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.

**Resolution:**
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. Ensure your WSU Zoom account is enabled by logging into [https://wsu.zoom.us](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.

2. **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](https://wsu.zoom.us). 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).

3. Download the Zoom application for your electronic device here:
   - [Zoom Installers](https://wsu.zoom.us)
   - [Android](https://wsu.zoom.us)
   - [Apple iOS](https://wsu.zoom.us)
   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).

4. Install the Zoom application, launch Zoom, and Sign in.

5. WSU users should click on [Sign In with SSO](https://wsu.zoom.us) from the login screen. Non-WSU users need to sign in with the Email and Password of their Zoom account.

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

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

8. It should notify you of a successful login and launch the Zoom software.

9. **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](https://wsu.zoom.us)
   - [How to Test Video](https://wsu.zoom.us)

**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](https://wsu.zoom.us)

- 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](https://wsu.zoom.us):
  - [Joining a Zoom Meeting Via Voice Call (Phone)](https://wsu.zoom.us)

- Additional information, regarding using Zoom from within your Blackboard course environment can be found on the Learning Innovations website:
  - [How to Use Zoom from Blackboard](https://wsu.zoom.us)

**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 call 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 call:**

- 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

- Wifi - Connecting an Android Device to WSU wireless WiFi network
- How to Connect to WSU ResNet Wireless or WSU ResNet Aruba Networks
- Issues Having to MFA Multiple Times Throughout Different Programs
- Workday
- Reference Guides