Drew University Zoom Video and Web Conferencing

University Technology provides access and training in using Drew Zoom web conferencing. All of these services are covered by the classroom hotline and MRC Event Hotline for academic classes and other events respectively.

***For Additional Information regarding Zoom for Students please see linked document (Last Updated 3/10/20)
Instructional Technology has also put together a Zoom FAQ Google Doc with some of the most commonly asked questions and answers.

Please be cognizant of storage space: If you’ve saved a Zoom recording to the cloud but no longer need it, delete it. Also consider saving recordings to a Drew network drive or Google Drive. Learn more about deleting or downloading Zoom recordings here.

If you are interested in using a custom Drew Zoom background, check here (the tutorial on using them is here).

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<th>Zoom Security Updates</th>
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<td>Zoom has been putting out updates to address various security concerns and enhance usability. Please be sure to install the most recent update when prompted!</td>
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What is Zoom?

Zoom is a web conferencing tool that unifies cloud video conferencing, online meetings, and collaboration into a single intuitive platform. Zoom's extensive feature set, broad compatibility with desktop and mobile devices, and multi-layered security allow Drew University to have rich web conferencing experiences with both campus affiliated and unaffiliated users.

To request a licensed account:

Call the University Technology Service Center at 973-408-4357 or Open a Support Ticket
The MRC will create a host account for you, send you a link for documentation and provide user support.

Desktop client and mobile apps

If you are spending a decent amount of time in Zoom these days, consider setting up the desktop client or mobile app.

- Zoom instructions for the desktop client
- Getting Started with iOS (Zoom article)
- Getting Started with Android (Zoom article)

Signing in to the desktop client - step by step instructions

If you are hosting a Zoom meeting:

1. Launch the Zoom desktop client on your device.
2. If you’re not already logged in, click Sign In
3. Next, click **Sign In with SSO**. (starred and highlighted in image below)

a. **Company Domain**, enter "drew" and click **Continue**.

b. **Search Company Domain**, enter your Drew email address and click **Continue**.
5. If you are brought to a uLogin page, enter your Drew credentials (and approve login with Duo)
6. If the desktop client does not automatically open with you logged in, either:
   a. Click **Open Zoom Meetings** on the dialog shown by your browser. If you don’t see a dialog, click **Launch Zoom** on the webpage.
   b. Click **Open zoom.us**.
7. Click **New Meeting** to start a new meeting, or click **Meetings** at the top to start a meeting already scheduled

**If you are participating in a Zoom meeting:**

* If clicking the URL of an existing meeting does not work:
* 1. If you have a **Meeting ID** and **Passcode** (if the passcode is required), open the Zoom desktop client.
* 2. Click **Join a Meeting** and enter that information when prompted.

**Videos saved to the Zoom Cloud Storage**

- Visit drew.zoom.us, sign in, and click on the Recordings link in the left menu to view Zoom recordings that were saved to the Zoom cloud
- **How to delete and/or download your Zoom recordings** (Google Doc)
- **Uploading a Video File to Moodle** (video)

Drew has a finite amount of Zoom cloud storage space. Please consider the following:

* Consider deleting (examples): recordings of regular meetings from completed Spring classes; recordings of routine departmental meetings with completed minutes
* Consider downloading and storing locally or on Drive: recordings or transcripts needed for ongoing work. Examples: audio and chat transcripts from a routine meeting; Recordings of meetings or events that may have historic archival value, such as commencement events, guest lectures, or major campus announcements. (Note that many events are already available on the Drew YouTube channel: http://www.youtube.com/drewuniversity)
* Consider keeping on Zoom: recordings in active use that are linked from other websites. Examples: faculty development sessions linked from shared faculty Moodle pages
Zoom tutorials

- How to join a meeting: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting or https://www.youtube.com/embed/vFhEoCF7g?rel=0&autoplay=1&cc_load_policy=1
- Getting started with Zoom: https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac
- How to test Audio: https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio-
- Joining and Configuring Audio and Video: https://www.youtube.com/embed/HqncX7RE0wM?rel=0&autoplay=1&cc_load_policy=1
- Zoom meeting controls: https://www.youtube.com/embed/4w_pRMBEALE?rel=0&autoplay=1&cc_load_policy=1
- Meeting recording: https://www.youtube.com/embed/AYzPS2Brg7E?rel=0&autoplay=1&cc_load_policy=1
- What if your video camera isn’t working: https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working
- How to schedule a Zoom meeting: https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings- or https://www.youtube.com/embed/ZAyv8eVPTxU?rel=0&autoplay=1&cc_load_policy=1
- How to invite others to join: https://support.zoom.us/hc/en-us/articles/201362183-How-Do-I-Invite-Others-To-Join-
- Breakout rooms: https://www.youtube.com/embed/j_O7rDILNCM?rel=0&autoplay=1

Is Zoom down?

Like many services, Zoom has a status page that will tell you if the service is experiencing disruptions. You can always check https://status.zoom.us/ to see if there is a widespread interruption.