Zoom Landing Page

Overview

Zoom is the audio, web and whiteboarding conferencing tool that offers a set of services that provides audio, video, and text options. Accessed via the web, mobile device or desktop client, participants may hold a virtual meeting or webinar, share files or use screen sharing to show presentations, applications, or other web sites. It is available to all MIT community members with an MIT Kerberos ID and the ability to authenticate with Touchstone.

How to Obtain/Access

System Requirements
Web Client/Portal

The Zoom web client supports some meeting functionality, all setting and profile customization. It works best on Google Chrome, but most features also available on Firefox and Safari. Limited meeting functionality is available on Internet Explorer. Login using MIT Touchstone Authentication. You can also configure your account settings and profile at the account portal.

- Login at: https://mit.zoom.us [Touchstone Authentication]
  - You may be prompted to download and install the desktop client. Select “Start from your browser” to use the web client.
- The Zoom Web Client
- Edit your profile and settings at: https://mit.zoom.us/profile
  - Profile Customization.
  - Meeting settings
  - Phone settings.

Desktop Application

The zoom desktop application supports all of Zoom's meeting features and many settings/profile customizations.

1. Download and install the Zoom Desktop Client for your system.
2. Open the Zoom application.
   - Result: Zoom opens and you are given the option to sign in or start a meeting.

3. Click Sign In
   - Result: The Sign In options window opens.
4. Click Sign in with SSO
   Result: You are prompted to enter your company domain for SSO (single sign-on).

5. In Company Domain, enter: MIT
   Result: You are prompted to authenticate with MIT Touchstone.

6. Authenticate with [MIT Touchstone].
   Result: You are logged in and Zoom opens. You're ready to start, join or schedule meetings.
   Click your profile image in the top-right to edit your profile and settings.

7. You may be prompted to enable microphone access in your settings. Do so if you will be using your microphone for Zoom meetings.

Zoom Mobile App

Zoom is available for iOS and Android Phones and Tablets. Login using your MIT Kerberos ID and Touchstone Authentication.
Can I use Zoom on multiple devices?

You can be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign into an additional device while logged into another device of the same type, you will be logged out automatically on the first device. Zoom does not permit sharing accounts with multiple individuals per our Terms of Service. You can be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign into an additional device while logged into another device of the same type, you will be logged out automatically on the first device.

Zoom does not permit sharing accounts with multiple individuals their our Terms of Service. [Reference: Zoom's Webpage]

Documentation/Training

Getting Started

- Starting the Zoom Desktop Client
- How to Use Zoom's Desktop App (video)
- Quick Start Guide for Zoom Phone Users
- Getting Started with iOS - iPad and iPhone
- Tips for Teachers Educating with Zoom

Scheduling Meetings

Scheduling a meeting is like booking a virtual conference room. Meetings can be scheduled from the Zoom web portal or the Zoom applications.

- Participants are sent invitations.
- It has a unique URL for the meeting.
- You can designate somebody else to be host/start the meeting.
- You can set up repeating meetings.
- Scheduling Meetings
- Scheduling Privilege (Delegates)
- Alternative Host
- Enabling and Adding a Co-host
- Meeting and Webinar Passwords
- Zoom’s Scheduling Meetings Help Articles

Hosting Meetings

- How do I Start or Join a Scheduled Meeting as the Host?
- How do I Invite Others to Join a Meeting?
- How Do I Host a Video Meeting?
- Host and Co-host Controls in Meetings
- Managing Participants in a Meeting
- Pass Host Controls and Leave the Meeting
- Polling for Meetings
- In-Meeting Controls - Basics

Attending Meetings

Zoom offers two kinds of meetings, meet now and scheduled meetings. Meet now is an impromptu meeting that you can start at any time and invite attendees to join immediately. Scheduled meetings are for a set time, invitees are sent invitations in advance and they can be set to recur on a regular basis.

- Meet Now vs Scheduled Meetings
- Joining a Meeting
- Joining a Meeting by Phone
- Using Dedicated Dial-in Numbers
- Video or Microphone off by Attendee
- Attendee Controls in a Meeting
- In Meeting File Transfer
Sharing

- How do I start a Screen Share Meeting
- Sharing Your Screen
- Sharing a Whiteboard
- Zoom's Screen Sharing Help Articles
- Use a document camera such as the IPEZO VZ-R to display documents and other objects.
  Step-by-step guide to setting up IPEVO document cameras with Zoom

Recording Meetings

- We recommend that saving any videos made in Zoom there, in the “Zoom Cloud”. MIT's Zoom service has a legal agreement ensuring data privacy. You can then share a link to that video via Stellar/LMOD, email or other sites.
  - Local Recording
  - Cloud Recording
  - Finding and Viewing Recordings
  - Zoom's Recording Help Articles

Zoom Webinars

MIT's Zoom license allows for a limited number of webinars. If you require this feature, please send email to servicedesk@mit.edu indicating how many people you would like to attend the webinar, and your request will be evaluated.

Webinars are virtual lectures. The presenter hosts and attendees can be required to register in advance. On-demand webinars allow you to schedule a webinar with registration and record the webinar automatically in the cloud. After the webinar, registration will stay open and anyone who registers will receive a link to the cloud recording.

- Getting Started with Webinar
- On-demand Webinars
- Scheduling a Webinar with Registration
- Scheduling a Webinar without Registration
- How to Schedule a Recurring Webinar
- Getting Started with Question and Answer
- Inviting Panelists to a Webinar
- Meeting and Webinar Passwords
- Webinar Practice Session
- Zoom's Webinar Help Articles

Captioning

- Getting Started With Closed Captioning

Zoom Outlook and other app Plug-ins

- The Download Center has many plug-ins you can use with other apps.

Troubleshooting and FAQs

- Testing Computer or Device Audio
- How do I test my video?
- Error Codes and Messages for Meetings and Webinars
- Zoom's Frequently Asked Questions
- Zoom's Troubleshooting Articles
- Check Zoom's Service Status page
- Managing Your Bandwidth

See Also

- Will Zoom Work Internationally?
- Zoom's Video Tutorials and Training
- Release Notes
Have Questions or Still Need Help?

- Send email to helpdesk@mit.edu or call the IS&T Service Desk at 617.253.1101.
- Zoom's Help Center

Additional escalation information for Help Staff can be found here: [hd:Zoom Recon]