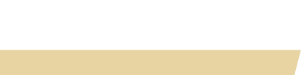
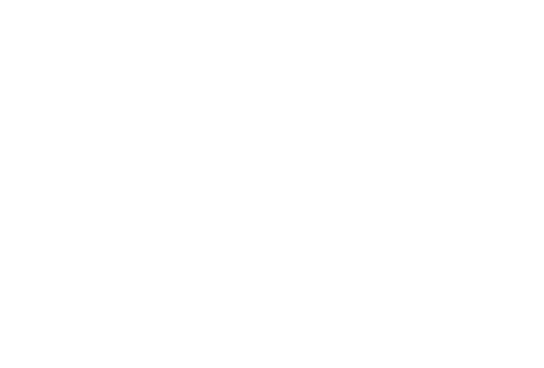


White University of Washington wordmark

UW Continuum College

White Be Boundless tagline graphic­­­­­TABLE OF CONTENTS

UWC² Instructor Guide:

Getting Started with Zoom

Workflow for Meetings & Recordings

Updated: 11/19/2019

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BEFORE YOUR MEETINGS

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WELCOME TO ZOOM

This document highlights the features of the Zoom application and the Zoom meeting room you will use for your course and online office hours. The information in this document is also available on our Instructor Resources site, under [Zoom Resources](https://instructorresource.continuum.uw.edu/training/zoom-resources/), via HTML, and as a self paced training course, for your convenience.

**Note:** Please review [Zooms System Requirements for PC, Mac, and Linux](https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux) prior to using Zoom for the first time.

**Note:** Zoom updates its application regularly. It is recommended you download the latest version every month.

WHAT IS ZOOM?

Zoom is a FERPA and HIPAA complaint platform for cloud video conferencing/online meetings. It is mobile friendly, and offers high quality video, audio, and wireless screen-sharing across Windows, Mac, Linux, Chrome OS, iOS, Android, Blackberry, and H.323/SIP room systems.

Zoom helps you to:

* facilitate or participate in group video chat during online class sessions
* host virtual office hours
* collaborate remotely on research
* share screens and host real-time video conversations
* record to the cloud or computer for easy sharing

ZOOM SOFTWARE

You will need to download the [Zoom Client for Meetings](https://washington.zoom.us/download). If you have not done so, you will be prompted to install the software the first time that you try to launch your meeting.

Zoom updates its application regularly, so it is recommended that you download the latest version at least monthly.

#### Zoom Guides

* [Where Do I Download The Latest Version?](https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version-)
* [Checking the Version of Zoom you are Running](https://support.zoom.us/hc/en-us/articles/201362393)

LOGGING IN TO ZOOM

Your Account Information

UWC² staff will provide account information you need to access your Zoom meeting, including:

* The NetID associated with your Zoom account
* The password associated with your Zoom account
* The URL for your meeting room

The above information will come to you in a few separate e-mails. For security reasons, we are only able to send certain information to your NetID@uw.edu e-mail address, so remember to check this account regularly.

**You will not use your personal UW NetID for your course’s Zoom meetings.**

How to Log in

Logging in from the Zoom Website (**recommended**)

**Note:** Because of caching issues with UW NetIDs, logging in through the Zoom website is the recommended and most reliable method. We recommend using a clean browser, where you are not logged in with your Personal NetID, or an incognito/private browser.

1. Open a clean web browser which you do not use with your Personal NetID, or an incognito/private browser.
2. Go to [washington.zoom.us](http://washington.zoom.us/).
3. You will be taken to the Zoom log in page.
4. To log in to a standard account, on the left, click **Basic and Pro Account Login**.
5. You will be directed to the UW NetID login screen.
6. Enter the UW NetID and password credentials which we have provided to you for your course.

Logging in from the Zoom Application

**Note:** When signing in using the Zoom application, the application will automatically launch your default web browser. If your default web browser is already logged in (cached) with your personal UW NetID, or if you have a password manager enabled, you will not be prompted to log in with the credentials that we provided to you, and you will not be granted host access to your meeting. If you have any issues logging in through the Zoom application, we recommend using the above steps to log in through the website instead.

1. Launch the **Zoom** application.
2. After you launch the app, you have two options. You can select **Join a Meeting**or**Sign In**.
   1. If you just want to join a meeting-in-progress click on **Join a meeting**.If you would like to log in and start your own meeting, click on **Sign In.**
3. To log in, click on **Sign In**.
4. Under **Other**on the right side, click **Sign In with SSO** (single sign on).
5. On the next screen, enter the domain for **washington.zoom.us**
6. Click **continue**.
7. Zoom will launch your default web browser, and you will be directed to the UW NetID login screen.
8. Enter the UW NetID and password credentials which we have provided to you for your course.

ZOOM SETTINGS

Both the Zoom website and the Zoom application allow you to go through an array of settings, and set default preferences. We recommend going through these preferences before you begin regularly hosting meetings, or early on during the term. You can always make adjustments to these settings later as needed.

**Zoom Guide:** [About Settings](https://support.zoom.us/hc/en-us/articles/201362623-About-Settings)  
**Zoom Guide:**[My Meeting Settings](https://support.zoom.us/hc/en-us/articles/115005756143-My-Meeting-Settings)  
**Zoom Guide:** [Changing Settings in the Desktop Client or Mobile App](https://support.zoom.us/hc/en-us/articles/201362623-Changing-Settings-in-the-Desktop-Client-or-Mobile-App)

Accessing Settings from the Zoom Website

1. In a private browser or incognito window, open [washington.zoom.us](https://washington.zoom.us/)
2. Click on **Basic and Pro Account Login**
3. Log in with the NetID and password that we have provided to you, using the steps outlined in this document.
4. On the left navigation menu, click on **Settings**.
5. There will be tabs across the top of the window for **Meeting** Settings, **Recording** Settings, and **Telephone** Settings.

Accessing Settings from the Zoom Application

1. Open the Zoom application on your computer.
2. Log in with the NetID and password that we have provided to you, using the steps outlined in this document.
3. On the Zoom application window, click on your profile picture.
4. Click on **Settings** in the menu that appears.
   * This will open the settings window. There will be tabs for various options.

Best Practices & Recommended Settings

Meeting Settings

Use Personal Meeting ID (PMI) when starting an instant meeting: ON

* Your PMI is affiliated with the unique Meeting URL that students use to access your Zoom room. This ensures that Zoom will always launch the correct meeting room ID, so that students will always have access to the correct meeting room.

Mute participants upon entry: ON

* Participants are still able to unmute themselves when they need to speak. This will reduce background noise and interruptions at the start of your meetings.

Auto saving chats: ON

File transfer: ON

Nonverbal feedback: ON

Email Notification

* When a cloud recording is available: ON
* When attendees join meeting before host: ON

Recording Settings

Cloud recording: ON

* Record active speaker with shared screen: ON
* Record gallery view with shared screen: ON
* Record an audio only file: ON
* Save chat messages from the meeting / webinar: ON
* Audio transcript: ON

Automatic recording: ON

* This will save you some time during your meetings by automatically starting the cloud recording process, and ensures that you do not forget to start the recording process for your meetings.

RUNNING YOUR MEETINGS

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STARTING YOUR MEETING

Starting your meeting from the Zoom website (**recommended**)

**Note:** Due to caching issues with UW NetIDs for Meeting Hosts, this is the recommended and most reliable way to start your meeting.

Personal Meeting Room Tab

1. Log in to [washington.zoom.us](https://www.google.com/url?q=https%3A%2F%2Fwashington.zoom.us%2F&sa=D&sntz=1&usg=AFQjCNEeQBHwcexBC2V-Bfjk_u8PJUPewQ) using a clean browser (a browser which you do not use with your personal UW NetID) or incognito/private browser window.
2. From the navigation on the left side of the screen, click on **Meetings**.
3. Click on the tab for **Personal Meeting Room** along the top of the menu.
4. Click on the blue **Start Meeting** button at the top right of the screen.
5. The Zoom App will automatically launch, and start a meeting using the same Meeting ID as the URL that has been provided to you and your students.

Meeting URL

1. Log in to [washington.zoom.us](https://www.google.com/url?q=https%3A%2F%2Fwashington.zoom.us%2F&sa=D&sntz=1&usg=AFQjCNEeQBHwcexBC2V-Bfjk_u8PJUPewQ) using a clean browser (a browser which you do not use with your personal UW NetID) or incognito/private browser window.
2. After you have logged in, paste the Meeting URL that we provided to you and your students in the same browser window.
3. The Zoom App will automatically launch, and start the meeting using the appropriate Meeting ID.

Starting your meeting from the Zoom application

Once you have logged in to the Zoom Application using the appropriate NetID and Password that we have provided to you via the SSO option, you will be taken to the application **Home** screen and have the ability to start your meeting.

1. From the application **Home**screen, locate the orange **New Meeting** icon.
2. Clicking on the down arrow icon next to **New Meeting**will open a drop down menu which allows you to choose if you wish to **Start with video**, or not, and will allow you to confirm that you wish to use your Personal Meeting ID.
   * **Note:** Remember that your Personal Meeting ID is tied to the Meeting URL that students will use!
   * Even if you disable the checkbox for **Start with video** you can still choose to enable your webcam later on in the meeting, but it will not start by default as soon as the meeting launches.
3. Once you have confirmed your preferences, click on the **New Meeting** icon.
4. Your meeting will launch automatically.

MEETING BASICS

Audio and Video

After starting your Zoom meeting, you will need to join the room’s audio. Zoom allows audio participation either by using computer audio (internal speakers or a headset) or by phone. Joining the room’s audio is necessary to be able to listen and participate in the meeting. Optional, but highly recommended, is to also enable your webcam.

During the meeting, you can mute your microphone, or disable your webcam video feed at any time.

* To use your computer audio, click the button **Join Audio Conference By Computer**.
  + You can also check the **Automatically join audio by computer when joining a meeting** to skip this step. This setting is also available on the Audio tab of the Zoom application Settings should you wish to change your preference.
* You also have the option to **Test Computer Mic & Speakers** before joining the meeting audio.
* To join by phone instead, call in to the phone number provided and enter the Meeting ID and Participant ID when prompted.
* To mute your audio, click the microphone icon in the bottom-left corner.
  + The icon will display with a red line through it.
  + To unmute, click the microphone icon again. Follow the same process to adjust the webcam.****

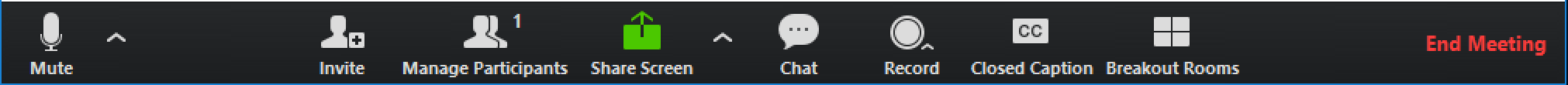
**Note:** if you are teaching in one of PCE’s enhanced audio classrooms, the directional ceiling microphones available in the room will provide the audio input to Zoom.

**Zoom Guide:** [Testing Computer or Device Audio](https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio)

**Zoom Guide:** [Joining a Meeting by Phone](https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-Meeting-by-Phone)

Meeting Control Menu for Hosts

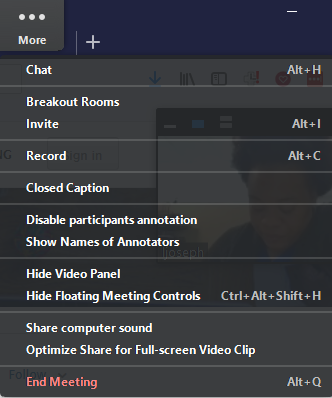
General Controls



* **Mute/Unmute:**This allows you to mute and unmute your microphone.
  + **Audio Controls**(via the **^** arrow next to **mute/unmute**):The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
* **Start/Stop Video:**This allows you to start and stop your own video.
  + **Video Controls** (via the **^** arrow next to **Start/Stop Video**): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
* **Invite**: Invite others to join your meeting.
  + **Zoom Guide:** [How Do I Invite Others To Join A Meeting?](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362183-How-Do-I-Invite-Others-To-Join-a-Meeting-&sa=D&sntz=1&usg=AFQjCNFQSAZCn9NeY_4zwS7yRF0f6FLyiA)
* **Manage Participants:**This opens up the Participants window.
  + **Zoom Guide:** [Managing Participants In A Meeting](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F115005759423&sa=D&sntz=1&usg=AFQjCNHwUc6JODzXEhNUOTsKahHWN8NfMw)
* **Polling:**This allows you to create, edit, and launch your polls. The options to create or launch polls will open up the Zoom web portal in your default browser.
  + **Zoom Guide:** [Polling For Meetings](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F213756303-Polling-for-Meetings&sa=D&sntz=1&usg=AFQjCNEC7TyYpmpUQRF9ieRvr6bCH1xO4Q)
* **Share Screen:**Click on this to start a screen share. You will be able to select the desktop or application you want to share.
  + **Screen Share Controls**(via the **^** next to **Share Screen**): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing.
  + **Zoom Guide:** [How Do I Share My Screen?](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362153-How-Do-I-Share-My-Screen-&sa=D&sntz=1&usg=AFQjCNGfXTI6HcI6gZwf9HMmaxzFrDX_xw)
* **Chat:**Access the chat window to chat with the participants.
  + **Zoom Guide:** [In-Meeting Chat](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F203650445-In-Meeting-Chat&sa=D&sntz=1&usg=AFQjCNGtV-xhJhG6Nvq9GLydi4GJttphWg)
* **Record:** Start or stop a cloud or local recording.
  + **Zoom Guide:** [Local Recording](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362473-Local-Recording&sa=D&sntz=1&usg=AFQjCNGATaKsfApTahwmxat0QsUwkwADVA)
  + **Zoom Guide:** [Cloud Recording](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F203741855-Cloud-Recording&sa=D&sntz=1&usg=AFQjCNFaFW3j5StlfoSmpt3C5pavgFb1JQ)
* **Closed Caption:**If you have enabled closed captioning for your account, click here to access the closed caption options.
  + **Zoom Guide:** [Getting Started With Closed Captioning](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F207279736-Getting-Started-with-Closed-Captioning&sa=D&sntz=1&usg=AFQjCNFhPuVqv3MMiH28LATIs5jmKq43qA)
* **Breakout Rooms**: Start breakout rooms.
  + **Zoom Guide:** [Getting Started With Breakout Rooms](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F206476093-Getting-Started-with-Breakout-Rooms&sa=D&sntz=1&usg=AFQjCNGbE-IkoId3zjgzDSYRYiuRKl8Plw)
* **More:**Clicking on More will give you access to additional options.
* **End Meeting:**This will end the meeting for all participants.
  + If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

Controls while Screen Sharing

* **Mute/Unmute**
* **Start/Stop Video**
* **New Share**: You can click on **New Share** to start a new screen share without first stopping your current screen share. It will replace the screen that you are currently sharing, as you can only share one screen at a time.
* **Pause Share**: This will pause your current share and not show any changes to your screen until you choose Resume Share.
* **Annotate**: This will allow you to annotate on your shared screen. It will open up the annotation options.

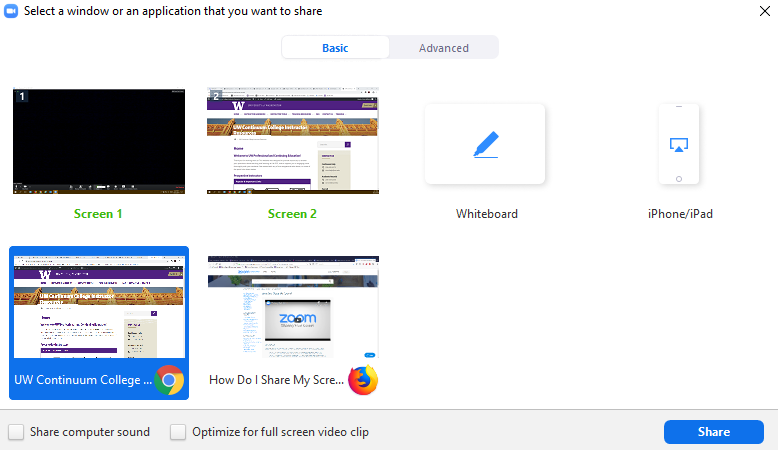


* **More**: When sharing your screen, the options for **Invite**, **Recording**, **Chat**, **Breakout Rooms**, and **Ending the meeting** move under **More**. There are also new settings specific to screen sharing.
  + **Disable/Enable Attendee Annotation**: If you want to prevent the attendees from being able to annotate on your screen share, select this option.
  + **Hide Video Panel**: When you are screen sharing, the video will be in a movable window. If you want to hide the video panel, select this option.
  + **Hide Floating Meeting Controls:** this will minimize the meeting controls when screen sharing. Hovering over the green meeting ID bar will cause the controls to reappear.
  + **Share computer sound:** If you are sharing a video or audio clip (such as a YouTube video) as part of your screen share, this will ensure that participants are able to hear the audio.
  + **Optimize for full-screen video clip**: If you are sharing a video clip within the screen share (not your live camera feed), we recommend checking this option.

**Zoom Guide:** [Host Controls in a Meeting](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362603-Host-Controls-in-a-Meeting&sa=D&sntz=1&usg=AFQjCNFdrF3X7GthI9-hywLwgx-cqYTFMw)

**Zoom Guide:** [Attendee Controls in a Meeting](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F200941109-Attendee-Controls-in-a-Meeting&sa=D&sntz=1&usg=AFQjCNH1vllRJMa2qEd-OaFcii_yVdh9bg)

Screen Sharing

One of the most commonly used features of Zoom is screen sharing. This allows you to show and demonstrate tasks or specific programs for students while they follow along, share Powerpoint slideshows, and more. 

1. From the Meeting Controls menu, select the green icon for **Share** to start a new Screen Share.
   * The ^ (up arrow) next to the **Share** icon opens a screen share controls menu. You can select who has the ability to share their screen in your meeting, and if you want only the host or any participant to be able to start a new share when someone is already sharing.
2. A menu will appear which will allows you to select:
   * Your entire desktop screen
     + If you have multiple monitors, you will be asked to select one screen.
   * A **whiteboard**
   * An individual application window
   * Whether you wish to **Share computer sound**
     + If you are sharing a video or audio clip (such as a YouTube video) as part of your screen share, this will ensure that participants are able to hear the audio.
   * Whether you wish to **Optimize for full-screen video clip**
     + If you are sharing a video clip in full screen (not your live camera feed), we recommend checking this option.
   * Advanced Options:
     + Share only a portion of your screen
     + Share only computer sound
     + Share video content from an external camera
3. Once you select your preference, click on the blue **Share** button at the bottom right of the window.
4. The window you selected will move to full screen, and participants will be able to see the window, and your cursor.
5. Your Meeting Control Menu will be abbreviated, and webcam videos will appear at the side of the screen (side-by-side mode), at the top of the screen, or as a floating, movable window.

**Zoom Guide:** [How Do I Share My Screen?](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362153-How-Do-I-Share-My-Screen-&sa=D&sntz=1&usg=AFQjCNGfXTI6HcI6gZwf9HMmaxzFrDX_xw)

Best Practices

* Select only the specific application or browser window which you wish to share, to reduce distractions and ensure that you only share relevant information with students.
* When sharing a Powerpoint presentation, start your slideshow first, and then start your screen share. From there, you can choose to only share the slideshow view, and not the main Powerpoint application.

Ending your Meeting

Popup window for ending a zoom meeting, with the text: To keep this meeting running, please assign a Host before you click Leave Meeting.
Button End Meeting for All
Button Leave Meeting
Button Cancel

1. When your meeting is over, click the **End Meeting** link in the lower right corner of the meeting control menu, or under the **…More** section of the abbreviated screen sharing meeting control menu.
2. A pop up menu will appear, asking whether you want to end the meeting, leave the meeting, or cancel.
3. Select the **End Meeting for All** button to ensure that all participants are removed from the meeting and that the meeting is properly ended.
   * If recording your meeting to the cloud, your meeting will begin processing at this time.

PARTICIPANTS

Managing Participants

As the host in a meeting, you can manage the participants from the Manage Participants button in the main Zoom menu bar during your meeting. By default, any participant in a meeting can share their video, screen, and audio.

Within your meetings, you can control the following features as the host:

* Mute one or all participants
* Request that a participant unmutes their microphone
* Stop a participant’s video
* Request that a participant starts their video
* Prevent Participants from screen sharing
* Rename a Participant
* Give a participant the ability to record locally
* Make a participant host or co-host
* Put a participant [on hold](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F201362813-Attendee-On-Hold&sa=D&sntz=1&usg=AFQjCNGRZ1MIDftuCXP5fY6udLDMu8Wumw) if enabled
* Choose to play an enter or exit chime
* Lock the meeting to prevent anyone new from joining
* Have participants enter the [waiting room](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F115000332726-Waiting-Room&sa=D&sntz=1&usg=AFQjCNHDL9Bd1xFMspibcDJG0EWeh30dOw) if enabled

**Zoom Guide:** [Managing Participants in a Meeting](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F115005759423-Managing-Participants-in-a-Meeting&sa=D&sntz=1&usg=AFQjCNGNEHcJft-blFhNY9J_yucpY1Xi1w)

Managing an Individual Participant

1. Hover over their name in the Participant Menu.
2. As soon as you hover, the option for **Mute/Unmute** and **More >** will appear.
3. Most of the settings listed above will appear under **More.**

Additional Features

At the bottom of the Participant Menu, there is another **More** option that will allow you to manage some settings for all participants in that meeting.

Engaging with Participants

Aside from simply lecturing within Zoom using your microphone and video, it is important to make note of tools within Zoom for interacting and communicating with your students.

Non-Verbal Feedback Icons

At the bottom of the participants list, there are a series of icons which all participants in a meeting can use to respond to simple yes/no questions, or make requests of the meeting host. Once selected, the active icon will appear directly next to the participant’s name until another icon is selected, or the feedback is cleared.

Options include:

* Yes
* No
* Go Slower
* Go Faster
* More
  + Thumbs Down
  + Thumbs Up
  + Applause
  + Coffee Cup (“I need a break”)
  + Clock (“I am away from the meeting” or “be right back”)
* Clear All (to remove/resest all current feedback icons)

Chat

The in-meeting chat allows you to send chat messages to other users within a meeting. Chat is supported on desktop, mobile, and is still available even while sharing your screen. When a new chat message is sent to everyone in the meeting room, or privately to you, a preview of the message will briefly appear and the Chat icon will flash orange within the meeting control panel with a number indicating how many new messages are available.

Some additional features of the in-meeting Chat:

* Messages can be sent to all participants, or privately to an individual participant.
* As the host, you can choose who the participants can chat with, or to disable chat entirely.
* Chat is supported on desktop, mobile, and is still available even while sharing your screen.
* When sharing your screen, the chat option will move into the**… More** section of the abbreviated meeting control menu.
  + When sharing your screen, the Chat will appear as a floating window, as opposed to part of the side menu.
* Files can be sent via the Chat feature.
* In-meeting chat can be saved, manually or automatically.
  + Auto-save chat will automatically save your in-meeting chat locally on your computer. You can also manually save your chat when you start local or cloud recording.

Under the **More** icon of the Chat window, you can edit your in-meeting chat settings. You can access the following options:

* [**Save chat**](https://support.zoom.us/hc/en-us/articles/115004792763-Saving-In-Meeting-Chat): Save all chat messages in a TXT file.
* [**Share file in meeting**](https://support.zoom.us/hc/en-us/articles/209605493-In-Meeting-File-Transfer): Send a file in the chat.
* **Allow attendees to chat with**: Control who participants can chat with.
  + **No one**: Disables in-meeting chat.
  + **Host only**: Only the host can send messages to everyone. Participants can still send private messages to the host.
  + **Everyone publicly**: Participants can only send public messages. Public messages are visible to all participants. Participants can still send private messages to the host.
  + **Everyone publicly and privately**: Participants can send public or private messages. Public messages are visible to all participants. Private messages are sent to a specific participant.

**Zoom Guide:** [In Meeting Chat](https://www.google.com/url?q=https%3A%2F%2Fsupport.zoom.us%2Fhc%2Fen-us%2Farticles%2F203650445-In-Meeting-Chat&sa=D&sntz=1&usg=AFQjCNGtV-xhJhG6Nvq9GLydi4GJttphWg)

Best Practices

* Use the non-verbal feedback icons to ask for quick and simple feedback. This will reduce noise from microphones and is easier to absorb than a cluttered series of short messages in the chat.
  + “Are you ready to move on?”
  + “Do you need more time?”
  + “Is everyone following along well at this pace?”
* Allow students to chat with everyone publicly. If one student has a question, it is likely that another one has the same question. Additionally, students will feel more connected to their course if they are able to engage with their peers.
* Encourage students to use the Chat feature to ask questions and answer them for one another, or for you to answer when you reach a natural stopping point in the lecture.
* Ask students to unmute their microphone to explain or elaborate on something.
* Avoid using the chat for long responses or long explanations.
* Use the chat feature to share relevant files so that students do not need to go to a separate website.

Breakout Rooms

Student engagement can decline when students are in larger groups, and students may feel less heard. Shy students may also feel more intimidated to speak up. You can use small groups to increase participation, and allow students to feel more heard. Small groups should ideally be no more than 10 people. 2-5 is excellent, and 5-7 is closer to an upper limit, depending on the activity.

Zoom has a built-in tool for small groups, known as Breakout Rooms.

* Up to 50 breakout rooms can be created
* Breakout room participants have full audio, video, and screen share capabilities
* If a meeting is being cloud recorded, it will **only** record the main room, **not** breakout room activity
* Participants can be moved after they’ve been assigned to a room
* Breakout rooms can be recreated, allowing students to participate in the same discussion groups throughout the session
* You can broadcast a message to all breakout rooms
  + “There are \_\_\_ minutes left for small group discussion”
  + “Please wrap up your conversations”
  + Provide additional insight, prompts, or questions
* Participants of a breakout room can **ask for help** to invite the host into their room

**Zoom Guide:** [Getting Started with Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms)

**Zoom Guide:** [Managing Video Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476313)

MEETING RECORDINGS

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CLOUD RECORDINGS

When you record a meeting and choose **Record to the Cloud**, the video, audio, and chat text are recorded in the Zoom Cloud. The recording files can then be downloaded to a computer or streamed from a browser via HTML5 or Flash. For class recordings, we urge you to download them and upload to another location to be shared with your students.

Recorded meetings can be managed, downloaded, or shared via the [Recordings page](https://washington.zoom.us/recording) of [washington.zoom.us](https://washington.zoom.us/).

**Note:**Cloud recordings will be deleted automatically after they have been stored for 90 days. To save them, you must download them to your computer, and you can upload them to another location.

Starting a Cloud Recording

1. Start your meeting
   * You can start your meeting from the Zoom website, or from the Zoom application. We recommend using the website to reduce chances of caching errors.
2. From within the Zoom meeting controls menu bar, click on the **Record** button.
   * If you are sharing your screen, this option will be moved to the **… More** menu.
3. Select **Record to the Cloud**to begin recording.
4. A recording icon will appear in the top corner of the screen, and a voice will broadcast to all meeting attendees, stating “This meeting is being recorded.”
5. During breaks, we recommend that you **Pause the Recording**.
6. To stop recording completely, click **Stop Recording**, or **End Meeting**.
7. Once you **End Meeting**, the recording will begin processing and uploading to the Cloud.
   * Recordings generally take less than an hour to complete processing. However, actual processing time depends on complexity of meeting interaction—the number of web camera inputs, desktop sharing, and sharing video increase processing time, as well as the recording file size.

**Note:**Once the recording has been stopped, the recording must be processed before viewing. Zoom will send an e-mail to the host when the process is complete.

Benefits of Cloud Recordings

* Cloud recordings will automatically process and upload in the background after your meeting is finished.
  + Local recordings require you to wait for the recording to process on your device. You can put your computer to sleep during this time, which will pause the processing, but it will not finish processing unless your computer is active.
* If your copy of the recording file becomes corrupted or is lost within the 90 window, you can simply download the file again from the cloud.
* If you use more than one computer (such as a laptop and a desktop), or if there are multiple people on your instructional team, this ensures that everyone will have access to the recording from the website.

Best Practices

* Configure your Zoom settings so that Zoom automatically starts recording to the cloud as soon as you start your meeting. This ensures that you do not forget to start the recording.
* You can also configure your Zoom settings to disable local recordings.
* During breaks or when using Breakout Rooms, we recommend that you **Pause the Recording**.
* Remember to download and share your recordings within the 90 day window.
* Remember to also download the Chat text as it will likely contain a lot of useful information for students.

FINDING YOUR CLOUD RECORDINGS

1. Log in to the Zoom website at [washington.zoom.us](https://washington.zoom.us/)
2. Click on **Recordings** in the left navigation menu.
3. Adjust the dates at the top of the page if needed, and click on the title for the relevant meeting.
4. You will be able to view the available file types of the recorded data, based on the settings that you have enabled.
   * **Shared screen with speaker view**: MP4 file with audio and video showing both active speaker view and shared content.
   * **Shared screen with gallery view**: MP4 file with audio and video showing both gallery view and shared content.
   * **Active Speaker**: MP4 file with audio and video showing the active speaker view only.
   * **Gallery View**: MP4 file with audio and video showing the gallery view only.
   * **Shared Screen**: MP4 file with audio and video showing the shared screen only.
   * **Audio only**: M4A file with a recording of the audio.
   * **Audio transcript**: VTT file with a [transcript](https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings-) of the audio only.
   * **Chat file**: Text file with the transcript of [in-meeting chat](https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat).
5. Click on the file thumbnail to play the recording or see the text of the chat.
6. Click on **Download** to download the recording and any other relevant files to your computer or device.

SHARING YOUR RECORDINGS

**Note:** video files must be under 500MB in order to use the Canvas Media Upload tool. Video files that are larger than 500MB must be uploaded using either Panopto or Microsoft Stream.

Canvas Media Upload

If your file is under 500MB, one of the easiest ways to share your recordings with students is to upload and embed them directly within your Canvas course using the Media Upload tool in the Rich Content Editor.

the rich content editor used in Canvas for most content items, with the icon for the Record/Upload media tool highlighted

1. After you have downloaded any Cloud recording files (or located your local recording file), open Canvas at [https://canvas.uw.edu](https://canvas.uw.edu/) in the browser of your choice.
2. Navigate to your course.
3. Open the page where you wish to embed your Zoom recording (or [create a new page](https://community.canvaslms.com/docs/DOC-13018)).
4. Click on the **Edit** button at the top of the page.
5. Place your cursor where you wish to embed the video.
6. In the Rich Content Editor menu at the top of the page, click on the Record/Upload Media icon.
7. Click on the **Upload Media** tab.
8. Click on **Select Video File**.
9. Navigate to the file location and select the .mp4 file that you wish to upload.
10. Click **Open**.
11. A placeholder image will appear while the video file uploads.
12. Click on the blue **Save**button to save the page.

**Note:**Canvas may take some time to process the recording before it is available to be played and viewed by students.

Additional Files

If you would like to include the text from chat, you can [upload the associated .txt file](https://community.canvaslms.com/docs/DOC-13033-415241383) and [link to it from the page](https://community.canvaslms.com/docs/DOC-12991-415265829) as well. There is also an audio version of the recording available as an .m4a file. Any annotations you saved during the meeting are saved as .png files.

Panopto

If your file is larger than 500MB, uploading to Panopto is a good alternative. Panopto is a UW supported lecture capture service, and is available to all instructors through their UW NetID and Canvas course. Panopto automatically creates folders for courses within Canvas, and grants students **viewer** level access to videos within those folders. Because Panopto is integrated with Canvas, videos are automatically protected behind UW NetID authentication, and course affiliation.

Recordings can be shared with students in several ways:

* Videos can be embedded within a Canvas page.
* Videos can be shared via a hyperlink within a page or as an external URL within Canvas modules.
* The full directory of videos can be accessed from the Canvas course navigation, via the Panopto Recordings tab.

Uploading & Embedding a Video to a Canvas Page

**Note:** embedded Panopto videos are only available to the students of the current academic term. Panopto videos which you wish to reuse must be manually copied over to future terms, and embedded videos must be updated to reflect the new location. However, sharing course recordings which contain student interactions from prior academic terms with future students is a FERPA violation.

the rich content editor used in Canvas for most content items, with the icon for the panopto tool highlighted

1. After you have downloaded any Cloud recording files (or located your local recording file), open Canvas at [https://canvas.uw.edu](https://canvas.uw.edu/) in the browser of your choice.
2. Navigate to your course.
3. Open the page where you wish to embed your Zoom recording (or [create a new page](https://community.canvaslms.com/docs/DOC-13018)).
4. Click on the **Edit** button at the top of the page.
5. Place your cursor where you wish to embed the video.
6. In the Rich Content Editor menu at the top of the page, click on the green Panopto logo icon.
7. A window will pop up that shows all Panopto recordings affiliated with your course folder.
8. Select the video you wish to embed, or click on **Upload**.
   1. To upload, drag your file to the center of the window, or click within the center of the panel to open the file menu.
   2. Navigate to the file location and select the .mp4 file that you wish to upload.
   3. Click **Open**.
   4. The file will begin uploading and processing, with a green progress bar. Wait for the upload to finish before leaving the page. This may take some time, depending upon file size and length of the session.
9. Click on the purple **Insert** button at the bottom of the page.
10. The video will embed itself into the Canvas page.
11. Click on the **Save**button to save the page.

Enabling the Panopto Recordings course navigation tab

If you wish, you can enable the Panopto Recordings tab to be visible for your course. You will be able to use this tab to easily review and access your videos, add new videos, and students will also be able to access all recording files from this navigation tab as well.

1. If you do not currently see **Panopto Recordings** in your course navigation menu, you may need to enable the menu item. Click on **Settings** at the bottom of your course navigation menu.
2. Click on the tab labeled **Navigation** across the top of the page.
3. Locate the tab for **Panopto Recordings** and drag it to where you wish it to appear in the course navigation, or click on the three vertical dots next to the tab and select **Enable**.
4. Click on the blue **Save** button.
5. Refresh your page, and the **Panopto Recordings** tab will now appear within your course navigation.

Uploading to the Panopto course folder

1. In the left course navigation menu, click on **Panopto Recordings**
2. Panopto will open as a frame within your Canvas course.
3. Click on the purple **Create**button at the top of the page.
4. Select **Upload Media** from the drop down menu that appears.
5. Drag your file to the window that pops up, or click within the center of the panel to open the file menu.
6. Navigate to the file location and select the .mp4 file that you wish to upload.
7. Click **Open**.
8. The file will begin uploading and processing, with a green progress bar. Wait for the upload to finish before leaving the page. This may take some time, depending upon file size and length of the session.
9. You may wish to change the title of the video within Panopto, which you can do by clicking on the gear shaped **Settings** icon.

Sharing the Video URL

1. In the left course navigation menu, click on **Panopto Recordings**
2. Panopto will open as a frame within your Canvas course.
3. Hover over the video which you wish to share with students.
4. Click on **Share**from the tabs that appear.
5. Copy the link URL to share with students.
6. Create a hyperlink on the Canvas page where you wish to share the recording. Or, to share from Modules:
   1. From the Canvas Modules tab, locate the module where you wish to share the video.
   2. Click on the **+ (Plus)** icon to the far right of the module title.
   3. Select **External URL** from the drop down menu at the top of the window.
   4. Paste the URL.
   5. For **Page Name**, type a relevant title for the recording.
   6. Select the checkbox for **Load in a new tab**
   7. Click on the blue **Add Item**button to save.
   8. Ensure that the URL is published within the Module, so that students will have access.

Microsoft Stream

If your file is larger than 500MB, uploading and publishing to Stream is a good alternative. Stream is part of the Office 365 suit of tools, and is available to all UW NetID account holders. Published videos are protected behind UW NetID authentication, and can be linked to from Canvas.

1. After you have downloaded any Cloud recording files (or located your local recording file), open Microsoft Stream at [https://web.microsoftstream.com](https://web.microsoftstream.com/) in the browser of your choice.
2. Sign in to Stream by typing your UW NetID@uw.edu email address into the email field. Or, select your NetID@uw.edu email from the list.
3. Click on the blue **Next**button. You will be prompted to go through the UW NetID authentication process.
   * Use your personal UW NetID and password.
4. After logging in, you will be returned to the Stream interface.
5. Click on **Create** at the top of the page.
6. Select **Upload a Video**
7. The upload screen offers the option to either drag the file to be uploaded to the page, or click a link to select files from your computer’s file system.
8. Once you’ve selected a file to upload, you can either drag/select more files to upload, or you can update the uploading file’s information under Details, Permissions, or Options.
   * The default Permissions and Options are what we recommend with **allow everyone in your company to view this video** and **Autogenerate a captions file** checked.
   * You may want to turn off commenting.
   * When the video has finished processing, the **Publish now** button in the lower right corner becomes enabled. Unpublished videos are only viewable by you.
9. Click **Publish now** so that students can access the recording.
10. Click**Share** and click the **Copy** button to copy the recording link. The recording link is now on your clipboard and you can paste it in to Canvas.
11. Create a hyperlink on the Canvas page where you wish to share the recording. Or, to share from Modules:
    * From the Canvas Modules tab, locate the module where you wish to share the video.
    * Click on the **+ (Plus)** icon to the far right of the module title.
    * Select **External URL** from the drop down menu at the top of the window.
    * Paste the URL.
    * For **Page Name**, type a relevant title for the recording.
    * Select the checkbox for **Load in a new tab**
    * Click on the blue **Add Item**button to save.
    * Ensure that the URL is published within the Module, so that students will have access.

HELP RESOURCES

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ADDITIONAL SUPPORT & RESOURCES

UWC² Resources

* [Instructor Resources: Zoom Resources](https://instructorresource.continuum.uw.edu/training/zoom-resources/)
* [Online Dashboard](http://uwodashboard.pce.uw.edu/help.asp): Our Online Dashboard offers resource materials and information on how to Contact Our Support Staff
* [Test your Tech](http://uwodashboard.pce.uw.edu/techTest.asp): Check the basic system requirements for Zoom, and see how your device compares.

UWC² Training and Technical Support

* Self-Paced Training Course: [UWC² Instructor Training: Getting Started with Zoom](https://instructorresource.continuum.uw.edu/courses/zoom-getting-started/)
* 1-on-1 and small group consultations are available for Zoom, M-F, via phone or Zoom. Please contact [ctnmhelp@uw.edu](mailto:ctnmhelp@uw.edu) to begin the scheduling process.
* Have questions about Zoom, or a technical issue using Zoom in your course that you need help resolving? Send an e-mail to [ctnmhelp@uw.edu](mailto:ctnmhelp@uw.edu) or call (206) 221-1393 and we will get back to you promptly.

UW Resources

* [UW Zoom Video Conferencing Guides](https://itconnect.uw.edu/connect/phones/conferencing/zoom-video-conferencing/): General help regarding Zoom, specific to the UW as a whole.
* [UW Zoom FAQ](https://itconnect.uw.edu/connect/phones/conferencing/zoom-video-conferencing/uw-zoom-faq/)

Zoom Resources

* [Getting Started on PC and Mac](https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac)
* [Zoom Help Center](https://support.zoom.us/hc/en-us): Up to date online documentation from the creators of Zoom, including lots of in depth screen caps.
* [Zoom Video Tutorials](https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials): Up to date video tutorials from the creators of Zoom.
* [Zoom Live Trainings](https://zoom.us/livetraining): Various live training sessions with the creators of Zoom.

BASIC TROUBLESHOOTING

When I try to log in, Zoom defaults to my personal NetID.

What happened?

* This issue is caused by a caching issue. If you log in through the Zoom App, it will automatically open your default web browser, and if you are already logged in with your personal NetID in that browser, it will log you in using that account, and will not give you the chance to enter your course affiliated NetID that we’ve provided to you.
* To check which account you are logged in with, check the account name at the top of the Zoom application, and always follow the log in steps outlined earlier in this document.

Solution 1

1. Open an incognito/private browser
   * [Opening your browser in private/incognito mode](https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode)
2. Navigate to [https://washington.zoom.us](https://washington.zoom.us/)
3. Click on **Basic and Pro Account Login** on the left side of the screen. You will be directed to the UW NetID login screen.
4. Log in using the NetID we provided for your course.
5. After you log in, you should be able to then enter the Meeting Room URL we’ve provided to you within that browser to launch your meeting.
6. **OR,** you can go to the “Personal Meeting Room” tab within the Zoom website:
   * Click on **Meetings** in the left navigation bar
   * Click on **Personal Meeting Room** on the top of the page
   * Click on the blue **Start Meeting** button, which will launch the same Meeting Room as the URL that we have provided to you, and will ensure that you are logged in with the correct credentials and host privileges.

Solution 2

1. Log out from your UW NetID completely [using this URL](https://weblogin.washington.edu/logout/)
2. Quit your browser, and reopen the browser before you attempt to log back in using the NetID we have provided for your course.
3. You may also need to clear your browser cache, and check to ensure that you are not using a password manager that is automatically logging you in with your personal NetID.
   * [How to clear your cache on any browser](https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser)

When I try to log in, I am not able to enter my NetID.

What happened?

* This issue is caused by a caching issue. If you log in through the Zoom App, it will automatically open your default web browser, and if you are already logged in with your personal NetID in that browser, it will log you in using that account, and will not give you the chance to enter your course affiliated NetID that we’ve provided to you.
* To check which account you are logged in with, check the account name at the top of the Zoom application, and always follow the log in steps outlined earlier in this document.

Solution 1

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   * [Opening your browser in private/incognito mode](https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode)
2. Navigate to [https://washington.zoom.us](https://washington.zoom.us/)
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   * Click on **Meetings** in the left navigation bar
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3. You may also need to clear your browser cache, and check to ensure that you are not using a password manager that is automatically logging you in with your personal NetID.
   * [How to clear your cache on any browser](https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser)

I received an error stating “You are not entitled to meeting service. Please contact the administrator.”

What happened?

* If you see this message, this means that you are not logged into Zoom with the correct account. Only the NetID that we have provided to you will have hosting privileges. If you log in through the Zoom App, it will automatically open your default web browser, and if you are already logged in with your personal NetID in that browser, it will log you in using that account.
* To check which account you are logged in with, check the account name at the top of the Zoom application, and always follow the log in steps outlined earlier in this document.

Solution 1

1. Open an incognito/private browser
   * [Opening your browser in private/incognito mode](https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode)
2. Navigate to [https://washington.zoom.us](https://washington.zoom.us/)
3. Click on **Basic and Pro Account Login** on the left side of the screen. You will be directed to the UW NetID login screen.
4. Log in using the NetID we provided for your course.
5. After you log in, you should be able to then enter the Meeting Room URL we’ve provided to you within that browser to launch your meeting.
6. **OR,** you can go to the “Personal Meeting Room” tab within the Zoom website:
   * Click on **Meetings** in the left navigation bar
   * Click on **Personal Meeting Room** on the top of the page
   * Click on the blue **Start Meeting** button, which will launch the same Meeting Room as the URL that we have provided to you, and will ensure that you are logged in with the correct credentials and host privileges.

Solution 2

1. Log out from your UW NetID completely [using this URL](https://weblogin.washington.edu/logout/)
2. Quit your browser, and reopen the browser before you attempt to log back in using the NetID we have provided for your course.
3. You may also need to clear your browser cache, and check to ensure that you are not using a password manager that is automatically logging you in with your personal NetID.
   * [How to clear your cache on any browser](https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser)

When I open my Zoom meeting, I see a message “Please Wait for the Host to Start this Meeting” or I otherwise do not have hosting privileges.

What happened?

* If you see this message, this means that you are not logged into Zoom with the correct account. Only the NetID that we have provided to you will have hosting privileges. If you log in through the Zoom App, it will automatically open your default web browser, and if you are already logged in with your personal NetID in that browser, it will log you in using that account.
* To check which account you are logged in with, check the account name at the top of the Zoom application, and always follow the log in steps outlined earlier in this document.

Solution 1

1. Open an incognito/private browser
   * [Opening your browser in private/incognito mode](https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode)
2. Navigate to [https://washington.zoom.us](https://washington.zoom.us/)
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6. **OR,** you can go to the “Personal Meeting Room” tab within the Zoom website:
   * Click on **Meetings** in the left navigation bar
   * Click on **Personal Meeting Room** on the top of the page
   * Click on the blue **Start Meeting** button, which will launch the same Meeting Room as the URL that we have provided to you, and will ensure that you are logged in with the correct credentials and host privileges.

Solution 2

1. Log out from your UW NetID completely [using this URL](https://weblogin.washington.edu/logout/)
2. Quit your browser, and reopen the browser before you attempt to log back in using the NetID we have provided for your course.
3. You may also need to clear your browser cache, and check to ensure that you are not using a password manager that is automatically logging you in with your personal NetID.
   * [How to clear your cache on any browser](https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser)

My meeting automatically ended after 40 minutes.

What happened?

* If you see this message, this means that you are not logged into Zoom with the correct account. Only the NetID that we have provided to you will have full “Pro” level privileges including the ability to host meetings for longer than 40 minutes. All “Basic” Zoom accounts (such as that associated with your personal NetID) are limited to 40 minute meetings or less. If you log in through the Zoom App, it will automatically open your default web browser, and if you are already logged in with your personal NetID in that browser, it will log you in using that account.
* To check which account you are logged in with, check the account name at the top of the Zoom application, and always follow the log in steps outlined earlier in this document.

Solution 1

1. Open an incognito/private browser
   * [Opening your browser in private/incognito mode](https://support.wix.com/en/article/opening-your-browser-in-incognitoprivate-browsing-mode)
2. Navigate to [https://washington.zoom.us](https://washington.zoom.us/)
3. Click on **Basic and Pro Account Login** on the left side of the screen. You will be directed to the UW NetID login screen.
4. Log in using the NetID we provided for your course.
5. After you log in, you should be able to then enter the Meeting Room URL we’ve provided to you within that browser to launch your meeting.
6. **OR,** you can go to the “Personal Meeting Room” tab within the Zoom website:
   * Click on **Meetings** in the left navigation bar
   * Click on **Personal Meeting Room** on the top of the page
   * Click on the blue **Start Meeting** button, which will launch the same Meeting Room as the URL that we have provided to you, and will ensure that you are logged in with the correct credentials and host privileges.

Solution 2

1. Log out from your UW NetID completely [using this URL](https://weblogin.washington.edu/logout/)
2. Quit your browser, and reopen the browser before you attempt to log back in using the NetID we have provided for your course.
3. You may also need to clear your browser cache, and check to ensure that you are not using a password manager that is automatically logging you in with your personal NetID.
   * [How to clear your cache on any browser](https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser)

When I log in to my UW Zoom account, I see a message “You have logged in from another device. Messenger is now inactive.”

What happened?

* If you see this message, you were logged in to another computer with the same account and Zoom automatically logged you out of the other computer. Zoom is limited to one zoom host account logged in, per computer. If you try to log in to two different computers with the same Zoom host account, you will be logged out. [Learn more](https://support.zoom.us/hc/en-us/articles/200912909-Getting-Started-With-Group-Messaging).

When I start my UW Zoom meeting, I see a message “You have a meeting that is currently in progress. Please end it to start a new meeting.”

What happened?

* If you see this message, your UW Zoom host account is currently running a meeting on another computer. A UW Zoom host account can host only one meeting at a time.

Solution

* To end one meeting and begin another, click **End Other Meeting** and then start your new meeting.

I am having trouble with audio!

Potential solutions and things to check

* Ensure that your version of Zoom is up to date.
* Make sure that all other programs that utilize the microphone are not using the camera or are closed.
* Check the audio settings using the ^ arrow next to the microphone icon, to ensure that the correct audio source (microphone) and output (speakers) are selected.
* Try dialing in and joining the audio by phone.

My video isn’t working!

Potential solutions and things to check

* Ensure that your version of Zoom is up to date.
* Make sure that all other programs that utilize the camera are not using the camera or are closed.
* Check the video settings using the ^ arrow next to the camera icon, to ensure that the correct webcam source is selected.
* Restart your computer.
* Visit the support website for your device and update the camera driver.
* Windows 10 has a privacy feature that may block Zoom from using your camera. [Learn more about this feature and how to allow Zoom access to your webcam.](https://privacy.microsoft.com/en-us/windows-10-camera-and-privacy)