The following are answers to some of the most common questions or problems users come across at UNCW.

### Getting Started with Zoom
- **What is Zoom?**
- **Who has access to a Zoom account?**
- **How do I activate my Zoom account?**
- **How do I sign into Zoom?**
- **What internet browser should I use to access Zoom?**
- **Can I setup my own meetings or do I need to contact TAC?**
- **Where can I find Zoom tutorials?**
- **How do I know if Zoom is down?**
- **If I need assistance with Zoom, who can I contact?**

### Zoom Meetings
- **How do I start an instant meeting?**
- **How do I schedule a meeting?**
- **How do I join a meeting?**
- **How do I share my screen?**
- **How many participants can join a Zoom meeting?**
- **Is there a time limit to Zoom meetings?**
- **How do you share the meeting link with the participants?**
- **How does recording in Zoom work?**
- **How do I record my Zoom meeting?**
- **How can I setup a breakout rooms during a Zoom meeting?**

### Using Zoom in Canvas *(For Instructors Only)*
- **How do I schedule meeting in a Canvas course?**
- **How do I start a scheduled meeting in a Canvas course?**
- **How do I join a scheduled meeting in a Canvas course?**
**Getting Started with Zoom**

What is Zoom?

- Zoom is a cloud platform for video and audio conferencing, chat, and webinars. Meetings can be recorded locally or to the cloud with searchable transcripts. Zoom has built-in collaboration tools that allow participants to share their screens simultaneously and co-annotate for a more interactive meeting. Zoom also allows users to create virtual breakout rooms during the meeting.

Who has access to a Zoom account?

- All UNCW faculty, staff, and students.

How do I activate my Zoom account?

- For UNCW faculty, staff, and students, they will simply need to go to [uncw.zoom.us](http://uncw.zoom.us) and click “Sign In”. You just need to sign in using your UNCW credentials.

How do I sign into Zoom?

- From an internet browser, simply go to [uncw.zoom.us](http://uncw.zoom.us) and click “Sign In”. You just need to sign in using your UNCW credentials.

What internet browser should I use to access Zoom?

- UNCW recommends users to use either [Firefox](https://www.mozilla.org/en-US/firefox/new/) and/or [Google Chrome](https://www.google.com/chrome). Internet Explorer and Safari browser settings sometimes block pop-ups that are needed to use Zoom.

Can I setup my own meetings or do I need to contact TAC?

- Yes, you can set up your own meetings. If you would like to hold a Zoom meeting in a [Distance Education classroom](http://example.com) at UNCW, submit a [Service Request](http://example.com) to DE Services.

Where can I find Zoom tutorials?

- You can find tutorials in the [Zoom Help Center](http://example.com).
FAQs at UNCW
(Created by Distance Education and eLearning)

How do I know if Zoom is down?

- To check if the Zoom service is down, please check out status.zoom.us. This site will let you know all the current Zoom issues.

If I need assistance with Zoom, who can I contact?

- For technical assistance, please submit a Service Request or start a Live Chat with the UNCW Technology Assistance Center (TAC).
- For non-technical assistance, please email elearning@uncw.edu
- For general Zoom support questions, visit this website.

-----

Zoom Meetings

How do I start an instant meeting?

- Go to uncw.zoom.us and sign in with UNCW credentials. Click the “HOST A MEETING” link at the top-right of the screen and select whether you want to start the meeting with your camera on or off.

How do I schedule a meeting?

- Go to uncw.zoom.us and sign in with UNCW credentials. Click the “SCHEDULE A MEETING” link at the top-right of the screen or click the “Meetings” tab on the left and click “Schedule a New Meeting”.
- To learn more about scheduling a meeting, please watch this quick video provided by the Zoom Help Center.

How do I join a meeting?

- When joining a Zoom meeting by computer (to use web or video conferencing or Computer Audio) you can click on the link the host provides in the meeting invitation.
- You could alternately join from your Zoom desktop client, your Zoom account page, the uncw.zoom.us landing page, the Zoom mobile app or at uncw.zoom.us/join by simply clicking on the Join link/button and entering the meeting ID.
How do I share my screen?

- Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. Click on the “Share” icon near the middle of the toolbar then select the screen you wish to share and click on the “Share” button.

How many participants can join a Zoom meeting?

- You can host meetings up to 300 participants. If you require an account with a higher limit of participants, please submit a ticket here.

Is there a time limit to Zoom meetings?

- No. With a UNCW Zoom account, there is no time limit for meetings.

How do you share the meeting link with the participants?

- **For scheduled Zoom meetings:**
  1. Click on the “Meetings” tab on the left and click on the meeting’s title.
  2. Next to “Invite Attendees”, you can copy the URL provided or click “Copy Meeting Invitation”.
  3. Whether you copy the URL or the meeting invitation, you will need to email the participants the URL and/or the meeting invitation.

- **For instant Zoom meetings:**
  1. You will first need to start your Zoom meeting.
  2. Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible.
  3. Click “Invite” icon and click the “Email” tab.
  4. Click “Copy URL” and email the URL to the participants so they can join.

How does recording in Zoom work?

- While Zoom can record meetings, Zoom storage is limited by UNCW. Please use your Echo360 account to store all recordings, where storage is unlimited.
- If you do not already have an Echo360 account, please auto-activate your account by signing in with your UNCW credentials here.
- Zoom and Echo360 are now integrated. This means any time you record a Zoom meeting to the cloud, it will automatically be saved in your Echo360 library.
How do I record my Zoom meeting?
1. Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible.
2. Click on the “Record” icon button and click “Record to the cloud”.
3. Once you are done recording, click the “Stop” button.
4. Your recording will automatically be saved in your Echo360 library. For more information about using Echo360, click here.

How can I setup a breakout rooms during a Zoom meeting?
1. Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible.
2. Click the “More” icon and click “Breakout Rooms”. To learn more about breakout rooms, please check out this quick video provided by the Zoom Help Center.

Using Zoom in Canvas

How do I schedule meeting in a Canvas course? (only for Teacher roles)
1. Log into Canvas and click into the course you will like to schedule a meeting in.
2. Add Zoom to your course navigation.
   a. Click “Settings” and click the “Navigation” tab.
   b. Scroll to the bottom and drag “Zoom” to first group of tabs.
   c. Click “Save”.
3. Click “Zoom” on the course navigation to setup Zoom for your course.
4. Click the “Schedule a New Meeting” button on the left.
5. Once your meeting is scheduled, Canvas will email your students the link.

How do I start a scheduled meeting in a Canvas course? (only for Teacher roles)
1. Log into Canvas and click into the course where the Zoom meeting is located.
2. Click “Zoom” on the course navigation.
3. On the left, click “Start” next to the Zoom meeting.

How do I join a scheduled meeting in a Canvas course?
1. Log into Canvas and click into the course where the Zoom meeting is located.
2. Click “Zoom” on the course navigation.
3. On the left, click “Join” next to the Zoom meeting.