Zoom -- Joining a Zoom Meeting

Instructions to Join a Zoom Meeting

1. **Students/Participants:** Click Zoom meeting link given to you by instructor, listed in Bb Learn course section, sent to you in email, or calendar invite, Slack, Discord, etc.
   - **Hosts:** Sign in to https://drexel.zoom.us with Drexel userid & password. Then click "Join meeting."
2. Open link with Zoom or zoom.us if prompted.
   - a. Or download, open, & install the Zoom program, when prompted.
3. Enter name and email (if prompted).
4. Sign in to Drexel Connect screen, if prompted.
5. In the meeting, click "Join With Computer Audio."

Login Issues or Redirecting to zoom.us from drexel.zoom.us

Visit the following link if you are a Drexel student, instructor, staff member, or faculty member, and if you have login issues, or if you are redirected to zoom.us from drexel.zoom.us:

- Zoom -- Login Issues or Redirecting to zoom.us from drexel.zoom.us

Do this After You Join a Zoom Meeting -- Only do this once per computer

- Zoom -- Click your own Zoom Link and Enter as Host or Drexel Account
- Once you do the above, if you click a Zoom meeting link that you created/scheduled, you will enter as a Host.
  - And for other Zoom meetings links, you will enter with your Drexel Account.

Audio Problems? Or Join by Telephone?

- Zoom -- Audio Issues and Joining by Telephone
  - Yes, you can use Zoom if you just want a telephone-only conference call. Covered at link above.

Share Your Computer Display

- See https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-
  - Playing a video in Zoom? Check “Share computer sound” checkbox right when you start sharing your screen.
Using Zoom on Android or iPad or iPhone

- Zoom -- Use on Android and iPad, iPhone, or iOS

System Requirements

- Zoom -- System Requirements and If No Webcam or Microphone

Tips and Basic Troubleshooting
1. Click link above to collapse area.

**Zoom Video Tutorials**

- [https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials](https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials)

**Echo Occurring?**

- Everyone in the same physical room as the host user should **mute their computer microphones and computer speaker volume.**
- The host user is the exception. The **host user should NOT mute** their computer microphone and computer speakers **UNLESS** the host use is using a phone or speakerphone for audio.
  - If the host user is using a phone or speakerphone for audio, then the host indeed should mute their computer microphone and computer speakers.

**Screen Freeze or Lag? Delayed Audio?**

1. Have all participants mute their audio and/or shut down their video when they are not using it.
2. All participants should close any open applications or browser tabs or windows they are not using during the meeting.
   - Closing non-essential apps in the lower right (System Tray) in Windows or upper right (Menu Bar) in Mac could help as well.

**Deleted a Scheduled Meeting or a Recording**

- Zoom -- Recover Deleted Meeting or Recording

**General Tips**

- Try the above tips **FIRST,** and only do the ones below if the issues persist.
- Screen sharing or application sharing of very high resolution or 4K displays can sometimes be a factor.
  - Ask presenters to change their display resolution to something closer to 1920x1080 (which is still HD).
- Participants on their own personal WiFi or other network might try shutting down any other devices on their personal WiFi network to increase the overall available bandwidth.
- Do not use [https://zoom.us](https://zoom.us) for Drexel Zoom.
  - Use [https://drexel.zoom.us](https://drexel.zoom.us) for Drexel Zoom.
- Only host 1 meeting at a time on your own account.
- Drexel Zoom meetings can be scheduled to last as long as 24 hours long, if need be.
  - Zoom meetings recorded to the cloud are captioned and transcribed automatically and available to those who attend.
  - The captioning and transcript are not good enough for students or instructors who need special accommodations.
- International participants can use Zoom to hear and be heard for free through their computer.
- International phone rates apply if the phone is used for audio.

**MORE HELP?**

Click link above to collapse this area.

NEED MORE HELP? Contact [help@drexel.edu](mailto:help@drexel.edu) or the CCI Commons HelpDesk at 215-895-2480.

*Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.*

Anyone else should contact technical support for their own college, department, university, organization, or business.
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