Zoom - Joining Meetings and Best Practices

**Issue:**

I need to get Zoom installed and know how to join a meeting as well as the best practices for participating in a Zoom meeting.

**Solution:**

System Requirements for Desktops, Laptops and Mobile devices can be found here:

Requirements for Desktops and Laptops
Requirements for Mobile Devices

**Installation & Sign In:**

1. If you have a WSU email ensure your WSU Zoom account is enabled by logging into https://wsu.zoom.us with your WSU credentials. If you have already logged into your WSU Zoom user profile before then you can skip this step.

   Non-WSU/Guest or ZoomForGov participants can create a Free Zoom account to join a WSU meeting by signing up here:
   Create Free Zoom Account
   If you are having trouble joining the meeting, or being prompted to sign in when joining, refer to the [internal meeting help article](https://wsu.zoom.us).

2. Download the Zoom application for your electronic device here:
   - Zoom Installers
   - Android
   - Apple iOS
   - ChromeOS

   If you cannot install the Zoom application on your computer (this is generally due to not having Administrative access to install applications), please refer to the following instructions to [join the meeting](https://wsu.zoom.us).

3. Install the Zoom application. Then launch the Zoom application (start/open the Zoom software), and [Sign in](https://wsu.zoom.us).

4. **Non-WSU** users need to sign in with the Email and Password of their Zoom account. Then skip to step 7.

   **WSU users** should click on [Sign In with SSO](https://wsu.zoom.us) from the login screen.

5. Type **WSU** so the full Domain shows [wsu.zoom.us](https://wsu.zoom.us) and select continue.

6. You will be redirected to WSU sign-in page. Log in with your WSU credentials.

7. **Always test your mic, speakers and camera at least once!**

   Please refer to the following instructions on how to conduct tests with your device:
   - How to Test Audio & How to Test Video

**Resources:**

- Instructions for Scheduling Zoom meetings. Joining a Zoom meeting, Managing Breakout Rooms for group discussions, Conducting Zoom meetings (screen sharing, muting, etc), can be found at this WSU Self-Help website: WSU Zoom Knowledge Base

- Instructions for joining a Zoom meeting via phone without using the mobile app can be found here
  (Note that this can result in long-distance charges. We encourage using the mobile app if you aren't using a computer):
  Joining a Zoom Meeting Via Voice Call (Phone)

**Zoom Meeting Best Practices**

**Preparation:**

- Locate yourself in a quiet and comfortable space.
- Have your video and audio device connected to your device and tested before you begin. If you are connecting to an audio-only meeting, you only need a microphone.
- Please ensure that all other chat and video applications are not running. If on a mobile device, close any other apps.
- When connecting your machine to the internet, wired is preferred over wireless. If using wireless, a reliable internet connection is recommended. For mobile calls, it is recommended to be on wireless, so you don't use your mobile bandwidth.
Join meeting procedure:

- Launch the Zoom application.
- If you have a meeting invite in an email or calendar event, then click the join hyperlink. You may be prompted to open Zoom from your browser.

For Audio Only Meetings:

- Select the Join With Computer Audio
- If you use the assigned Meeting ID, checkmark the “Turn off my Video” option.

In-Meeting etiquette:

- Once you are observed, mute your microphone unless you are speaking. Please remember to mute in the application and not at the headset. Some headsets have a mute on the cord, but these do not fully mute audio on some headsets, so please do not use it.
- Be aware that you are always on camera; anything you would not do in public would apply here.
- Unless you are presenting, please do not open additional applications such as email, Word, or PowerPoint. Surfing the internet while participating in a call will degrade your experience, as well as the experience of others.

To end your meeting:

- Click the Leave Meeting button.
- If you are the Host, it will show an End Meeting button instead, giving you the recommended option to End the Meeting for All.

Need Help?

- Contact the Crimson Service Desk: 509-335-HELP(4357)
  CrimsonServiceDesk@wsu.edu
- Find your videoconferencing support team here: WSU VC support teams
- For questions about Zoom and this document, email: zoom.support@wsu.edu

- Feedback Loop in Canvas
- Extending Course Dates in Canvas
- Publish a Canvas Course
- Chromebook FAQs
- Zoom - How do I Update to the Latest Version of Zoom?