



# ZOOM Job Aid

## For Learners

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- [Using Video in Zoom](#)
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### **Accessing Zoom Sessions and Recordings**

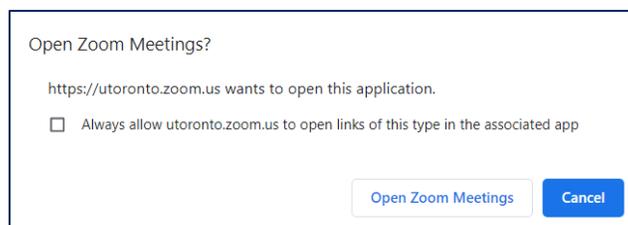
Your course site in Quercus has a page in the Orientation Materials module titled “**Accessing Sessions in Zoom**”. You should find all the information required to access Zoom sessions (link, Meeting ID, and passcode) and recordings of sessions here.

### **Joining an Active Session**

Click on the link posted on the “**Accessing Sessions in Zoom**” page in the Orientation Materials module of your Quercus course site. Make sure to have the passcode ready and, if necessary, the meeting ID. You can join a Zoom session using the web portal in your browser or the Zoom app on your computer desktop.

#### ***Joining with the Session Link***

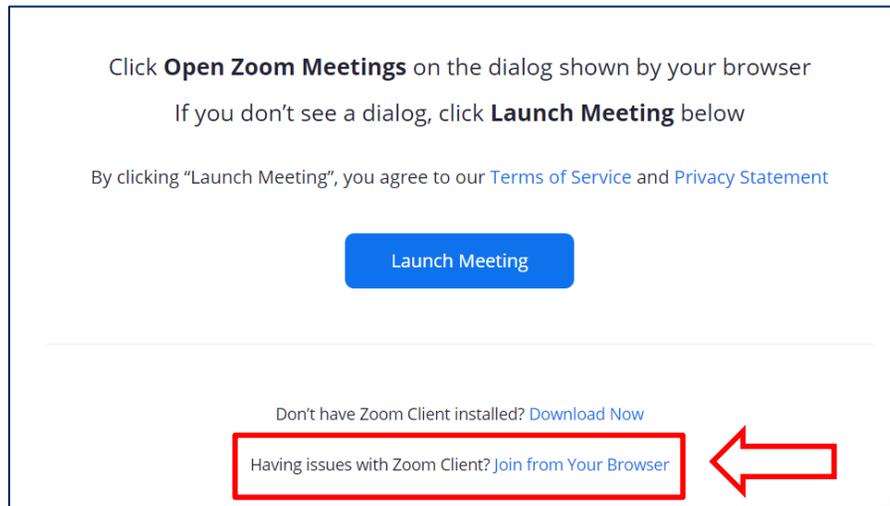
1. Click on the link to join the session, a new browser tab will open. If you have the Zoom desktop app installed, you will see a pop-up similar to the one below. Please note that the exact wording will differ depending on your operating system (Windows or MacOS) and browser (Chrome or Firefox).





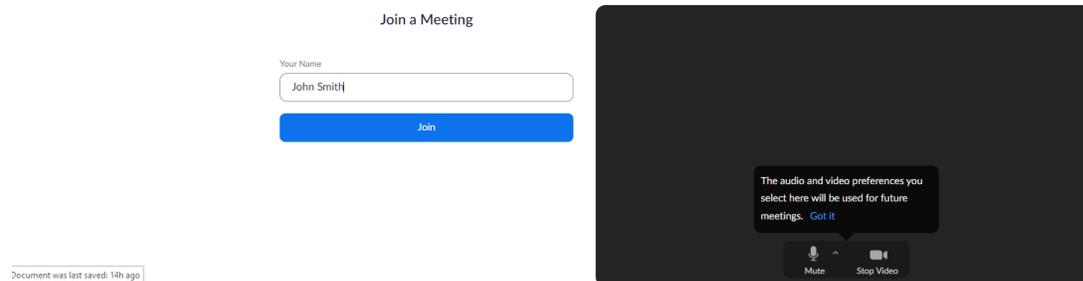
2. Click **“Open Zoom Meetings”** to open the desktop app if you have it installed. From there, you will be asked to enter the passcode and test your audio/video.

If you do not have the desktop app, click on **“Cancel”** on the pop-up and click the **“Join from Your Browser”** link instead.



If you don't have the Zoom app installed, you will be prompted to download it if you wish. You can download the app here: <https://zoom.us/download>

3. If you join from your browser, you'll be asked to enter your name. Please enter your full name as it appears in your Quercus site.
4. Click on **“Join”** to gain access to the Zoom session.



### ***Joining with a Meeting ID***

You may also join the session with a meeting ID, if your instructor has provided one.

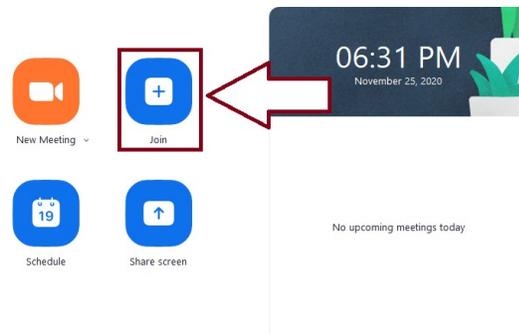
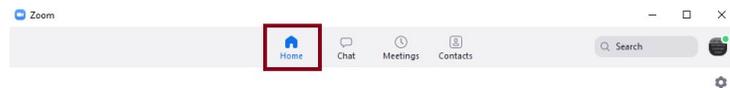
If you have any questions, please contact our Learning Innovation Support Team via [learning@utoronto.ca](mailto:learning@utoronto.ca) or 416-978-3880 (Monday to Friday, from 9 am to 5 pm ET).

To join from the web portal:

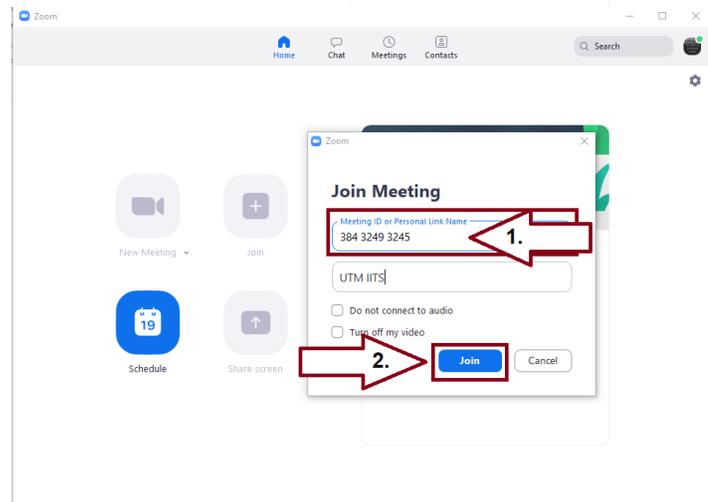
1. go to <https://zoom.us/join> and then enter the meeting ID.
2. Click on “Join” to access the session, a new browser tab will open. Then follow the same steps as above for joining with the session link.

To join from the desktop app:

1. Start on the Home tab then click the **Join** button.



2. In the **Join Meeting** window that pops up, enter the meeting ID in the meeting ID text box and click **Join**.



**Note:** When you copy a passcode for a Zoom session, make sure you do not copy any blank spaces. They will be interpreted as passcode characters and marked incorrect.

**X - Incorrect Method**

Passcode: 235922

↑ Space was copied



✓ Correct Method

Passcode: 235922



No spaces copied

**Note:** Your instructor may have enabled the “**Waiting Room**” for your class. If so, you will see the following message after you join the meeting:

**Please wait, the meeting host will let you in soon.**

Your instructor will receive a notification and will admit you to the session as soon as possible. In most cases, learners may join a session at any time. The Waiting Room helps keep class manageable and avoid sudden interruptions.

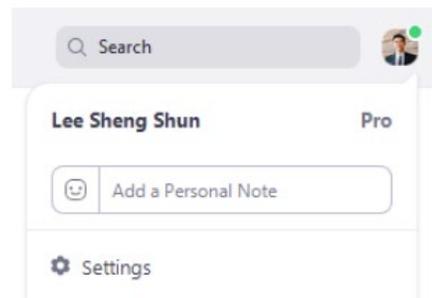
## Using Audio in Zoom

### Testing Audio

Session audio can be tested via the Zoom app either before or after you join a session.

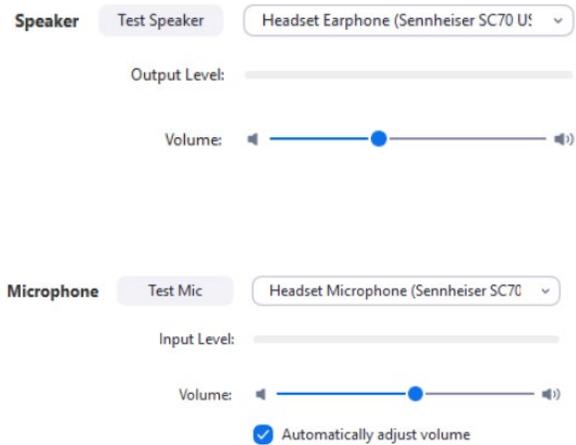
### Testing Computer Audio BEFORE Joining a Session with the Desktop App:

1. Log in to the Zoom desktop app
2. Click your username initials or profile picture then click “**Settings**”.
3. Click the “**Audio**” tab.





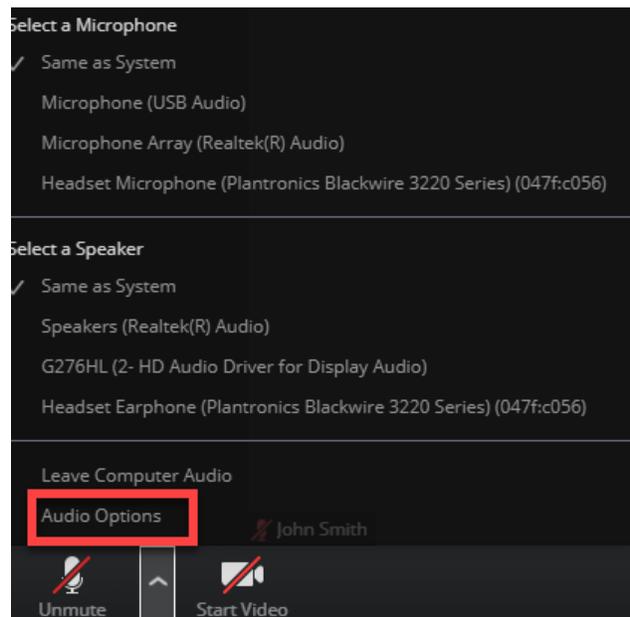
4. Click **“Test Speaker”** to play a test tone.
5. If you don't hear the test tone, select a different speaker from the drop-down menu or adjust the **“Volume”**.
6. Click **“Test Mic”** to test your microphone settings.
7. Your audio will start recording. Click **“Recording”** when you are done, and it will play back.
8. If you don't hear the recording played back, select a different microphone from the drop-down menu or adjust the **“Volume”**.
9. If you would like Zoom to automatically adjust the microphone volume as you speak, check the box marked **“Automatically Adjust Volume”**.



### Testing Computer Audio AFTER Joining a Session

1. In the meeting on the control bar, click the arrow next to **“Mute/Unmute”**.
2. From this menu, you can select a different microphone and speaker and access the **Audio Options** which will allow you to test your speaker and mic through the process listed above.

**NOTE:** Ensure that you allow Zoom access to your mic through your operating system if requested by the program.



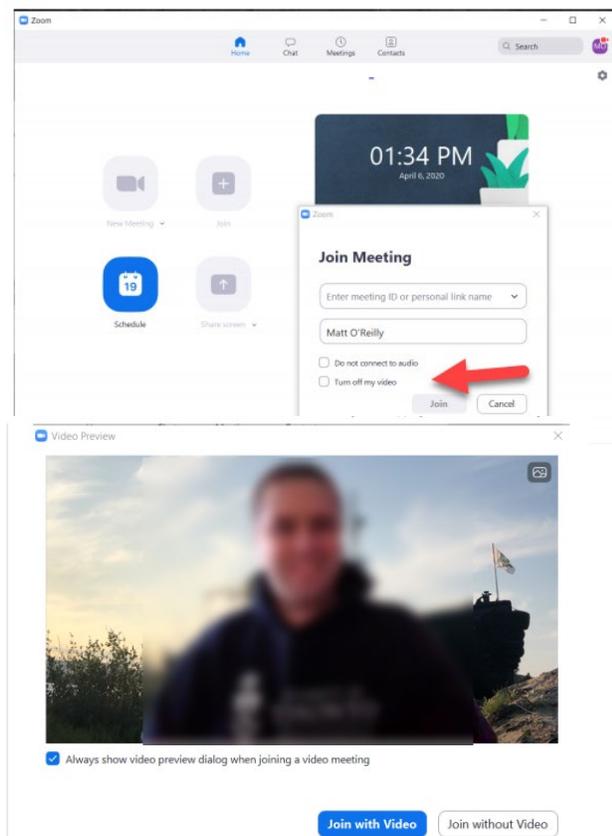
## Using Video in Zoom

If you are using the Zoom desktop app you have the option to turn your video on when joining the session, or after you have joined the session.

### Starting Video when Joining a Session

1. When joining a session, the following window will appear, which gives you the option to turn off your video before joining. If you leave this box unchecked, a video preview will appear after you click “Join”.
2. The video preview will give you the option to either “Join with Video” or “Join without Video”.

**NOTE:** If your camera is turned off or you have covered your camera, no video preview will be available. Ensure your camera is turned on or uncovered to view **Video Preview**.



### Starting Video when in a Session

If you previously selected to join the session without video and you now wish to start video, or if you joined using the web portal, you can now turn on your video by navigating down to the control bar and click “Start Video”.



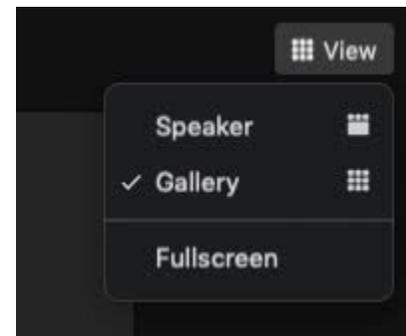


## Video Layouts

If joining from the Zoom web portal you cannot change the view or video layout while in a session. If joining from the desktop app you can change the layout between full screen mode, gallery view, and mini window.

### Full Screen Mode

- **Active Speaker Mode:** Active speaker is the default video layout. It will switch the large video window between who is speaking. If it is a one-on-one session, it will display your video at the top, and the other participant's video below.
- **To switch Between Speaker and Gallery View Modes** click on the “View” icon in the top right corner of the session.



### Gallery View

When using Gallery View, you will be able to see up to 49 participants at a time on the screen and will have an arrow to scroll through the remaining participants if the number of participants exceeds 49. This mode can be accessed by clicking “**Gallery View**” in the top right of the screen.

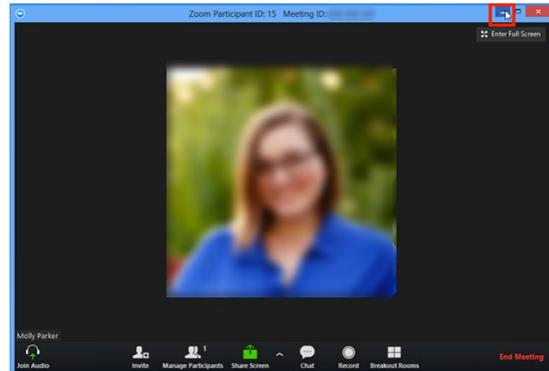


### Mini Window

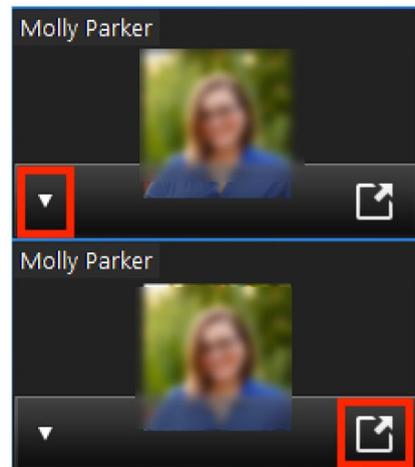
Mini Window allows you to minimize the Zoom video but keep it on top of any other applications you have open on your computer. You can move the window around your screen as needed or hide the video entirely.



1. Click on **Minimize** on the Zoom meeting window (this will be on the top right for Windows and top left for Mac).



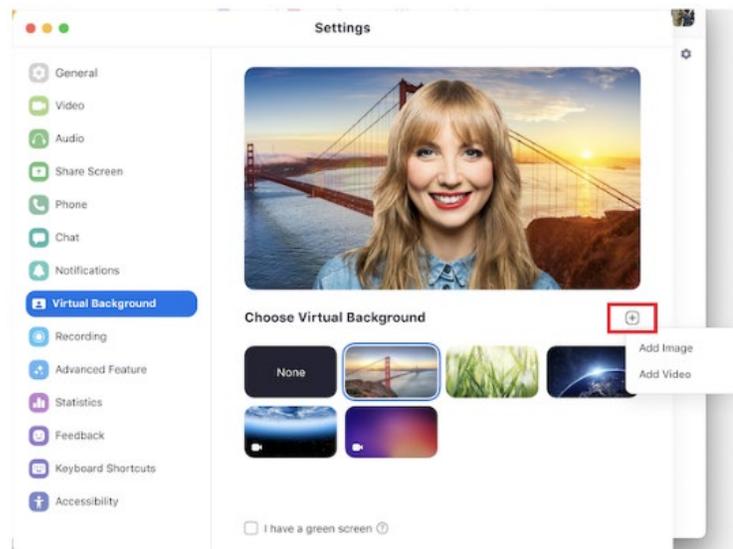
2. Once in **Mini Window Mode**, you can collapse the video by clicking the arrow on the left and exit **Mini Window mode** by clicking on the arrow on the right.



### Adding a Virtual Background

You can add a virtual background in Zoom when in a session and prior to joining.

- **Outside a session:**
  1. On the home page of the Zoom app click the gear icon on the top right.
  2. This will bring up your settings. Click **“Virtual background”** on the left side of the settings window.

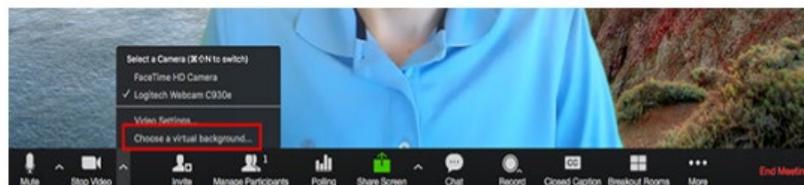


3. You will now see some default backgrounds that come with Zoom. Simply click a background to enable it as your virtual background.
4. You can add your own virtual backgrounds by clicking the + icon to the right of the background images/videos. Once you click the + icon it will pop up a browse window so that you can find and select the image or video you want to add to the Zoom virtual background library.

**NOTE:** If the virtual background is not working properly and is displaying the virtual background on your face/body and is very distorted then it is because your computer does not meet the minimum graphical power requirements to use virtual backgrounds, or you have too many items in the background.

- ***In a session:***

1. In a Zoom session, click the up arrow next to the camera icon on the bottom left and then click “**Choose Virtual Background**”.



2. You will now see some default backgrounds that come with Zoom. Simply click a background to enable it as your virtual background.



- You can add your own virtual backgrounds by clicking the **+ icon** above the background images/videos icons.
- Once you click the **+ icon** it will pop up a browse window so that you can find and select the image or video you want to add to the Zoom virtual background library.

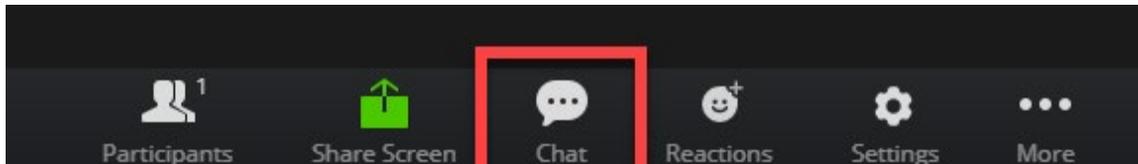
## In-Session Communication

### Chat

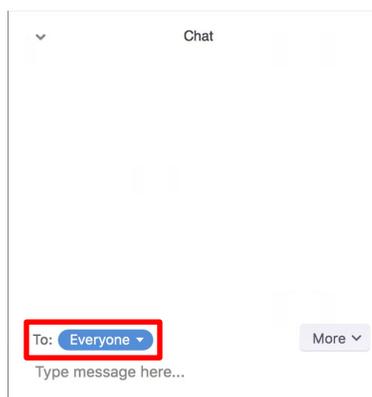
The in-session chat allows you to send chat messages to other users within a session. You can send a private message to an individual user or you can send a message to an entire group.

**To access the chat in a session follow these steps:**

1. While in a video session or when viewing a shared screen, click **Chat** in the meeting controls.



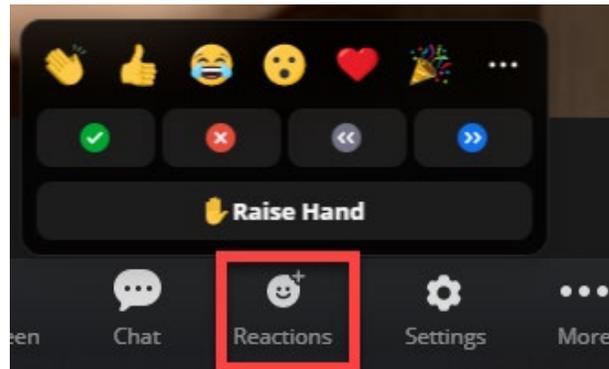
2. This will open the chat on the right-hand side of the screen. You can type a message into the chatbox to “Everyone” or click on the drop down next to **To:** if you want to send a message to a specific person.





## Nonverbal Feedback

Participants can participate in the session using nonverbal feedback by clicking on the “Reactions” icon in the control bar on the bottom of the screen.



Choose from the icons there to raise your hand or give a reaction. Only one icon may be active at a time.

## Troubleshooting

Zoom is a platform that relies heavily on internet connection, and audio and video devices. We have noted below some common issues, with links to Zoom’s technical support documentation:

- [My audio is not working on iOS or Android](#)
- [My video/camera isn't working](#)
- [Troubleshooting log for Windows](#)
- [Troubleshooting log for macOS](#)
- [Troubleshooting log for Linux](#)