# Drew University Zoom Video and Web Conferencing

Instructional 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.

## To request a licensed account:

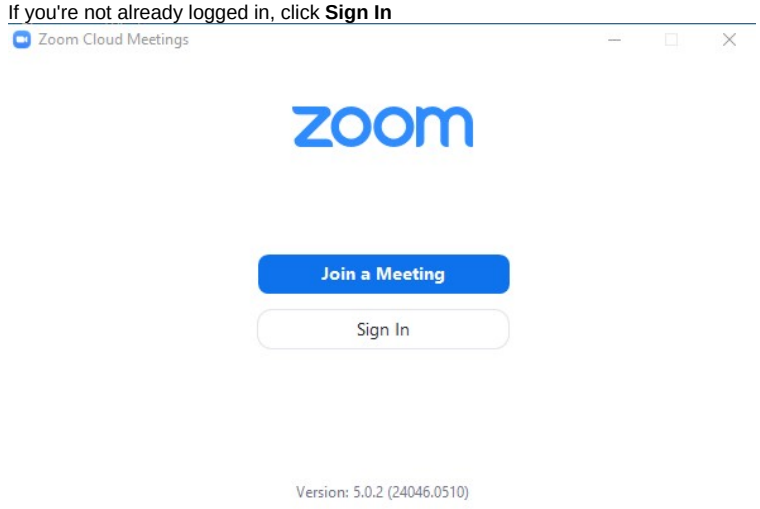
A limited number of Zoom licenses are available for high priority users. Instructional Technology will prioritize who receives these resources based on need and priority. In order to be considered, please fill out this form to request a Zoom license.

## Desktop client and mobile apps

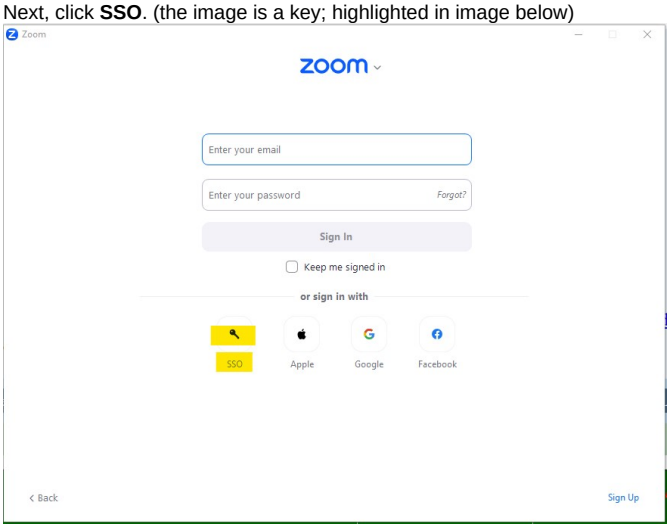
- Zoom instructions for the desktop client
    - Zoom's Downloading & Updating the Zoom Client video
- Getting Started with iOS (Zoom article)
- Getting Started with Android (Zoom article)

### Signing in to the desktop client - step by step instructions

1. Launch the Zoom desktop client on your device.
2. If you're not already logged in, click **Sign In**

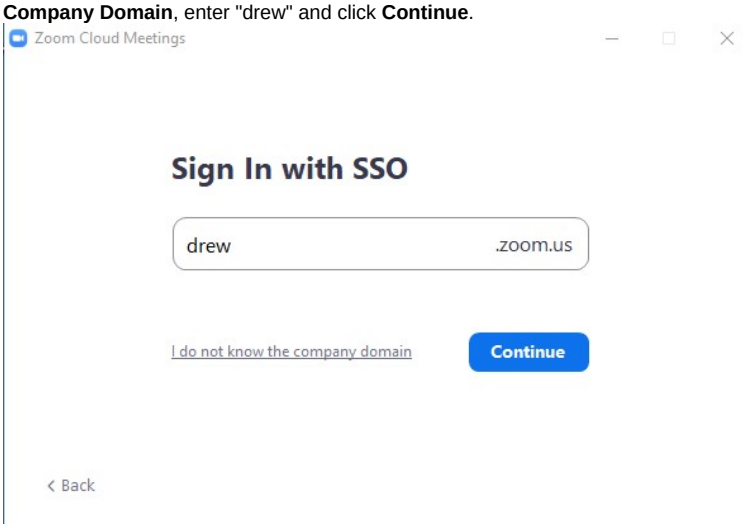



3. Next, click **SSO**. (the image is a key; highlighted in image below)

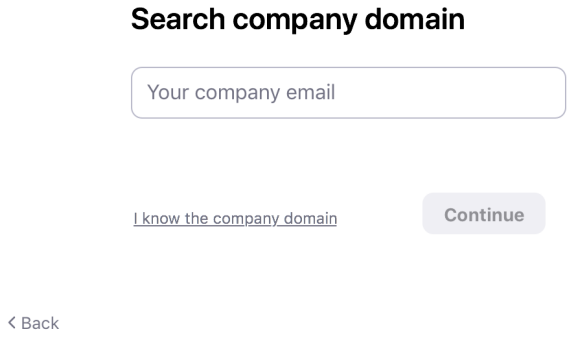



4. If the screen prompts for:

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



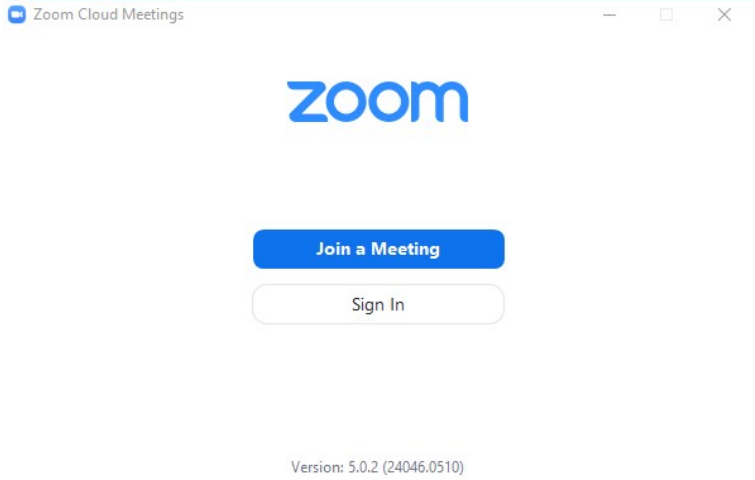

b. **Search Company Domain**, enter your Drew email address and click **Continue**




5. You will be 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:**
*First, follow steps 1-6 above to make sure you are logged in to the desktop client. If clicking the URL of an existing meeting does not then launch the desktop client:*

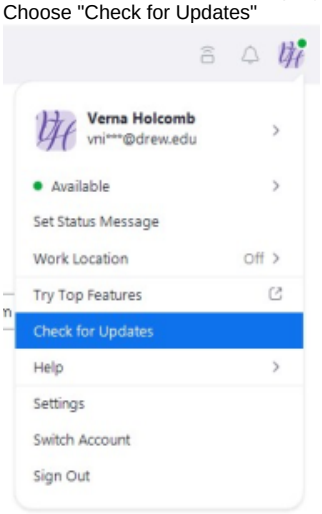
1. If you have a **Meeting ID** and **Passcode** (if the passcode is required), open the Zoom desktop client.
2. Click **Join a Meeting** and enter that information when prompted.



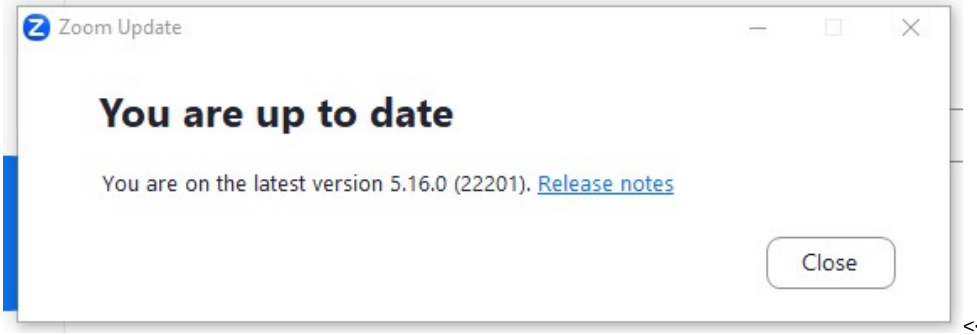
# Updating the Zoom Desktop App

## To update, you have two options.

1. From the desktop client:
    a. Sign in (remember to use SSO)
    b. Click on your user icon in the top right corner
    c. Choose "Check for Updates"




    d. Install any updates
    e. Repeat the above steps to check for additional updates until you are told "You are up to date" (5.16.0 as of this writing)




<< Windows version

2. From an installation file:
    a. If https://zoom.us/download loads for you, you can download the latest installation file from Zoom. Run the file to install the updated Zoom desktop client.
    b. If that page does not load, choose the appropriate file from the list in the table below based on the computer you are using.

| c. Operating System | Download Link |
|---|---|
| Windows | Zoom Installer Windows |
| Mac | Zoom Installer Mac |
| Mac computers with Apple silicon | Zoom Installer Mac Silicon Chip |

    d. Run the downloaded installation file to install the updated Zoom desktop client.

****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).

**Zoom Security Updates**

Zoom is always putting out updates to address various security concerns and enhance usability. Please be sure to install the most recent update when prompted!

As of August 18, 2021, all Zoom cloud recordings will be available in your Kaltura MediaSpace account and in your My Media and Media Gallery section of Moodle.

## Can I reuse previous semesters' class recordings?

Under the federal Family Education Rights and Privacy Act (FERPA), this situation must be treated as if the recordings were being shown to a third-party audience which requires FERPA compliance through use of consents from identifiable students or by editing out those students from the video. If the faculty member recorded just themselves sharing a presentation and lecturing, that can be reused. But if there is anything that identifies a student by video, picture or name that would not be reusable according to FERPA.

## How to edit class recordings from previous semesters to remove identifiable student information with Screencastify.

Using Screencastify, you can edit Zoom Cloud Recordings to remove student images and names from the recordings.

- How to add Screencastify to Google Chrome.
- How to use Blur tool in Screencastify If you have Zoom recordings from previous semesters this video will show you how to add the Blur effect so you can remove the images and names of students from the recording.

## How to Preserve Cloud Recordings

All instructors are encouraged to use the Kaltura/Zoom integration in Moodle. The integration will automatically transfer your Zoom recordings to Moodle so they can be made available to students and not subject to the 180 day retention limit. Watch this video on how to publish Zoom recordings in Moode. Old recordings that need to be retained for over 180 days should be downloaded from Zoom and uploaded to other systems. Here's what we recommend:

- Recordings used for teaching that does not contain student names or information should be moved to the Kaltura video system and made available to students through Moodle
- Recordings that need to be shared with specific collaborators can be uploaded to Google Drive

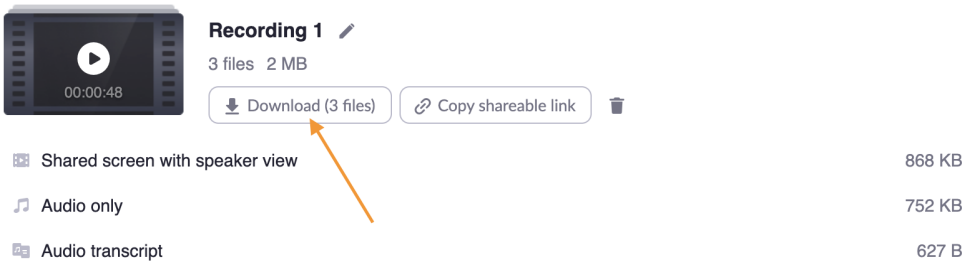
## How to Download Zoom Cloud Recordings

1. In a web browser, navigate to drew.zoom.us, and select the Sign in button to login using your Drew username and password.
2. In the navigation menu, click Recordings then Cloud Recordings
3. Find the recording you want to view (adjust the date range and use search, if necessary) and click the topic name.

Note: If your meeting has not finished converting, the recording will show in the list with a Processing Recording label; try again later.

4. Click on Download (x files) button to download all the recordings' files OR hold your mouse over one of the files below (e.g., Shared screen with speaker view, Audio only) and click the download button to download just the file. Please note that recordings over 1GB in size are going to quickly take up space on your hard drive. We recommend being very selective about the recordings you are deciding to keep.

Note: If you see several groups of recordings (Recording 1, Recording 2) during the Zoom Meeting, the recording was started then stopped then started again.




To recover recordings that have been moved into your trash bin, follow the instructions below.

## How to Recover Recordings from Zoom Trash

- Deleted recordings are held in your Drew Zoom trash bin for 30 days. During this period you can recover recordings from the Trash and download them.
- After 30 days in Trash, recordings will be permanently deleted.

# Improved Zoom Features

Recently Zoom has upgraded some features and we wanted to reach out and let you know what those are.
First off, to access any of these features you must upgrade to the newest version of Zoom which is (as of 10/1/20) version 5.3.1.
The quickest way to do that is to go to https://zoom.us/download and click download.

**New features-**

- Multiple people can be spotlighted at the same time. Perfect for panel discussions or group projects.
- Customize your gallery view. As a host, this allows you to move the videos of your participants in any order you prefer and then push that view onto your participants so they see the room the same way. (requires Zoom desktop client 5.2.2 or later for host and participants)
- Self-selecting Breakout Rooms. The host can now create breakout rooms with the option for participants to self-select which breakout room they would like to join. If enabled, participants can move freely between breakout rooms, without needing the host's help. Both the meeting host and participants need to be on Client 5.3.0 or later to self-select Breakout Rooms. Here is a really good videoon ways to use this feature in class.

# 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: https://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*

If you've already successfully completed one of these sections, skip to the next one.

A. Download video from Zoom cloud

1. Visit drew.zoom.us
2. Sign in (you'll have to approve Duo login)
3. Click on the Recordings link in the left menu to view Zoom recordings that were saved to the Zoom cloud
4. Click on the link to the meeting (lecture) you want to download
5. Highlight the "Shared screen with speaker view" file and click the download icon that appears - the arrow pointing down to a line. This usually saves to the downloads folder on your computer.
6. Repeat for any other videos you need to download

Note: If you have students whose first language is not English, they may find the "Audio transcript" file helpful - but make sure they know that those files are not completely accurate and can sometimes confuse the reader instead of helping.

B. Find the Saved File(s)

1. Open your Downloads folder by clicking the Start menu in the bottom left corner of your computer screen and typing in "Downloads" - it may not be the only option, so make sure you choose the one that says "file folder" in tiny print (if you are on a Mac, you should be able to view your recent files in Finder)
2. If you see the video files, yay! Go to section C.
3. If you do not see the video files, we will need to do a Zoom or Bomgar session to find out where they're saving. Let us know when you're free.

C. Upload the video file(s) to Moodle

1. Watch this video from Instructional Technology which shows how to do this: https://youtu.be/Gobp0ku_EzA
2. If you have any questions, let us know when you're free so we can schedule an appointment.

## 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/vFhAEoCF7jg?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/AYzPS28rg7E?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 do I share my screen: https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen- or https://www.youtube.com/embed/9wsWpnqE6Hw?rel=0&autoplay=1&cc_load_policy=1
- 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/ZAYv8sVPTxU?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
- Participating in breakout rooms (use the newest version of the Zoom desktop app for best results!): https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-breakout-rooms
- Download and update your Zoom desktop client: https://www.youtube.com/watch?v=7ggoO2LZsY0

## 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.

Reviewed 9/20/23