

FAQs – Virtual Learning with Zoom

1. I've never used Zoom. Where can I learn more?

Here are some resources to get you started:

Presentation Slides From [Get Acquainted with Zoom](#) April 8, 2020

[Zoom Virtual Learning Tutorial on YouTube](#)

Please review these well in advance of your first Zoom session.

2. What device should I use to run Zoom?

You can use a computer, tablet or smart phone.

3. What device do you recommend?

The best user experience is with a computer. The information that follows pertains primarily to computers. Some items may appear in different locations than we've described below, depending on your device. Use of earbuds/headset with microphone is also recommended.

4. How will I get the information I need to join a Zoom meeting?

For Clubs and volunteer meetings, you will be sent an email with the information. For Special Events, the meeting link will be posted in the [event listing details](#).

If you have paid for a virtual Course, [login to Member Account Manager](#) and click on the My Activities tab, then View Class Media. A document with all the information needed to join the class will be posted there.

This Virtual Learning with Zoom FAQ document, along with helpful [QuickStart Guides](#) that explain how to use Member Account Manager, is available 24/7 on our [FAQ Page of Member Account Manager](#). You do not need to be logged in to access the information on this page. You may wish to bookmark this page for handy reference.

5. How do I join a Zoom meeting for the first time?

You will need to either

- download the Zoom application (app) - no Zoom account required. The app will download automatically when you start or join your first Zoom meeting (try to do this at least 30 minutes before the first meeting)). If your download gets interrupted or you have any other issues with the automatic download, it is also available for [manual download](#).

or

- [log in with your web browser](#). You must create a Zoom account to log in using your browser instead of the app.

If you log in via web browser instead of using the Zoom app, you will need to type in the meeting ID (and password if required) rather than just click on the link in the email you received. **Make sure you select JOIN a Meeting** (do not select Start a Meeting).

6. What if my meeting requires Zoom Registration?

Some meetings may require Zoom registration. For Courses, the link to the meeting will be provided in the document in Class Media. For Special Events, the meeting link will be included in the event description. For Clubs and other volunteer meetings, the meeting link will be sent to you in email.

Click on the link. You will be taken to a Zoom Registration page. Type in your name and email (twice) then click the "I'm not a robot" box. Then Zoom will redirect you to join the meeting. You will see a pop-up box that says Enter Your Password.

Go to your email and look for a message from Encore Learning. The subject line will say "(Meeting Name) Confirmation". Get the password from this email and type it into the Zoom pop-up box and hit enter. You will be placed into the meeting waiting room and you will see this message "Please wait for the host to start this meeting."

7. I have the app downloaded or I've logged in using the web browser, but I can't get into the meeting. What should I try?

Try [clearing your browser cache](#). Or completely close your browser, reopen it and re-type in the meeting information. Sometimes your browser is storing and resubmitting old or inaccurate information.

Passwords are case sensitive and may contain numbers as well as letters.

8. My computer isn't powerful enough to support video streaming. Can I still participate in a meeting?

Yes, you may participate by listening to the audio only. Dial in with a regular or smart phone using the phone number provided in the email or event listing. You will be prompted to enter the meeting ID number to join the meeting via audio.

9. I can't get the application to download because I am not the system administrator. What can I do?

Login to your computer as the administrator and accept the download, or use Zoom with your web browser instead.

10. What can I do to increase my privacy and security while using Zoom?

Limit the cookies to only those that are required to run the application. Type zoom.us in your browser and scroll to the bottom of the screen. Look for fine print at the end of the last line on the page that says, "Cookie Preferences" and click on that. A pop-up box appears (even if you have a pop-up blocker enabled, it will still appear) – in that box you should set the button at the top of the scroll bar to "Required Cookies / CCPA Opt-Out" then click "Submit Preferences".

11. Where do I find my password?

If it is a Special Event or Club where a password is required, you will receive it along with a link to the meeting in email after registering for the event. See question 6 above for details. Currently our Special Events are all open to the public and the meeting information is in the [each event's listing details](#).

If you have paid for a course, [login to Member Account Manager](#) and click on the My Activities tab, then View Class Media. There will be a document with the Zoom class meeting ID and password.

12. I've downloaded the app but I can't get Zoom to run properly. Now what?

Check your computer and your internet connection.

Your computer should meet [Zoom's minimum requirements](#). Make sure to close all applications but Zoom and your web browser.

If you're having problems connecting, test your bandwidth by checking download and upload speeds. Go to <https://www.speedtest.net/>, click GO, then wait for the results. Compare your results with Zoom's minimum requirements. If your speeds are too low, you will continue to have connectivity issues.

To ensure the best internet connection, find a spot close to your home near your router and make sure other household members are not using services that require a lot of bandwidth like streaming shows or video games. Make sure to stop your video to save bandwidth.

For more details, see our [Get Acquainted with Zoom](#) presentation, slides 8-13.

13. I've joined the meeting, but nothing is happening. What should I do?

You will be placed into a virtual waiting room before the meeting begins. One of the moderators will admit you from the waiting room into the actual meeting. If it is five minutes past the meeting start time and you are still not seeing any video, please send an email to info@encorelearning.net.

14. How should I participate once I'm in a Zoom meeting?

Make sure to mute your audio and stop your video before or upon entering the meeting. Meetings will vary. Follow the instructions given by the meeting moderator. Be courteous to your fellow members and remain muted with video off unless instructed otherwise by the moderator.

15. I've stopped my video and can see the speaker but I'm still having trouble with the audio. What options do I have?

Earbuds or headphones solve most problems. If audio problems persist, you can dial in separately with a regular or smart phone and listen to the audio while watching the video on your computer. Use the telephone number

provided with the meeting details. You will be prompted to enter the meeting ID number to join the meeting via audio.

16. Can I participate without a microphone (mic) on my computer?

You may see the video and hear the speaker(s), but you will not be able to speak if you do not have a microphone on your computer. This is one reason we recommend using ear bud style headphones with included mic.

If you do not have ear buds or headphones with a mic, you may connect to the meeting with your phone and use that for audio including listening and speaking. If you do that, then turn off the speakers on your computer. Use the telephone number provided with the meeting details. You will be prompted to enter the meeting ID number to join the meeting via audio.

17. Do I need a webcam to participate?

You are not required to have a webcam. You will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting and view the webcam video of other participants.

18. I was in the meeting, but my internet service or power was interrupted, and I got dropped. Can I rejoin the meeting?

Yes, just re-join the meeting using the same process you used initially.

19. Is it OK to join the meeting late?

Yes, please just remember to mute your audio and stop your video so as not to disturb the other participants.

20. How do I fix the name on my box and participant list?

You can change your name by selecting your name on your box in the video display bar and typing over the name.

21. I can see the speaker but there are lots of black boxes with all of the other call participants. How do I remove those from my display?

Locate your name in the display bar. Click on the ellipsis (three dots) at upper right. Select "Hide non-video participants".

22. I'm in a large meeting and the moderator is only taking questions by Chat. How do I submit my question?

Go to the bottom of your screen and click for the black tool tray to appear. Click on the Chat icon. A pop-up window will open and you will be able to type in your question at the bottom of the Chat window.

23. How can I see the speaker's slides?

If the speaker chooses to share slides, they will share their screen with you so that you can see the material and you will also be able to see them speaking.

24. Should I use Speaker or Gallery View?

Speaker view will show you one or more speakers. Gallery view will display all meeting participants. Generally, Speaker view is preferred unless you are meeting with a small group.

25. Can I use my iPad or iPhone with Zoom?

Yes, but a larger display on a computer monitor will provide a better viewing experience. Tablets work best when view is set to landscape mode.

Here is a link to "Getting Started with iOS" (Apple's operating system) for more information: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>

26. Can I use my Android Smart Phone or tablet with Zoom?

Yes, but a larger display on a computer monitor will provide a better viewing experience. Tablets work best when view is set to landscape mode.

Here is a link to "Getting Started with Android" for more information: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

27. Question not answered?

Try the [Zoom FAQ](#). If you have tried all of the above and are still having trouble, please email the office at info@encorelearning.net and one of our staff or technical volunteers will try to assist you.