Zoom Landing Page

Zoom Landing Page

*On Feb 4th, 2023, Zoom started requiring you to update your client if it is older than Zoom's minimum version policy requires. Zoom updates their requirements for the minimum version every quarter (the first weekend of February, May, August, and November). Zoom has committed to supporting their clients for at least 9 months before they are considered to have reached their end of life, at which point you will be prompted to update to the current minimum version or higher. For more information, see: Zoom's Software Lifecycle Policy

On this page:

- Overview
  - Zoom Phones
  - Zoom Rooms
- How to Obtain/Access
  - System Requirements
  - Web Client/Portal
  - Desktop Application
  - Zoom Mobile App
  - Can I use Zoom on multiple devices?
- Documentation/Training
  - Getting Started
  - Scheduling Meetings
  - Hosting Meetings
  - Attending Meetings
  - Multiple Meetings
  - Sharing
  - Recording Meetings
  - Zoom Webinars
  - Captioning & Live Transcription
  - Zoom Outlook, Panopto and other app Plug-ins
- Troubleshooting and FAQs
- See Also
- Have Questions or Still Need Help?

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.

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

If you have a paid Zoom account registered under your mit.edu email address, you may encounter login difficulties when trying to access Zoom. If you believe you may be affected by this issue, please send email to servicedesk@mit.edu. If you know your paid Zoom account number, please include that in your correspondence as well.

Zoom Phones

With a Zoom Phone you can make and receive calls within the same Zoom client that is already used widely at MIT for meetings, classes, collaboration, and conferences in addition to on existing desk phones.

The Zoom phone platform provides you with a more integrated communication experience. Conversations can be moved from a call into a meeting, or from a meeting to a call, and calls can be easily switched from one device running the Zoom client to another.

See: Zoom Phone Service

Zoom Rooms

Zoom Rooms integrate in-person meeting spaces with video conferencing solutions, enabling in-person and remote participants to interact in real-time.

See: Zoom Rooms at MIT

How to Obtain/Access

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
  - Enable a Waiting Room for Zoom Meetings
  - Setting a Passcode for a Zoom Meeting

Desktop Application

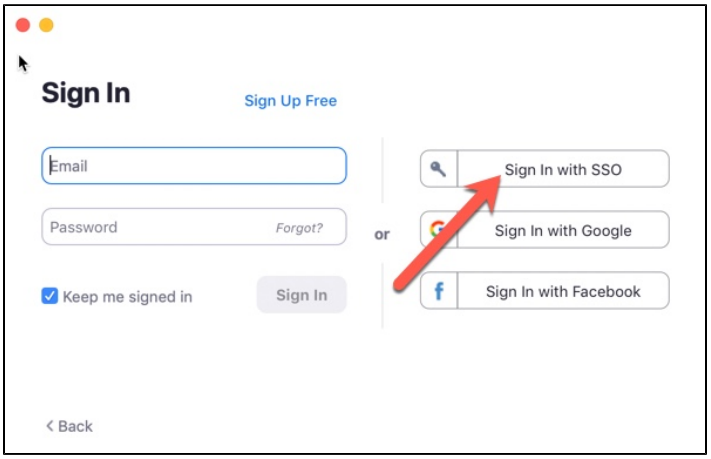
The zoom desktop application supports all of Zoom's meeting features and many settings/profile customizations.

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.

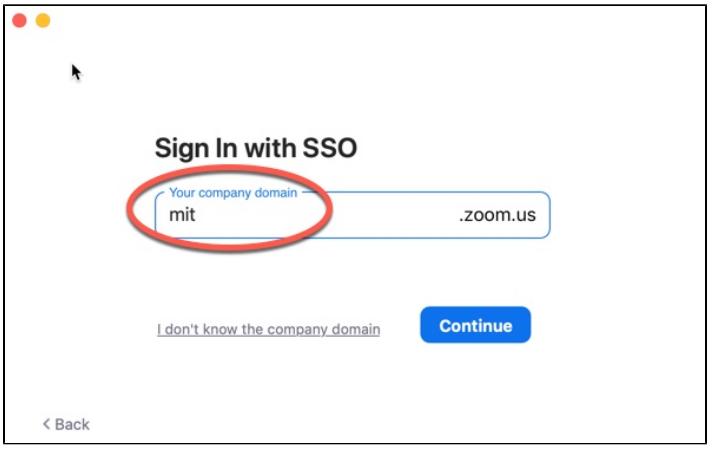


3. Click **Sign In**

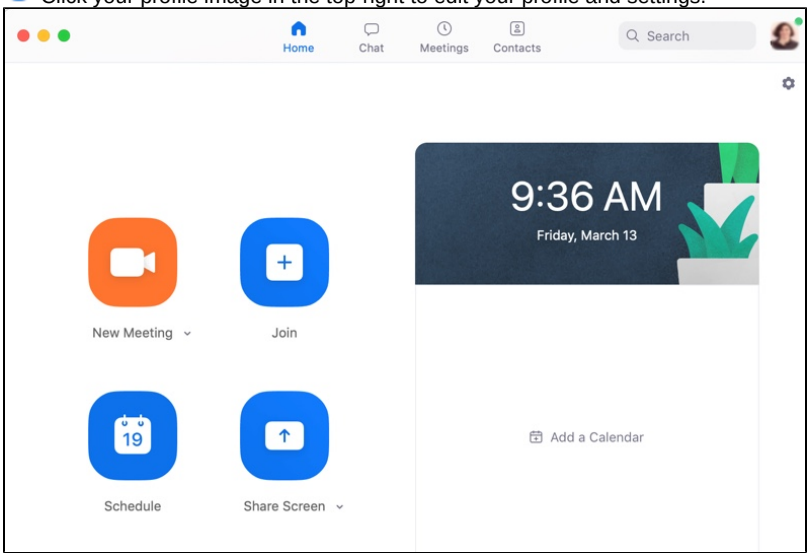
Result: The Sign In options window opens.



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.

Company Domain: MIT

- Zoom in the Apple App Store
- Zoom in the Google Play Store
- Configure Zoom for iPad

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.

> In order to utilize features such as adding an alternate host or assigning a scheduling privilege, the prospective alternate host or user with the scheduling privilege must have logged-in to mit.zoom.us at least once in the past.

- 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.
- Zoom requires that all meetings have a Passcode or a Waiting Room enabled.

- Scheduling Meetings
- Enable a Waiting Room for Zoom Meetings
- Setting a Passcode for a Zoom Meeting
- Scheduling Privilidge (Delegates)
- Alternative Host
- Enabling and Adding a Co-host
- How do I allow somebody to join an authentication required MIT Zoom meeting who cannot authenticate with MIT Touchstone?
- Meeting and Webinar Passwords
- Zoom's Scheduling Meetings Help Articles
- Scheduling a Zoom Meeting from within Canvas

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
- Sharing Computer Sound During Screen Sharing
- Enabling End-to-End Encryption for Meetings (note that enabling this feature disables many features otherwise present in Zoom Meetings, including Cloud Recording, Join Before Host, and app integration)
- Zoom Host Tips and Tricks
- How to optimize Zoom webinars for people using an American Sign Language (ASL) interpreter

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 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 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 & Live Transcription

Closed caption allows the host, another attendee assigned by the host, or third-party closed captioning service to add closed captioning in a meeting. If you are unable to provide captioning, Zoom also provides AI-powered live transcription for MIT Zoom. Live transcription currently only supports English.

- Zoom Meeting Real-Time Captioning and Live Transcription
- Getting Started With Closed Captioning
- Closed Captioning and Live Transcription

Zoom Outlook, Panopto and other app Plug-ins

- Zoom and Panopto
- The Download Center has many plug-ins you can use with other apps.
- Integrating Zoom with Exchange

Troubleshooting and FAQs

- Frequently Asked Questions about Zoom Security
- Zoom AI Companion FAQ
- Testing Computer or Device Audio
- How do I test my video?
- Error Codes and Messages for Meetings and Webinars
- What is the maximum number of participants for a Zoom meeting?
- 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?
- Managing Your Bandwidth
- I'm the host of a Zoom meeting, why can't I edit it from the Zoom calendar?
- What is the rentention period on a Zoom cloud recording?

See Also

- Will Zoom Work Internationally?
- Zoom's Video Tutorials and Training
- Release Notes
- Limiting Access and Reducing Disruptive Behavior in Zoom
- Panopto Landing Page
- FAQ Meetings Waiting Room and Passcode Requirements for Paid Accounts, July 2020
- FAQ Meetings Waiting Room and Passcode Requirements for Paid Accounts, July 2020
- Top Features for Securing Your Virtual Classrooms & Enhancing Students' Learning Experiences
- Adding and sharing your pronouns

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]