Using Zoom

As all of you have been made aware, FSU will be moving to online classes only for a minimum of two weeks following spring break. Because of this, we will be using Zoom, a video conferencing program all FSU faculty, staff, and students have access to, during this closure.

Signing in or Activating your Account on the Web

1. Sign in to Zoom on the web at https://fsu.zoom.us/signin
2. If you haven't ever used your Zoom account before, you may need to go through several steps to activate your account. Follow the on-screen directions.
3. If you're not prompted by the activation process to download the desktop client, you can download it here: https://zoom.us/download

Signing in to the Desktop Application

1. Open the app and click Sign in With SSO
2. Use FSU as the Company Domain
3. It will bring you to the web sign-in portal. If you are already logged in to your my.fsu portal, the application will automatically sign you in. If you are not already logged in, it will prompt you to log in with your FSU ID and password.
4. Once you are logged in, you should be redirected to the application automatically.

Overview of Zoom Features

These links are from Zoom's official help center and provide an overview of several important tools. This document will go into specific detail on some of these elements later.

- Zoom Room Features
- Host and Co-Host Meeting Controls
- Desktop vs Mobile App Comparison
- Share a Whiteboard

- Annotation Tools
- Using Personal Chat
- Storing Chat History
- Managing Participants

Setting a Virtual Background

Zoom is capable of replacing your actual background with a digital background image. It is highly recommended that you use this option to provide both a professional background and to protect your privacy. To that end, instructions for setting the background are below.

4. Sign in to Zoom **on the web** at https://fsu.zoom.us/signin
    - Please note: these first few steps CAN ONLY BE COMPLETED ON THE WEB. You will not be able to access some of these settings in the desktop application.
5. You should be brought directly to your main profile page. If not, click on the profile image in the top right corner next to the "Sign Out" option.

6. Click on SETTINGS in the left side bar.
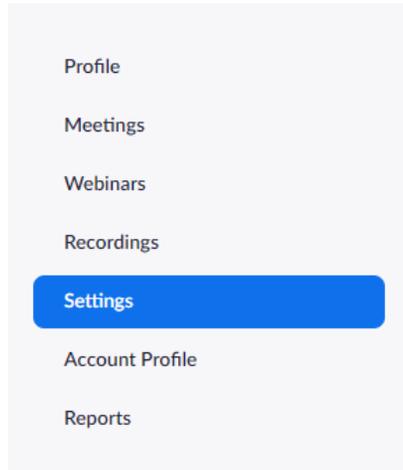
Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

7. Click on IN MEETING (ADVANCED)

Meeting   Recording

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification
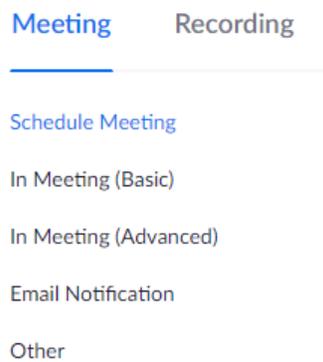
Other

8. Scroll down to the VIRTUAL BACKGROUND setting and make sure this is turned on.

Virtual background

Allow users to replace their background with any
selected image. Choose or upload an image in the Zoom
Desktop application settings.
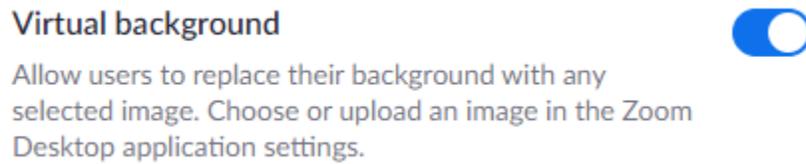
9. Open the Zoom desktop client. If you don't already have this installed, you can
download it here: https://zoom.us/download
10. Start a new meeting.

New Meeting ⌄
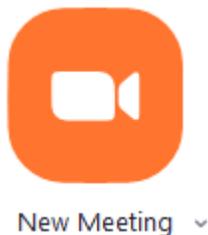
11. Click the ^ signal next to the video control button at the bottom left corner of the
window.
12. Click CHOOSE A VIRTUAL BACKGROUND to open the appropriate settings.

13. Either choose one of the default options or click +ADD IMAGE.

- **Please note** that Zoom automatically flips everything when it is uploaded into the program to be a mirror image of what you would normally see in the file. Also, since this is a school setting, any image uploaded must not contain nudity, profanity, or any offensive imagery. **Meeting hosts reserve the right to remove from a session anyone who violates this rule.**

14. Close the settings window and check the video display to ensure everything displays correctly.

Hosts, Co-Hosts, and Attendees

When you join a Zoom meeting hosted by another user, you are considered an attendee. Attendees have access to these features:

- **Mute/Unmute**: Mute and unmute your microphone.
- **Start Video/Stop Video**: Turns your camera on or off.
- **Invite**: Invite others to join your meeting.
- **Participants**: See who's currently in the meeting.
- **Share Screen**: Start a screen share (if the host allows).
- **Chat**: Access the chat window to chat with the participants.
- **Leave Meeting**: Leave the meeting while it continues for the other participants.

The user who scheduled the meeting or was selected to be the alternative host (if the host is unable to join) will have host controls. Host controls allow you as the host to control various aspects of the Zoom Meeting, such as managing the participants. The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar. Hosts and co-hosts have access to these controls:

- **Mute/Unmute**: Mute and unmute your microphone.
- **Start Video/Stop Video**: Turns your camera on or off.
- **Invite**: Invite others to join your meeting.
- **Manage Participants**: Opens the Participants window.

- o Mute participants
- o Request that a participant unmutes
- o Stop a participant's video
- o Request that a participant starts their video
- o Prevent participants from screen sharing
- o Rename a participant
- o Put a participant on hold if enabled
- o Choose to play an enter or exit chime
- o Lock the meeting to prevent anyone new from joining

- Place participants in waiting room or admit/remove participants from the waiting room (waiting room can only be enabled by the host)
- Remove a participant by dismissing them from the meeting. They won't be able to rejoin unless you allow participants and panelists to rejoin.
- **Polling**: Allows you to create, edit, and launch your polls.
- **Share Screen**: Start sharing your screen. You will be able to select the desktop or application you want to share.
- **Screen Share controls** (click ^ next to Share Screen): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing. When you are screen sharing, the controls will appear at the top of your screen, but you can drag it to another location.
- **Record**: Start or stop a cloud or local recording.
- **Chat**: Access the chat window to chat with the participants.
- **Breakout Rooms** (only available to the host): Start breakout rooms.
- **More**: Clicking on More will give you access to additional options.
- **End Meeting** (only available to the host): This will end the meeting for all participants. If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

Breakout Rooms

Breakout rooms are sessions that are split off from the main Zoom meeting by the meeting's primary host. They allow the participants to meet in smaller groups. Here are some of the basic numbers for breakout rooms:

- Up to 50 breakout rooms can be created from the main room

- Max 200 participants in a breakout room (requires Large Meeting add-on)

- Breakout room participants have full audio, video, and screen share capabilities

This is a feature that the host and co-hosts will be in charge of placing incoming students in the appropriate breakout room.

Sharing Screens

Zoom allows for screen sharing on desktop, tablet and mobile devices running Zoom. The host and attendee can screen share by clicking on the SHARE icon.

When you click the **SHARE** icon, you will be asked which program or desktop you would like to share with the rest of the participants. You will also be presented with a **WHITEBOARD** option. Additionally, at the bottom of the window will be an option for you to share computer sound. This option should only be used if you are going to be playing a video teaching tool.

Using dual monitors

If you are using a dual monitor set-up, you can turn on the Use Dual Monitors feature to see the screen sharing on one monitor and participants on the second. The dual-monitor display feature allows the video layout and screen share content to be placed on two separate monitors/screens. Gallery or speaker view can be displayed on one monitor while the other monitor displays a content share. This is useful for PPT presentations and hiding notes from the participants.

After joining or starting a meeting, you will see a Zoom window on each monitor. The meeting controls and participant's video will display on one monitor, while the other

monitor will just display participants' video. When you start sharing your screen, you can continue to view participant's video on the other monitor.
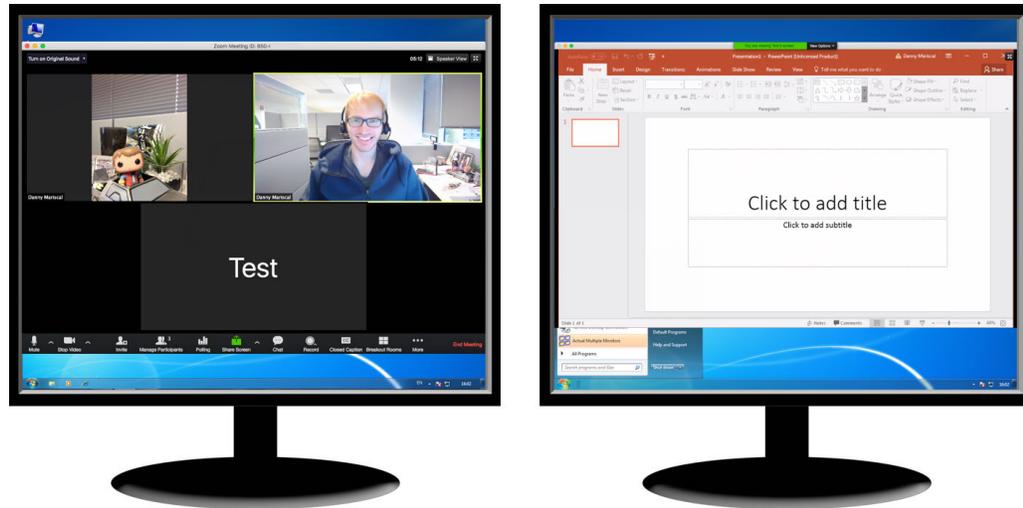

Using a Whiteboard

The WHITEBOARD tool can be incredibly useful for sharing notes or explanations. The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

1. Click the Share Screen button located in your meeting tool bar.

2. Click Whiteboard.
3. Click Share.
4. The annotation tools will appear automatically, but you can press the Whiteboard option in the meeting controls to show and hide them.
5. Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages.
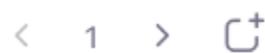
6. When you are done, click Stop Share.

Annotation Tools

In addition to the whiteboard, you will also have the option of annotation during screen sharing. If this feature is activated, these tools will appear for both whiteboards and shared screens.

While viewing a shared screen or shared whiteboard, click View Options > Annotate at the top. The tools in the bar below will appear, however the Select, Spotlight, and Save options are only available if you started the shared screen or whiteboard.

- **Mouse**: Deactivate annotation tools and switch to your mouse pointer. This button is blue if annotation tools are deactivated.

- **Select** (only available if you started the shared screen or whiteboard): Select, move, or resize your annotations. To select several annotations at once, click and drag your mouse to display a selection area.

- **Text**: Insert text.

- **Draw**: Insert lines, arrows, and shapes.
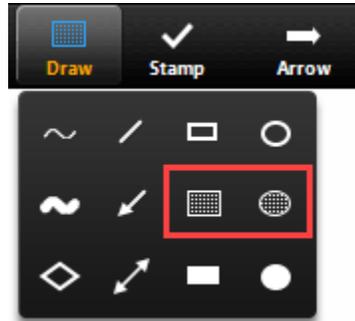
  - **Note**: To highlight an area of the shared screen or whiteboard, select following square or circle icon to insert a semi-transparent square or circle.

- **Stamp**: Insert predefined icons like a check mark or star.
- **Spotlight / Arrow**: Turn your cursor into a spotlight or arrow.
  - **Spotlight** (only available if you started the shared screen or whiteboard): Displays your mouse pointer to all participants when your mouse is within the area being shared. Use this to point out parts of the screen to other participants.
  - **Arrow**: Displays a small arrow instead of your mouse pointer. Click to insert an arrow that displays your name. Each subsequent click will remove the previous arrow placed. You can use this feature to point out your annotations to other participants.

- **Eraser**: Click and drag to erase parts of your annotation.
- **Format**: Change the formatting options of annotations tools like color, line width, and font.
- **Undo**: Undo your latest annotation.
- **Redo**: Redo your latest annotation that you undid.
- **Clear**: Delete all annotations.
- **Save** (only available if you started the shared screen or whiteboard): Save all annotations on the screen as a screenshot. The screenshot is saved to the local recording location.

If you started the shared screen or whiteboard, click More in the screen share controls for these annotation settings:

- **Allow/Disable participants annotation**: Allow or prevent the participants from annotating on your shared screen.
- **Show/Hide Names of Annotators**: Show or hide the participants' name when they are annotating. If set to show, the participant's name will briefly display beside their annotation.

PLEASE NOTE THESE POINTS ABOUT THE WHITEBOARD FEATURE:

- You cannot paste images onto the whiteboard. You CAN, however, paste text into an open text box within a whiteboard.
- To edit text or a shape once it has been created, you must first choose the SELECT tool and then click on the item in question. Only then will you regain access to that text or shape.

Using Group Chat Within a Meeting
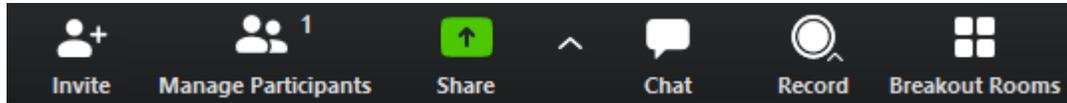
By clicking on the CHAT icon in the main menu bar, you will bring up a sidebar chat window. The automatic option is for messages to be sent to everyone within the room, but you can also choose groups or individual by selecting the ˅ symbol next to Everyone.

Additionally, you can share files with the group through this chat window. The three dots to the side will bring up a menu that will allow hosts (and possibly co-hosts) to control or limit who attendees can chat with: no one, the host only, everyone publicly, or everyone publicly and privately.

Using Personal Chat

Personal chat provides a space where you can write message, take screenshots, and save files that are only visible to you. It also gives you the option of reaching out to directly connect with other users outside of the active meeting.

This can be a useful tool for setting up meetings or helping to solve technical problems.

Rules and Tips for Online Tutoring

This is a new methodology and technology for all of us, and as such we will have to make adjustments as we go along. Please keep this in mind and report any issues or inconsistencies to the tutoring coordinator. Only known issues can be addressed and fixed.

Erica Cooper, Tutoring Coordinator: eccooper@fsu.edu

Getting Started
- Getting Started with Zoom Rooms
- Joining and Configuring Audio and Video

A link to a main tutoring room will be made available on the tutoring website.

In this central room, a room host will have students sign in through the normal form and direct students to the appropriate tutor from there.

Breakout Rooms
- Getting Started with Breakout Rooms
- Managing Video Breakout Rooms
- Participating in Breakout Rooms

To manage student and the flow of information, each tutor will have their own breakout rooms and manage a particular class or set of classes. This will be managed by the tutoring coordinator and/or the desk associates.

Within the breakout room, tutors will be able to answer questions using video chat, instant messaging, whiteboard, screen sharing, and/or file sharing. It is going to be our aim that each room is focused tightly on one course or, at most, a pair of courses. It is our hope that the students joining the room will all be working on similar problems and able to benefit from learning from a single tutor.

Tips for Managing Groups in Zoom
- Manage Participants
- Zoom Room Features
- Host & Co-Host Controls

Given the difficulty of managing a group of students, attendees will be automatically muted upon entering the room. Additionally, tutors will be marked as co-hosts and given a certain amount of control over the participants of their breakout room.

It is recommended that students submit questions or topics for discussion via chat window, and then you can address questions to the group via the main video chat. If too many people try to talk at once, the conversation can become hard to follow. This is why keeping most participants on mute and allowing the tutor to be the primary focus is often the best policy.

However, below are some general tips and guidelines for managing Zoom room tutoring.

General Tips
- Prepare by gathering graphs, examples, or other information you believe might become useful or save information once you use it in case you need it later in the night.
- Use the chat function to send files or useful links to some students while you're working with someone else on a different question.

- Encourage participation as much as possible through the chat feature or through audible conversation so long as people conduct themselves appropriately.
- Contact the host in the main room with any questions or problems as they happen so issues can be dealt with quickly.

Tutor Expectations

In addition to abiding by the rules outlined in the Library Tutoring Policy, we expect all tutors to abide by general policies of internet etiquette.

- We will be aware that all students will be able to hear and see us at all times, and we will act in accordance with this visibility.
- We will dress in the same manner as if we were coming to the library.
- We will answer questions to the best of our ability given the tools accessible through Zoom while still abiding by the rules and expectations of academic integrity.
- We will not tolerate any kind of disrespect, harassment, or abuse and anyone who breaks these rules will be removed from the room and reported to the tutoring coordinator.
- We will not directly contribute to the completion of graded work.

Student Expectations

- Attendee Controls

In addition to abiding by the rules outlined in the Library Tutoring Policy, students are expected to abide by the following rules and guidelines.

- All patrons will adhere to the FSU Dean of Students Student Conduct Codes which can be found at Student Conduct Codes.
- Inappropriate chats and video will not be tolerated. Patrons are not allowed to harass, provoke, demean staff, or use obscene language with the tutors.
- We will not answer any inappropriate or intentionally off-topic questions.
- We will end chats if we deem a question or interaction to be inappropriate and may report the chat, if necessary. Repeated violations will be reported, and the offender may be permanently banned from tutoring.

Troubleshooting Links

- Getting Started with Zoom Rooms
- Joining and Configuring Audio and Video
- Sharing Your Screen
- Sharing Multiple Screens
- Zoom Video Tutorials
- Live Training Webinars
- Audio Help and Troubleshooting
- Video Help and Troubleshooting