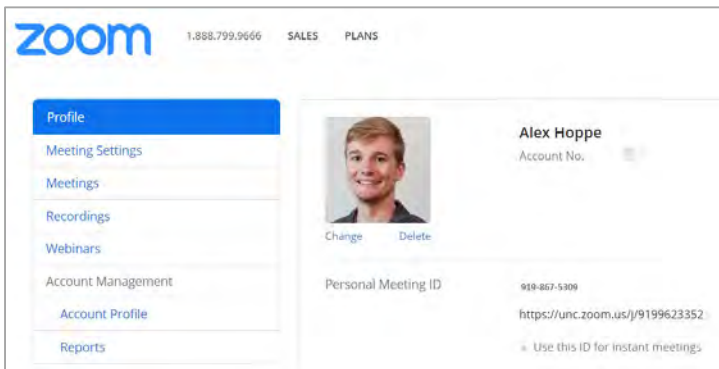


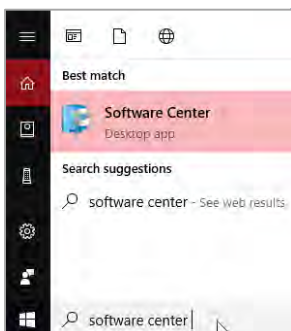
Setting Up Your Zoom Profile

- Zoom is an online video conferencing application and requires a computer with a microphone or a phone.
- To use Zoom go to <https://unc.zoom.us> to access UNC's Single Sign On
 - Click **Sign In**
 - Login with your ONYEN and password
- In the profile you can upload your a picture, edit your Personal Meeting ID, and set a Personal Link.
 - Your Personal Meeting ID and Personal Link enables users to request a Zoom meeting with you. It is recommended to set it as your office phone number.

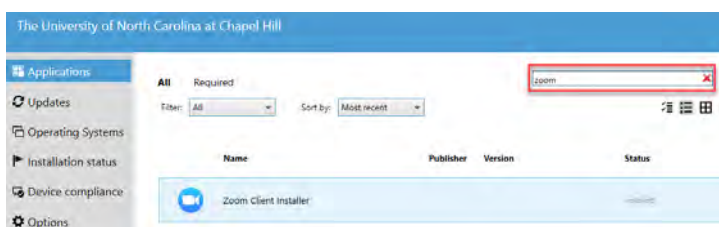


Downloading and Installing Zoom

To install zoom, download the Zoom Client Installer from the Software Center.

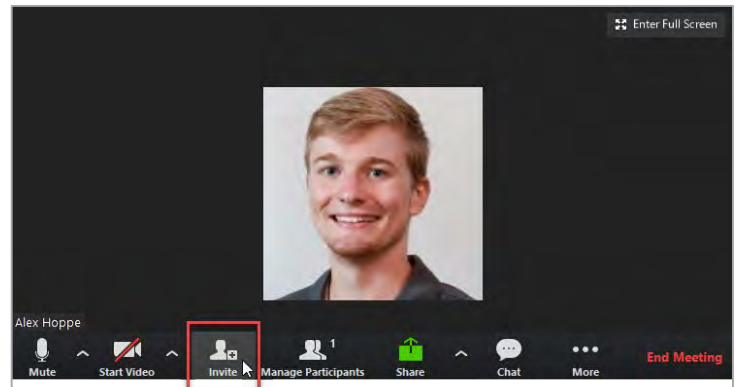


- Search **Software Center** in the search bar on the left of the taskbar
- Click **Software Center Desktop App**
- Click **Applications**
- Search **Zoom**
- Click **Zoom Client Installer**
- Click **Install**



Hosting a Meeting

- Before hosting a meeting, download and install Zoom from the software center.
 - Go to <https://unc.zoom.us>
 - Click **Host Meeting**
 - Click **Open Zoom Meetings**
 - Click **Join with Computer Audio**



- To invite users inside and outside of UNC, click **Invite**
- Click **Share** to broadcast your computer screen
- Click **Chat**, to view and send messages to participants
- Click **End Meeting** to conclude the meeting

Joining a Meeting

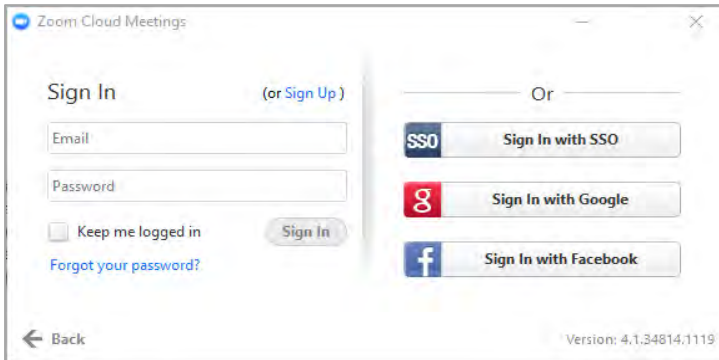
There are multiple ways to join a meeting. You may:

- **Join via email:**
 - Open Zoom Meeting Invitation in Outlook
 - Click on the Meeting URL
 - Click **Open Zoom Meetings**
 - Click **Join with Computer Audio**
- **Join online with a Meeting ID:**
 - Go to <https://unc.zoom.us>
 - Click **Join**
 - Enter the Meeting ID
- **Join via Phone:**
 - Dial +1 669 900 6833
 - Enter the Meeting ID followed by #
 - Follow the instructions

Using the Zoom Desktop Application

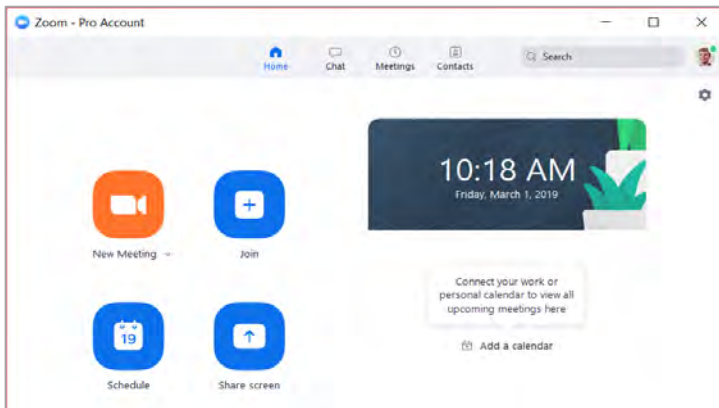
Instead of navigating to the unc.zoom.us site, you can schedule, host, and join meetings with the Zoom Cloud Meetings application. See **Downloading and Installing Zoom** on the first page for details on how to install the Zoom Application.

- Open the Zoom Cloud Meetings Application
 - Utilize the search bar on the left of the taskbar to find the application
- Click **Sign In with SSO**



- Enter **unc** when prompted for the company domain
- Sign in with your ONYEN and password
- Click **Open Zoom Meetings**

Zoom will open a small window on the home menu with options to schedule, start, and join a meeting.



- **New Meeting** will start a meeting with you as host.
- **Join** will enable you to join a meeting provided you know the meeting ID number
- **Schedule** will create a calendar invite and zoom link for a meeting in the future that can be sent through Outlook
- The **Meetings** tab includes all of the scheduled Zoom meetings as well as any recorded Zoom meetings
- **Contacts** enables users to contact anyone within the organization for a meeting
- **Chats** opens a text based messaging system

Troubleshooting Tips

Before Hosting a Zoom Meeting be sure to download the Zoom Desktop Application from Software Center. Hosting a meeting without the Zoom Application will require an IT administrator's password.

Equipment Setup

When you first join a meeting your video and microphone will be on mute. Be sure to activate both by clicking the mic and camera icons in the lower left of the zoom window.

Testing Equipment

In the meeting controls, click the arrow next to mute/unmute to view a list of connected devices. Choose the desired device to use for speaker and microphone. Click **Audio Options** to test the speaker and mic.

In the meeting controls, click the arrow next to the camera button to view a list of connected devices. Choose the desired device to use for the camera. Click **Video Settings** for additional options.

Meeting Audio

If you are hosting a meeting and multiple attendees are in the room, **decrease the computer volume** and mute attendee's microphones when they are not speaking to prevent feedback and echoes. Consider using the Jabra meeting microphone and speaker at the front desk for large groups.

If you mute your microphone you can **temporarily unmute** your microphone by holding down the spacebar while talking.

Resources

Zoom has a comprehensive guide on all the features Zoom offers. You can download the **Getting Started with PC and Mac Guide** at <http://go.unc.edu/zoomhelp>.

Zoom has video tutorials posted online for users to review on Joining Meetings, Meeting Controls, Closed Captioning and more! View the [videos](#).

Zoom live trainings enable users to learn in Zoom with an expert. Meeting links are emailed out to registered attendees and all attendees receive a recording of the training. Register for training at <http://go.unc.edu/zoomtraining>

For assistance with Zoom simply submit an IT Service Request at help.fo.unc.edu

