



Zoom User Guide: Collaborate and Communicate

Information Technology Services

March 19, 2020

- **Zoom** is a web-based collaboration tool that facilitates video conferencing, online meetings, screen sharing, chat, and mobile collaboration.
- **Zoom** any licensed user to invite anyone to a meeting to communicate and collaborate.
- **Zoom** allows users to be more efficient and productive.
- **Zoom** provides recording capabilities for future reviewing.

Service Type: Client Technology Services
Eligibility: N.C. A&T Employees
Assistance: Contact Client Technology Services Help Desk (336) 334-7195 or enter a support request via AggieHelp at <https://aggiehelp.ncat.edu>.
User Guide: <https://hub.ncat.edu/secure/administrative/its/guides/zoom-user-guide.pdf>
Revised: March 19, 2020

Zoom User Guide

Table of Contents

Contents

About Zoom	3
Zoom Meeting in Outlook	3
Create a Zoom Meeting: Outlook Calendar Desktop Client	4
Create a Zoom Meeting: Outlook Calendar Web Client	6
Zoom Recommendations and Support	9

About Zoom

- Zoom may be used across a multitude of devices, including but not limited to Windows and Mac OS laptops and desktop computers as well as Android and iOS based tablets and phones.
- Zoom provides HD video and audio
- Meeting recording
- Built-in collaboration tools including screen sharing and whiteboards
- Streamlined calendaring
- End-to-end encryption for all meetings
- Chat
- Polling
- Virtual Backgrounds

Zoom Meeting in Outlook

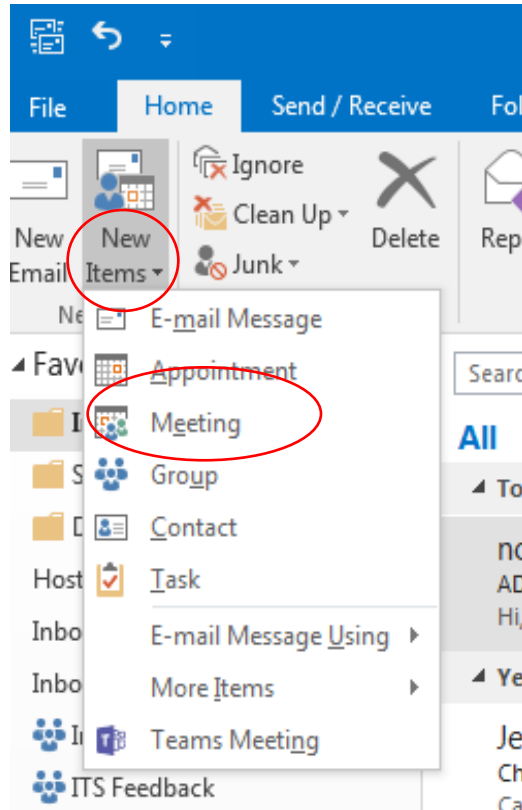
Zoom is a web-based videoconferencing tool that allows account holders to use video, voice, and screen sharing with anyone from anywhere. Zoom licensing allows for up to 100 participants to attend a videoconference via computer, phone or other mobile device, or a videoconferencing endpoint. Current Zoom accounts have been provided to N.C. A&T employees through email invitation. Invitations must be activated by the individual user.

Upon receiving the Zoom account email invitation, click on **Approve the Request** and enter your **N.C. A&T email address** where requested. Create a unique password to finish setting up your Zoom account. Your password is not your OneID password, but once a final Zoom agreement is in place, N.C. A&T will transition to OneID login credentials to access Zoom. Please do not connect using Google or Facebook.

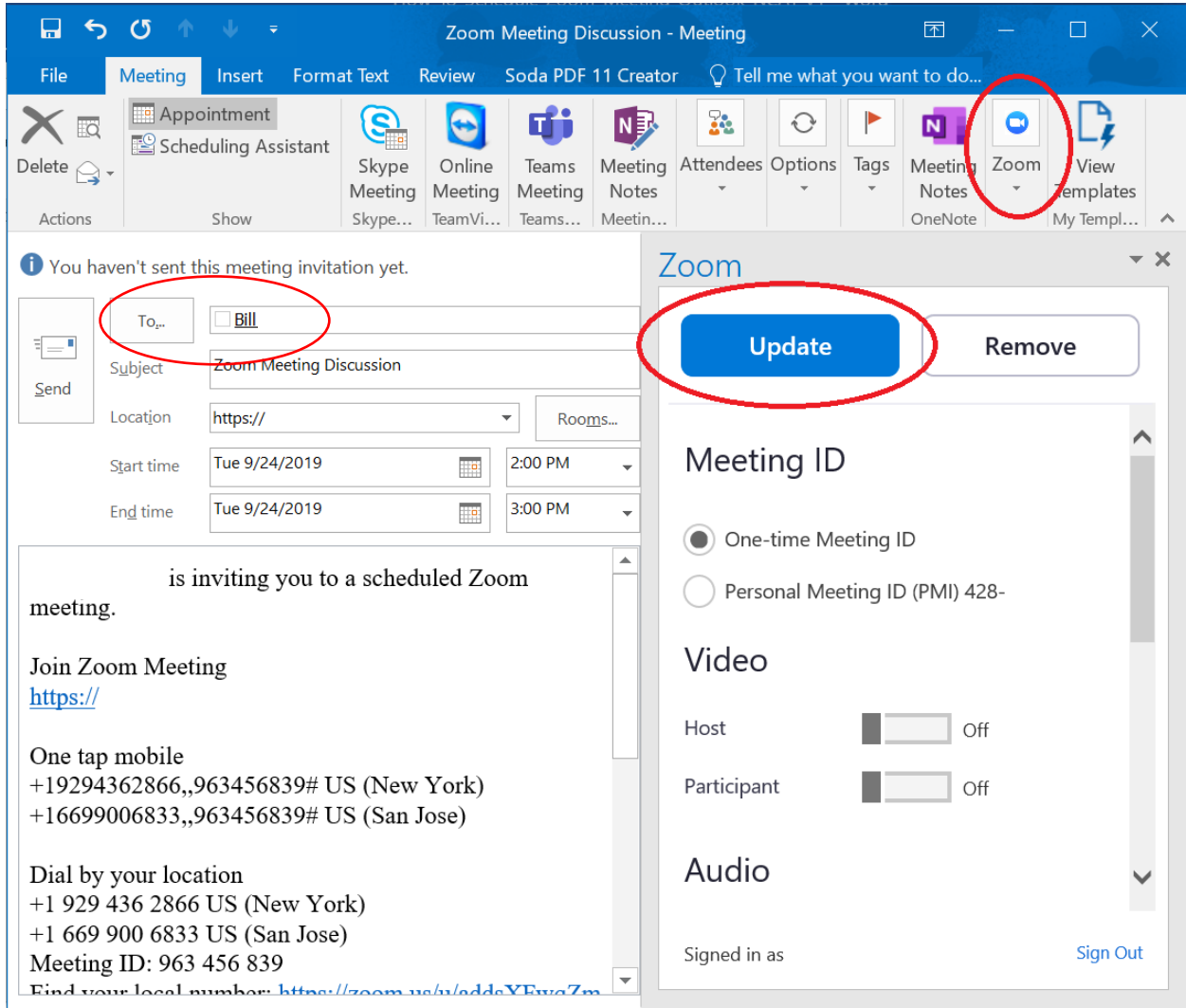
These instructions assume the N.C. A&T user is already familiar with creating a calendar event in Office 365, is using the Outlook desktop client or web client version with the Zoom Outlook Plugin, and has fully activated their N.C. A&T Zoom account.

Create a Zoom Meeting: Outlook Calendar Desktop Client

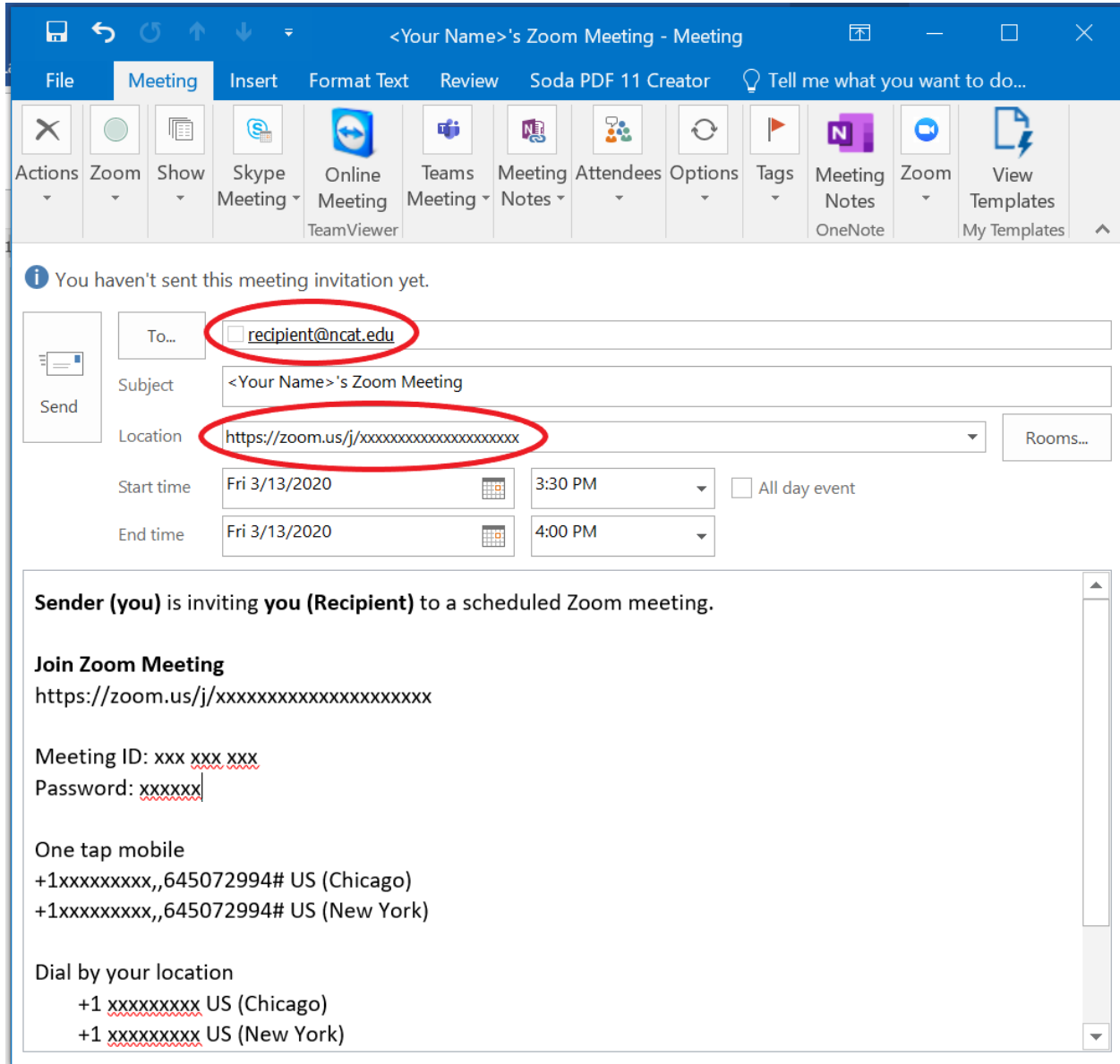
- Open Outlook Calendar in the Office 365 desktop client.
- Click on the **New Items** icon.
- Select **Meeting** from the drop down list.



- In the new **Meeting** box, enter the email addresses of the meeting participants you want to invite to your Zoom meeting in the box next to **To:** button.
- Enter your meeting subject, and select the desired date, start time and end time, and any other necessary meeting information as usual.
- Leave the **Location** box blank unless the meeting will have a physical location as well. If so, enter the physical location followed by a semicolon. The tool will autofill the Zoom meeting URL in the location field. Zoom will also autofill in the body of the invitation further access information for your invited participants.
- Enter any further meeting details needed in the body of the invitation above the Zoom information.
- Then select your specific Zoom Meeting details to the invitation by clicking on the **Zoom** icon and then **Settings**. Select any applicable Zoom meeting options (such as Video, Audio, Meeting Options, and Advanced Options) and then click **Update**.



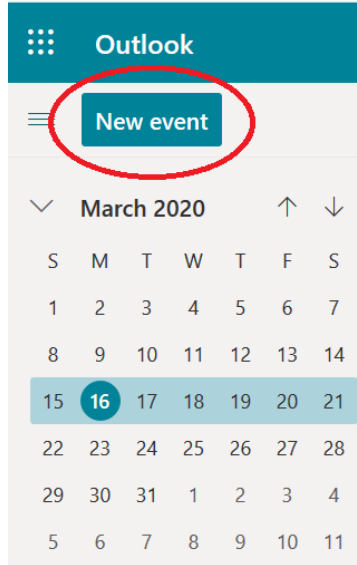
Your meeting invitation is ready to send as shown below.



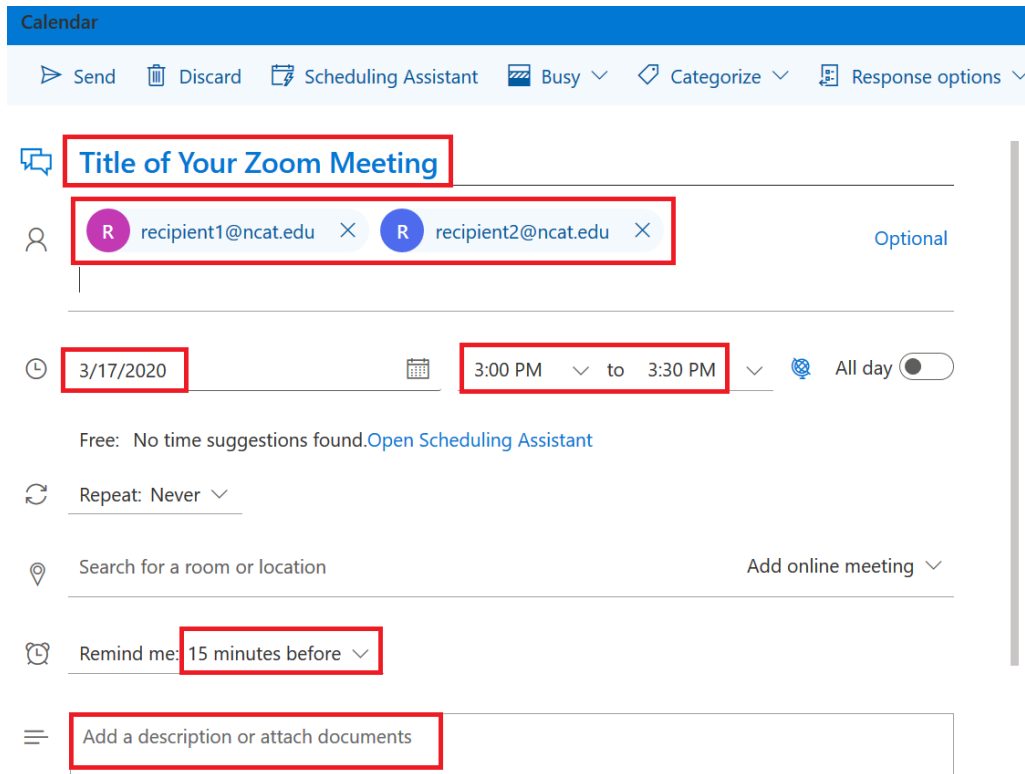
You will receive acceptance (or decline) messages in your Outlook email from your participant invitees and reminders like any other calendar invitation.

Create a Zoom Meeting: Outlook Calendar Web Client

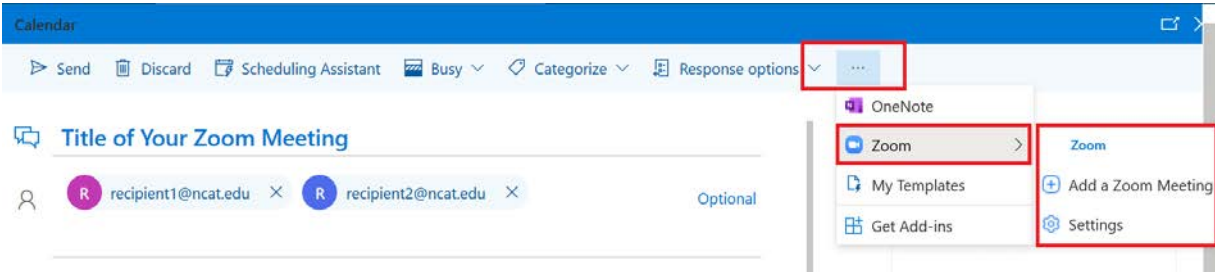
- Open Outlook Calendar in the Office 365 web-based client at <http://o365.ncat.edu>.
- Log in using your OneID username and password.
- Click on the **New event** icon in upper left corner.



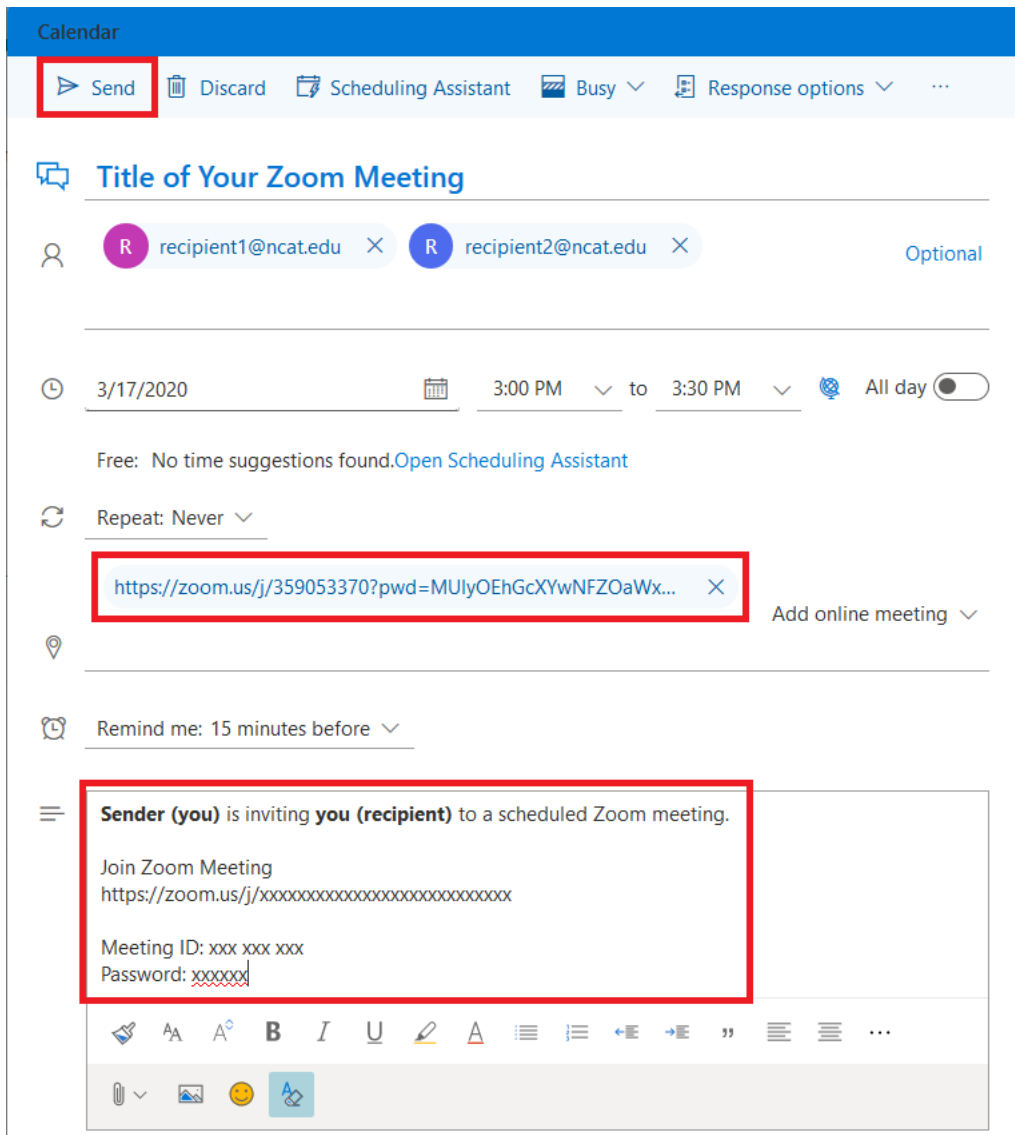
- In the new **Calendar** meeting box, enter the email addresses of the meeting participants you want to invite in the box next to **To:** button.
- Enter your meeting subject, and select the desired date, start time and end time, and any other necessary meeting information as usual.
- Leave the **Location** box blank; Zoom will autofill the Zoom meeting URL in this box. Zoom will also autofill the body of the invitation with further access information for your invited participants.



- To add a Zoom videoconference to the meeting, click on the ellipses (...) in the meeting options ribbon, then select **Zoom** and **Add a Zoom Meeting**.



- Select **Settings** to specify Zoom meeting options (such as Video, Audio, Meeting Options, and Advanced Options) and then click **Update** and **Send**.



Zoom Recommendations and Support

- If using a desktop for Zoom, you will need to have a built-in webcam or access to a USB webcam for video, a built-in microphone or headphones with a microphone and speakers for audio.
- If your computer does not have a built-in webcam, recommended webcams for use with Zoom are Logitech C270, C310, and C920/922. Any USB webcam should work with your desktop. It is recommended that the webcam is installed and tested prior to starting or joining a Zoom meeting.
- Please note that Information Technology Services does not provide webcams, headphones or speakers.
- Zoom should be accessed directly from a user's device, not through Remote Desktop.
- If using a room on N.C. A&T's campus for a Zoom meeting, the user must ensure the room has the appropriate hardware in place for Zoom to function properly (i.e. the room has a camera, microphone, display). If a room does not have adequate technology, a request must be submitted to the ITS Help Desk at least 48 hours in advance.
- Should you need assistance with activating and accessing your Zoom account, please contact the ITS Help Desk at 336-334-7195 or helpdesk@ncat.edu or [AggieHelp](#).
- Zoom provides video tutorials at <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>
- Zoom provides Getting Started assistance and Frequently Asked Questions at <https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started>