

# Zoom User Guide

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## Introduction

- Zoom is a cloud-based video conferencing service used to virtually meet with others (either by video or audio-only or both) all while conducting live chats.
- Zoom's core features are:
  - One-on-one meetings
  - Group video conferences: The free plan allows you to host video conferences of up to 40 minutes and up to 100 participants.
  - Screen sharing: Meet one-on-one or with large groups and share your screen with them so they can see what you have up on your screen.

## Zoom Test Web Site

- The Zoom test web site URL can be found here:  
<https://zoom.us/test>
- The meeting test offers the user an opportunity to test their computer's sound, audio, and video capabilities for use in any Zoom meeting.

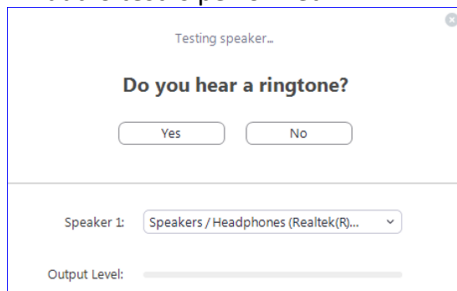
### Join Meeting Test

Test your internet connection by joining a test meeting.

Join

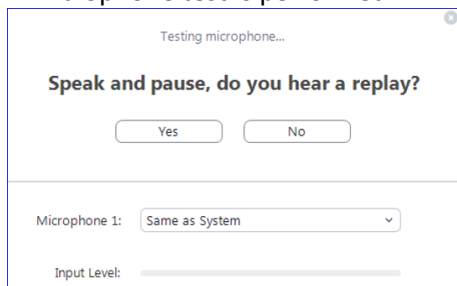
If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

- An audio test is performed



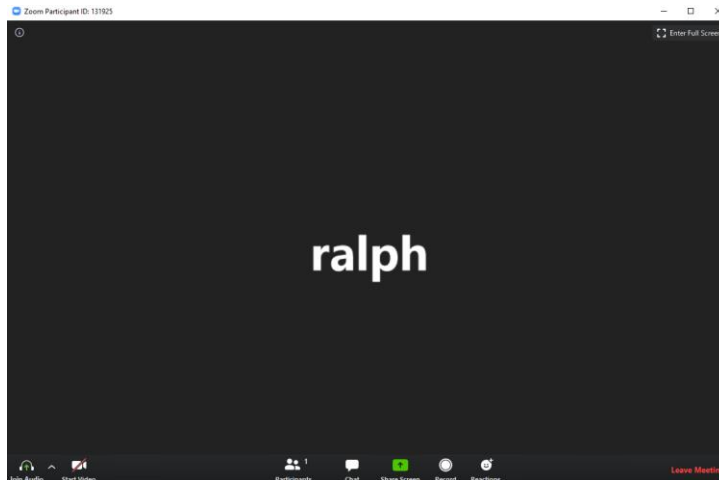
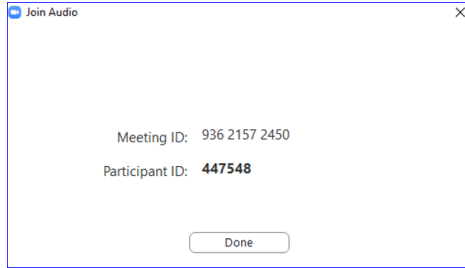
The screenshot shows a window titled "Testing speaker...". Inside, it asks "Do you hear a ringtone?" with "Yes" and "No" buttons. Below this, there is a "Speaker 1:" dropdown menu currently showing "Speakers / Headphones (Realtek(R)...)". At the bottom, there is an "Output Level:" slider.

- A microphone test is performed

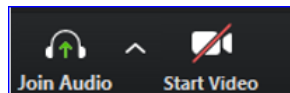


The screenshot shows a window titled "Testing microphone...". Inside, it asks "Speak and pause, do you hear a replay?" with "Yes" and "No" buttons. Below this, there is a "Microphone 1:" dropdown menu currently showing "Same as System". At the bottom, there is an "Input Level:" slider.

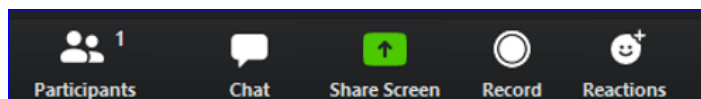
- After testing, you are then brought into a test meeting.



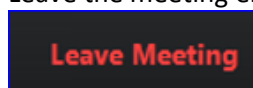
- Options are made available in the bottom toolbar. These same options would be available for any Zoom meeting that you would host:
  - Join by audio (using the microphone)
  - Start Video (turns on the computer's camera)



- Add more participants
- Text chat with any participant or all of them
- Share whatever is currently displayed on your computer screen
- Record the meeting session so that it can be saved and replayed at a later time



- Leave the meeting either while in progress or after completed



- The meeting window (displayed in black above) would include the meeting content. For example, if the host's screen were shared, that screen would be displayed in the meeting content window.
- The Zoom web site also offers options to either join a meeting, host a meeting, or sign up for an account.

[JOIN A MEETING](#)

[HOST A MEETING ▾](#)

[SIGN IN](#)

[SIGN UP, IT'S FREE](#)

## Join a Meeting

- A user is not required to have an account in order to join a meeting. However, in order to join a meeting hosted by someone else, the meeting host (or organizer) would send out a meeting ID to all attendees. That meeting ID would be entered into the field shown below.

### Join a Meeting

Meeting ID or Personal Link Name

Join

[Join a meeting from an H.323/SIP room system](#)

## Host a Meeting

- The options for hosting a meeting are the following:
  - **With Video Off** – the computer's camera will not be used to display each attendee
  - **With Video On** – the computer's camera will be used to display each attendee
  - **Screen Share Only** – the host's computer screen will be shared with each attendee

[JOIN A MEETING](#)

[HOST A MEETING ▾](#)

[SIGN IN](#)

[SIGN UP, IT'S FREE](#)

With Video Off

With Video On

Screen Share Only

- Any hosting option chosen will require the user to enter the login credentials associated with their Zoom account.

## Sign In

Email Address

Password

 [Forgot password?](#)

**Sign In**

☒ Stay signed in      New to Zoom? [Sign Up Free](#)

- If you do not yet have a zoom account, then click on the **Sign Up Free** link to create one.

## Host Controls

- The host controls will appear at the bottom of your screen if you are not currently screen sharing.



- **Mute/Unmute:** This allows you to mute or unmute your microphone.
  - Audio controls (click ^ next to **Mute/Unmute**): The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
- **Start/Stop Video:** This allows you to start or stop your own video.
  - Video controls (click ^ next to **Start/Stop Video**): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
- **Security:** Access in-meeting security options.
- **Manage Participants:** Opens the window to manage participants and invite others to join the meeting.

- **Share Screen:** Start **sharing your screen**. You will be able to select the desktop or application you want to share. When you are screen sharing, the controls will appear at the top of your screen, but you can drag it to another location.
  - **Screen Share** controls (click ^ next to **Share Screen**): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing.

**How many participants can share at the same time?**

- ☒ One participant can share at a time
- ☐ Multiple participants can share simultaneously (dual monitors recommended)

**Who can share?**

- ☐ Only Host      ☒ All Participants

**Who can start sharing when someone else is sharing?**

- ☒ Only Host      ☐ All Participants

- **Chat:** Access the chat window to chat with the participants.
- **Record:** Start or stop a cloud (licensed user) or local (free user) recording.
- **Breakout Rooms** (only available to the host): Start breakout rooms.
- **End** (only available to the host): Display the following two options.
  - **End Meeting for All:** End the meeting for yourself and all participants.
  - **Leave Meeting:** You will be prompted to assign a host so that the meeting can continue.

### Assign a co-host

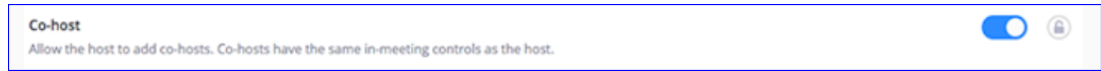
- Host controls allow you as the host to control various aspects of a Zoom meeting, such as managing the participants.
- The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.
- Co-hosts do not have access to the following controls as they are only available as host controls in a meeting:
  - Start **closed captioning** and assign someone or a third-party to provide closed captioning

- Start live streaming
  - End meeting for all participants
  - Make another participant a co-host
  - Start **breakout rooms** or move participants from one breakout room to another
  - Start waiting room (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)
- Co-hosts also cannot start a meeting. If a host needs someone else to be able to start the meeting, they can assign an **alternative host**.

## Enabling co-host



- **Account:** To enable the Co-host feature for all members of your organization:
    1. Sign into the Zoom web portal as an administrator with the privilege to edit Account settings, and click Account Settings.
    2. Navigate to the Co-host option on the Meeting tab and verify that the setting is enabled. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
- A screenshot of the Zoom Account Settings page. It shows a section titled "Co-host" with the description "Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host." To the right of the text is a blue toggle switch that is turned on.
3. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click Lock to confirm the setting.
- **Group:** To enable the co-host feature for all members of a specific group:
  1. Sign into the Zoom web portal as an administrator with the privilege to edit User groups, and click Group Management.
  2. Click the name of the group, then click the Settings tab.
  3. Navigate to the Co-host option on the Meeting tab and verify that the setting is enabled. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.
- A screenshot of the Zoom Group Settings page. It shows a section titled "Co-host" with the description "Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host." To the right of the text is a blue toggle switch that is turned on, and next to it is a lock icon.
4. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click Lock to confirm the setting.
- **User:** To enable the co-host feature for your own use:
  1. Sign into the Zoom web portal and click My Meeting Settings (if you are an account administrator) or Meeting Settings (if you are an account member).
  2. Navigate to the Co-host option on the Meeting tab and verify that the setting is enabled.

3. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.



**Note:** If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

### Using co-host in a meeting

- There are two ways that you can make a user a co-host.
  1. During a meeting:
    - a. Hover over a user's video.
    - b. Click the more icon.  

    - c. Click Make Co-Host.
  2. Using the participants window:
    - a. Click on **Manage Participants** in the meeting controls at the bottom of the Zoom window.  

    - b. Hover over the name of the participant who is going to be a co-host, and choose **More**.
    - c. Click **Make Co-Host**.
- Once a participant has been made a co-host, they'll have access to the co-host controls.

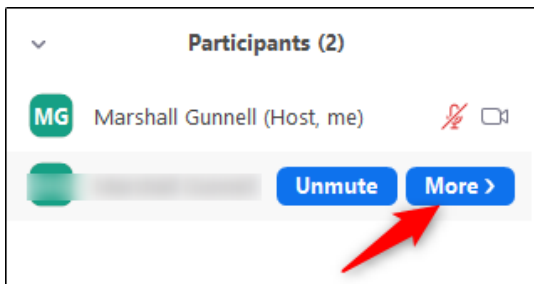
### Change the Host of a Meeting

- If you're hosting a meeting in Zoom but need to leave early due to unforeseen circumstances, you can pass off the host privileges to another member instead of ending the meeting.
- In the case of passing host controls to another user, if the original host is a licensed user, then the meeting can continue for an unlimited amount of time once the controls are handed off, even if the user who received the host controls is a free user. However, if the original host is a free user, the meeting will be limited to 40 minutes after the controls are passed—even if the new host is a licensed user.
- Once the meeting is set up and all participants have joined, select the "Manage Participants" option at the bottom of the window where the video conference is being held.

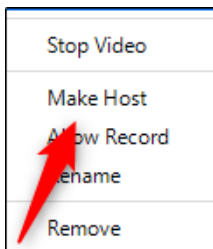




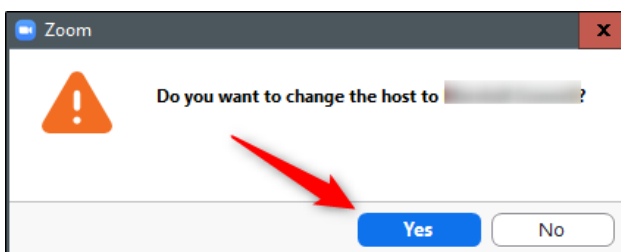
- The list of participants will appear in the right pane. Hover over the name of the participant you're passing host controls to and then select the **More** button.



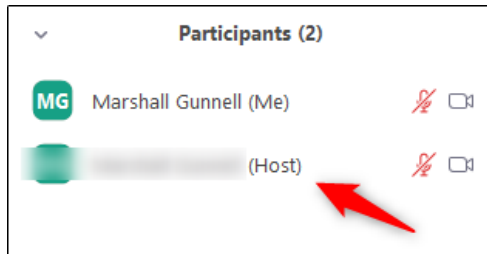
- In the menu that appears, click the **Make Host** option.



- A message will appear asking if you are sure about changing the host to the selected participant. Select **Yes**.

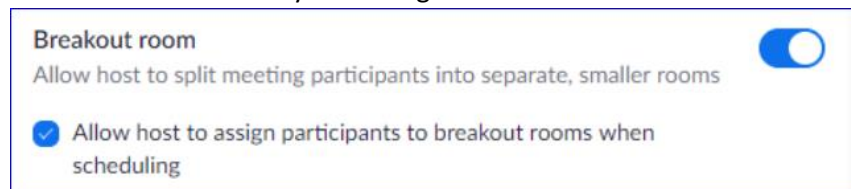


- In the pane showing the participants, you can now see the host controls have been passed to that user. The original host can now safely leave the meeting without interrupting the video conference.



## Breakout Rooms

- Breakout rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.
- **Account:** To enable the breakout room feature for all members of your organization:
  1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
  2. In the navigation menu, click **Account Management** and then **Account Settings**.
  3. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.  
If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



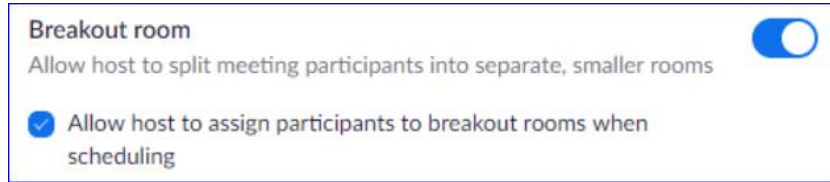
4. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.
5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.



- **Group:** To enable the breakout room feature for all members of a specific group:
  1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
  2. In the navigation menu, click **User Management** and then **Group Management**.
  3. Click the name of the group, then click the **Settings** tab.

4. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.

If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



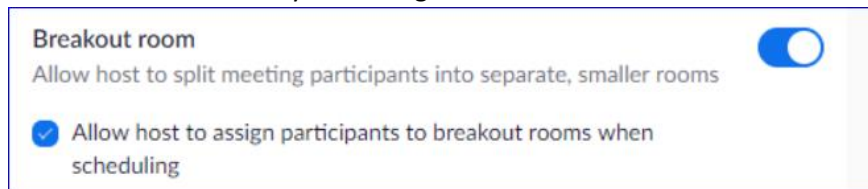
**Note:** If the option is grayed out, it has been locked at the account level, and needs to be changed at that level.

5. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.
6. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click **Lock** to confirm the setting.



- **User:** To enable the breakout room feature for your own use:
  1. Sign in to the Zoom web portal.
  2. In the navigation menu, click **Account Management** and then **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
  3. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.

If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



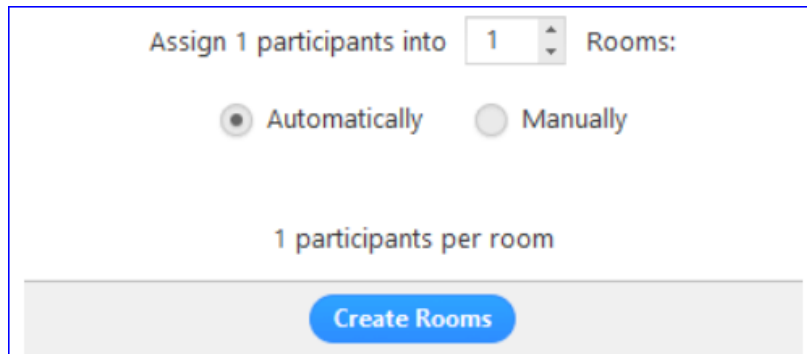
**Note:** If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

4. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.

## Create Breakout Rooms

- You can also pre-assign participants to breakout rooms when you schedule the meeting instead of managing them during the meeting.

1. Start an instant or scheduled meeting.
2. Click **breakout rooms**.
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms:
  - **Automatically:** Let Zoom split your participants up evenly into each of the rooms.
  - **Manually:** Choose which participants you would like in each room.
4. Click **Create breakout rooms**.

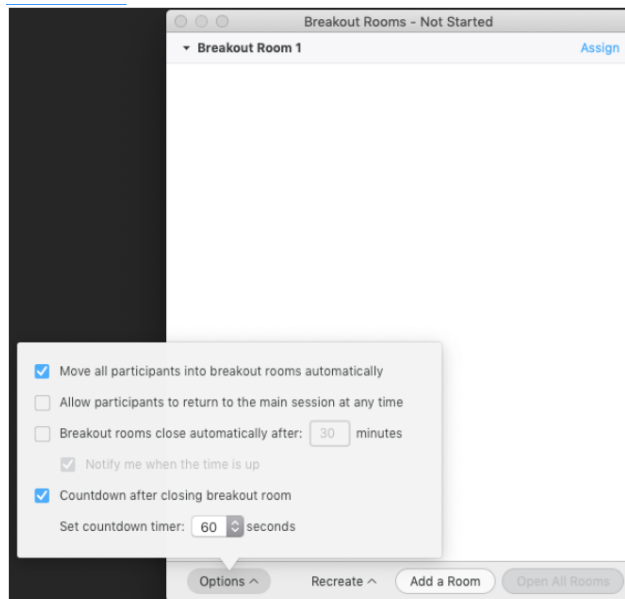


The screenshot shows the Zoom breakout room creation interface. At the top, it says "Assign 1 participants into" followed by a dropdown menu set to "1" and the word "Rooms:". Below this are two radio buttons: "Automatically" (which is selected) and "Manually". Underneath, it says "1 participants per room". At the bottom, there is a blue button labeled "Create Rooms".

5. Your rooms will be created, but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

### Options for Breakout Rooms

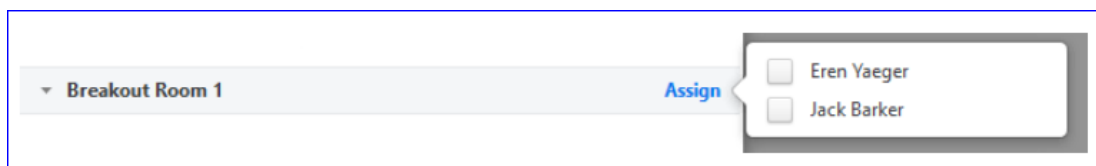
1. After creating the breakout rooms, click **Options** to view additional breakout rooms options.



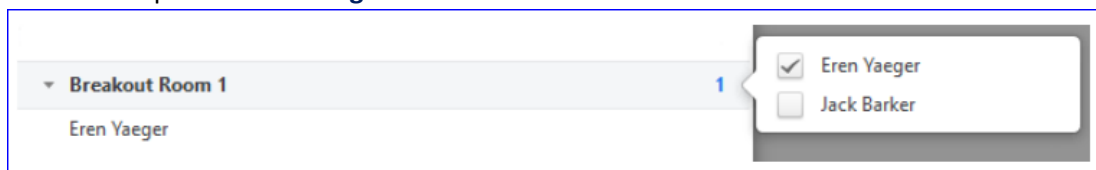
2. Check any options that you would like to use for your breakout rooms.
  - **Move all participants into breakout rooms automatically:** Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click Join to be added to the breakout room.
  - **Allow participants to return to the main session at any time:** If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to end the breakout rooms.
  - **Breakout rooms close automatically after x minutes:** If this option is checked, the breakout rooms will automatically end after the configured time.
  - **Notify me when the time is up:** If this option is checked, the host will be notified when the breakout room time is up.
  - **Countdown after closing breakout rooms:** If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.
3. Follow the steps below to assign participants to rooms or click **Open All Rooms** to start the breakout rooms.

### Assign Participants to Rooms

- To assign participants to your rooms, select Assign next to the room you wish to assign participants to and select participants you want to assign to that room. Repeat this for each room.



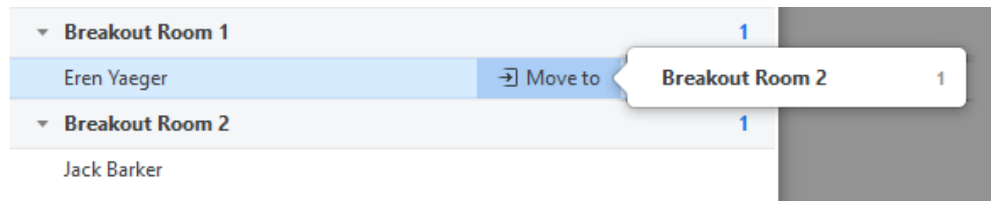
- Once a participant has been assigned (manually or automatically), the number of participants will show in place of the **Assign** button.



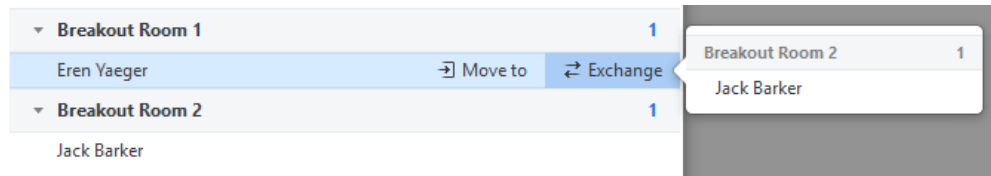
## Preparing breakout rooms

- After manually or automatically assigning participants to rooms, you can rearrange the participants. Participants who are not assigned to breakout sessions will remain in the main meeting when the rooms are started.

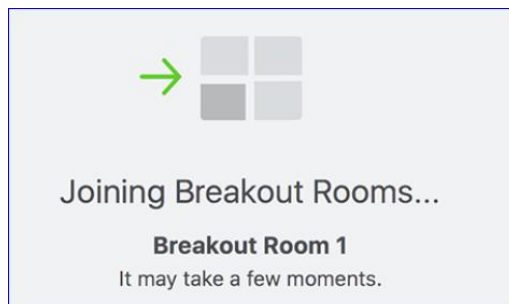
- **Move to (participant):** Select a room into which to move the participant.



- **Exchange (participant):** Select a participant in another room with whom to swap the selected participant.



- **Delete Room:** Delete the selected room.
- **Recreate:** Deletes existing breakout rooms and creates new ones.
- **Add a Room:** Add another breakout room.
- **Open All Rooms:** Start the rooms. All participants will be moved to their respective rooms after confirming the prompt to join the breakout room. The host will be left in the main meeting until manually joining one of the rooms. The participants (and the host when manually joining a room) will see the following message shown when joining the breakout room.



## Managing breakout rooms in progress

- Once the breakout rooms have been started, the participants will be asked to join the Breakout Session. The host will stay in the main meeting until joining a session manually. If a participant has not joined the session yet, it will be noted by **(not joined)** next to their name.

▼ Breakout Room 1

Join

● Eren Yaeger

▼ Breakout Room 2

Join

● Jack Barker


Broadcast a message to all ^

Close All Rooms

- Join:** Join the breakout room.
- Leave:** Leave the room and return to the main meeting (only shows when in a breakout room).
- Close All Rooms:** Stops all rooms after a 60 second countdown, shown to the host and participants, and returns all participants back to the main meeting.

## Respond to requests for help

- Participants in breakout rooms can request that the meeting host join their meeting by clicking **Ask for Help**.

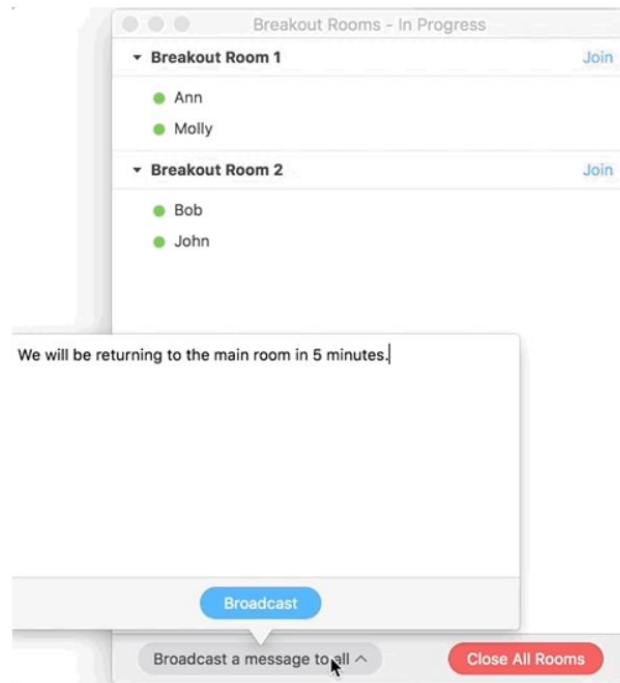
 Eren Yaeger in Breakout Room 1 asked for help.

Join Breakout Room

Later

## Broadcasting a message to all breakout rooms

- The host can broadcast a message to all breakout rooms to share information with all participants.
  1. Click **breakout rooms** in the meeting controls.
  2. Click **Broadcast a message to all**, enter your message and click **Broadcast**.



3. The message will now appear for all participants in Breakout Rooms.

From Molly Parker to everyone: We will be returning to the main room in 5 minutes.

## Pre-assign Participants to Breakout Rooms using Web Portal

- As a meeting host, you can split your meeting participants into breakout rooms when scheduling the meeting. This can be useful if you already know how you want to split up your participants.
- You can only pre-assign participants that have a Zoom account (internal or external Zoom users).

### Pre-assign Participants using web portal:

1. Sign in to the Zoom web portal.
2. Click Meetings and schedule a meeting.  
**Note:** Make sure to enable join before host.
3. In the Meeting Options section, select Breakout Room pre-assign and click Create Rooms.



☒ Breakout Room pre-assign

[+ Create Rooms](#)   [↑ Import from CSV](#)

- Click the plus icon beside **Rooms** to add breakout rooms.

**Breakout Room Assignment** 2 rooms, 0 participants

Assign participants to breakout rooms by adding their email. You can create up to 50 breakout rooms and assign up to a total of 200 participants.

Rooms	
Group A	0
Group B	0

**Group A**


Add participants

No participants yet

Export as CSV

Cancel Save

- Hover over the default breakout room name and click the pencil icon to rename it.

**Breakout Room 1** 

- In the **Add participants** text box, search for participants' name or email address to add them to the breakout room.

**Note:** You can add internal Zoom users that are in the same account. To pre-assign participants that are external Zoom users, import a CSV file.

## Breakout Room Assignment 2 rooms, 0 participants

Assign participants to breakout rooms by adding their email. You can create up to 50 breakout rooms and assign up to a total of 200 participants.

The interface is divided into two main sections. On the left, under the heading 'Rooms', there is a list of breakout rooms. 'Group A' is selected and highlighted in blue, showing 0 participants. 'Group B' is listed below it, also showing 0 participants. On the right, under the heading 'Group A', there is a search bar containing the text 'carly'. Below the search bar, a dropdown menu is open, showing a suggestion 'Carly Shannon'. Below the dropdown, the text 'No participants yet' is displayed.

[Import from CSV](#)

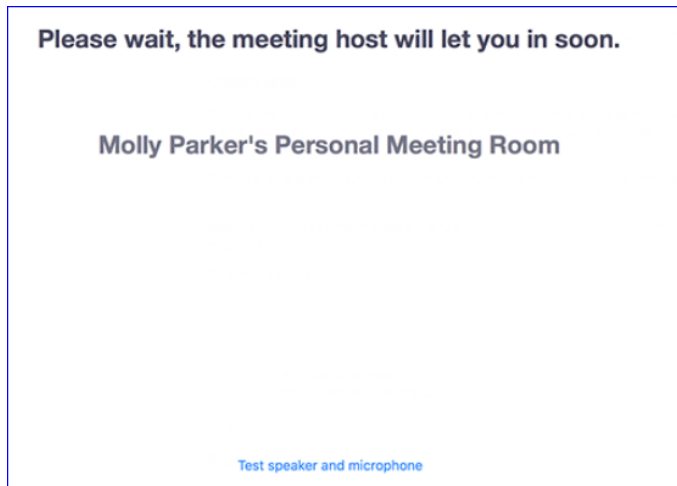
Cancel

Save

7. (Optional) Use these options to edit your breakout rooms and participants:
  - a. Click and drag a participant's email address to change the order.
  - b. Hover over a participant's name to see options to move them to another room or remove them from the current room.
  - c. To delete a breakout room, hover the room name in the left panel and click the trash bin icon.
8. Click **Save**.

## Waiting Rooms

- The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom account or are not signed in.
- Participants will see the following screen when joining a meeting with Waiting Room enabled:






- You can also customize the waiting room screen with your own logo, title and description.
- **Note:**
  - If the Waiting Room option is enabled, join before host will not work for that meeting.
  - Webinars do not support Waiting Room. Use a webinar practice session as an alternative.

## Enabling Waiting Room

- **Account:** To enable Waiting Room for all users in the account:
  1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
  2. In the navigation menu, click **Account Management** and then **Account Settings**.
  3. Navigate to the **Waiting Room** option on the **Meeting** tab and verify that the setting is enabled.  
**Note:** If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.


4. Select who should be admitted into the waiting room.
    - **All participants:** All participants joining your meeting will be admitted to the waiting room.
    - **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.
    - **Note:** If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.
  5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.
- **Group:** To enable Waiting Room for all members of a specific group:
    1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
    2. In the navigation, click **User Management** and then **Group Management**.
    3. Click the **Group Name**, then click the **Settings** tab.
    4. On the **Meeting** tab, navigate to the **Waiting Room** option under In-Meeting (Advanced) and verify that the setting is enabled.

**Waiting room**  

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 


**Choose which participants to place in the waiting room:**

☐ All participants

☒ Guest participants only 

☐ Allow internal participants to admit guests from the waiting room if the host is not present

**Save** **Cancel**

Customize the title, logo, and description 

**Notes:**

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
  - If the option is grayed out, it has been locked at the Account level, and needs to be changed at that level.
5. Select who should be admitted into the waiting room.

- **All participants:** All participants joining your meeting will be admitted to the waiting room.
  - **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.
  - **Note:** If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.
- 6. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click Lock to confirm the setting.
- **User:** To enable Waiting Room for your own use:
  1. Sign in to the Zoom web portal.
  2. In the navigation menu, click [Settings](#).
  3. On the [Meeting](#) tab, navigate to the [Waiting Room](#) option under In-Meeting (Advanced) and verify that the setting is enabled.

**Waiting room** [Toggle On] [Lock Icon]

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. ⓘ

**Choose which participants to place in the waiting room:**

☐ All participants

☒ Guest participants only ⓘ

☐ Allow internal participants to admit guests from the waiting room if the host is not present

Save Cancel

[Customize the title, logo, and description](#) ✎

**Notes:**

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose [Turn On](#) to verify the change.
  - If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.
- 4. Select who should be admitted into the waiting room.
  - **All participants:** All participants joining your meeting will be admitted to the waiting room.

- **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.

**Note:** If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.

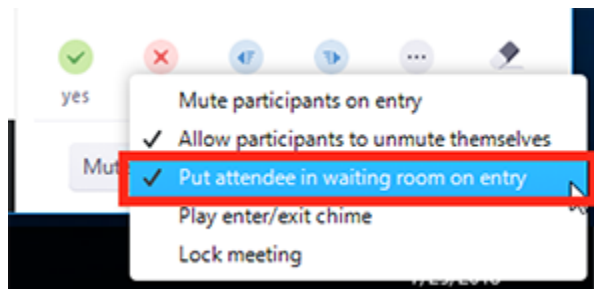
- **Individual meeting**

- Before you can enable Waiting Room for an individual meeting, you must enable it in your meeting settings.
  1. Sign in to the Zoom web portal.
  2. Click **Meetings**.
  3. Click a meeting topic to edit it or schedule a new meeting.
  4. Under Meeting Options, check **Enable Waiting Room**.
 

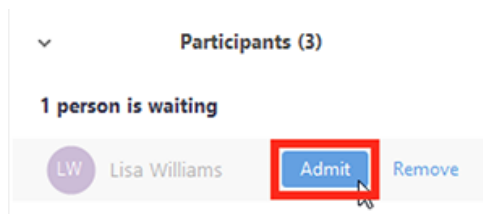
☐ Enable waiting room
  5. Click **Save**.

## Waiting Room Use

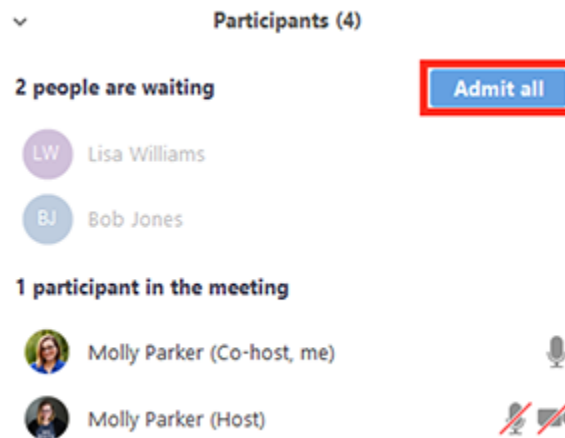
- **Enable or Disable Waiting Room during a meeting**
  1. As the meeting host, click Manage Participants.
  2. Click **More** at the bottom of the participants' window and choose **Put Attendee in Waiting Room on Entry** to enable or disable the feature.



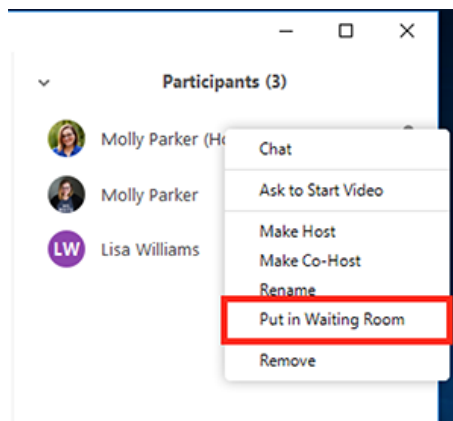
- **Admitting participants during a meeting**
  1. As the meeting host, click **Manage Participants**.
  2. Click **Admit** to have the participant join the meeting.



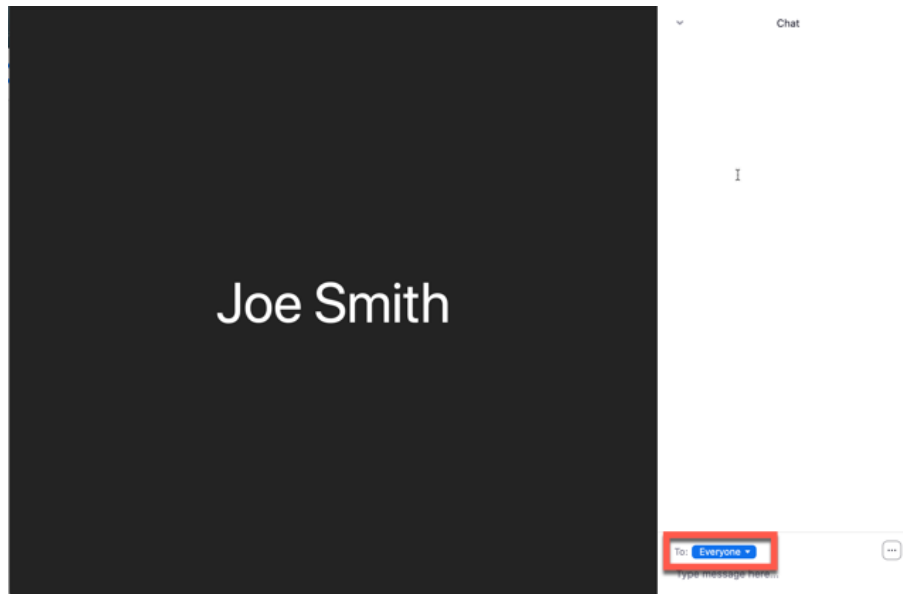
- **Admit all participants from the Waiting Room**
  1. As the meeting host, click **Manage Participants**.
  2. Click **Admit all**.



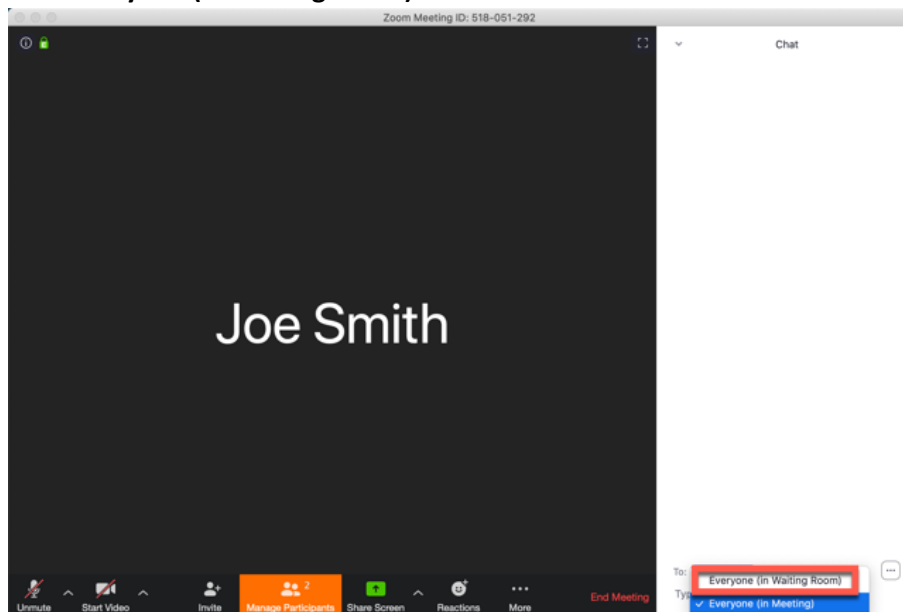
- **Sending participants to the Waiting Room during a meeting**
  1. As the meeting host, click **Manage Participants**.
  2. Click **More** next to the participant's name and choose **Put in Waiting Room**.



- **Sending messages to participants in the Waiting Room**
  1. As the meeting host, click **Chat**.
  2. Click the dropdown next to **To:**

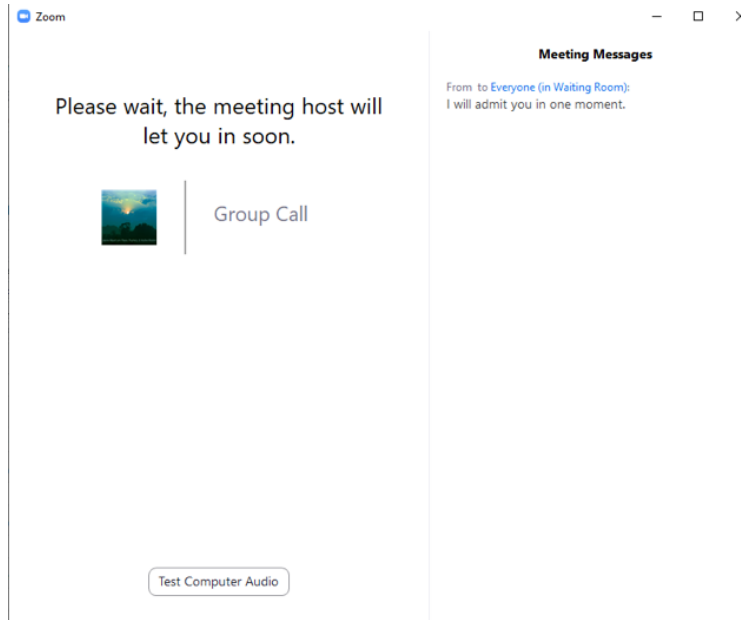


3. Click **Everyone (in Waiting Room)**.



4. Type and send your chat message to the waiting room.  
Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:



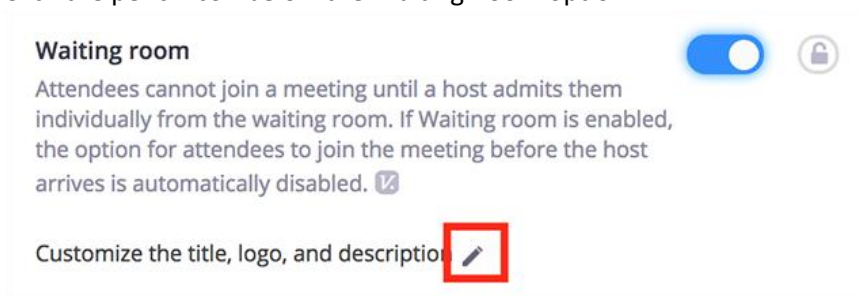


## Customize a Waiting Room

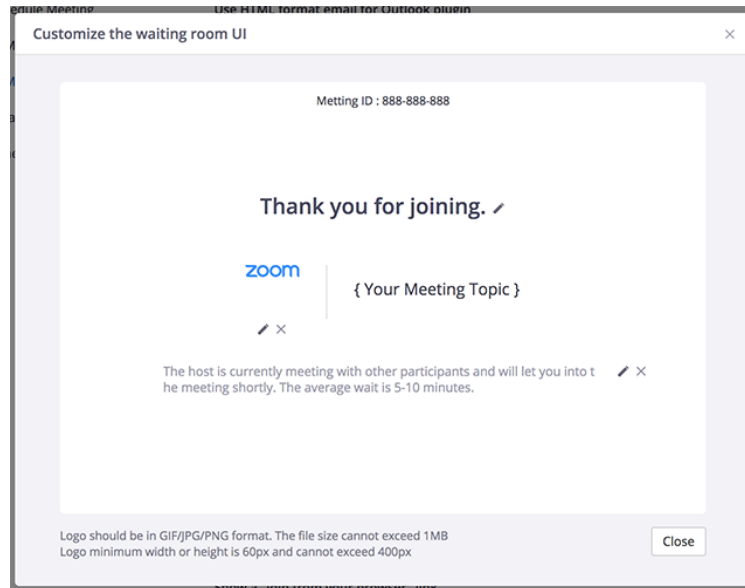
- You can customize the waiting room title, logo, and description at an account, group, or user level.

**Note:** You will need to enable waiting room before you have the option to customize it.

1. After enabling waiting room, navigate to the **Waiting Room** option under **In Meeting(Advanced)**.
2. Click the pencil icon below the Waiting Room option.



This will open the waiting room customization options.

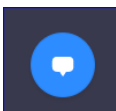


- **Title:** Click the pencil next to Please wait, the meeting host will let you in soon. to update the meeting title. Click ✓ when you are done.
- **Note:** Titles are limited to 64 characters.
- **Logo:** To upload a logo, click the pencil icon.
- **Note:** Logos can be in GIF, JPG or PNG format. They cannot exceed 1MB. The minimum height and width is 60px and the maximum is 400px.
- **Description:** Click Add waiting room description to add a description to the waiting room. Click ✓ when you are done.
- **Note:** The description is limited to 400 characters.

3. Click **Close** when you are done.
4. Participants will see your custom waiting room branding when they join the meeting.

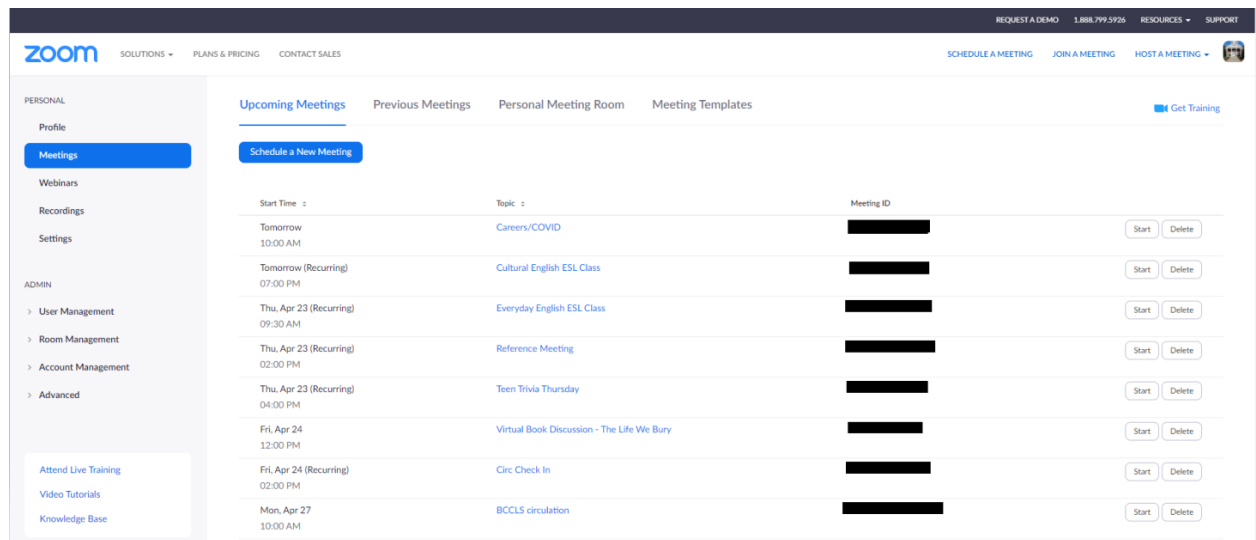
## Zoom Technical Support Chat

- A live technical support chat is available if you are experiencing any technical difficulties with setting up a Zoom meeting. The chat icon is located in the lower right hand corner of the web site page.

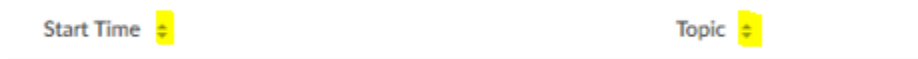


## Meeting Home Screen

- After signing into Zoom, you will arrive at this home screen.
- The meeting home screen displays the meetings you already have scheduled along with their scheduled start times, meeting names (topics), and their associated Meeting IDs.



- The “spinner” controls (up and down arrows) displayed next to the **Start Time** and **Topic** headers indicate that it can be clicked to sort the meeting list in either ascending or descending order by that particular column value. So, the list of meetings can be sorted by their start times or by their topic (or name) in ascending or descending order.



- To launch one of the meetings listed, click the **Start** button associated with that meeting. The **Delete** button can be clicked to remove or cancel a meeting.



- Options are available to schedule a new meeting which would be added into the meeting list, join an existing meeting with Meeting ID, or host a new meeting.



- Additional training links are also available by accessing the below links located on the meeting home screen page. The knowledge base is intended for the user to review accumulated questions/comments/updates regarding user experiences with the product.



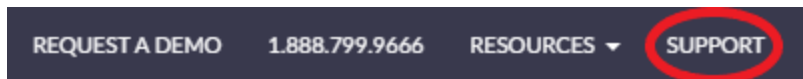
[Attend Live Training](#)

[Video Tutorials](#)

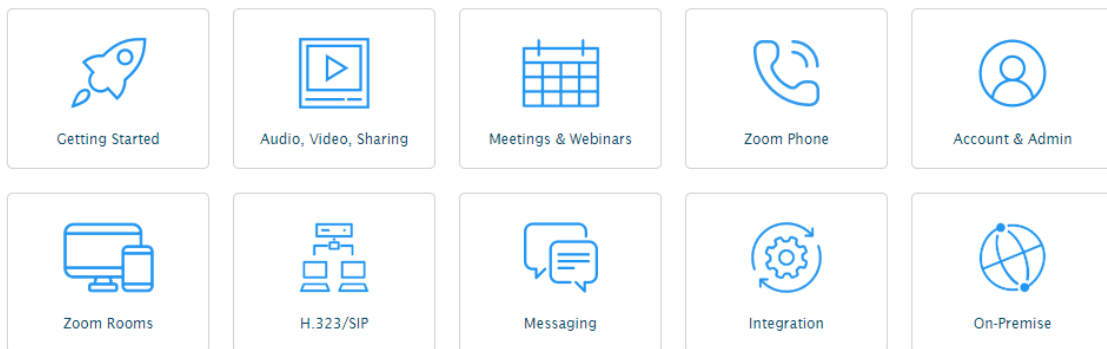
[Knowledge Base](#)

## Additional Support / Training

- The web site offers a support link to additional training resources in order for a user to further research and learn about the available Zoom services.

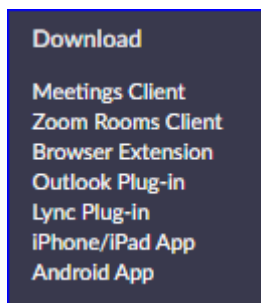


### Popular Topics



## Download Zoom Client Apps & Plug-Ins

- Links to downloadable client applications and/or plug-ins are available on the Zoom web site



## Zoom Safety Tips

### When scheduling a meeting:

1. Generate a random meeting ID rather than using the personal account ID

2. Create a password for your meeting.
3. Disable participant video (if not need)
4. Mute participants upon entry
5. Enable waiting room (The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.)
6. Lock the meeting you know everyone is in the meeting
7. Be careful of who and where you share the meeting ID/PW (Be careful about publicly sharing meeting IDs without the prior protections in place. Avoid posting password publicly- meeting passwords should be shared individually to participants).

### Schedule a Meeting

Topic


My Meeting

Description (Optional)

Enter your meeting description

When

04/09/2020



2:00

PM

Duration

1

hr

0

min

Time Zone

(GMT-4:00) Eastern Time (US and Canada)

☐

Recurring meeting

Registration

☐ Required

1 Meeting ID

☒ Generate Automatically

☐ Personal Meeting ID

2

Meeting Password

☒ Require meeting password
 

Password

---

3

Video

Host

☐ on
 ☒ off

Participant

☐ on
 ☒ off

---

Audio

☐ Telephone
 ☐ Computer Audio
 ☒ Both

Dial from United States of America
 [Edit](#)

---

Meeting Options

☐ Enable join before host

4

☒ Mute participants upon entry

5

☒ Enable waiting room

☐ Only authenticated users can join

☐ Record the meeting automatically

✓

yes

✗

no

⏮

go slower

⏭

go faster

⋮

more

🗑

clear all

Mute All

Unmute All

More ▾

Mute participants on entry

✓

Allow participants to unmute themselves

✓

Allow participants to rename themselves

✓

Play enter/exit chime

6

Lock meeting

## Mac OS Assistance

Due to recent MacOS security updates, Macbook/iMac users with out-of-date operating systems may experience issues when using Zoom (ie. camera/mic not working in meetings, can't share screen, etc.). In addition to needing sufficient updates to run properly, Zoom also requires that MacOS users grant the Zoom application permission to use the computer's microphone and camera. Without permission, those two devices will not work during a meeting.

1. [Verify Operating System version](#)

Due to increased security and permissions with MacOS 10.14 Mojave and 10.15 Catalina (most current), any users with MacOS 10.13 High Sierra or lower will need to upgrade first to use Zoom.

2. [Upgrade Operating System](#) (if needed)

Anyone with MacOS 10.13 High Sierra or lower will need to upgrade first. MacOS 10.14+ users may also wish to [check that their MacOS has the latest updates](#). An up-to-date MacOS ensures that the system has the necessary security updates to run Zoom.

3. [Install/update to latest version of Zoom](#)

Link above will download most current version of Zoom. Or if the user has Zoom already, they can check to [make sure Zoom is up to date](#).

4. [Grant Zoom permission](#)

Without permission for Zoom to access the Mac's hardware, the camera, microphone, and screen share feature all will not work when in a meeting.