

zoom FAQs at UNCW

(Created by Distance Education and eLearning)

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

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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 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 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](#) and/or [Google 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](#) at UNCW, submit [a Service Request](#) to DE Services.

Where can I find Zoom tutorials?

- You can find tutorials in the [Zoom Help Center](#).

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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 el@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.

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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.

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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.

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3. On the left, click “**Join**” next to the Zoom meeting.