

zoom MANUAL FOR STUDENTS

The following manual has been created to help familiarize Vancouver School of Theology distance students with the Zoom Video Conferencing software.

A) What is Zoom?

Zoom is a videoconferencing solution available to all VST students, instructors, and employees. Zoom is the platform now used for delivering our distance classes. It is a web-based video conferencing tool available on PC, Mac, and mobile devices. It allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens, all with one easy-to-use platform.

B) What are the account types?

There are two account types with Zoom. Knowing your account type is important since there are a few key differences.

- a. Basic (Free) – The majority of users will have this level of account. It allows access to all the features described in this manual. Two restrictions to this account type are
 - i. any video conference created with this account type as the host will time out after 40 minutes
 - ii. any recordings saved will be stored to your local device. Cloud recording is not available
- b. Pro – Pro licenses are optionally available from Zoom directly, on a subscription basis. They allow you to host your own meetings of unlimited length, as well as record conferences to the cloud. This license is not required to attend VST distance learning classes.

C) **To create your Zoom account** and login with your email address and password, go to <https://vst.zoom.us/signup> and fill in all the details.

D) **To join the course**, go to your courses in Canvas.

You should see something like:  Zoom Lecture - Sept 5

Clicking this link will open a new window which will look like this:



If nothing prompts from browser, [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

E) **If you don't have Zoom installed on your PC or Mac**, please install it by following the prompt in your browser. Once Zoom has been installed, you will be able to attend future sessions without installing it again, although you may be prompted to launch Zoom by your browser after clicking a class link. If the class has started, you will join instantly.

In rare situations, you may be provided with a Meeting ID instead of a link. If this occurs, click  "JOIN MEETING".

When prompted, enter your designated Meeting ID (The Meeting ID can be a 9, 10, or 11-Digit number). Generally, Zoom sessions are set to start 20 minutes before the class begins. You will see a popup window when the recording of the class starts:

This meeting is being recorded

By continuing to be in the meeting, you are consenting to be recorded.

 Leave Meeting Continue

To participate in the class, please press **Continue**.

F) Where can you get Zoom Training & Support?

There are many excellent training videos, live webinars, guides, a keyword search, live chat, and telephone support options available on the [Zoom Support Center](#) that should address most of the questions you may have. A good place for a beginner to find basic information is on the [Getting Started On PC And Mac](#) webpage.

G) Troubleshooting tips:

MY VIDEO/CAMERA IS NOT WORKING

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. Click on the camera icon near the left end of the toolbar to start your video if it is off. Select the arrow next to the camera icon to assure you have selected the correct camera. Make sure your camera does not have a lens cover blocking the lens. Keep in mind that not all Zoom meetings are scheduled as video meetings. If your meeting is a video meeting, but your video is not working, you can also find troubleshooting tips on the Zoom support web site at <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>.

I AM HAVING TROUBLE HEARING OR BEING HEARD

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. If the far-left icon resembles a headset labeled **JOIN AUDIO**, then you have not yet connected your audio. Click the **JOIN AUDIO** headset icon and select the **COMPUTER AUDIO** option to join with your device's speaker/headphones and microphone. To test your audio signal on PC or Mac, you can click the **TEST SPEAKER AND MICROPHONE** link from the **COMPUTER AUDIO** tab to run a helpful configuration wizard, which will ensure that you are using the intended speaker and microphone devices on your device. When your audio has been connected, the far-left icon on the toolbar will change to a microphone labeled **MUTE**. You can click the arrow next to the microphone icon to re-test or change your computer audio settings. Keep in mind that technical issues on the host's end may be the cause of your audio issues. You may wish to look at the meeting chat for information from the host or other attendees about the audio status of the

meeting.

THERE IS A LOT OF FEEDBACK/ECHO ON THE LINE

Feedback and echo are almost always caused by two people in close physical proximity (e.g. in the same room) who separately join the same Zoom meeting with their audio enabled, or by an individual user who opens two Zoom sessions on the same computer. To avoid this, only one audio source should connect to a Zoom meeting when within the microphone range of another. As a rule, students should not be running Zoom while attending the class on-site, as this can interfere with the classroom session's audio feed and hamper the experience of the distance students. For more information on Audio Echo see the article on the Zoom Support website: <https://support.zoom.us/hc/en-us/articles/202050538>

HOW LONG ARE CLASS RECORDINGS AVAILABLE?

Class recordings will be available for 120 days from the date of recording, or six weeks beyond the end of the term, whichever comes first. When playing back a recorded lecture, you will have the option to download it to your device for playback beyond its typical lifetime.

WHEN ARE ZOOM ACCOUNTS DELETED?

Zoom accounts are deleted after a 6-month period of inactivity.

WHAT DOES THE PADLOCK ICON MEAN?

The  padlock icon on your Zoom screen is your assurance that the content of the Zoom meeting you are in is encrypted to provide an added layer of security. This encryption is required for VST Zoom meetings. For technology geeks the encryption is at the application layer using TLS 1.2 with Advanced Encryption Standard (AES) 256-bit algorithm.