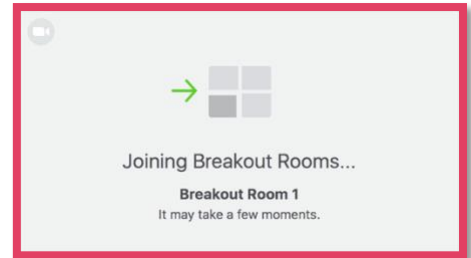
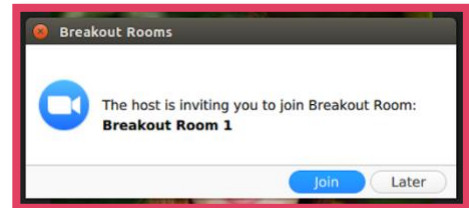
### NOTE:

- For iPad users the **'Chat'** feature is located in the top right of your screen by clicking **'More'**.
- A drop-down menu will appear, touch **'Chat'** the dialogue box will open.
- Touch where it says **'Tap here to chat or tap a message to reply'** the keyboard will appear and you can type your message.
- When you have completed typing your message touch **'Send'**.

## BREAKOUT ROOMS

Breakout rooms are used when the instructor would like to break the class into groups.

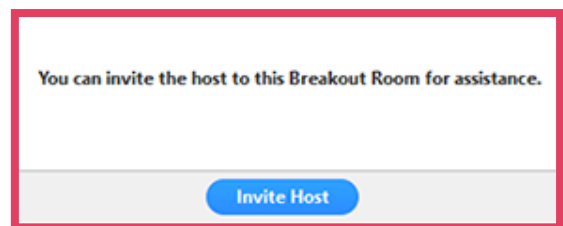
- An invitation to join a breakout room will be sent by the instructor.
- Once prompted on your screen, click 'Join' button.
- You will be notified that you are 'Joining Breakout Rooms... Breakout Room #'
- You will then be sent to a room where you will resume with your discussion in the group setting
- When the instructor (host) ends the breakout rooms, you'll receive notification that you will return to main class session in 60 seconds, a countdown will appear in the screen. You will **not** need to click the 'Return to Main Session' button, when the countdown is complete it will return you back to the main room.



**NOTE:** If you are in a Breakout Room and need assistance from the instructor, you can 'Ask For Help' in the Zoom Menu Bar.



A box will appear saying 'You can invite the host to this Breakout Room for assistance', click on 'Invite Host' this will send a message to your instructor that you need assistance.



## POLLING

Instructors may choose to use the **'Polling'** feature in Zoom. The participants in the meeting will be prompted to answer the polling questions. Only the host will be able to see the results live. Once you have answered all the questions click **'Submit'**.

The instructor will notify the participants when they will be closing the Poll.

Instructors will often share the poll results for discussion with the participants for that class or future classes.

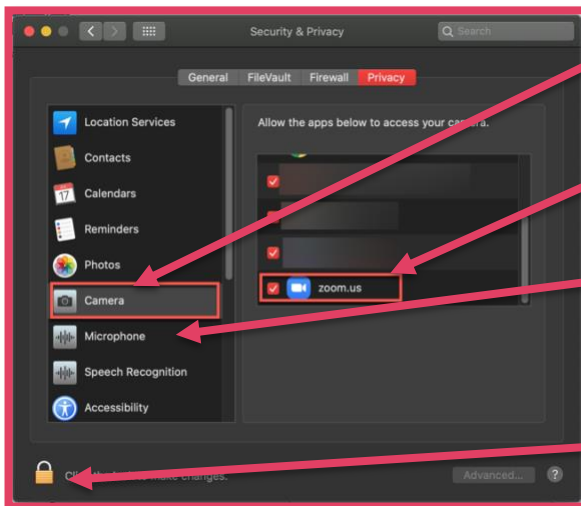
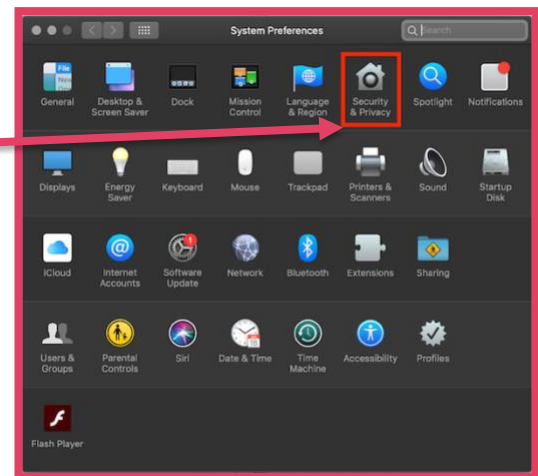


## APPLE USERS

You will need to allow Zoom access to your microphone and camera.

When using a Mac desktop:

1. Click the Apple located in the top left of your screen.
2. A drop-down menu will appear, select **'System Preferences'**.
3. Click **'Security & Privacy'**.
4. Click on the tab **'Privacy'**.
5. You will have to unlock your **'System Preferences'** by clicking on the lock in the bottom left.
6. A prompt for your **'Password'** will appear, this is your User Password.
7. Press **'Unlock'** once you have entered your password.



- To allow camera access, click on **'Camera'** on the left column.
- Select **'Zoom.us'**.
- To allow microphone access, click on **'Microphone'** on the left column.
- Select **'Zoom.us'**.
- Click the **'Lock'** when you are done to save your changes.

**NOTE:** Your Apple **'Password'** will most likely not be the same as your Zoom.us password. It will be the password you use to log into your device. If you do not know that, you will have to contact Apple to reset your password.

## TELEPHONE

Joining a class by phone only:

1. Dial the number in your VIU ElderCollege Course Confirmation email under **'Or join by telephone'**
2. You will be prompted to enter your **Meeting ID** followed by #
3. Press # when prompted for your **Participant ID**
4. You will be prompted to enter the **Meeting Password** followed by #

The Meeting ID and Meeting Password are all found in your VIU ElderCollege Course Confirmation email.

**NOTE:** Please remember that if you have trouble signing in, or during your course, you can always call in for the duration of the course.

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## TELEPHONE FEATURES

Using your telephones dial pad, you can:

- \*6 – to mute/unmute
- \*9 – Raise hand and lower hand

## HELPFUL TUTORIALS

- [Getting started on Zoom](#)
- [Testing Computer or Device Audio](#)
- [Testing Your Video](#)
- [Troubleshooting Links](#)