Zoom Help

© 2021 Christeena Jose

Table of Contents

Part I Introduction 5

1 **Welcome** ... 6

Installating Zoom ... 6

Joining a meeting ... 8

Joining meeting via the Web ... 8

Joining via the App ... 10

Part II How to Sign in 11

1 **Forgot password** ... 16

Part III Hosting a Meeting 17

Part IV Sharing Screen 25

Part V Giving a participant control of the session 29

Part VI Chatting on Zoom 31

Part VII Using the Whiteboard 33

Part VIII Recording a Zoom session 37

Index 39

© 2021 Christeena Jose

Part I

Introduction

1 Introduction

In this chapter you will learn how to Sign in, Sign Out and how to retrieve your account in case you forget your password.

1.1 Welcome

Welcome to the Zoom online Help.

This is an effective tool for video conferencing. We have put together a useful Guide that will get you the most out of Zoom. Various functions are explained to make you more familiar with the app. Common troubleshooting procedures are also explained. Please ensure your computer has a camera if it is not a laptop.

If you have any questions feel free to contact us through our mail <email.com>. Our support telephone lines are also available from <timings>. Helpline number is <Phn no>. We will ensure that you get a response within 24 hours.

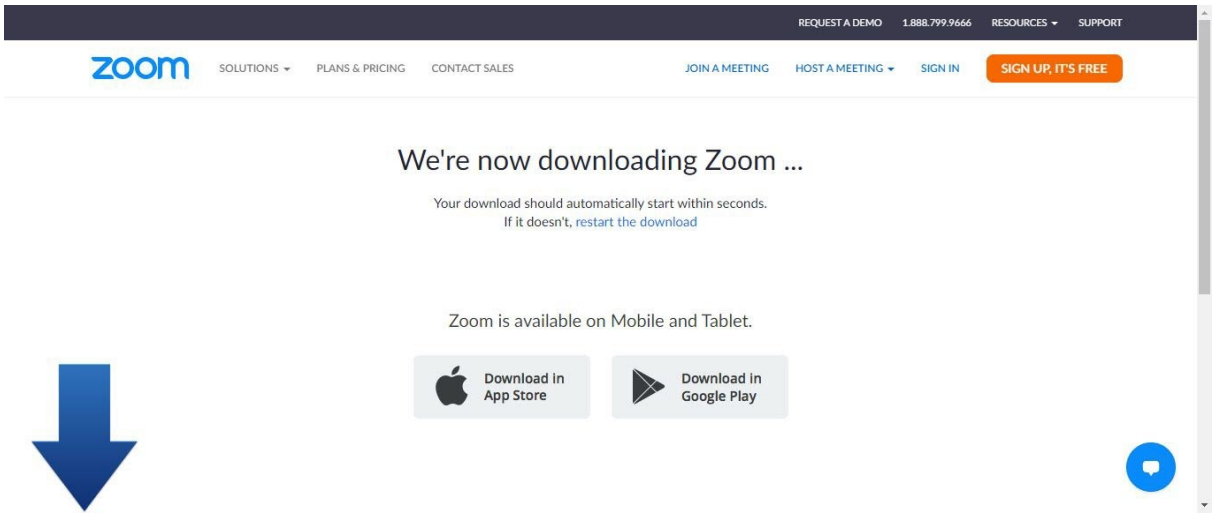
Your feedback, reviews and suggestions are also welcome.

1.1.1 Installating Zoom

This topic helps you to install Zoom on your computer. You can also join a Zoom session from the website.

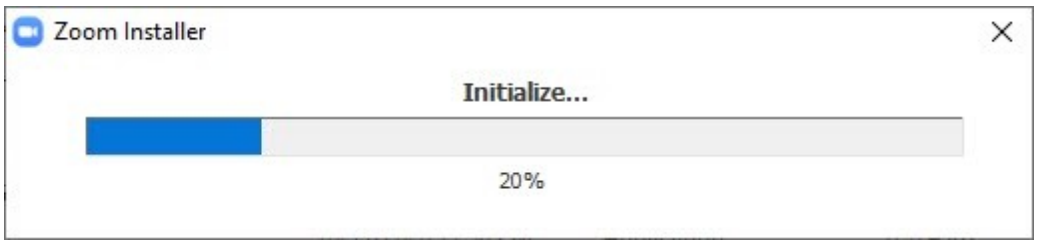
To Install Zoom

1. Open your internet browser (**Google Chrome, Firefox**).
2. Go to https://zoom.us/support/download . The zoom installer begins to download automatically.



© 2021 Christeena Jose

3. Locate the downloaded file and click the **ZoomInstaller.exe** file to install Zoom. The program begins to install.



The **Do you want to allow this program to make changes to your device** message box is displayed.

4. Click **Yes**.

5. Click **Run**. After the installation the **Zoom** program opens.

Note: Zoom can also be run via the website. This is explained in the topic Joining a meeting via the web 8.

© 2021 Christeena Jose

1.1.2 Joining a meeting

There are two ways to join a zoom meeting. 1. Via the website 2. Via the Client, the Zoom software that you can download and run as a program or as an App from your computer. It is recommended that you download and run the app or the client to use Zoom to join meetings.

Zoom meeting requires a **Meeting ID** and **Password** which will be provided by the host.

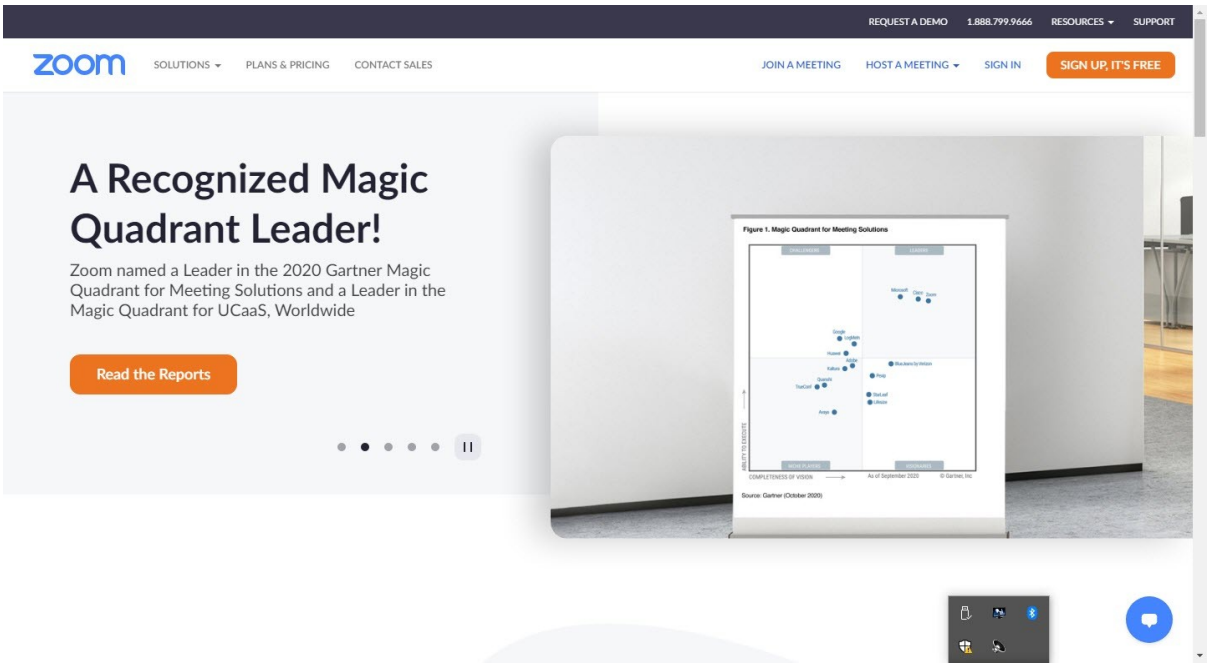
1.1.2.1 Joining meeting via the Web

You can also join a meeting without downloading the Zoom app to your computer or to your smartphone. This topic shows you how.

To download zoom or join a meeting using the website

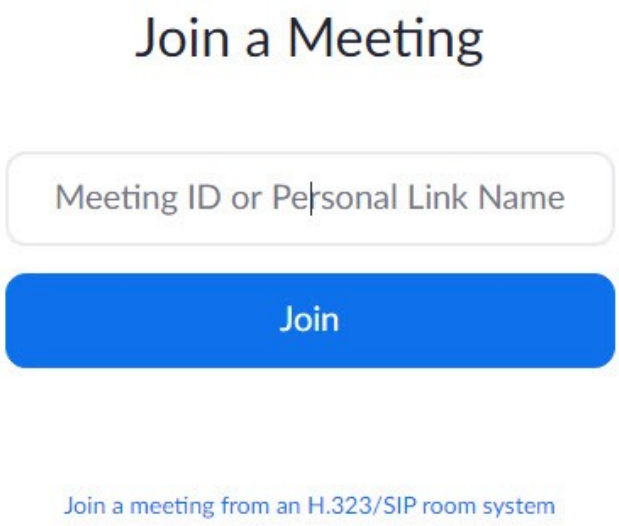
1. Open your web browser (**Chrome, Opera, Explorer, Firefox**) on your computer.

2. Go to www.zoom.us by typing the URL in the URL field and pressing **Enter**.



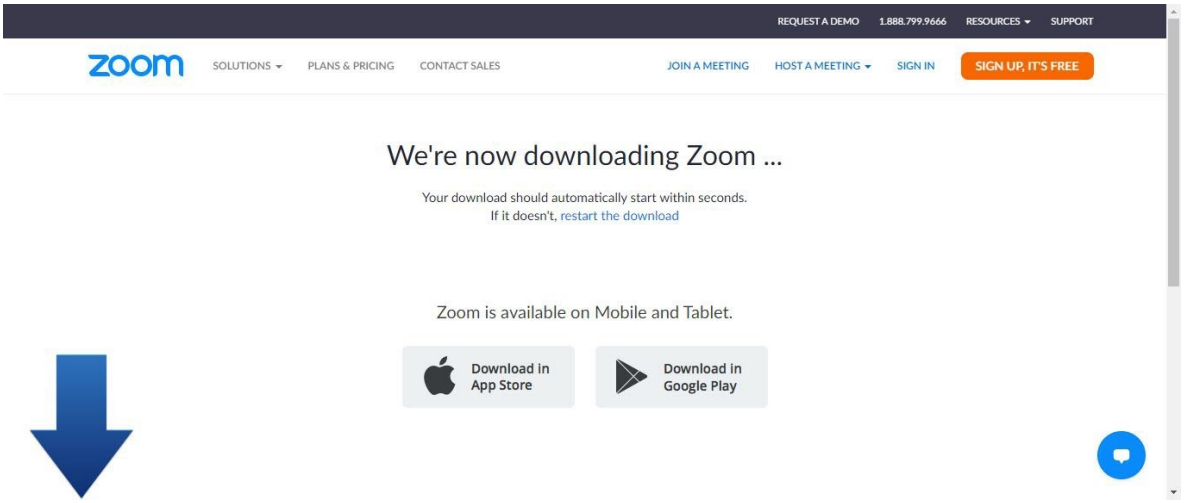
3. Click on the **JOIN A MEETING** link located on the top right of the webpage. The webpage refreshes to display the following.

© 2021 Christeena Jose



4. Enter the meeting-id provided by your host in the **meeting-id** field.

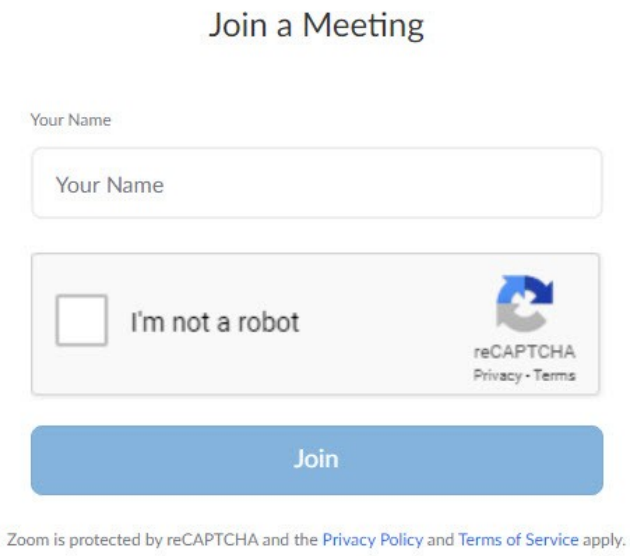
5. Click **Join**. The webpage refreshes to display the following.



Note: You can either download or run the .exe file that begins to download or join the meeting online from the webpage itself. By default the .exe installer file already starts downloading. Once it completes downloading follow instructions under Joining via the App 10 to join the meeting via the app.

6. Click the **Join from your browser** link, To join the meeting online. The webpage refreshes to display the meeting-id field.

© 2021 Christeena Jose



Note: If you don't see the **Join from your browser** link click the **launch meeting** link. This displays the **Join from your browser** link.

7. Enter your name in the **Your-Name** field.
8. Check the **I'm not a Robot** check-box.
9. Click **Join**. You are permitted into the meeting.

Note: If you are asked if zoom can take control of your microphone, give permission for the same.

1.1.2.2 Joining via the App

This topic explains how you can join a Zoom meeting via the app after the .exe has been downloaded onto your computer.

To join a meeting after you have the .exe file is downloaded

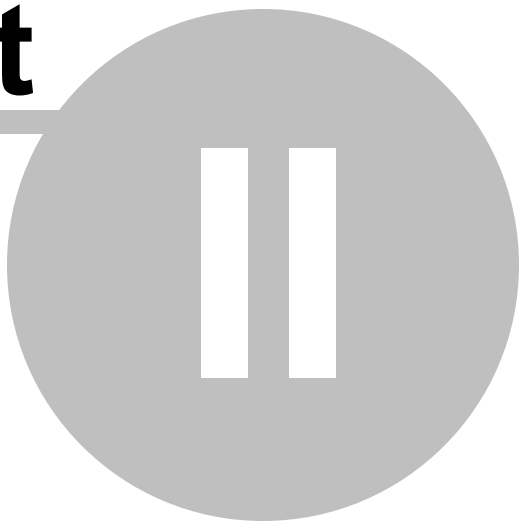
1. Run the file by clicking the recently executed file. This procedure is explained in the topic **Installing Zoom** 6.

   Once installed the program opens automatically asking for the password.

2. Enter the password in the **Password** field.
3. Click **Join** and wait for the host to admit you into the meeting.

© 2021 Christeena Jose

Part



How to Sign in

2 How to Sign in

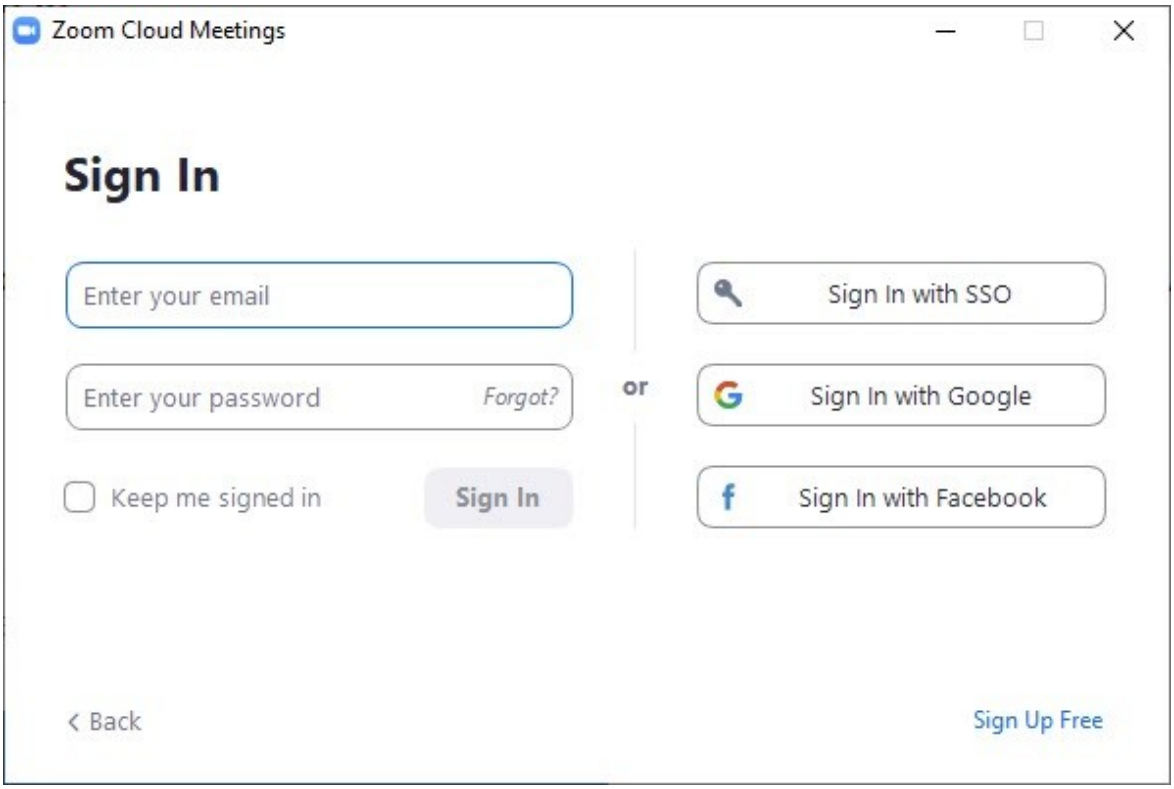
This topic explains how one can sign in to a Zoom meeting using other methods such as a Google account.

To sign in

1. Open your Zoom app on your computer. The Zoom program opens.

2. Click **Sign In**. The following options are displayed.

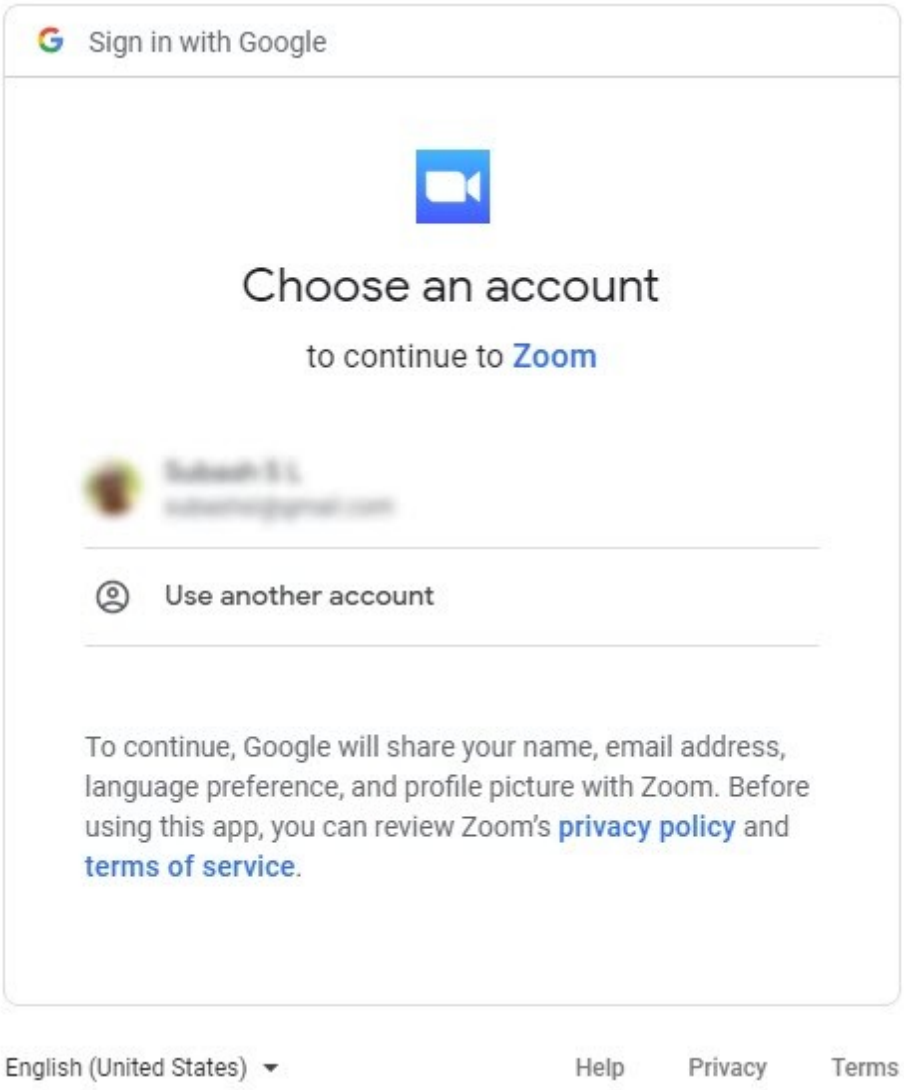
© 2021 Christeena Jose



In our example we'll use the **Sign In with Google** option.

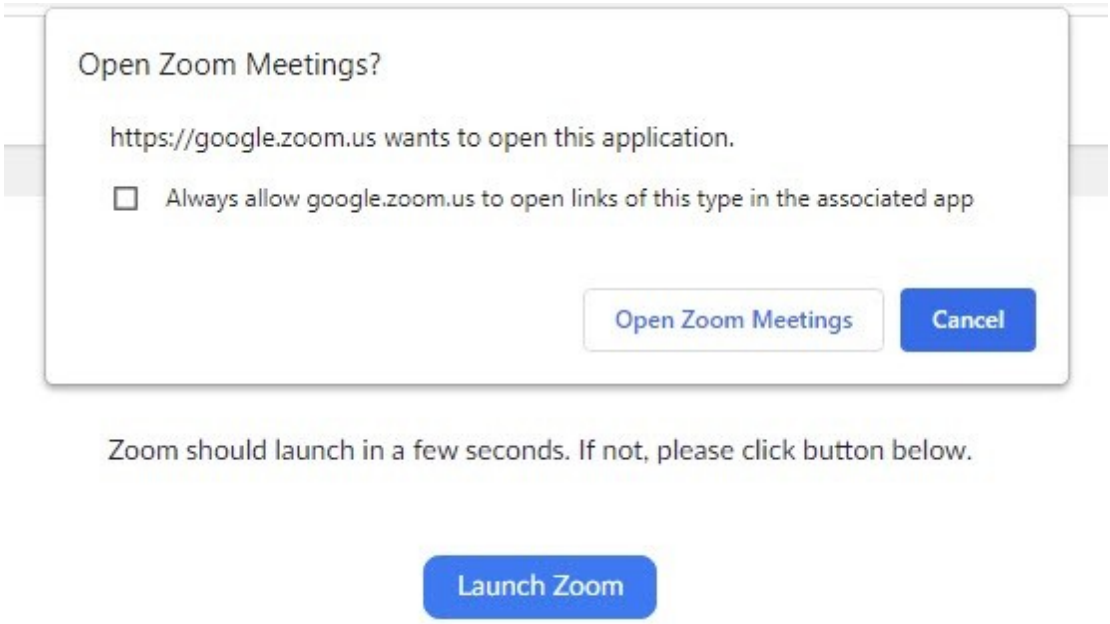
3. Click on **Sign In with Google**. The webpage refreshes to display the following.

© 2021 Christeena Jose

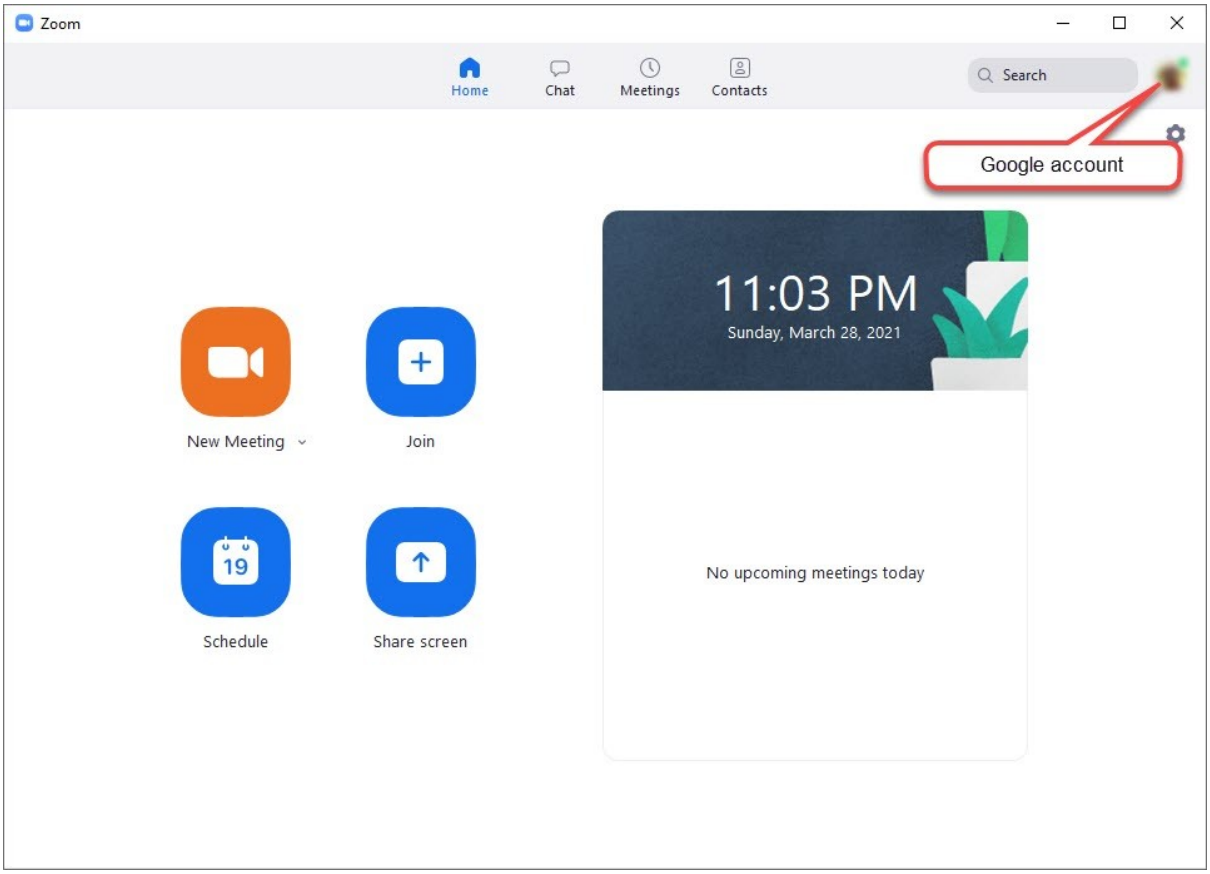


4. Select an account by clicking it. The internet browser opens asking if it can open your Zoom app on your computer.

© 2021 Christeena Jose



5. Click **Open Zoom Meetings**. The Zoom app opens.



© 2021 Christeena Jose

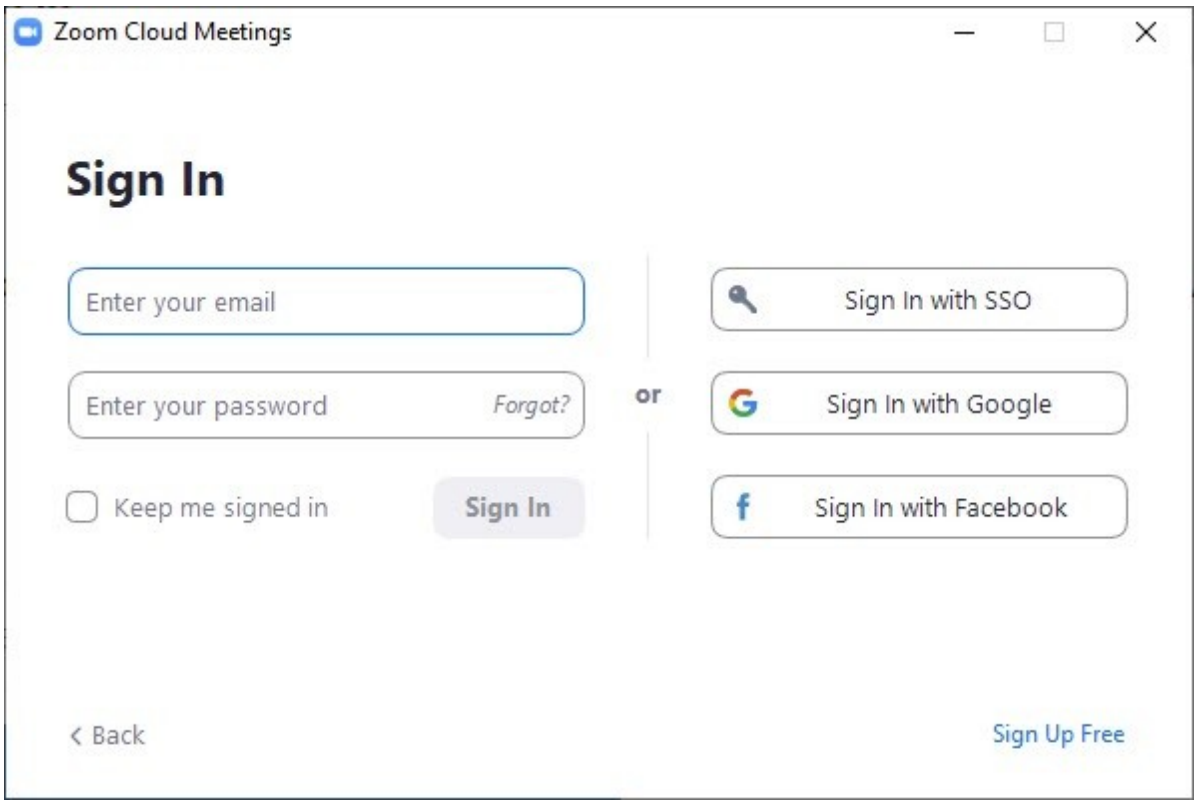
Note: 1. Check the **Always allow google.zoom.us to open links of this type in the associated app** to directly Sign In without seeing the message box. 2. If Audio or video does not appear in the views you need to enable them. Audio (Microphone icon) and Video icons are located at the bottom left of the Zoom window. Click them to enable them.

2.1 Forgot password

This topic helps you retrieve or reset your password if you have forgotten it while signing into Zoom.

To reset your password

1. Enter your email in the **Enter your email** field on the **Sign In** page.

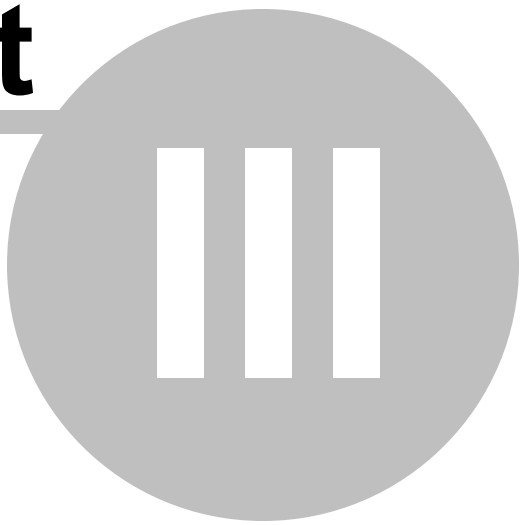


2. Click ***Forgot?*** on the **Enter your Password** field.

3. The Zoom password reset confirmation mail is sent to your email using which you can reset your email and Sign In again successfully.

© 2021 Christeena Jose

Part



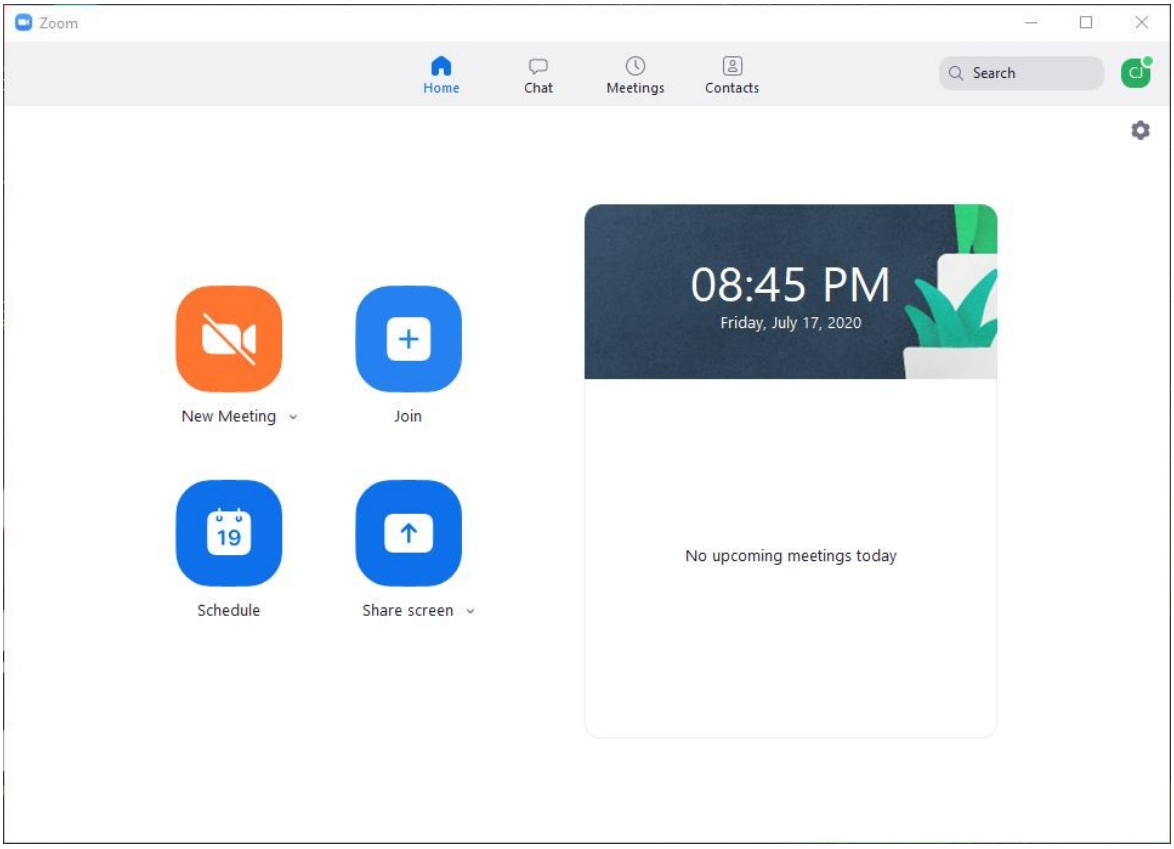
Hosting a Meeting

3 Hosting a Meeting

This topic explains how to host a meeting in Zoom with one or more of your attendees.

To host a meeting

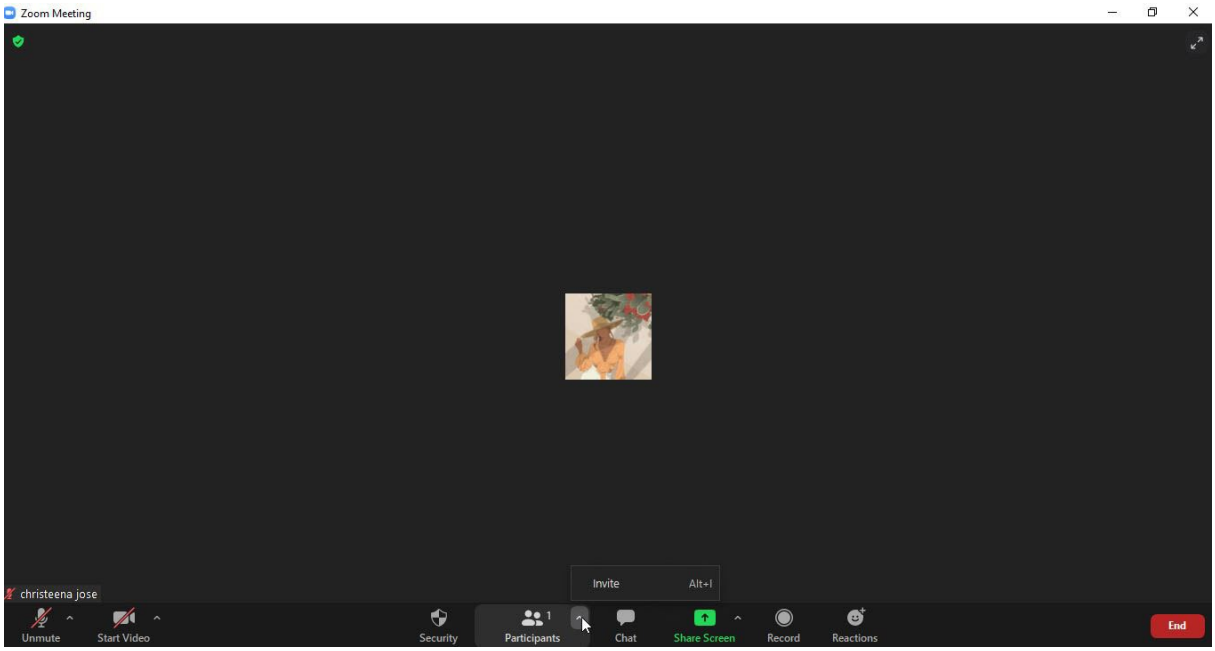
1. Open the Zoom application on the desktop. The window opens.
2. Click the arrowhead below **New Meeting** and from the drop-down list check the **Join with Video**.



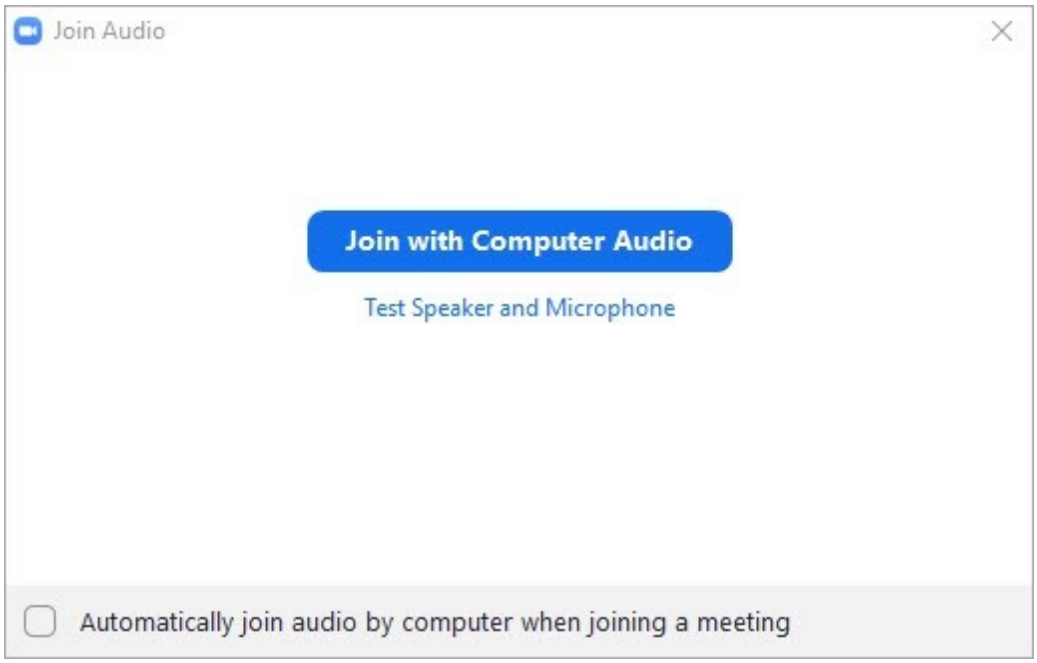
Note: Check the **Use My Personal Meeting ID (PMI)** option to give your participants the same id and password each time you host a meeting. The PMI is listed in the drop-down menu just below the **User My Personal Meeting ID** option.

The Zoom Meeting window opens displaying your video.

© 2021 Christeena Jose



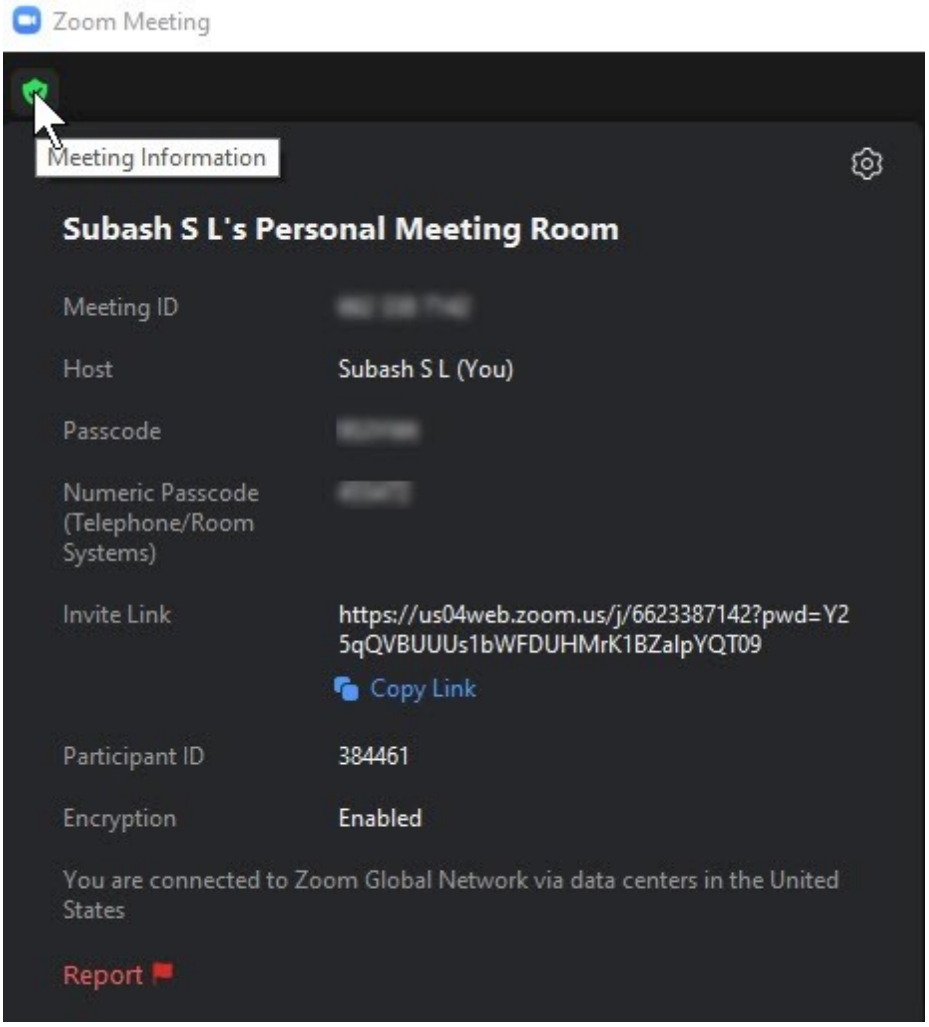
For the first time the following message box is displayed.



3. Check the Automatically join audio by computer when joining a meeting check-box to prevent this message box from appearing. The message box closes.

4. Click the **Meeting Information** icon located on the top left corner of the Zoom chat window. The **Meeting ID** and **Password** are displayed.

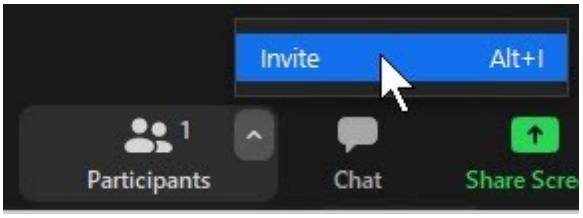
© 2021 Christeena Jose



5. Hover the mouse at the bottom of the window to display additional menus and buttons.

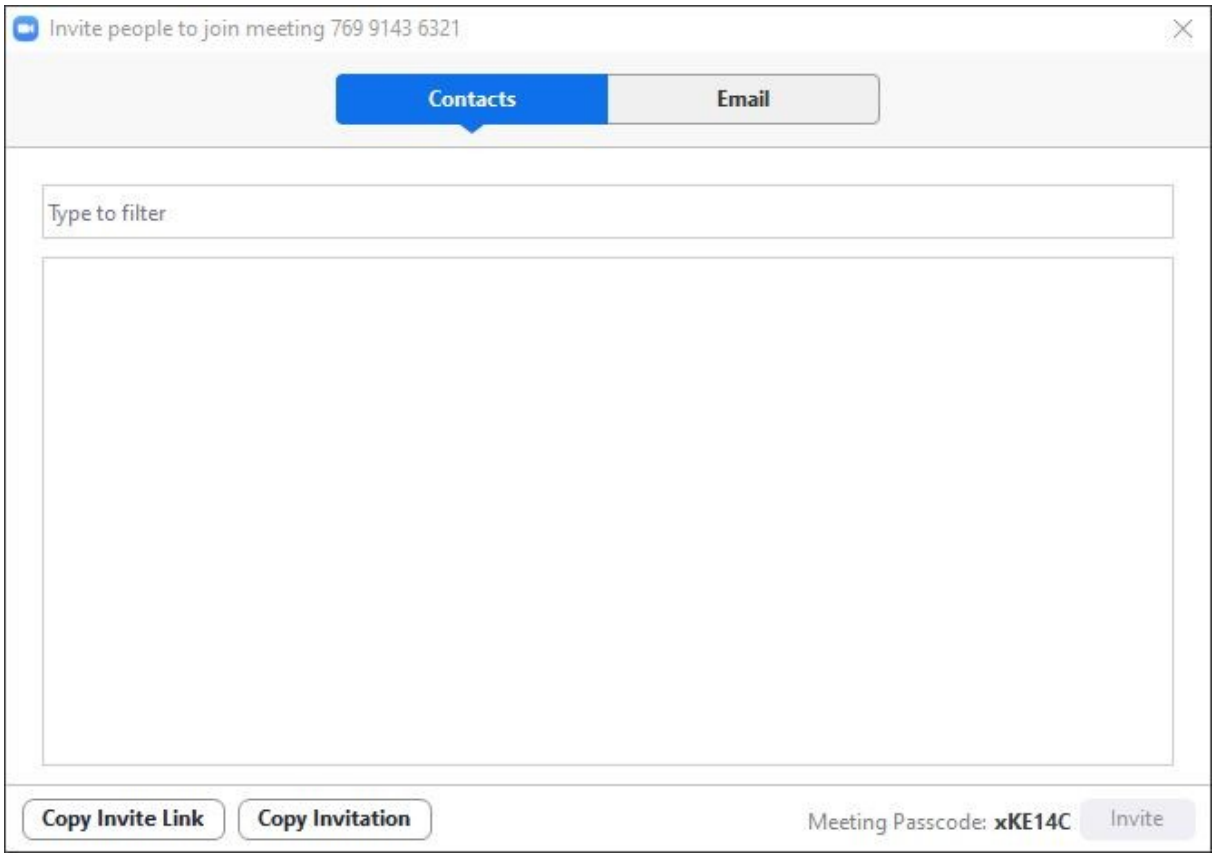
Note: See bottom of this topic for additional info on the bottom menu and controls

6. Click the **(^) up arrowhead** of **Participants** and from the pop-pop menu click on **Invite**. **Hotkey (Alt+I)**



A new dialog opens where you can invite participants and share the Meeting ID and Pass

© 2021 Christeena Jose

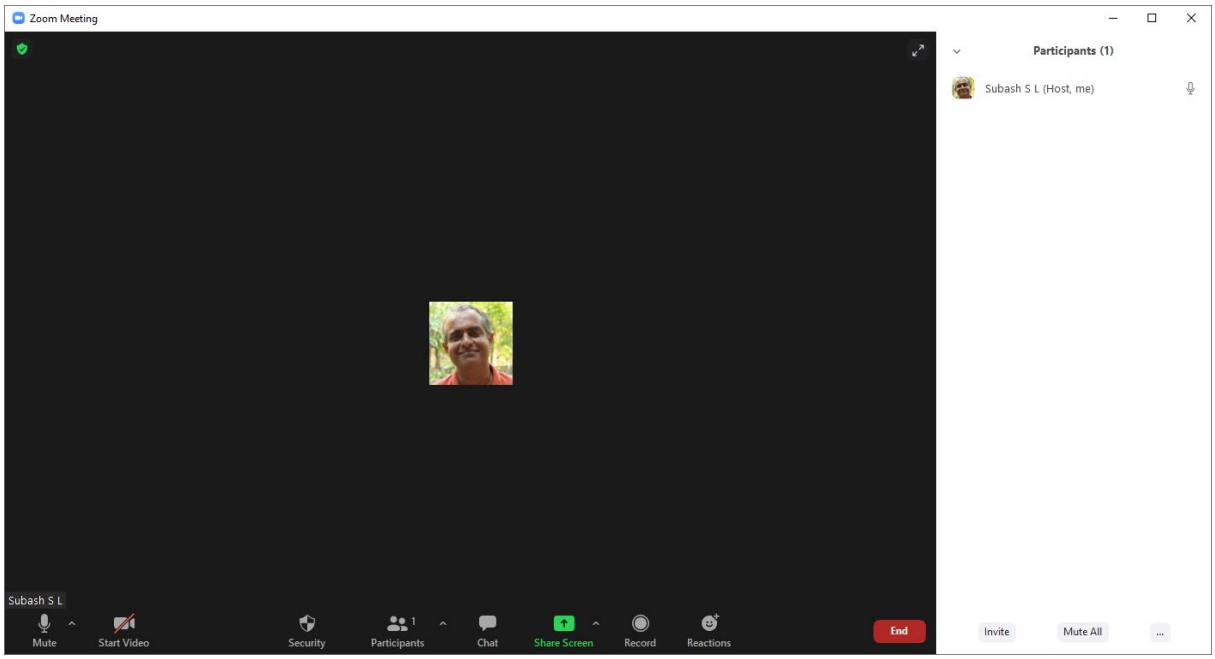


7. Select the participants to the meeting present under Contacts

Note: 1. Participants can be invited via Email too.

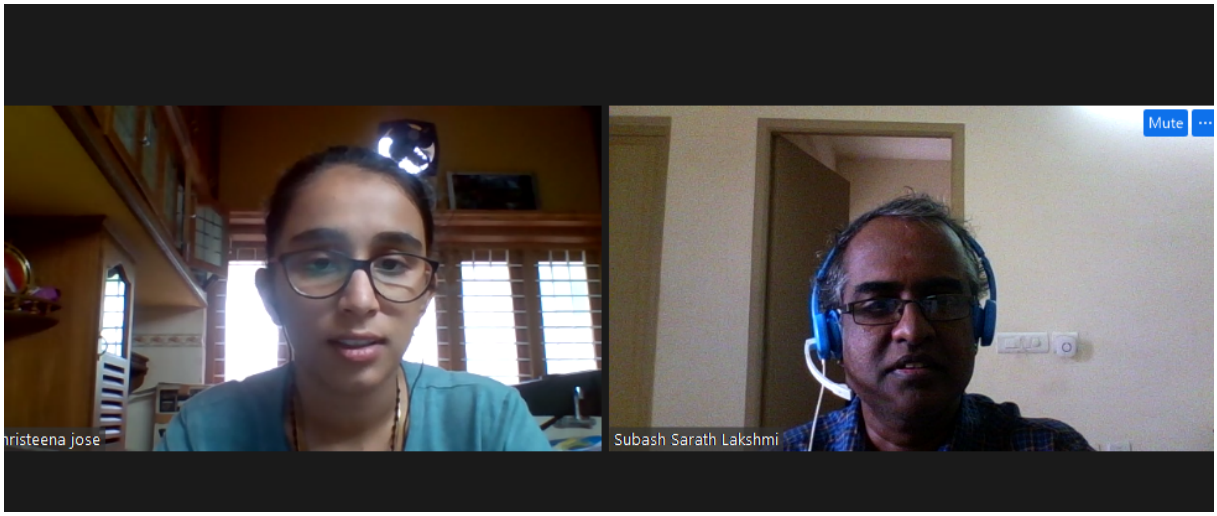
Participants who joined are added to the pane on the right of the window. To view this pane click **Participants** at the bottom of the window.

© 2021 Christeena Jose



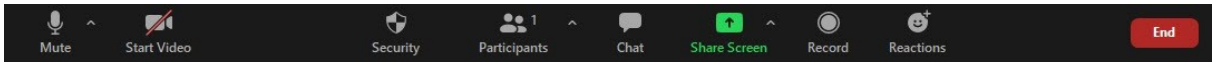
8. Admit the participant(s) by clicking **Admit** for those participant(s).

   The admitted participant(s) appear in the video in the Zoom window.



Note: If the video or audio do not work ask the participant(s) to switch video or audio by clicking the related buttons at the bottom of the window.

Additional Notes on the bottom menu



© 2021 Christeena Jose

1. Click **End** to end the chat sessions for all or to leave a meeting. A menu is displayed with these options.

2. Click the **Start Video** button if it displays a slash line in the button (as displayed) indicating video is turned off.

3. Click the **Mute** button to mute your audio. Click the (^) button for various other options related to your computer's microphone and audio.

4. Click the **Record** button to record the Zoom session and the video is converted into a MP4 file at the end of the zoom session. This and other functions are discussed under separate topics.

© 2021 Christeena Jose

Part IV

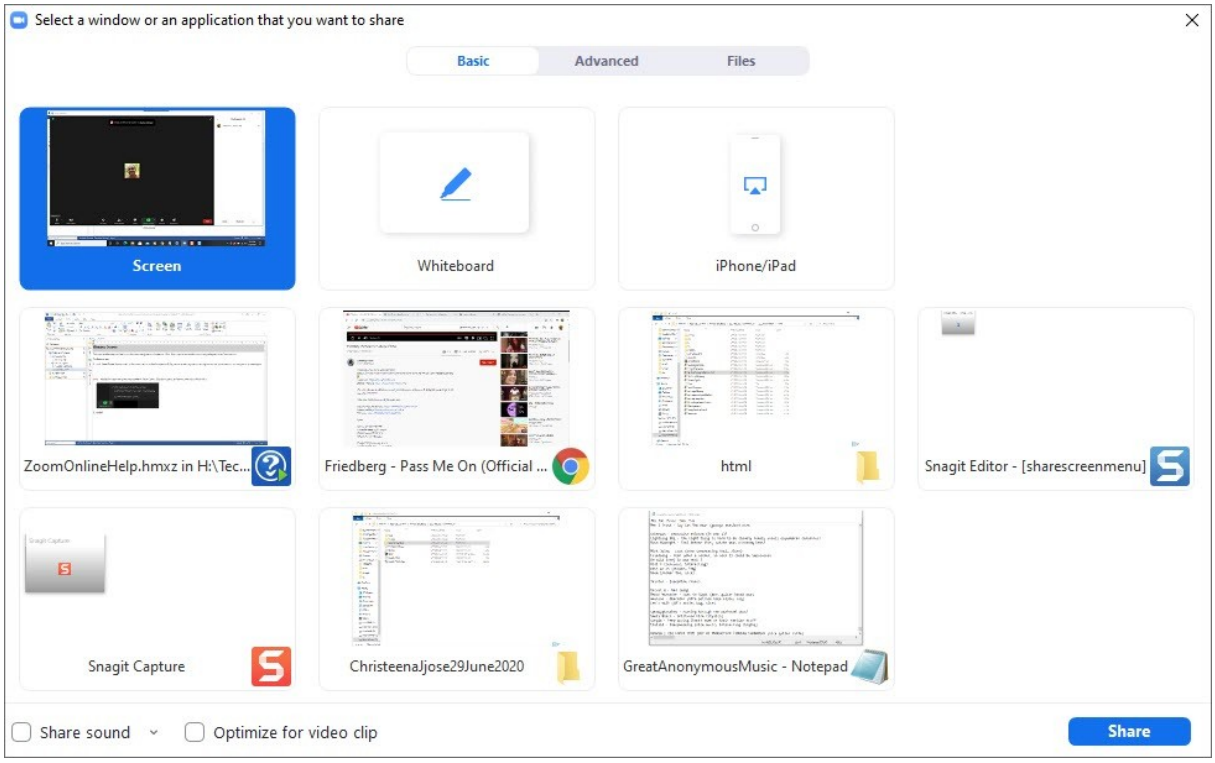
Sharing Screen

4 Sharing Screen

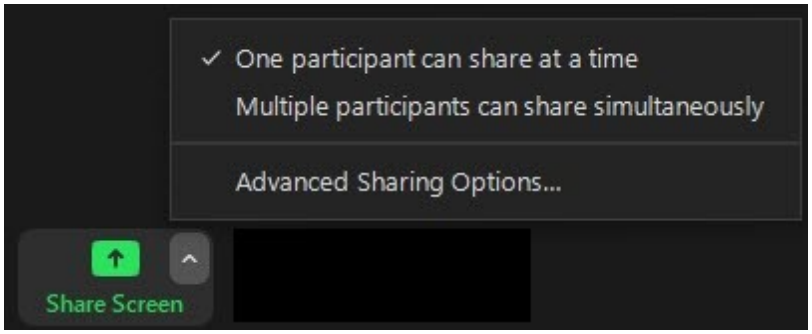
This topic explains how participants can share elements (programs, images etc.,) from their computer screen with one or more participants in the Zoom session.

To share screen

1. Click **Share Screen** from the menu at the bottom. A new window is displayed offering various screens of programs and objects that can be shared from your computer to the participants.



Note: 1. By default the Basic tab is open. Click the **Advanced** and **Files** tab to share more objects and files from these tabs. 2. Additional controls and options are available for Share Screen. Click the (^) button to view more options as shown below. From here you can share your screen to multiple participants simultaneously.

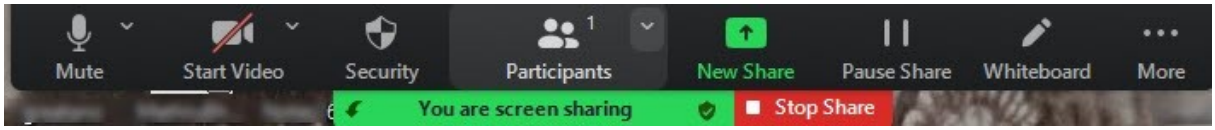


2. Select what you wish to share with your participant(s).

© 2021 Christeena Jose

3. Click **Share**.

4. Click the **Stop Share** button to stop sharing files and objects. The Stop Share button and controls appear on top of your screen once items are shared.



© 2021 Christeena Jose

Part V

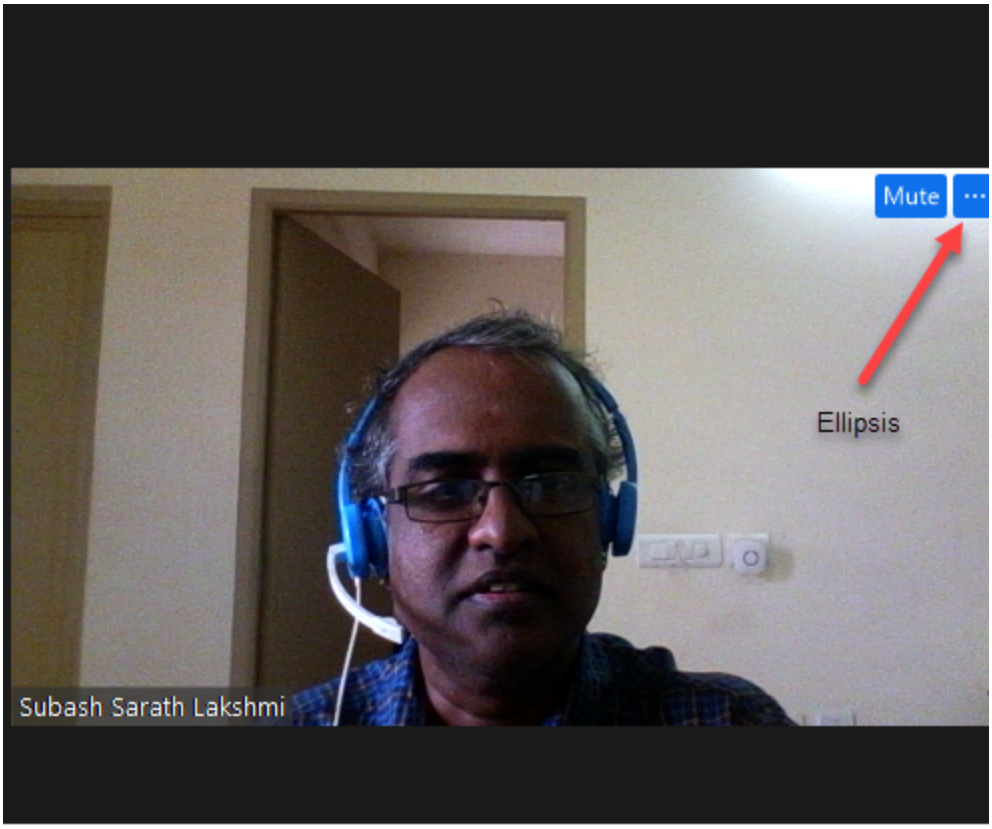
Giving a participant control of the session

5 Giving a participant control of the session

This topic discusses how a host can transfer control of the Zoom session to a participant. There are two ways in which you can transfer control to a participant.

To grant control of the session

1. Click the Ellipsis button of a participant in the Zoom session and from the menu select **Make Host**.



Note: You can also do this by clicking More of the participant name on the pane on the right of the video window.

A confirmation box appears asking if the control can be given to the host.

2. Click **OK**.The participant gets a message informing that the participant is the new host.In the Pane on the right the participant is updated as the new Host.

Note: To transfer control back to the original host the current host needs to follow the same procedure as above.

© 2021 Christeena Jose

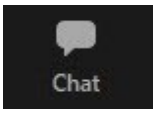
Part VI

Chatting on Zoom

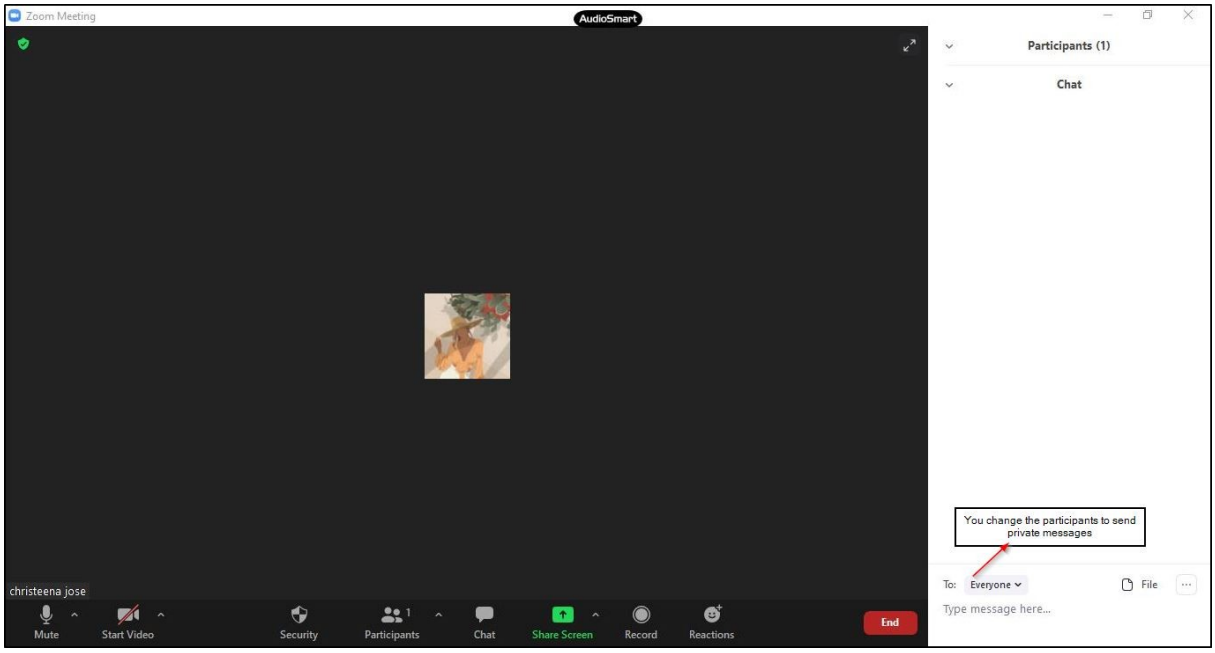
6 Chatting on Zoom

Sometimes it becomes inevitable that messages are sent among the participants of the Zoom session. Chatting in Zoom while a video session is on is easy. This topic explains how.

To chat during a Zoom session

1. Click the **Chat** button 

located at the bottom of the Zoom video screen to enable chat. A box for chatting and a drop-down list for the participants in the chat plus other options such as sending attachments etc are displayed in the pane at the bottom.



2. Choose the recipient from the To drop-down list.

Note: By default the message is sent to everyone in the session.

3. Type the message in the **Type message here...** box.

4. Click Enter to send the message.

Note: Click the file icon to send files (pictures, audio, video etc.,) to the participants too.

© 2021 Christeena Jose

Part VII

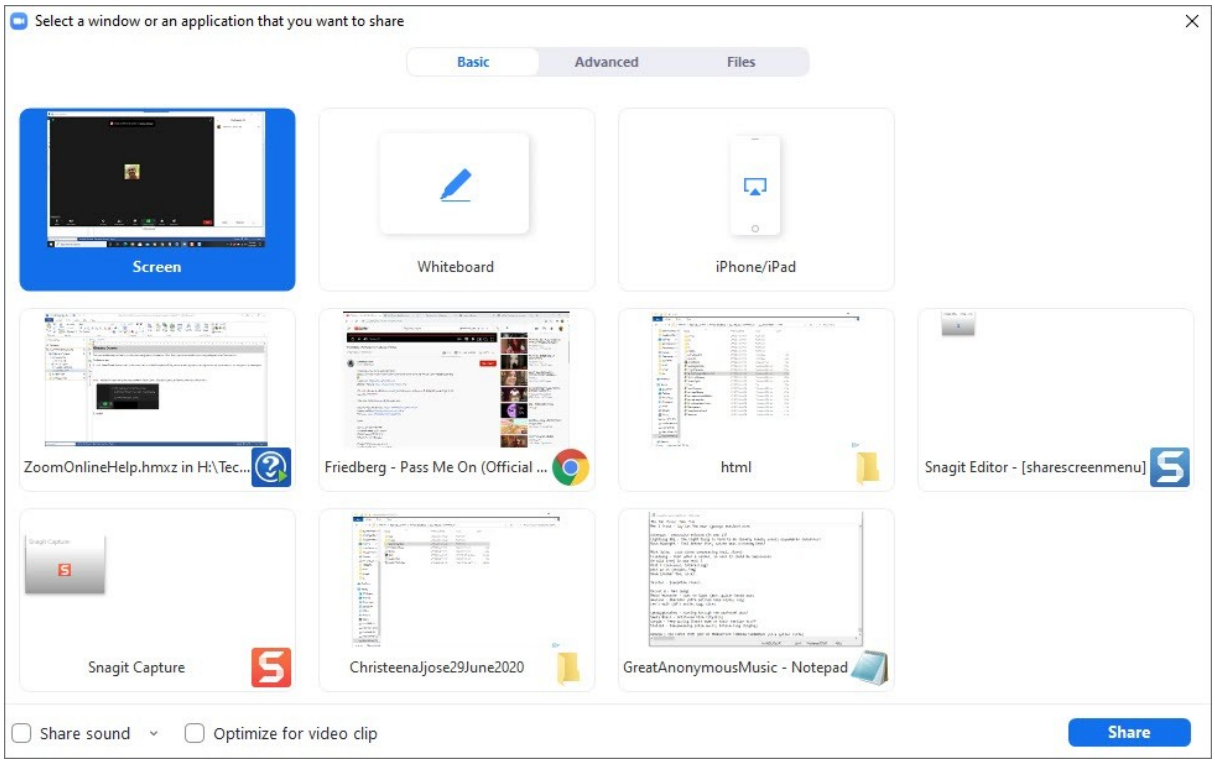
Using the Whiteboard

7 Using the Whiteboard

Occasionally an instructor (for example) would want to draw or write on a board to explain topics. For instance the instructor in a Zoom lesson video would want an equation to be written, a diagram to be drawn etc., These can be done using the whiteboard feature of Zoom. This topic explains how to use the same.

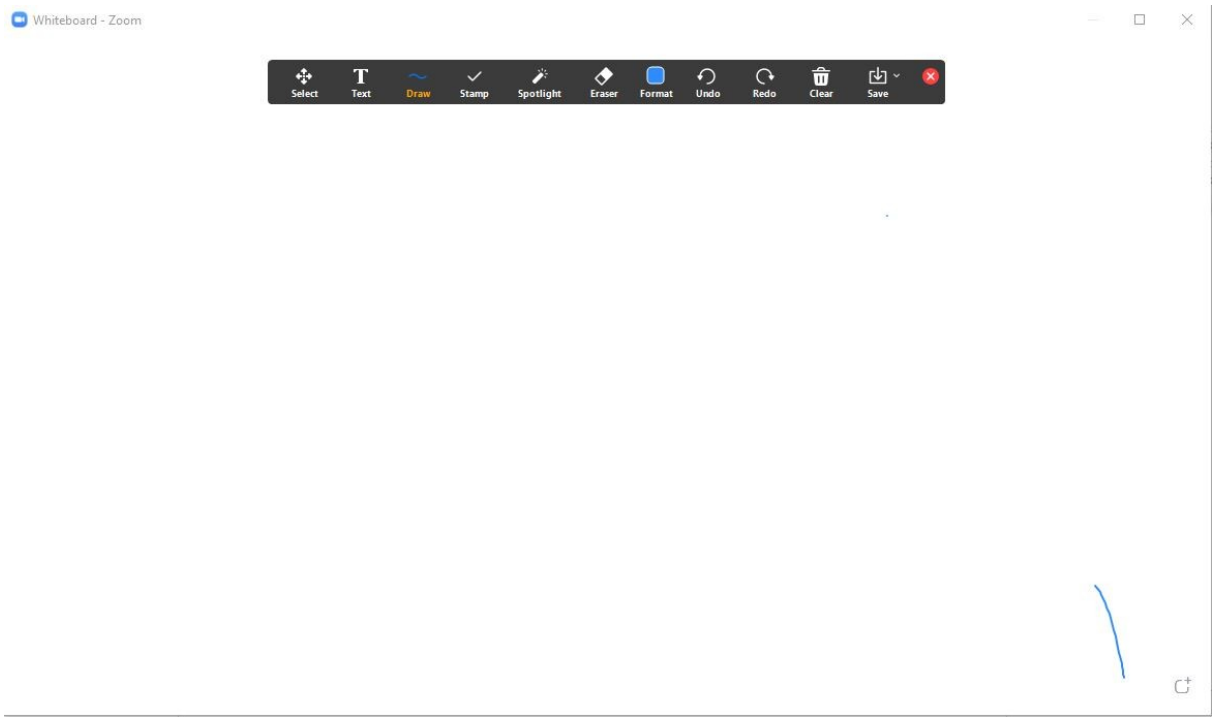
To use the whiteboard

1. Click **Share Screen** from the menu at the bottom. A new window is displayed offering various screens of programs and objects that can be shared from your computer to the participants.



2. Select **Whiteboard** from the list of objects displayed. The Whiteboard opens.

© 2021 Christeena Jose



3. Use the functions of the Whiteboard to draw, insert text, erase (notice icons in the menu) and several other functions for your session.

4. Click **Stop Share** to stop sharing the Whiteboard and close the board.

© 2021 Christeena Jose

Part VII

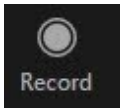
Recording a Zoom session

8 Recording a Zoom session

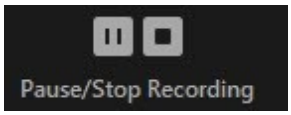
Recording a Zoom session is an important activity particularly during learning sessions. This topic discusses how you can record Zoom video sessions. Videos are converted to MP4 formats after the session is concluded.

Note: Only the Host of a session can record the session. If a participant wishes to record a session permission for the same must be given by the Host.

To record a Zoom session

1. Click the **Record** 

button to record a session. The recording begins and additional buttons appear in place of the **Record** button.



2. Click the **Stop Recording** button to stop the recording. A message is displayed indicating that the MP4 video of the recording will be created after the Zoom session is complete and Zoom automatically opens the folder where the video has been recorded.

© 2021 Christeena Jose

Index

- A -

audio 8

- B -

bottom controls 18
bottom menu 18

- C -

camera 6
chat 32
chatting on zoom 32

- G -

giving control to new host 30
google account 12

- H -

helpline
  email 6
  telephone number 6
how to sign in 12

- I -

installing zoom 6
introduction 6

- J -

joining meeting
  via the internet 8
  via the web 8
joining via the app 10

- M -

meeting id 8

- N -

new meeting
  start a meeting 18

- P -

password 8
  forgot 16
  reset 16

- R -

recording 38
recording a zoom session 38
recording a zoom video 38

- S -

sending files to participants 32
share screen 26
sharing screen 26
sharing whiteboard 34
sign in via google account 12
stop sharing 26

- T -

transfer control 30

- U -

using the whiteboard 34

- V -

video 8

© 2021 Christeena Jose

- W -

whiteboard 34

- Z -

zoom installation 6

© 2021 Christeena Jose