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

MIT and Zoom are in the process of migrating paid accounts into MIT’s enterprise license. If in the interim you need Zoom access, IS&T can create a placeholder account which will give you immediate, temporary access to Zoom while the migration plan is enacted. To have a temporary account created, send email to servicedesk@mit.edu to request a temporary MIT Zoom account.

If you signed up for a free Zoom account with your MIT email address, you will be asked to switch to the MIT license and login with Touchstone Authentication. If you prefer not to use the MIT license, update your email address on the account to a non-MIT email address (Gmail, Yahoo, Verizon or others). For details, see: Account Consolidation with Managed Domain

To learn how to get started with Zoom in education, register for this webinar.

If you are using a wireless connection and it doesn’t provide enough bandwidth, you may be able to get better performance with a wired connection. Test your network speed to determine if your connection is sufficient for Zoom video. For more see:

- Managing Your Bandwidth
System Requirements

- System Requirements for PC, MacOS and Linux
- Browser Requirements and Feature Support Comparison
- Bandwidth Requirements
- Using Zoom internationally
  If you have issues connecting to Zoom from your location, try using MIT's remote access VPN to connect to the service.

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
  - How do I change my Zoom profile picture?
  - 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.

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Join a Meeting
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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 their Terms of Service. [Reference: Zoom's Webpage]

Documentation/Training

Getting Started

- Setting up Your Zoom Personal Room
- 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 Privilidge (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
- Zoom's Audio and Video Help Articles
Multiple Meetings

- Can I Host Concurrent Meetings? - No
- Join Multiple Meetings Simultaneously on Desktop - Check the Meeting settings in your account.

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 IPEVO VZ-R to display documents and other objects.
- Step-by-step guide to setting up IPEVO document cameras with Zoom

Recording Meetings

- We recommend 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.

  - Zoom Meeting Recording
  - Local Recording
  - Cloud Recording
  - Finding and Viewing Recordings
  - Zoom's Recording Help Articles

Zoom Webinars

Meetings are designed to be a collaborative event with all participants being able to screen share, turn on their video and audio, and see who else is in attendance. Webinars are designed so that the host and any designated panelists can share their video, audio and screen. Webinars allow view-only attendees. They have the ability to interact via Q&A, chat, and answering polling questions. The host can also unmute the attendees.

Compare the features of meetings vs. webinars here.

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

- Zoom Meeting Real-Time 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.
- Integrating Zoom with Exchange 2013 Calendar

Troubleshooting and FAQs

- Frequently Asked Questions about Zoom Security
- 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
• Why does my Zoom profile picture keep reappearing after I delete it?
• Why can people sometimes join Zoom meetings I've already ended?

See Also

• Will Zoom Work Internationally?
• Zoom's Video Tutorials and Training
• Release Notes
• Limiting Access and Reducing Disruptive Behavior in Zoom

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

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