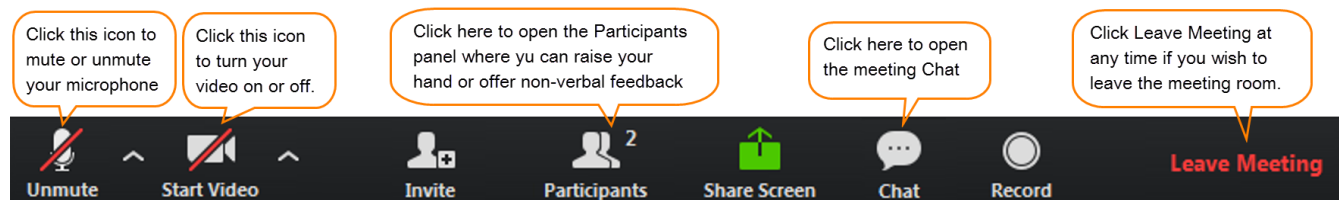


Zoom Quick Guide for Participants

Join a meeting as a participant

1. Click on the link shared with you by the meeting host
2. Follow the on screen steps to download and launch the Zoom application
3. The meeting will load automatically
 - To protect your privacy, we recommend only entering a first name, initials, or pseudonym as your display name. Your displayed name will be stored on a US server along with the meeting name and time and your IP address.
4. Use the controls on the bottom of the Zoom window to enable your microphone and/or camera, access the chat, or share your screen

Navigating Zoom as a Participant



If you need to adjust your audio or video settings, click the arrow (^) beside the camera or microphone to access additional options.

Quick-Guide to Resolving Audio issues

Check to confirm you are not muted

1. A red line through the microphone icon on the bottom of the meeting window indicates that your microphone is muted
2. Click on the microphone icon to unmute/mute

Check that Zoom is using the correct microphone and speakers

1. Click the arrow to the right of the microphone icon on the bottom of the meeting window
2. Select the microphone and/or speakers that you are using from the options listed

Test your Microphone and Speakers

1. Click the arrow to the right of the microphone icon on the bottom of the meeting window
2. Click Audio Options...
3. Click Test Computer Mic & Speakers
4. Ensure the correct speakers are selected from the drop down menu and that the volume is not set to 0
5. Click the Test Speaker button. You should hear a sound. If not, verify that your speakers or headset are plugged in and that any external volume control is not set to 0
6. Check that the correct microphone is selected from the drop down menu and that the volume is not set to 0
7. Click the Test Microphone button and speak a few words. Click the button again to stop recording and playback your test
8. If you do not hear anything, make sure your microphone is connected and that any external mute is disabled

Technical Support

CIEL: Email us at learnsupport@viu.ca or call 250.740.6179. Available Monday-Friday, 9am – 4pm.

Zoom: <https://support.zoom.us> Zoom has a robust collection of online help resources as well as 24/7 live chat support.

IT/AV: Call 6300 (250.740.6300) if you are running into problems with the computer, projector, or any other equipment in the room. You can also send them an email request at ITHelp@viu.ca