

Zoom is Fresno State's video and web conferencing tool and is available to all students, faculty, and staff. Any Fresno State user can create and schedule a video or audio meeting allowing Zoom to be used for any type of online meeting. You can access Zoom from any computer, laptop, tablet or phone and works on PC, Mac, Android and iOS devices.

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ACCESSING ZOOM

1. Go to fresnostate.zoom.us.
2. Click on the red SIGN IN button in the top right corner.
3. You will be directed to the Fresno State single sign on page where you will enter your Fresno State username and password.

YOUR ZOOM PROFILE

Once you are logged in you will see your My Profile page. Your Zoom profile displays your Personal Meeting ID, email address, profile picture, and more. You can update your user information but some settings can only be changed by an admin.

If your account is setup as Basic rather than Licensed (click on your profile image in the top right corner of the Zoom profile page), please email cfe@mail.fresnostate.edu to request to have your account upgraded. A licensed account is required to host meetings longer than 40 minutes and to utilize Cloud Recording & the Panopto integration.

For additional information view Zoom's [Customizing your Profile](#) page and [Zoom user types](#) comparison.

MEETING VS. WEBINAR

There are two types of Zoom sessions. The most common type of session is a Zoom Meeting. The second type is a Zoom Webinar. Please review [Zoom's Meeting and Webinar comparison](#) to see the differences. Zoom allows for video, audio, and screen sharing with up to 300 participants in a Zoom Meeting and up to 3000 in the Webinar format. If you would like to host a webinar, please contact the [Service Desk](#) at 559-278-5000.

THE BASICS

Zoom offers multiple methods to schedule a meeting. A host has control over the options for their scheduled meetings. Each meeting has a unique number called a meeting ID that will be required to join a Zoom meeting. **NOTE: Make sure you are logged in through the [Fresno State Zoom portal](#) first.**

- Setting up a Meeting ([video](#)), ([article](#))
- Join a Meeting ([article](#))
- Joining and Configuring Audio/Video ([video](#)), ([article](#))
- [Basic Meeting Controls](#)
- [Instructor Controls](#)
- [Sharing a Screen in a Zoom Meeting](#)

DOWNLOAD ZOOM PLUGIN

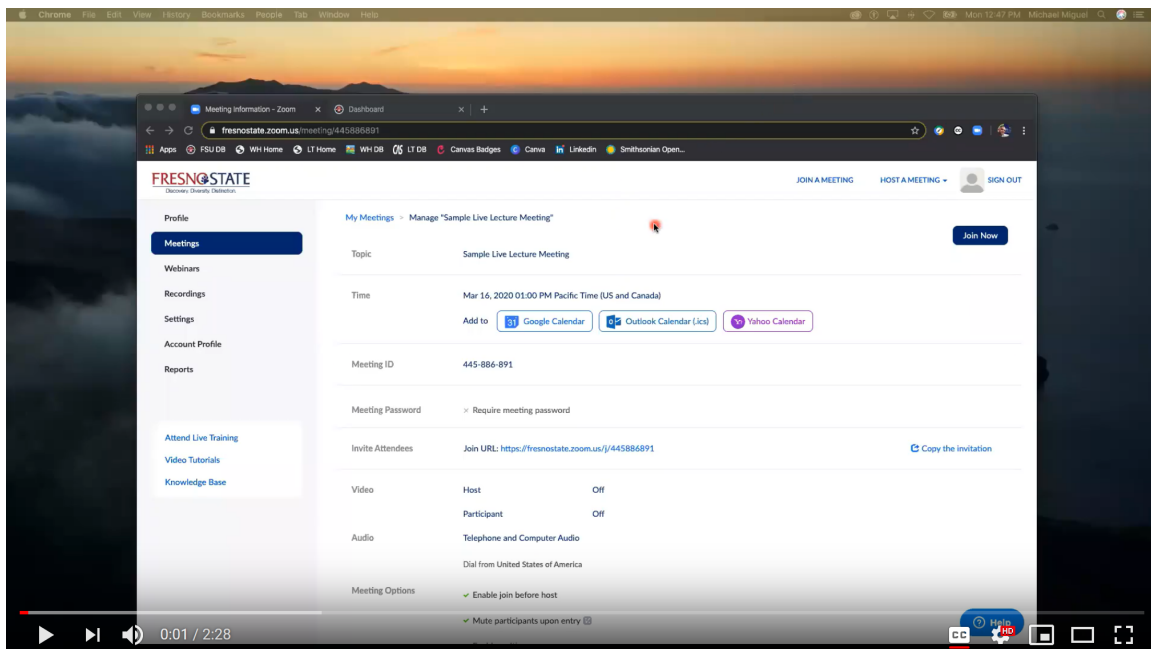
The Zoom plugin for your device will automatically download when you start or join your first Zoom meeting. If you prefer you can download the plugin manually prior to starting Zoom. View [Zoom's Download Center](#) for the correct plugin to download.

ZOOM RECORDING AND STORAGE OPTIONS

Zoom allows you to record and save your meetings locally to your computer or to the Zoom cloud. If you choose to record to the Zoom Cloud, your videos will automatically be migrated to your [Panopto](#) account. You will find them in 'My Folder' > 'Meeting Recordings' within Panopto. The following document provides different options for faculty to [Record and Store their Zoom videos](#).

ADDING ZOOM TO CANVAS

Once you have your Zoom meeting created and scheduled you can post the link in your Canvas course. This [short video \(2:28\)](#) goes over how to accomplish this.



SET UP BEFORE A MEETING

ADJUSTING YOUR SETTINGS FOR A MORE SECURE MEETING

Account Settings apply to all of your Zoom Meetings. To adjust your Zoom Account settings, sign into [fresnostate.zoom.us](https://support.zoom.us/hc/en-us/articles/360037117472-Authentication-Profiles-for-meetings-and-webinars) and from the left navigation menu select Settings.

The settings screen contains a list of defaults, which you can adjust to customize your meetings. Settings that are grayed out are locked for the entire University. These settings have been determined by policy, security, and technology experts.

Allow Only Authenticated Users to Join Meeting

<https://support.zoom.us/hc/en-us/articles/360037117472-Authentication-Profiles-for-meetings-and-webinars>

When you turn on this setting, you will be presented with two authentication options:

1. **Fresno State Only (Default):** If you intend to have only CSUF participants in your Zoom meetings, this option prevents external participants. Participants must sign in using their Fresno State credentials.

Note: Do not use this method if you intend to host visitors who don't have Fresno State accounts, such as guest speakers. You can also change this setting when scheduling an individual meeting if you plan to have a guest account joining.

2. **Sign in to Zoom:** This option requires that everyone joining your Zoom meeting must be logged into a valid Zoom account from any institution or Free Zoom account. This option is good if you are working with other institutions that also use Zoom beyond Fresno State.

Turn off 'Allow Removed Participants to Rejoin'



Disabling this setting ensures that participants removed from meetings cannot rejoin the meeting. If you are not using an authenticated meeting, the user may be able to rejoin using a different device or alias.

SENDING MEETING INVITATIONS

Send meeting invitations directly to participants via email or post in Canvas, not on a public facing website or social media.

RECORDING A SESSION

If recording a session, turn on the Waiting Room and display a [FERPA](#) disclaimer five minutes prior to the start of class. In addition, please announce your intentions to record a session to all attendees at the start of the meeting.

Turn OFF the ability for participants to record sessions.

SAVING THE CHAT FILE

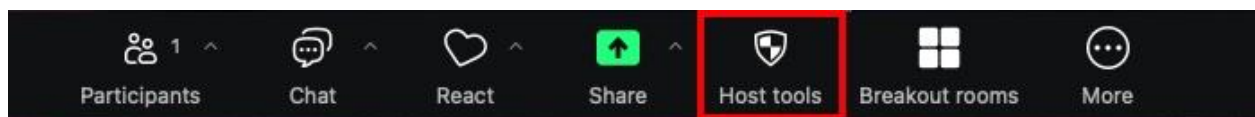
Turn off the ability for participants to save the chat during/after a session.

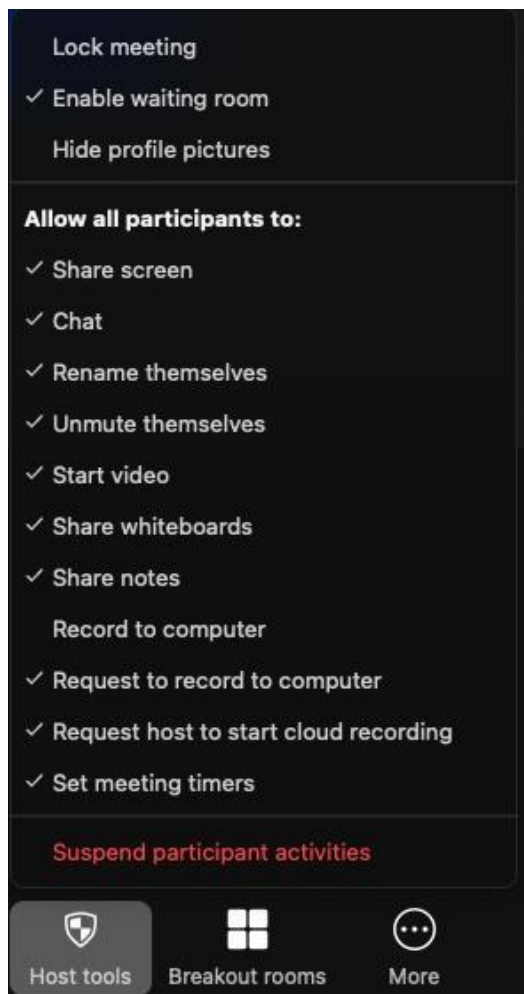
ADJUSTMENTS DURING A MEETING

Secure an In-Progress Meeting

For a video version of these instructions, see Video: [In-Meeting Tools to Secure Your Zoom Meetings](#) (1:31). In addition to the global and per-meeting settings, there are things you can do during a meeting to keep it secure.

The 'Host tools' menu contains several options to quickly and efficiently secure your meeting.





Lock Meeting

Use for secure meeting groups or immediately disruptive situations only.

Selecting the Security button opens a menu with the option to lock and unlock your meeting. Locking your meeting prevents further participants from joining. If a participant is late or disconnects, they won't be able to rejoin unless you unlock the meeting.

Enable Waiting Room

Use this option as a temporary solution if you're experiencing disruptive behavior or to add an additional layer of security. You can use the waiting room to screen participants before entry into the meeting. This requires you to allow each participant into the meeting, rather than granting them automatic entry. Participants receive a notification that they are in the waiting room until the host grants entry.

Restrict Screen Share

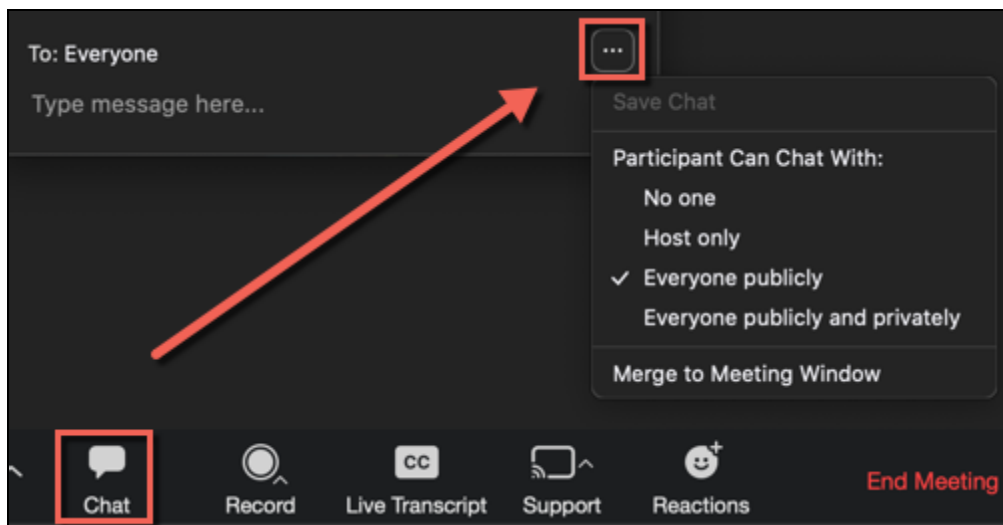
To quickly stop participants from sharing their screen within your meeting, use the Security button in the host's control bar to uncheck Screen Share.

Adjust Chat Settings

Select the option you are most comfortable with. To quickly disable chat in your meeting, select the Security button and uncheck the chat option.

After selecting the chat icon, choose the button with an ellipsis (...) to change the chat settings for your meeting. Participants Can Chat With:

- No one: Disables chat entirely
- Host only: Disables public chat and private chat, except with the host directly
- Everyone Publicly: Disables private chat (participant-to-participant) so all chat messages can be viewed by all participants
- Everyone Publicly and Privately: Allows full access to chat features. Note: This option will not display if the host's Account setting Private Chat is disabled.



You can also manually save chat from this window.

Prevent Renaming

To prevent participants from renaming themselves, uncheck Allow Participants to: Rename Themselves in the Security menu.

Mute All

Use as a temporary solution if you're experiencing disruptive behavior. Mute All will mute everyone in the class except for the Host. When you make this selection, you'll also be given the option of preventing participants from unmuting themselves.

Note: If a co-host selects Mute All, it will mute the Host as well. Make sure you communicate clearly as a host and co-host.

Remove a Participant

Use as a temporary solution if you're experiencing disruptive behavior.

1. Select Security from your host control bar.
2. Click Remove Participant...
3. Hover over the name of the participant you want to remove, and select Remove.

Participants removed from an authenticated meeting cannot rejoin the meeting with the same email address. If you are not using an authenticated meeting, the user may be able to rejoin using a different device or alias.

BEYOND THE BASICS

Manage Settings

For additional features like Annotation, Breakout Rooms, Polling, these options need to be turned on through the “Manage Settings” area in Zoom.

[My Meeting Settings](#)

Chat

The in-meeting chat allows you to send chat messages to other users within a meeting. You can send a private message to an individual user or you can send a message to an entire group. As the host, you can choose who the participants can chat with or disable chat entirely.

[In-Meeting Chat](#)

Nonverbal Feedback During Meetings

The nonverbal feedback feature allows participants to place an icon beside their name to communicate with the host and other participants without disrupting the flow of the meeting. Icons include raise hand, yes, no, agree, disagree, and more.

[Nonverbal Feedback During Meetings](#)

Polling & Quizzing

The polling feature for meetings allows you to create multiple choice polling or quiz questions for your meetings. You will be able to launch the poll during your meeting and gather responses from your attendees. You can also have the ability to download a report of polling after the meeting.

[Polling for Meetings](#)

[Advanced Polling & Quizzing](#)

Annotation

Meeting participants can annotate on a shared screen as a viewer. The tools available will vary based on the version of the Zoom desktop client or mobile app and your device type, but participants can draw and highlight on the screenshare.

[Zoom Annotation](#)

[Annotation As A Viewer](#)

Whiteboard

The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

[Whiteboard For Online Tutoring with Zoom](#)

[Using annotation tools on a shared screen or whiteboard](#)

Breakout Rooms

Breakout Rooms allow you to split your Zoom meeting into separate sessions. The meeting host can choose to split the participants of the meeting into separate sessions automatically or manually, and can switch between sessions at any time.

[Zoom Video Breakout Rooms](#)

[Getting Started With Breakout Rooms](#)

[Participating In Breakout Rooms](#)

Recording

Meeting hosts can record Zoom sessions to their local computer or to the cloud. For cloud recordings an email will be sent to you when the recording is ready. Zoom Cloud recordings are automatically migrated to your [Panopto](#) account in Canvas. You will find them in 'My Folder' > 'Meeting Recordings' within Panopto. Using Zoom Cloud recording which migrates to Panopto will allow the recording to automatically be captioned in Panopto.

[Record A Zoom Meeting](#)

Virtual Backgrounds

The virtual background feature allows you to display an image as your background during a Zoom meeting.

[Virtual Background](#)

BEST PRACTICES & RECOMMENDATIONS

Before a Meeting

- **Only have what you need open.** Close any additional programs, files, browsers or tabs on your browser that you do not need and be sure you know how to share your screen.
- **Check your lighting.** Lighting should come from in front of you or from the side to best light your face.
- **Consider your environment.** Be aware of what others will see in your background and remove any distracting items. Find a quiet place to facilitate/join the session.
- **Test your Audio and Video**
 - Make sure to choose the correct audio input and output sources and levels
 - Make sure to choose the correct camera for the meeting if more than one option is available
- **Put your webcam at eye level or higher.** Experiment for the best angle.
- **Do a practice session.** Conduct one or two brief practice test sessions in advance to make sure all the technology is working and you are comfortable with navigating the platform.
- Regularly check to see that you have the [latest version of Zoom](#).

During a Meeting

- **Mute your mic when not speaking.** If you are a participant only, make sure to mute your mic.
- **Make eye contact.** Address the camera directly to establish eye contact with your audience.
- **Use the chat window.** Post any critical information or web links into the chat to share with participants. You can also designate a participant to help facilitate the chat area during the presentation.
- If your **connectivity is problematic**, consider not using a virtual background. This will put less strain on your connection.
- Use the [Spotlight/Pinning Tool](#) keep attention on the speaker(s)

IDEAS FOR INCORPORATING ZOOM INTO YOUR TEACHING

Breakout Rooms: Direct students to work on specific questions/case study with small groups using [Zoom breakout rooms](#), and then bring everyone back with a full class discussion. [Whiteboard](#) and [Annotation](#) options are available in Zoom to share breakout room activity with the whole group. You can pre-assign students to rooms, have Zoom randomly put them in rooms, or allow students to self-select.

Guest Speaker: Invite a guest speaker to one of your classes. If the speaker approves, you can record the session and share the recording with students.

Office Hours or Virtual Review Sessions: Zoom is a great tool for office hours. Set up virtual review sessions before an exam or assignment is due. Record the session for those students who cannot make it.

[Tips & Tricks: Teachers Educating on Zoom](#)

ACCESSIBILITY BEST PRACTICES FOR ZOOM MEETINGS

Although most Zoom functions are user-friendly and accessible to participants using assistive devices, there are a few best practices to be aware of.

- Be sure that you and your students/participants are using the latest version of Zoom to access the latest features.
- If you have a student that is registered with [Services for Students with Disabilities \(SSD\)](#), make sure that you work with that department to give the student the necessary accommodations.

Live Transcript

Meeting hosts can enable Zoom's auto-captioning feature ([Live Transcription](#)) to allow participants to view real-time captioning in meetings.

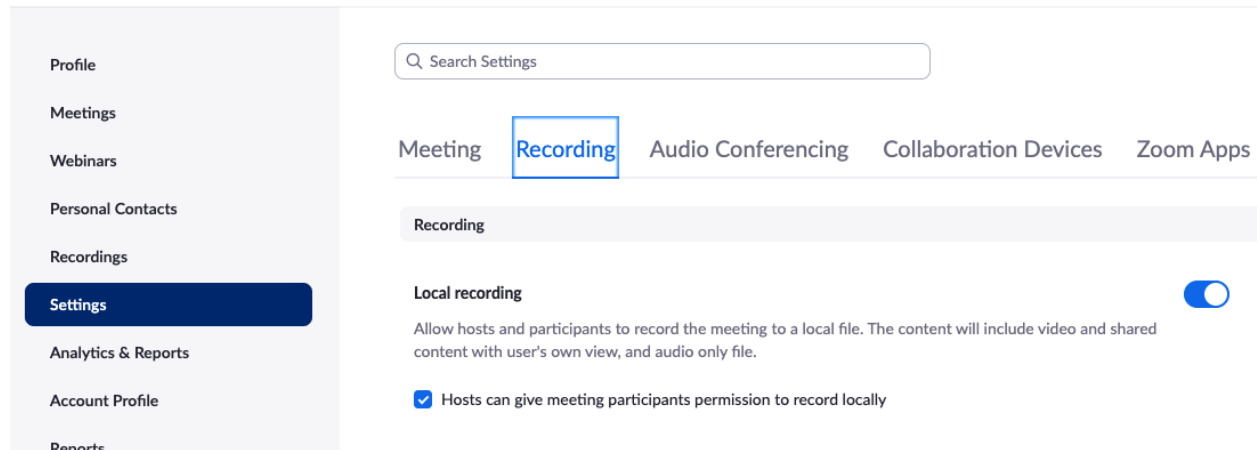
ASL Interpreters

For participants that use an interpreter they can '[Pin Video](#)' so that their interpreter's video is always showing. Be sure to assign the interpreter to the same breakout room if using them.

Local Recording

Some students may have an accommodation that allows them to record class sessions. If you have such a student in your class, you will need to enable the Local Recording feature in your

account settings for them to be able to do so. Make sure to check the box for “Hosts can give meeting participants permission to record locally”. This will allow you to provide this permission to only the student(s) who may need it from the Participants page in the meeting, rather than allowing all students to record.



Sound Quality

Be sure that you are in a noise-free environment and participants are muted unless speaking. As a host you can ‘Mute All’ through the Participant panel and set up guidelines for when/how participants will unmute themselves.

Chat

If Chat is being used for participants to comment, read the comments aloud during the session. Use the Chat Panel to deliver links to websites or other information but consider following up with the same links a different way - through email or Canvas.

Screen Sharing

When sharing your screen or using the Whiteboard, be sure to [verbalize](#) what is on the screen and what actions you are taking. Also consider sharing the material before or after the session.

Polling

Polling is a way to keep participants engaged but make sure that everyone is able to participate. If someone is calling in on their phone, they will not be able to. As you launch a poll, be sure to notify participants so if they are using assistive technologies, they can move to the poll. Be sure to give enough time for everyone to complete the poll.

HELP

The [Zoom Help Center](#) contains documentation to assist with all of your Zoom questions. Zoom also offers weekly and pre-recorded training through their [Training site](#).

Contact the **Academic Technology Resource Center** at canvas@mail.fresnostate.edu or join their [Zoom Support Room](#).

Review the [articles](#) found on Fresno State's Technology Services site.

If you are interested in hosting a Zoom Webinar, contact the [Service Desk](#) 559-278-5000.

To Report a [Zoom-bombing](#) Incident

Illegal activity should be reported to the Fresno State Police Department immediately by calling 559.278.8400. Disruptions or uninvited guests should be reported to Technology Services by calling the Service Desk at 559.278.5000.