Everything on this FAQ reflects the features of your university account. All Swansea University users of Zoom should comply with the University's Digital Acceptable Use Policy.

https://www.swansea.ac.uk/media/Digital-Acceptable-Use-Policy-V1.0-October-2019.pdf

Personal Zoom accounts may have different capabilities.

Contents

Accessing Zoom and Preferences

Do you have to download zoom to participate in a meeting/teaching session or is it enough just to have the link?

The link is enough. Participants will have the option as to whether they wish to download the Zoom client.

For more details about the Zoom Client, see the WVN's webpages: https://staff.swansea.ac.uk/it-services/zoom/

How do I change settings/preferences?

Most of the more complex settings regarding participants audio/video/recording etc are modified in your Profile settings accessible via the Web Portal.

1. Logon to the Web Portal direct: https://swanseauniversity.zoom.us/ and check your Settings.

You can access these from the Zoom Client

2. From the Home Screen, click on the cog "Settings" (just under your picture/avatar in the top right of the screen), select Profile and this will take you to the Web Portal.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app
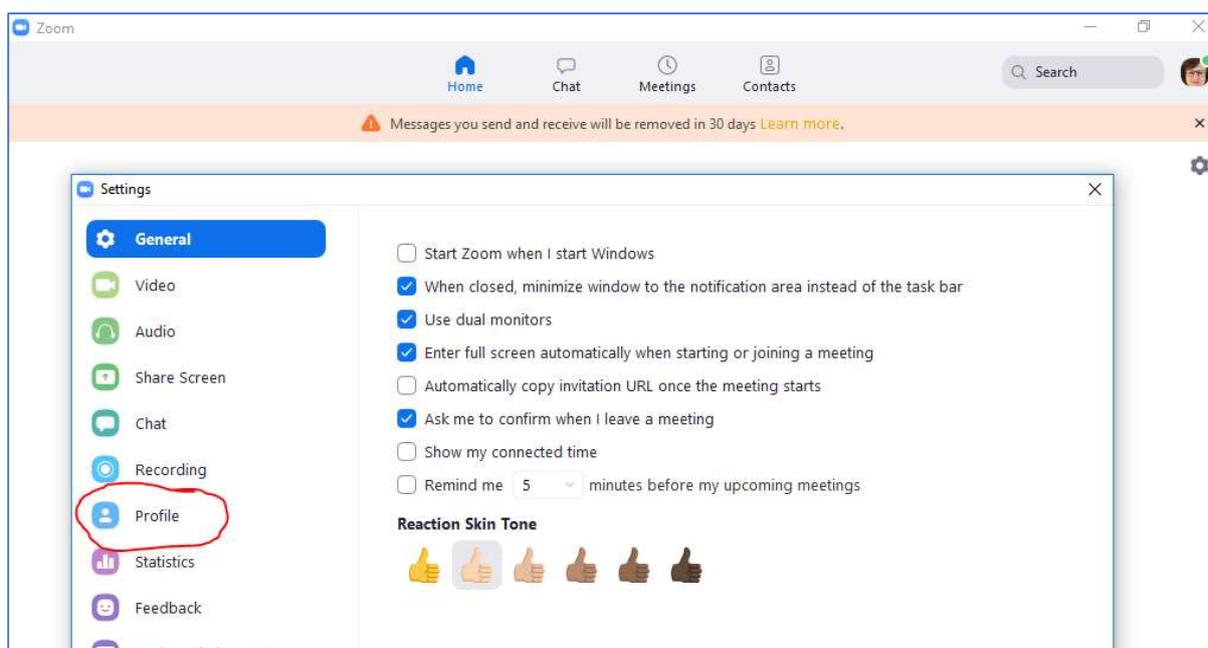
Scheduling and Hosting a Meeting

Is it better to generate a personal ID or one which is automatically generated when setting up a meeting/teaching session?

A personal meeting will generate the same url/Meeting ID each time so will be useful for recurring meetings; an automatically generated ID will be different each time.

However, If you use your personal ID for meetings anyone who has joined a previous meeting would be able to join your future meetings. Recurring meetings can also be scheduled using a random meeting ID – which will stay the same for each occurrence. Please note – polls are not available for instant meetings using a random ID; they are only available for scheduled meetings and personal meeting ID.

Availability of polls though varies between the two options, so be aware of this.

For more details see also How do you set up a poll? Can it be done in advance of the session?

Zoom Support details: https://support.zoom.us/hc/en-us/articles/203276937-Using-Personal-Meeting-ID-PMI-

What is the maximum number of participants in a Zoom meeting?

The University Licence provides a maximum number of participants of 500. Your account may list 300 as maximum but you can have this increased by submitting a LANDESK request. However, it is important to consider desired levels of interaction and skill level of the host. 'Keep it simple and straightforward' is a good mantra to begin with.

Can you send a link for anyone (any students) to participate or do they need to be in your contacts?

Anyone with the link can participate. When a meeting is scheduled it will automatically generate an email with the joining details. The meeting ID and a password can be forwarded to desired participants. Don't post details of meeting on Social Media as anyone will then be able to join the meeting.

Further details about using this via Blackboard the from WVN https://staff.swansea.ac.uk/it-services/zoom/using-zoom-in-blackboard/

Zoom Support details: https://support.zoom.us/hc/en-us/articles/201362183-How-do-I-invite-others-to-join-a-meeting-

Can you make participants a co-host during a meeting?

Yes, including students. It is possible to add co-host and another host during the meeting. Hover over the person's name and the option 'more' and this gives the host these features to assign. Useful if you have to leave the session – otherwise the session will end - and a colleague can take over.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/360000252726-Roles-in-a-webinar

https://support.zoom.us/hc/en-us/articles/201362573-Pass-Host-Controls-and-Leave-the-Meeting

Can you customise your background view?
Yes, it's possible to add your own picture or a stock photo as your background, although this may cause issues with call quality. You will need to logon to the Web Portal and review the settings for your own Meeting. https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background.

From the desktop client you can do this from the home page by clicking your initials and then settings. Virtual background is listed in the settings.

Be advised about copyright of any images used and that some backgrounds may not be conducive to showing your picture.

You can stop a participant sharing their video if you feel that their background may be inappropriate.

If you're not going to do this, it's good to be mindful of what is behind you when the camera is on you.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background

Participant Controls/Privacy
How do you mute/unmute and show/hide video (live picture of individuals)

Prior to the session – you can establish these in the settings for your Meetings in the Advanced Features in your Profile on the Web Portal. See How do I change settings/preferences?

While the session is running: As a host, open the 'Manage Participant' icon and can mute/unmute and show/hide the video of your participants. Individuals can also mute/unmute and show/hide themselves using the functions in the tool bar/Participant icon.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

Can you see other participants' private chats?

No, not at the time of the session however these are part of the saved chat.

Can the host disable private chats?

Yes, this is a host function when participant icon is opened. See Can you restrict chats?

Can you restrict chats?

Yes. The Host can control whether certain/all participants can send chats to anyone, everyone or just the host.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/203650445

Can participants remain anonymous? For example if sessions are sensitive and students are not required to show their names?

Users can join meetings without signing in and use any name they wish when they enter/renaming within the session. Hosts can also rename participants. You can use a password on the meetings so only invited participants can join. There may be challenges with anonymous use.

Zoom Support details: For Participants to rename themselves: https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting

Can you switch off the recording function?

Yes, hosts and co-hosts can stop, pause and start recording the session, even if automatic recording for the meeting was established. If a participant tries to record, a message to request permission appears. Participants should then request this via the Chat – can be sent to host only for privacy reasons/audio/initiating hands-up

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

https://support.zoom.us/hc/en-us/articles/202921119-Automatic-Recording

Do we need to ask students for permission to record the session if we are using video/mic with them?

Yes, this is done automatically when the recording is started by the host. The participant will hear a notification that the session is being recorded. They will also see a pop up advising them of the recording and asking them to continue (or not). The recording notification has two option – agree to the recording, or leave the meeting

Zoom Support details: https://support.zoom.us/hc/en-us/articles/360026909191-Consent-to-be-Recorded

Can you restrict participants from recording the session?

The host needs to grant permission to participants to enable them to record the session. The participants make a request and an in screen prompt will appear advising them to make a request. This isn't an automatic message to the host! The participants needs to request via Chat (can be sent privately) / make the request via the audio and may need to use other measures to attract the host's attention, e.g. using the Hands Up request.

The host needs to open the Manage Participants icon and right click on the participant's name to give permission to record.

If you record the session and save it to the cloud, a transcript will be created. This will not happen for recording that students make of the session. The transcript can and should be edited afterwards to correct an errors.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

How can I restrict unauthorised use/manage inappropriate behaviour?

If you are concerned about privacy and Zoom bombing, which is rare, see these tips on changing your settings

https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/

I can't see the annotation tool/shared screen

Zoom uses a number of 'windows' to show, e.g. the main speaker, the gallery view, the participant control panel, chat, shared screens etc.

If you cannot see the Shared Screen/access the chat, hold down the **Alt** and **Tab** keys on your keyboard in that order and all available windows will be displayed. Click/select the window you want to view. Shared screens in Zoom have a green message bar at the top "You are viewing XXXX's screen". See also What is the Side by Side Option on the View Options menu? To possibly address this issue.

Participants can't annotate.

From the shared screen message "You are viewing XXX's screen", select the 'View Options' alongside and select annotate. The separate annotation bar appears. See the animated video in the following resources 'Accessing annotation tools if you are viewing a shared screen'

Zoom support details: https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard

What is the Side by Side Option on the View Options menu?

You can choose to view the Shared Screen AND the speakers side by side, but this may educe the visibility of the shared screen.

Zoom support details: https://support.zoom.us/hc/en-us/articles/115004802843-Side-by-Side-Mode-for-Screen-Sharing

Interacting with Students/Participants

Can the host see participants giving reactions to a question (e.g. symbols in the manage participants button or reactions such as thumbs up)?

Yes, if you have Manage participants window open – this may enable you to identify who is listening to you! You can see who has a question, e.g. through raised hands, who might have had to step-

away from the session temporarily. Importantly, don't forget the 'clear all' option to remove the participant responses once you've addressed the question.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

Does the chat save automatically?

Yes, unless you have changed the settings. The chat is automatically saved to a folder on your device and can be downloaded as a file for future use. Folder titles reflect the Session title and include the date to enable easier retrieval.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115004792763-Saving-In-Meeting-Chat

Who can see the chat comments?

Anyone can see the comments by clicking on the chat button. The private chat can only be seen by those in that private chat.

Can you turn off the chat function?

Yes. You can turn chat for all of your meetings and webinars from your Profile Settings in the Web Portal, if you do not want to use the chat in your meetings and webinars. This will prevent the host, co-hosts, and participants from chatting for any meetings you host. The Chat option will no longer appear in the Meeting Controls.

1. Sign in to the Zoom **web portal** https://swanseauniversity.zoom.us/
2. Click Settings.
3. Click the Chat and/or Private Chat toggles to disable in-meeting chat.
4. Click Save Changes.

Note: this obviously restricts interaction, especially for anyone unable to participate through audio means.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat

See also, Can you restrict chats?

Can students present their own power point presentation or other visuals during a session?

Yes, by sharing their screen (green share screen button). This is a standard feature in the settings for all meetings. If this isn't desired, this should be disabled by the host when setting up the meeting/teaching session

Zoom Support details: https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting

I would like to do an action learning set or other collaborative group work with my students, can they talk to me if they have downloaded zoom?

Yes, students will be able to participate in the session if the student has a microphone enabled and isn't 'muted' by the host. The 'breakout rooms' function can be used to facilitate this, allowing small groups of students to work together. The host can also participate in the breakout rooms. This is a standard feature for your account. You can establish group membership beforehand – the host

would need to manually put the names into the different groups or participants can be automatically assigned to the groups.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms

What instructions should I give students who will be participating in 'breakout rooms' for collaborative work?

- Someone within their group should be assigned 'reporter' status to report back to the main group.
- Ensure participants are clear on what they should be discussing/researching while in the group.
- Explain that they will move to a breakout group when you activate it, but that there is a button to request to enter the room to address questions.
- Confirm the duration of the time in the group and that they may receive a message when there is a certain time left before the breakout period has ended.
- As the host, you can broadcast the same message to all groups.
- As host, you are recommend to put yourselves in each of the Breakout Rooms in turn to check on queries.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms

How do you set up a poll? Can it be done in advance of the session?

You can use up to 25 polls in advance from for each meeting. Access your account through the Web Portal/Zoon Client. Go to Meetings and Settings and at the bottom will be the ability to add/edit any existing polls. Remember, polls can have more than one questions! These will be available for you every time you launch a meeting using your Personal ID.

However, for meetings one with auto generated ID, these polls are specific to the meeting and will 'end' when the meeting ends. Polls can be set up in advance or during these Zoom meetings.

Zoom Support details: https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings

Can you prepare polls in advance?

Yes – when you schedule the meeting you can create them then ready to deploy . If you forget at the scheduling point, you can edit your meeting, even when it's in process to add the poll.

WVN guidance: https://staff.swansea.ac.uk/it-services/zoom/using-zoom-in-blackboard/

Zoom support details: https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings

How can you 'share' polls between teachers/meeting hosts?

You can save a poll as a csv file and upload it to your meeting. In doing so, you can share that document with others to enable their usage – helpful for generic questions about level of understanding/feedback on the session.

WVN guidance: https://staff.swansea.ac.uk/it-services/zoom/using-zoom-in-blackboard/

How do I get poll results?

You can generate polling reports from the Report section of the Zoom web portal. More info: https://support.zoom.us/hc/en-us/articles/216378603-Generating-Meeting-Reports-for-Registration-and-Polling

How do you control inappropriate comments in chat and other inappropriate behaviour?

From the outset, set 'rules' and expectations about professional behaviours and warnings of what will happen should students/participants not abide by these.

You can determine from your settings whether sessions will start enabling participants to chat with everyone, privately, with just the host or not at all.

You can within a session disable an individual's ability to chat should you see inappropriate comments.

You can also stop the individual sharing the microphone/video or remove individuals from the session completely. (If I your settings you have disabled removed participants to return, then that will apply. You can also undertake some 'control' by using a Waiting Room for the session. You can then move participants to the Waiting Room and send them a message regarding expectations etc.)

Zoom support details: https://support.zoom.us/hc/en-us/articles/203650445

https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat

Managing participants: https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

Allowing removed participants to rejoin: https://support.zoom.us/hc/en-us/articles/360021851371-Allowing-Removed-Participants-or-Panelists-to-Rejoin

Lecture recording, uploading files to Blackboard/Canvas and general questions

Where can I find out more about lecture recording?

Please see https://salt.swan.ac.uk/lecture-recording/

Can I upload the recorded Zoom video files for students via Blackboard or Canvas?

Yes, but you should upload via eStream first.

Are there other options for file sharing beyond uploading to Blackboard

Yes, please see the 'Maintaining Continuity' tab when you logon to Blackboard.

Can students upload files to eStream?

No, unfortunately this isn't possible.

Where is the recoding of the Zoom meeting/teaching session saved?

This can either be saved to your device (you are prompted for the location and can change this) or the Cloud. Access the Cloud recording through the Web Portal. See How do I change settings/preferences?

Zoom Support details: https://support.zoom.us/hc/en-us/articles/206277393-Finding-and-Viewing-Recordings

Can we access recordings of the Zoom basics webinars?
Yes, please see the 'Maintaining Continuity' tab when you logon to Blackboard.

I've accessed my recording in the cloud, but the video won't load?
Change your browser – doesn't seem to work well in Edge or Explorer. Use Chrome/Firefox (not sure about Safari) to access your account via the WebPortal, rather than following the settings via the Client.

For More Information about using Zoom

Where can students get help on using Zoom and downloading the Zoom client?
Please see https://myuni.swansea.ac.uk/it-services/zoom/

Where can staff get help on using Zoom and downloading the Zoom client?
Please see the Swansea University Support https://staff.swansea.ac.uk/it-services/zoom/ (University login needed to access) and the site provided by the Zoom themselves https://support.zoom.us/hc/en-us (no login required).