



You've been invited to join a Zoom Meeting.
And nothing works.

Don't throw your laptop out the window quite yet.
You can always go to Zoom's help center.
But here's our quick triage list.

Signing into a Zoom meeting for the first time

- If you know you're going to have to join a Zoom meeting, we suggest downloading the software ahead of time.
 - Zoom [Download Center](#)
- You can also join a ["test meeting"](#) to try it all out first (highly recommend!)
- If you're going to have to make peace with Zoom for the foreseeable future, we suggest just going ahead and [making an account](#).
- [If you're on a Mac, check your security permissions ahead of time](#)

Ways to Join a Meeting

- Add a meeting manually
 - Open Zoom.
 - Sign in
 - Copy/Paste the Meeting ID from the invite you received
- Click through directly
 - Open the invite you received
 - Click the Zoom link
 - It will prompt you to sign in



OMG I can't [INSERT UNFATHOMABLE GLITCH HERE]

- ...USE IT AT ALL!!
 - If you are on a Mac and are running Catalina, there's a pesky privacy setting you have to fix before you can use Zoom. It theoretically should walk you through the permissions but if it doesn't - [Full article here](#). Quick steps below.
 - Click your apple in the top left corner
 - Click System Preferences
 - Click Security and Privacy
 - Click the lock icon at the bottom left corner of the Security & Privacy window.
 - Enter your OS administrator username and password.
 - Click Unlock.
 - One at a time, click the permission that you need to change: Camera, Microphone, Screen Recording, Files and Folders or Accessibility.
 - Click the checkbox next to zoom.us and/or Zoom Rooms.
Note: For Local Recording on Catalina, you need to click the checkbox for at least the Documents Folder option under zoom.us.
 - A window will appear asking you to restart Zoom or the Zoom Rooms application.
 - If you need to allow other permissions, click Later. Repeat steps 7 and 8 for any additional permissions you need to enable.
 - Once you've allowed all necessary permissions, click Quit Now.
 - Reopen Zoom or Zoom Rooms and you should now have full access.
- ...HEAR!
 - Make sure you've checked the privacy permissions for your audio (above)
 - After joining a meeting, click Test speaker and microphone.
 - The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click No to switch speakers until you hear the ringtone. Click Yes to continue to the microphone test.
 - If you don't hear an audio replay, use the drop-down menu or click No to switch microphones until you hear the reply. Click Yes when you hear the replay.
 - Click Join with Computer Audio.
 - Click Join with Computer Audio to join the test meeting with the selected microphone and speakers.



- ...SEE!
 - Make sure that all other programs that utilize the camera, such as Photo Booth and Facetime, are closed.
 - Restart your computer.
 - If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or Facetime.
 - If it works elsewhere, uninstall the Zoom client and reinstall the latest version from our Download Center.