Student Guide for Zoom at UD

Zoom is the University of Delaware's preferred video conferencing and collaboration tool. All active students, staff, and faculty have access to a free UD Zoom Pro account.

Getting Started

1) Review System Requirements

- High speed internet connection
- Laptop, desktop, or mobile device that works with [Zoom Requirements](#)
- A webcam may also be required (your instructor will advise you)
- Headphones, earbuds, or even better, a headset with a built in microphone are recommended but not required
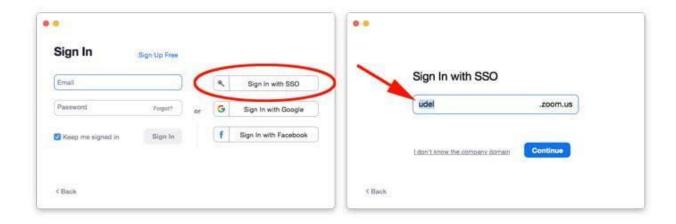- Certain Zoom features may require a faster processor

2) Install the Zoom Application

- To use Zoom on a laptop or desktop running Windows or Mac OS, download and install the Zoom App by visiting the [UDeploy download page for Zoom](#).
- To use Zoom on a Chromebook, download and install the [Progressive Web Application (PWA)](#)
- To use Zoom on your mobile device, visit the [Apple AppStore](#) or [Android Google Play](#).

Important: All users are required to update their Zoom software to ensure it is no more than nine months behind the current version at any given time. You will be prompted to update your software before you can join a meeting if the version falls behind the nine-month window. Visit our webpage to find [software updates schedule](#).

3) Create your free Zoom Pro account

- Go to **www.udel.edu/zoom** and click **Sign In**. Enter your UDelNet ID, password and 2-factor code if asked.
- Your account has been created when you see the options on the left side to navigate the Zoom web portal. You can update your profile, schedule a meeting, edit your settings, including adding your **Profile Picture**.
- Next, launch the Zoom application on your computer.
- If you are not logged in, you will see the **Sign In** window. Click **Sign In with SSO** on the right-hand side of the application window. Enter only "**udel"** for the SSO domain.
- Enter your UD credentials when you see the UD Central Authentication Service screen.

Using Zoom For Your Course

If your instructor is using Zoom for your synchronous course, they will share the Zoom meeting link and the appropriate date(s) and time(s) when your course will meet. Your instructor may post the Zoom link in Canvas or send via email. It's best to test everything (internet connection, microphone, camera) ahead of time before your first class meeting.

Note: If you receive an error message **This meeting is for authorized attendees only**, you need to sign in to your UD Zoom account.

Zoom Etiquette and Security

Any student who participates in or enables any type of disruptions in a virtual learning environment, will be referred to the Office of Student Conduct. Students who are found to be responsible for violating policies, will be sanctioned appropriately. Enabling Zoom bombing includes the sharing of Zoom meeting IDs and other relevant class information outside of your class. This is a violation of the University's Responsible Use of Computing Policy and potentially other policies at UD.

Zoom Meeting Tips
● Set up a quiet, intentional space that is free of distractions where you'll attend class.
● Make sure to use your full name in Zoom as it helps your instructor know who you are.
● Make sure you're muted when not talking to prevent unwanted background noise from interrupting your class meeting.
● When on camera, speak to the camera to give the appearance of eye contact.
● Ask your instructor how they'd like to handle questions (text chat, raise your hand feature).
● Use reactions to engage with your class.

- Attend your instructor's virtual student hours (office hours) if available.
- If your internet connection or Wi-Fi is problematic during a live class meeting, you can:
  - Turn off your camera to lower bandwidth usage.
  - Make sure your microphone is muted when not speaking to further lower bandwidth usage.
  - Use a phone to dial-in to the meeting with voice only instead of using VoIP (built in audio on your device).
- If you use Zoom on a shared device, make sure you logout of Zoom when finished and login again before your next meeting.
- Periodically check for updates to the Zoom application.

Your First Meeting

You can use Zoom to attend a live classroom or virtual student hours (office hours) with instructors or TAs, but also use it to meet with peers for virtual study group sessions, RSO meetings, or social gatherings.

- Create an instant meeting by clicking **New Meeting**. This will start a new meeting with you as the host where you can invite others to join you by clicking **Participants** and then **Invite**.
- Schedule a Zoom meeting with your peers to create study sessions to review.
- Schedule Zoom events in advance to create a Zoom meeting link that you can share with a larger audience.

The Zoom Toolbar

After a meeting has been started, you'll see a Zoom window that has a series of icons at the bottom of the screen. If it is not showing, move your mouse over the window to make it appear again.

1. **Mute/Unmute** allows you to mute your microphone so others can't hear you. Click again to unmute. You can also change audio settings here to use a different microphone or speakers (click the ^ next to the icon).
2. **Start/stop video** allows you to control your webcam from being visible to others. You can also change the camera that is being used (click the ^ next to the icon).
3. **Security** allows you (only as the host) to control what participants can do in your meeting..
4. **Participants** allows you to show and hide a side panel with other people in the meeting as well as invite others. You can also direct chat with people in this list.
5. **Chat** allows you to send text messages within the meeting to all participants or individuals.

6. **Share Screen** allows you to show all of your screen, a portion of it, or just certain windows so others in the meeting can see it. Only one person can share at a time. To stop sharing, click red "Stop Share" at the top of your screen.
7. **Record** allows you to record the meeting.
8. **Leave Meeting** will allow you to leave the meeting or end it if you are the host.

During a live class meeting, you can switch between **Speaker View** (shows a large video of who is currently speaking) or **Gallery View** (shows small thumbnails of participants). These buttons are in the upper right corner of the Zoom content window.

Getting Support

If you encounter issues using Zoom, below are resources available from UDIT.

- UD Zoom Help Pages
- Tech@UD site
- Contact UDIT for Zoom support via email at zoom-support@udel.edu

Last updated May 10, 2022