

# Zoom Guide for Facilitators

## Overview

Use this guide to create effective sessions using Zoom, including how to set up Zoom to schedule meetings, to send invitations to your attendees, to manage audio and video, and to end meetings.

There are two ways to manage Zoom: the browser and the app. Our best practice recommendation is to schedule and run Zoom meetings using the browser. To further customize your experience, use the Zoom app to configure your computer settings for Zoom.

## Before the Meeting

### Activate your USC Zoom Account

1. Visit <http://usc.zoom.us>
2. Select "sign-in"
3. For first-time users, select "Login with SSO," enter "usc" as domain, and enter your USC NetID username and password.
4. After logging in, an account is created automatically. You will see your name at the top of the webpage: [usc.zoom.us/profile](http://usc.zoom.us/profile)
5. For returning users, enter your USC NetID username and password to access your account.
6. The Zoom app (i.e., "Zoom Client") is downloaded automatically.
7. Now you are signed in to your Zoom account.

### Schedule a Meeting

Tip: Use a unique meeting ID for each meeting, rather than your Personal Meeting ID. This way each meeting has its own ID with a distinct start and end time. Unique meeting IDs can prevent participants from a previous meeting from accidentally entering a meeting.

### From Your Browser

1. From your [usc.zoom.us/profile](http://usc.zoom.us/profile) page, select "Schedule a Meeting."
2. Enter meeting details.
3. Under "Meeting Options," select "Enable join before host" and "Mute participants on entry."
4. Click the "Save" button.
5. Select "Copy the invitation."
6. A window will open; select "Copy Meeting Invitation" button at the bottom and close the window using the X in the upper right.
7. Open your Outlook account and create a new meeting invitation.
8. Paste it into the Outlook calendar invitation.

## From Blackboard

1. Log in to Blackboard, then click on a course.
2. From the menu on the left, click the "Tools" link, then the "USC Zoom Pro Meeting" link.
3. Click on the "Schedule a New Meeting" button near the top right corner.
4. Enter meeting details.
5. Under "Meeting Options," select "Enable join before host" and "Mute participants on entry."
6. Select "Save" at the bottom.
7. Select "Copy the invitation."
8. A window will open; select "Copy Meeting Invitation" button at the bottom and close the window using the X in the upper right.
9. Open your Outlook account and create a new meeting invitation.
10. Paste it into the Outlook calendar invitation.

## Prepare for the Meeting

### Meeting Considerations

- How many participants will be in the meeting?
- Will all participants connect via Zoom?
- Do participants need to see one another?
- Are participants expected to converse or provide responses during the meeting?
- Will there be multiple presenters during the meeting?
- Will you need breakout rooms for the meeting? (Advanced Feature)
- Will you need others to help facilitate the meeting?
  - Do you need someone to setup and launch Zoom during your session?
  - Take notes?
  - Manage participants in the Zoom chat space?
  - Who will manage Zoom participants that need help with audio?

### Pre-Meeting Check

- Have you found a quiet location where you can comfortably attend the meeting undistracted for its entire duration?
- Is the Zoom app downloaded on your device?
- Is the meeting link active and working?
- Do you have a strong network connection where you are?
  - If your internet connection becomes unstable, disable your webcam (stop video) and enable only when you need to speak.
- How is your audio and video quality?
  - You can join a test meeting by going to <http://zoom.us/test>
  - Will you need a headset or microphone?
- Immediately mute your audio when entering the Zoom meeting room.
- Have you muted your audio/stopped your video?
  - Audio and Video settings can be found on the left side of the menu bar (see below under Participant Controls)

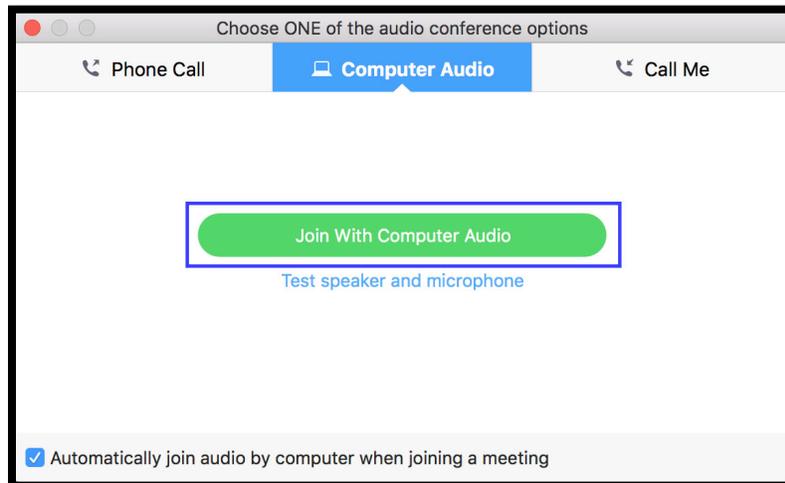
- Use the space bar on your computer to temporarily unmute and mute your audio.
- Have you turned off non-essential software that may be using the internet while you are in a Zoom meeting, or disrupt your presentation in any way?

## Facilitating the Meeting

### Start Your Meeting

Use one of the following ways to start your meeting.

1. Click on the Zoom URL link in your meeting invitation. The Zoom App will then start, and you can enter the Meeting Room by selecting "Join With Computer Audio."
2. From <http://usc.zoom.us>, select "sign-in, then select "Meetings" on the left side of the screen. Select the meeting you want to start on the "Upcoming Meetings" tab and select "Start" on the right. The Zoom App will then start, and you can enter the Meeting Room by selecting "Join With Computer Audio."
  - a. Your Zoom App home page will show all meetings that are scheduled for that day.



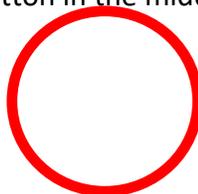
### Run Your Meeting

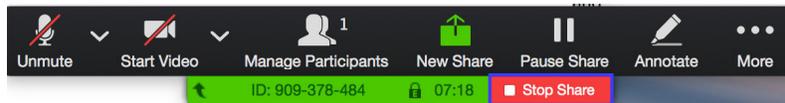
Your meeting has launched.

- Unmute your audio and start your video when you are ready.
- Click on "Manage Participants" icon to check on your participants. View the Participant window on the right.
- Do a verbal check-in with your participants to test if they can hear you and you can hear them.

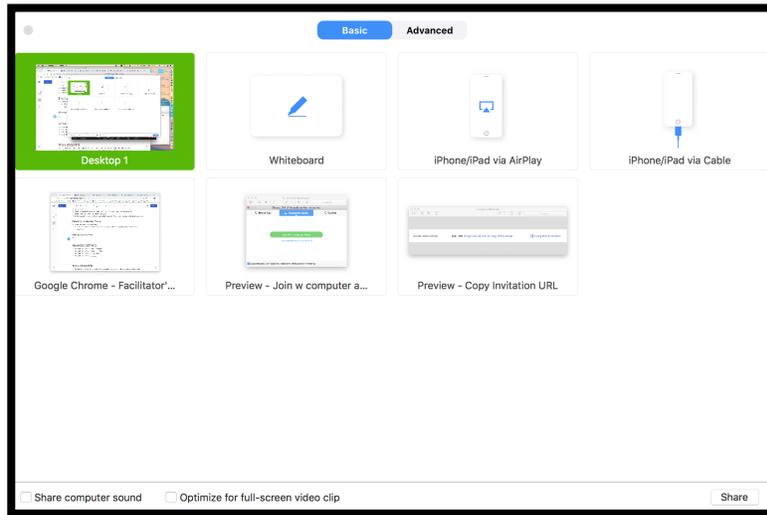
### Share Your Screen

- Click on the green "Share Screen" button in the middle of the menu bar.





- Select the window you wish to share, then click the “Share” button on the lower right.

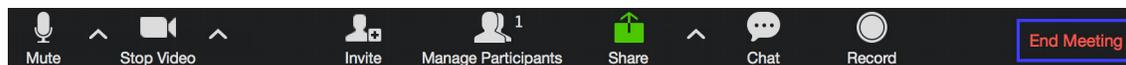


- To stop sharing content but stay in the meeting, select "Stop Share" on the Zoom menu bar.



## End Your Meeting

1. Sign off verbally with the Zoom participants before ending the meeting.
2. Select "End Meeting" on the right side of the Zoom toolbar.



3. Select "End Meeting for All."

## Other helpful hints

- You can use Zoom for audio-only meetings by not using video.
- Schedule and run meetings from your browser, and use the Zoom app when you need to configure your audio and video settings.
- To discourage interruption, please either use the chat function, or they can click on the “raise hand” button.

- If you are using the chat feature and want to send a private message to another participant, double click on their name in the participants list and make sure you are not sending the message to 'everyone.'

## Etiquette for Hybrid Meetings

Hybrid meetings are physical meetings with some attendees who are connected via Zoom.

- Introduce participants in the physical meeting room to the Zoom participants at the beginning of the meeting.
- Alert Zoom participants whether you will be monitoring the Chat feature in the meeting.
- Facilitate the meeting so all physical meeting room participants speak one at a time.
- Ask participants in the physical meeting room to say their name before speaking.
- In the event that the room microphone cannot pick up responses from the physical meeting room participants, the facilitator should either repeat the question and response in Zoom, or include it in chat.
- Check in with the Zoom participants at different points for any comments or questions.
- Make sure shared content is available electronically. Don't bring paper handouts that Zoom participants will not be able to see!
- Close the meeting verbally at the end so Zoom participants also get closure.

## Advanced Settings to Customize Your Experience

We recommend enabling the following settings to employ best practices when using Zoom with colleagues.

To access these settings:

- Open Zoom app
- Click “Settings” in the upper right of the app window
- Click on the appropriate tab (Audio, Video, General) and match all the checkboxes
- Pay particular note to the emphasized ones
  - Audio tab: Enable “Always mute microphone when joining meeting”
  - Video tab: Enable “Turn off my video when joining meeting”
  - General tab: Disable “Scale to fit my Zoom window when viewing screen shared by others”

## Troubleshooting

I can't hear the participants at all.

- The participants might be muted. Unmute the participants.
- Ask participants to unmute themselves and/or type your request in the Chat feature.

I can't hear the participants well.

- Adjust the volume on your computer or the device controlling audio.

There is a noisy participant who is unmuted.

- On the facilitator computer, select "Manage Participants" on the Zoom toolbar. See the list of participants on the right and mute the one who is unmuted. You can also "Mute All" participants; if so, you should have Chat available so participants can communicate.

I am getting major audio feedback.

- If you are in a room with video conferencing and you used your laptop to log into Zoom, be sure to mute your audio. Leaving it unmuted will create feedback.

## Additional Resources

- Zoom Training through through USC's Information Technology Services:  
<https://itservices.usc.edu/zoom/training/>
- Zoom for Blackboard Training through USC's Information Technology Services:  
<https://itservices.usc.edu/zoom/training/blackboard/>
- UCSF's Zoom Guide for Participants:  
[https://meded.ucsf.edu/sites/meded.ucsf.edu/files/2019-01/zoom\\_participant\\_guide.pdf](https://meded.ucsf.edu/sites/meded.ucsf.edu/files/2019-01/zoom_participant_guide.pdf)