Zoom FAQ

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How do I access Zoom?

Click the **Zoom | Scheduled Meetings** link at the top of your Moodle course.

How do I create a Zoom account?

If this is your first time using Zoom through Moodle, the **Zoom | Scheduled Meetings** page will prompt you to verify your email address.

If you don't already have Zoom account tied to your school email address, you will be asked to create a Zoom password after verifying your email. Create your password, which will allow you to access your Zoom account from Moodle or https://zoom.us/.

What if I already have an account?

If you already have a **Basic** Zoom account tied to your school email, you will be asked to log in to your Zoom account and associate it with your school's Zoom team. Your previous settings and meeting rooms will be preserved.

If you already have a **Pro/Licensed** Zoom account tied to your school email, please contact your Instructional Support Specialist. They will need to manually configure your account.

What if I don't use my school email to log into Moodle?

Please contact your Instructional Support Specialist. They will need to manually configure your Zoom account.

How is a Pro/Licensed account different from a Basic account?

Basic accounts are limited to 40 minutes for group meetings and can only record meetings onto their local device. Pro/Licensed accounts have a meeting time limit of 24 hours, access to cloud storage for recordings, and the ability to customize their Personal Meeting ID.

How do I schedule a meeting?

Access the Zoom | Scheduled Meetings link in your course to open the Zoom Dashboard. In the top right, click the blue **Schedule a New Meeting** link. Follow the instructions to choose the desired options for your meeting.

What is the difference between scheduling a meeting in Moodle and zoom.us?

While you can create meetings in both locations, only meetings created through the Moodle course will be tied to that course specifically. If you create a meeting through the Zoom website, you can still provide students the link but it will not show on the Zoom | Scheduled Meetings page.

How do I start a meeting?

From your Zoom dashboard, click on the **Upcoming Meetings** tab. All your upcoming meetings will be listed. Find the row for the desired meeting and click the **Start** button on the right-hand side. The first time you start a Zoom meeting, you will be prompted to download the Zoom App for your device.

How do students join a meeting?

Students or other participants can join a meeting by clicking the **Join** button on the **Zoom | Scheduled Meetings** page. Additionally, participants can join if you choose to send them an invitation or share the meeting link directly. If you chose to password-protect your meeting, make sure you distribute the password to the participants along with the link. The first time a student joins a meeting, they will be prompted to download the Zoom App for their device.

Do students need an account to join a meeting?

No. Students can join as guests. However, we recommend they create a Basic Zoom account to take advantage of more Zoom features.

How do I facilitate a meeting?

You will likely find facilitating a meeting very intuitive. To make the most out of your meetings, see the Zoom help center for tons of tutorials and support documentation.

How do I view attendance reports?

From the Zoom | Scheduled Meetings page, click on the **Previous Meetings** tab. Find the row for the desired meeting and click the **Report** link.

How do I customize my meeting features?

Features like breakout rooms, polls, and whiteboards are can be toggled on and off. To customize these and other features, you will need to sign into your Zoom account from the Zoom website and change your account settings.

How do I record a meeting?

See the Zoom help center for information on recording meetings. You also have the option to record meetings by default in your profile settings.

How do I publish my recordings?

Your Cloud Recordings will be kept private until you publish them to students. Please note that a published link can be viewed by anyone with the URL unless you protect your recording with a password.

To publish your recordings in Moodle, go to the **Zoom | Scheduled Meetings** page and access the **Cloud Recordings** tab. Locate the row for the desired meeting and click the **Publish** toggle button. To unpublish the recording, click the **Publish** toggle button again.

How do I keep my recordings for future terms?

If you would like to keep your recordings for use in future terms, please download the recording and upload it to your course. Cloud storage space may be limited in the future, so downloading your files will ensure you do not lose anything you'd planned to use. Cloud recordings will never be deleted without notifying you.

How do I manage my recordings?

In Moodle, you can manage recordings for the current course from the **Zoom | Scheduled Meetings** page via the **Cloud Recordings** tab. You will find a row for each recording. The row will offer you the option to view recording details, publish, or delete recordings. Clicking the recording topic opens the recording details page, where you have the options to view, download, and share the recording. See the Zoom help center for additional information on managing your recordings.

How can students create a meeting?

Students can make use of Basic Zoom accounts to host peer-to-peer meetings. They have same meeting features available to them, with a few differences:
- Students cannot schedule meetings through the Zoom | Scheduled Meetings page. Students can schedule meetings through the zoom website or app, and distribute the links to their meetings via email, calendar invite, or forum post.
- Meetings with more than 2 users have a 40-minute time limit. After the 40 minutes, a new meeting can be initiated if needed. Meetings with 1 or 2 users have no time limit.
- Students can only record meetings onto their local computers. They cannot record into the cloud.