Student guide to Zoom

Now many of our classes have temporarily moved online, we are using a number of apps and software for our lessons, including Zoom. We've put together some more useful information for you to get started on Zoom.
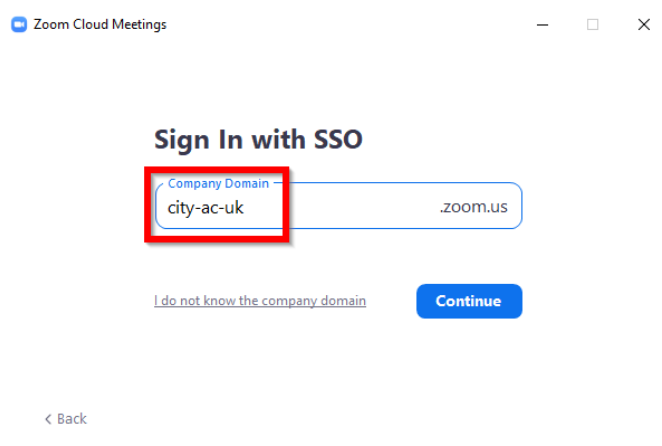
What is Zoom?

Zoom has become especially popular during the pandemic, as a programme for webinars, video conferences and chats, as well as remote classes. As a City student, you will have access to a free account.

Along with Microsoft Teams, Zoom is the programme for video or audio-conferencing calls with your classmates, lecturers and future employers. You can download Zoom on your laptops, mobile phones and tablets.

How to use Zoom

Accessing Zoom:

- **Web log in -** To create an account, go to https://city.ac.uk/zoom and you will be directed to the City login page. Enter your credentials and click Sign in. After signing in, you will be directed to the Zoom portal.
- **Desktop:** To install Zoom on your computers, go to https://zoom.us/download. Click on sign in and go to sign in with SSO then enter 'city-ac-uk' as company domain.

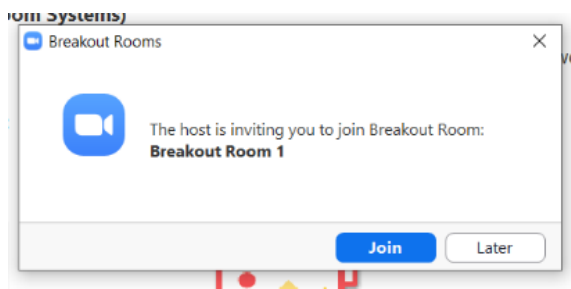**Alt text: sign in page for Zoom Desktop App**

Joining a meeting: To join a meeting, find the calendar invite that has been sent to you or a link to your online class made available on Moodle and click on it - you will then be taken the Zoom app launched on your devices. On Zoom, you will only be able to join the meeting after the host has arrived.

You can also join meetings directly on the application, if you have scheduled them. Click on the 'Meetings' tab and then select the relevant meeting to join.

You will be asked to enter the meeting ID or password to join the meeting, which would have been shared to you beforehand.

Scheduling a Zoom meeting: To schedule a meeting, select the Meetings tab on the Zoom portal, then select "Schedule a meeting". You will need to set the controls about the meeting's topic, date and time, and whether it is a unique meeting or recurring. You can customize the meeting password and then decide if you want to enable a "waiting room" in which the host can pre-screen invitees. Once you've finalized all the details, save the meeting and then you can place it in the calendar of either Google, Yahoo, or Outlook and adding in the correct guests' email addresses.

Activating Breakout Rooms: One exciting feature of Zoom is that the host or co-host (most likely your professor or student leader for classes) can activate the "Breakout Rooms" option, splitting participants into smaller groups. The host or co-host can join and move between different groups. They can also "broadcast" a message that would be visible to all groups, for instance alerting the groups of "wrapping up" their session.
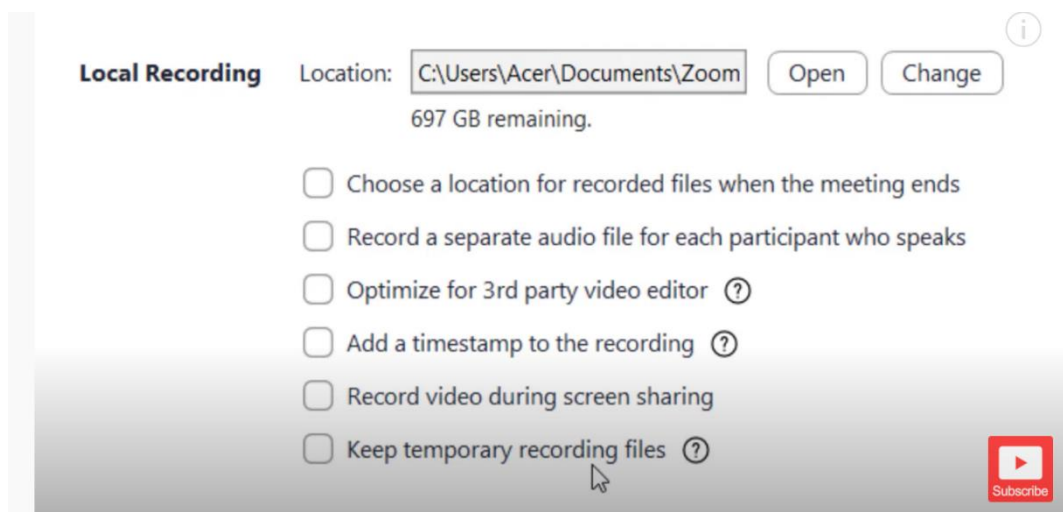

Alt text: Joining a breakout room

Top tips for your classes and meetings

- **Muting your microphone:** When on video meetings, it is best to click the mute button when you are not speaking so as to eliminate background noise.
- **Asking questions or raising a point:** When you have any questions or wish to speak at any point during the meeting or class, use the chat option on Zoom to communicate to the host or others and you can also use the raise hand option to let others know when you would like to speak.
- **Answering questions:** If you'd like to answer any questions the host has asked, use the chat option on Zoom to communicate with the host or use the 'yes' and 'no' buttons.
- **Selecting a background:** When you join a Zoom meeting, you can select another than that of your usual flat from the downloaded images on your devices, such as a plain background.
- **Answering polls:** The host has the option to send out a poll during the meeting for you to answer. The host can also then broadcast the results of the poll.
- **Annotating on the whiteboard:** The host can active a whiteboard which will be shown on your Zoom call screen. You will then be able to annotate the whiteboard using the writing tools. The host has the option of allowing the annotations to only be by certain people.
- **Recording a Zoom meeting:** If you'd like to record a meeting, check with participants that they are happy to be recorded. Recordings can be saved to the cloud or locally to your personal files. Go to Settings in top-right corner and activate the recording capability. If this doesn't work, go the web interface and make sure that recording is switched on. There are a number of options when it comes to Zoom's high-quality recordings.

Note: Students may want to record lectures or tutorials on their personal devices, for personal use. Academics or other relevant teaching staff should ultimately decide whether their students should be permitted to record the sessions.

Alt text: Recording a Zoom meeting

Further help

You can find more guidance on the [Zoom website](#) and on City's [IT page](#). If you have any urgent or specific issues with Zoom, our IT Department can help – you can contact them via [Service Now](#). You can also check out the [Student Educational Technology Guidance](#) for more information.