



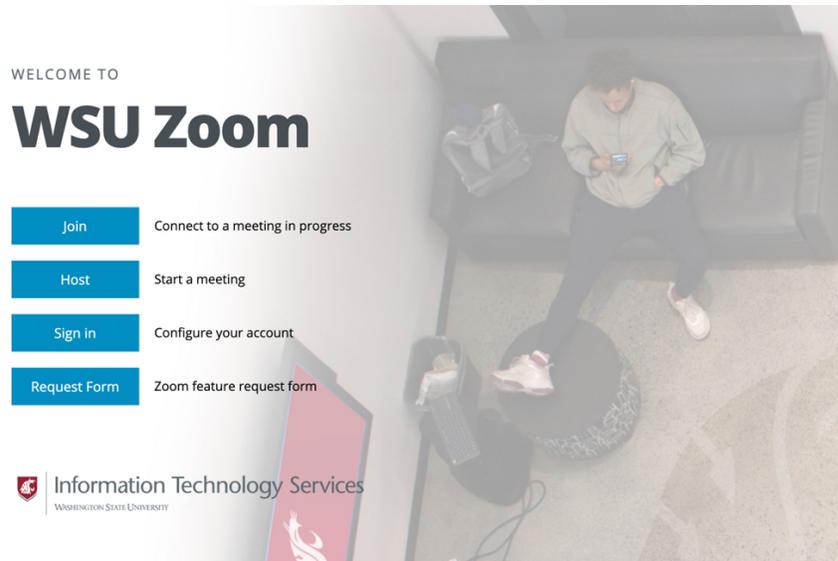
GUIDE TO USING ZOOM

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ZOOM BASICS

Zoom is WSU's video conferencing solution which allows you to participate in online meetings, collaborate and share your screen with others, record sessions, and much more. All current WSU students, staff, and faculty are provided with a Zoom Professional level account. If you have not yet activated your account, please go to wsu.zoom.us and **Sign In** to configure your account.

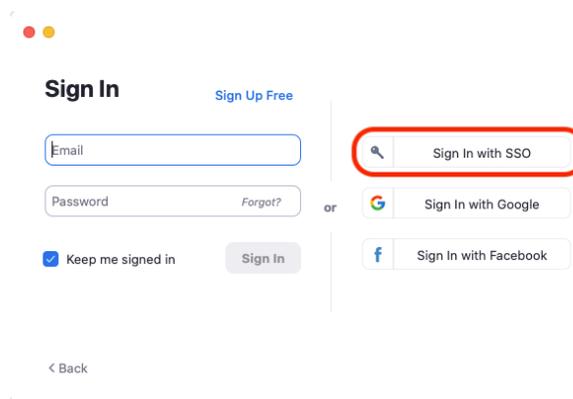


Download

You can download Zoom from their website <https://zoom.us/download>

Sign In

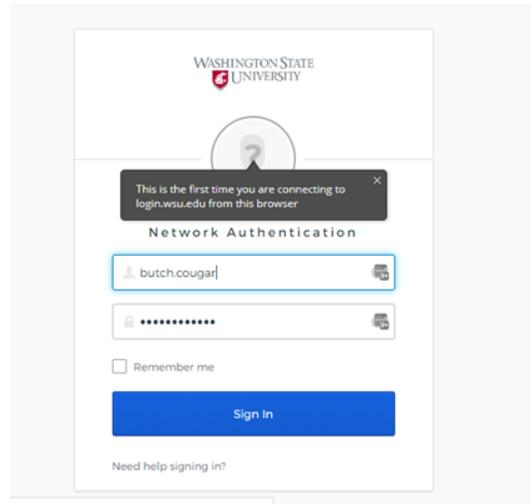
- 1 Open the Zoom application and you will be presented with a window to sign in.
- 2 Click the **Sign in with SSO** option on the right-hand side.





- 3 Enter **wsu** in the field so that it reads **wsu.zoom.us** and then click the **Continue** button.

You will be redirected to the WSU Network Authentication page where you can enter your WSU username and password.



Once you've successfully logged in, the Zoom application should open and be signed in. If it does not open right away, click the **Launch Zoom** button shown in your browser.

ZOOM BEST PRACTICES

Before the Meeting

- All meeting materials and resources are distributed to participants prior to joining the meeting.
- Ensure that the space you are joining from is quiet and well lit.
- Close any applications on your computer or device that cause notifications and silence your phone.
- Restart your computer and reconnect to the meeting if you have any technical issues.

During the Meeting

- Participants should mute their microphone at all times unless speaking.
- Wait until you are acknowledged and given permission before speaking.
- Look at the camera when you are speaking.



HOW TO JOIN A ZOOM MEETING

Joining from an invitation

You can join Zoom meetings from your computer or tablet by clicking the link included in the meeting invitation.



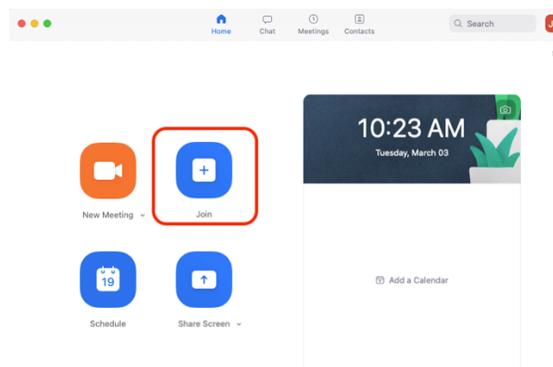
Clicking the link will open a new tab in your browser and begin launching Zoom. If Zoom does not automatically open, you can click where prompted in the browser to launch the meeting.

When you have joined the meeting, you will be prompted to set how you want your audio to be connected. Click on **“Test Computer Mic & Speakers”** if it is your first time joining and then click **“Join Audio Conference by Computer.”**

If you are using a Mac, you may need to give Zoom permission to use your camera and microphone. Follow the prompts as they appear.

Joining from the Application

- 1 You can join a Zoom meeting from the application by pressing the **Join** button on the Home screen.





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- 2 Enter the **Meeting ID** in the corresponding field and choose if you want to connect with audio and video.

Join Zoom Meeting from PC, Mac, Linux, iOS, or Android:
<https://wsu.zoom.us/j/273408778>

Meeting ID: 273 408 778

Meeting ID can be found here.

Join from WSU Conference Room System (Polycom)

1. Using the touch panel, or remote control, select 'Place a call'
2. Enter the IP address including periods: 162.255.37.11
3. Press the pound key twice '##'
4. Enter the Meeting ID: 273 408 778
5. Press 'Call'

Join from Conference Room System with SIP:
273408778@zoomcrc.com

Joining from a Phone

Your Zoom invitation will include a number to call under the section **Join by Telephone**.

- 1 You will be prompted to enter the Meeting ID, which can also be found in the meeting invitation.

Join by Telephone (long distance)

For higher quality, dial a number based on your current location.

Dial:

	US: +1 720 707 2699 or +1 646 558 8656
Meeting ID:	273 408 778

Phone one-tap: US:
[+17207072699,,273408778#](#)
or
[+16465588656,,273408778#](#)

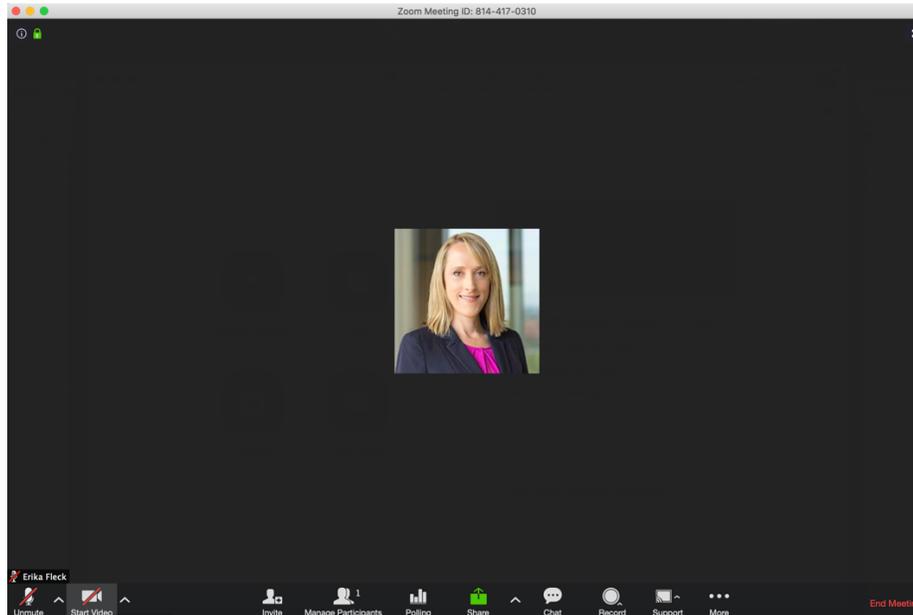
International numbers

For more information regarding WSU's Zoom service, please go to its.wsu.edu/zoom

- 2 If you have a poor connection, hang up and then dial in again.
- 3 Your telephone number is displayed on Zoom; therefore, you must indicate your name when participating. For example, "This is Jane..."



ZOOM ORIENTATION



Profile

You can edit your profile to display your name and photo. Go to **Settings, Advanced Features** and then **Edit My Profile**.

Checking your Microphone and Video Settings

When you are in a Zoom meeting, you can **mute/unmute** your audio and **start video** using the controls in the lower left-hand corner. You are able to change to a different microphone, speaker, or webcam by clicking the up arrow beside whichever you are changing. You are also able to click **Audio Settings...** or **Video Settings...** to view the settings within Zoom and change or test them from there.

Participants

You can view a list of participants by clicking the **Participants** icon along the bottom. This will open a panel on the right-hand side which lists all participants in the meeting.

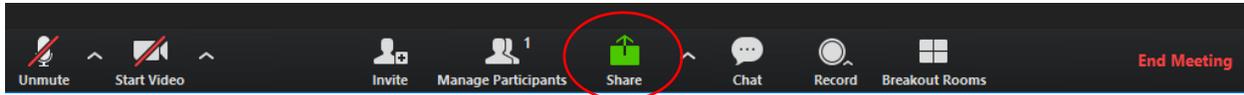
Chat

Clicking the **Chat** button will open a new panel on the right-hand side. You are able to send messages publicly to all participants or privately to individuals. Note that **Chat** will be under the **More** option on tablets and open an overlapping window.



Sharing Content

To share content from your computer with all participants:



- 1 Click the **Share** button at the bottom of the call.
- 2 Choose which screen or application you want to share.
- 3 Click on the **Annotate** button.
- 4 Use annotations when sharing the screen. There are many tools available to you when sharing the screen including a draw tool and laser pointer. This allows you to direct the viewers' attention when sharing content.

Zoom will prioritize the audio for who it considers the main speaker. This will lower the audio of anyone else who may try to speak at the time and make it difficult to hear them.

Recording

Meeting hosts may record the meeting. To record a meeting:

- 1 Click the **Record** button along the bottom.
- 2 You have two options for recording, either locally **On this Computer** or **To the Cloud**. The differences between the two will be covered in more detail below.
- 3 You can pause or stop the recording either in the top left-hand corner or along the bottom.
- 4 You can view the recording settings and locate where the recordings are saving by first clicking the gear icon in the upper right-hand corner of the Zoom application.
- 5 Click on the **Recording** tab within the settings. From here, you are able to view where your local recordings are being stored and how those videos are being recorded. To view your cloud recordings and their settings, you will need to click on **Manage on the web...** beside **Cloud Recording**.

For more information on Zoom recordings, see: <https://support.zoom.us/hc/en-us/articles/203741855-Cloud-recording>

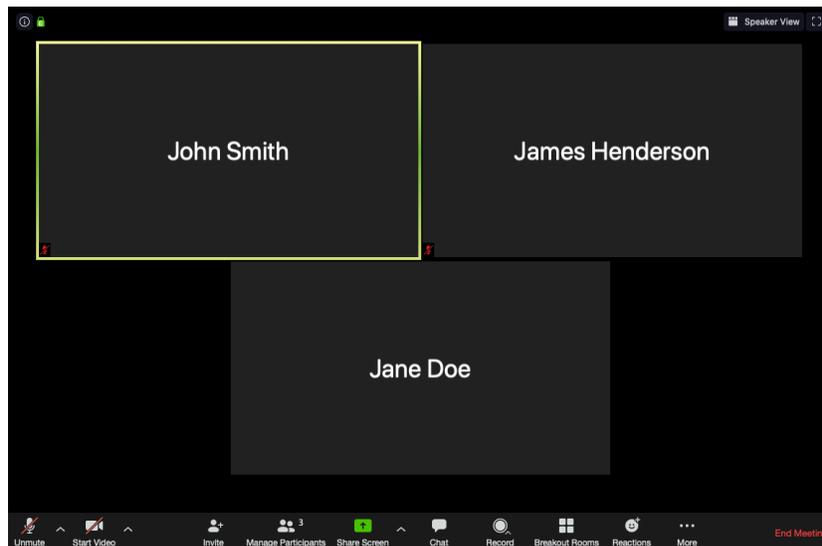


Speaker View vs Gallery View

There are two major options for viewing the participants of a Zoom meeting. **Speaker View** zooms in on the person speaking and is shown primarily with the other participants in a smaller format above or beside.



Gallery View is shown below. All participants are shown at the same time in an even format.



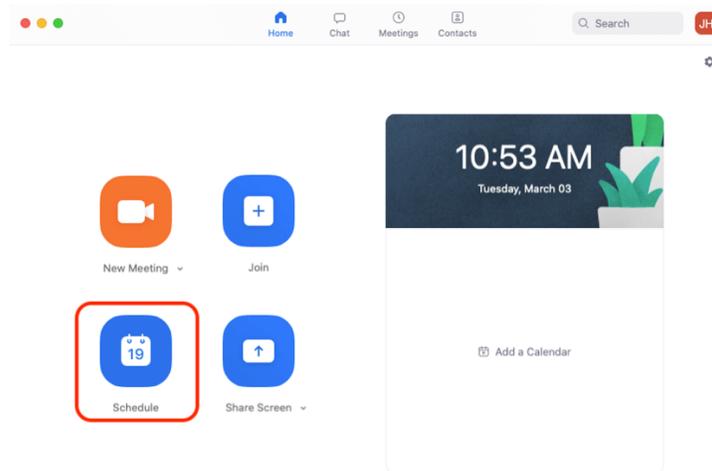
You can swap views at any time by pressing the button in the top right-hand corner that says either **Speaker View** or **Gallery View** depending on which you are in currently.



SCHEDULE A MEETING

From the Zoom Application

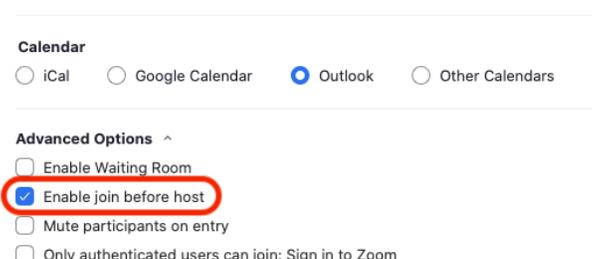
- 1 Open the Zoom application and begin by clicking on the **Schedule** button.



- 2 Fill out the meeting information in the window that pops up.

We suggest always having the option for video set as **ON** for both the host and participants and allowing them to turn it off themselves as they join. **Telephone and Computer Audio** should be selected as well, to allow people to join by telephone.

We also suggest looking at the **Advanced Options** at the bottom and selecting **Enable join before host** so that people can join early.



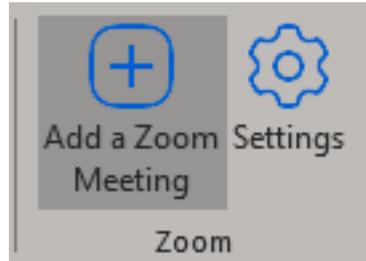
- 3 After you click **Schedule**, a meeting invitation will open in the **Calendar** option you selected above. The meeting invitation will include instructions for how to join the Zoom meeting.



From Outlook

To schedule a new Zoom meeting In Outlook:

- 1 Select **New Items** and then select **Meeting**.
- 2 On the ribbon tab at the top of Outlook, select the **Add a Zoom Meeting** button.



- 3 If this is the first time you are doing this, a new window will open, and you will be prompted to sign into Zoom. Click the "Or sign in with SSO" option at the bottom of the window.
- 4 Enter **wsu** in the company domain filled as shown below, and then click **Continue**.
- 5 You will be brought to the WSU sign-in page. Scroll down and enter your **WSU Network ID** and password and click **Sign In**.
- 6 After signing in, close the window and click the "Add Zoom Meeting" button again in Outlook. You should now see Zoom meeting details added to your meeting invitation. You are encouraged to click **Settings** and ensure that it is set up to your preference.

We suggest always having the option for video set as *ON* for both the host and participants and allowing them to turn it off themselves as they join. *Telephone and Computer Audio* should be selected as well to allow people to join by telephone.

We also suggest looking at the *Advanced Options* at the bottom and selecting *Enable join before host* so that people can join early.



COLLEGE OF MEDICINE EDUCATION AND INFORMATION TECHNOLOGY

Technical Support

Contact us for help with any technology related issues and we will direct you to the solution and resources that you need. Specializing in E.Flo MD, Salesforce, SharePoint, Slack, iBooks, Osmosis, PACS Mobile Imaging Viewer, SketchyMedical, 3D4Medical Complete Anatomy, Articulate Rise, and other digital curriculum tools.

Available Monday through Friday 7:30 am – 5:30 pm via the following channels:

- Telephone support: (509) 368-6848
- Email support: medicine.it@wsu.edu
- Slack support: wsu-medicine.slack.com #it-help
- Help page <https://app.medicine.wsu.edu/help>

WSU Spokane technical support

Contact for desktop support using your computer. Specializing in wireless, networking services, telephone, and Zoom.

Monday through Friday, 8:00 am – 5:00 pm
Contact (509) 358-7748
spok.it.help@wsu.edu located in CCRS 265

For Zoom specific support contact
zoom.support@wsu.edu or (509) 358-7748

WSU Spokane academic library

Support of online library resources available
<http://libguides.libraries.wsu.edu/medicalfaculty>.

Specializing in multimedia resources, eBooks, clinical resources, drug databases, research databases, guidelines, references and offline access.

Contact Jonathan Potter 509-368-6973
jonathan.potter@wsu.edu

University technical support

Contact for support changing your password, OKTA, or anything related to Office 365.

Available Monday – Friday 8:00 am – 5:00 pm. <https://its.wsu.edu/csd/> Contact Crimson Service Desk / 509-335-HELP(4357) / crimson servicedesk@wsu.edu