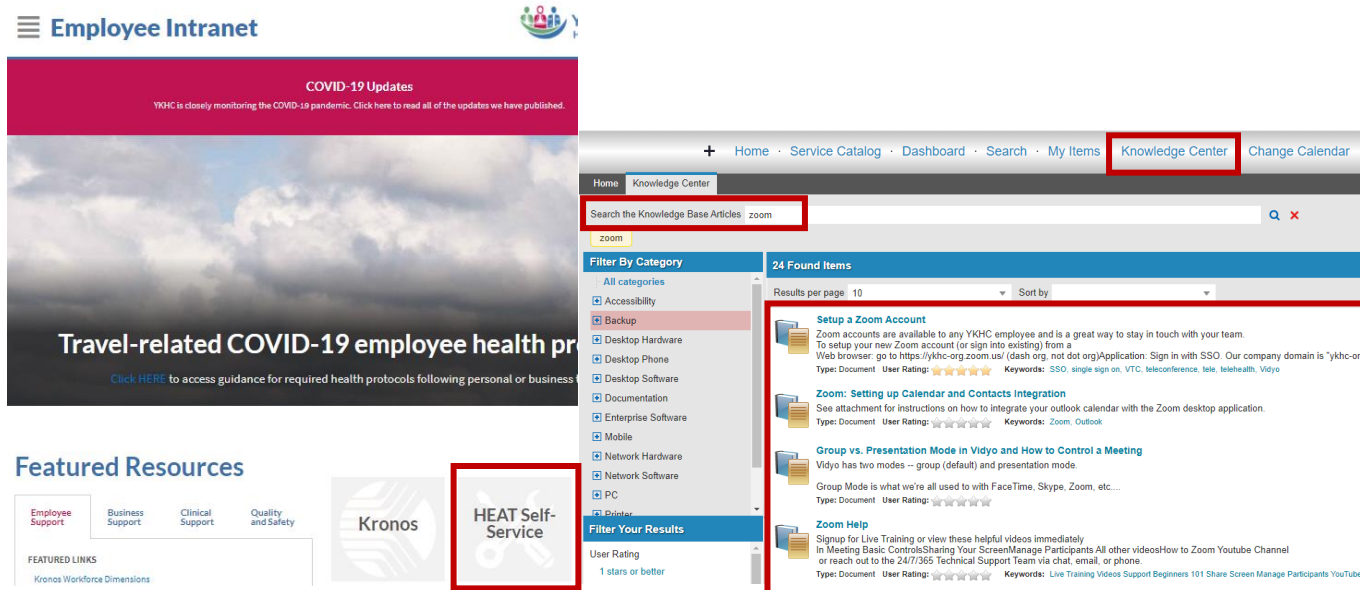


## Beginning Zoom Tips

### **Zoom HELP:**

- You can find many very useful troubleshooting and training tips in the **Zoom HELP** menu located here: <https://support.zoom.us/hc/en-us/articles/206175806>
- You can also find Zoom articles in the **Knowledge Center** of our **HEAT** system. Just search **Zoom**.



The screenshot shows the Employee Intranet interface. At the top, there's a navigation bar with links: Home, Service Catalog, Dashboard, Search, My Items, Knowledge Center (highlighted with a red box), and Change Calendar. Below the navigation bar is a search bar with the text "Search the Knowledge Base Articles: zoom" (highlighted with a red box). The search results show 24 Found Items. The first item is "Setup a Zoom Account" with a rating of 5 stars and keywords: SSO, single sign on, VTC, teleconference, tele, telehealth, Vidyo. The second item is "Zoom: Setting up Calendar and Contacts Integration" with a rating of 5 stars and keywords: Zoom, Outlook. The third item is "Group vs. Presentation Mode in Vidyo and How to Control a Meeting" with a rating of 5 stars and keywords: Zoom, Vidyo. The fourth item is "Zoom Help" with a rating of 5 stars and keywords: Live Training Videos Support Beginners 101 Share Screen Manage Participants YouTube. The "HEAT Self-Service" link in the bottom right corner is also highlighted with a red box.

### **Zoom Accounts:**

- You do not need a Zoom account to simply participate in a meeting. Just click on the link in an invitation and you can join the meeting via the web.
- You can use this hyperlink for info to set up a **Free YKHC Zoom account**: [Open KB Article in Self Service](#)
- If you need to regularly schedule meetings for >40 minutes, you will need to first sign up as above for a **Free YKHC Zoom account**, *and then* submit a HEAT ticket (i.e., **Report an Issue**) to request a **Paid YKHC Zoom account**.

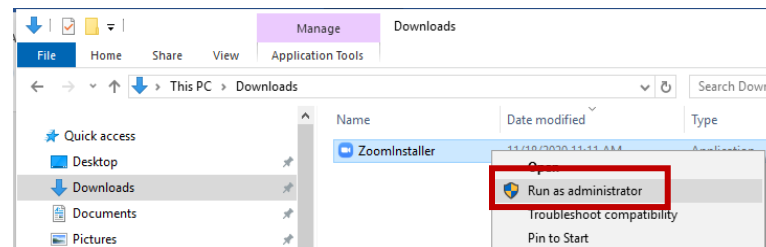


The screenshot shows the bottom navigation bar of the Employee Intranet. It includes links: My Items, Knowledge Center, Change Calendar, and More... On the right side, there's a user profile for Susan Richard, Self Service User, with a Help icon and a Report an Issue button (highlighted with a red box).

- A **Paid YKHC Zoom** account will also allow you to link Zoom with your Outlook account, to schedule recurring meetings, to assign another user as a co-host, and to use some other additional functions. For additional info regarding Free vs. Paid accounts see: <https://zoom.us/pricing> and select **Full Plan Comparison**.

### Zoom Installation

- Zoom is already installed in VMware, but our IT department discourages use of Zoom in VMware (unless you are working on a zero-client which only has VMware).
- Outside of VMware, you can go to the Start Menu in the bottom left corner of your screen and type **Zoom**. When you find the **Zoom** application, right click and **Pin to Taskbar**.
- Outside of VMware, if you do not have Zoom installed:
  - Thin client machines - you will need assistance to install.
  - On non-thin clients (i.e., fat clients) you can download and install Zoom without IT assistance.
    - Download the Zoom application here: <https://zoom.us/download>
    - Find the file in your **Downloads** folder, right click and **Run as Administrator** to install.



- You can also download Zoom on your Android or iPhone from your application store.

---

### Zoom Audio/Video

- You will need a speaker and a microphone to be able to listen and talk in a Zoom meeting.
  - If you do not have a speaker and microphone on your machine, you can request these from IT.
  - If you are having trouble with sound (listening and/or speaking), a quick short-term solution is to use a phone number provided in the Zoom invitation. Make sure to mute your phone when not speaking.
- You will need to use the webcam for video if you wish to show yourself during a meeting.
  - You can chat and share your screen without a webcam.
  - If you need, but do not have a webcam on your machine, you can request portable webcams from IT.
  - These webcams can also function as speakers/microphones!
- Whether using your computer or phone, webcams/speakers/microphones may need to be configured to work with Zoom. Zoom HELP has great troubleshooting tips specific to your software and hardware at bottom of page here: <https://support.zoom.us/hc/en-us/articles/206175806>

### Miscellaneous Zooming

- You can add a profile pic or avatar that will be visible to participants during meetings by selecting your **Profile** in the upper right corner, then **Change My Picture**.



- Really handy trick is that if someone is sharing their screen, you can request access to remotely control their screen. Really nice instructions here: <https://support.zoom.us/hc/en-us/articles/201362673-Requesting-or-giving-remote-control>
- There are many settings that you can access and change which will change the way that you use Zoom. Some settings have been locked by administration, particularly in regards to security measures, but there are many User Settings that you can control to customize your Zoom experience. Feel free to explore these.

