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. 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](#).
2. Download the Zoom application for your electronic device here:
   - [Zoom Installers](#)
   - [Android](#)
   - [Apple iOS](#)
   - 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](#).
3. Install the Zoom application. Then launch the Zoom application (start/open the Zoom software), and **Sign in**.
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](#) from the login screen.
5. Type WSU so the full Domain shows [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 [Joining a Zoom Meeting Via Voice Call (Phone)](#)
- 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](#)

**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

- Add Staff to a Calendar - New Bookings Interface
- Webi Data Migration
- Dropping the Lowest Scores in Canvas
- Reopening a Submitted Test in Canvas
- Remote Desktop: Connecting from a Mac at home to a Windows PC at work