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**Zoom Meeting
User Guide**

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Installing Zoom

Zoom allows you to communicate via video, audio and instant messaging, as well as share live screens or presentations.

All staff and students have access to Zoom, which can be installed on both Windows and Mac systems.

- Installing Zoom on a desktop
- Installing Zoom on a mobile device

Installing Zoom on a desktop

To set up Zoom for the first time on a computer:

Step 1: Download and install Zoom

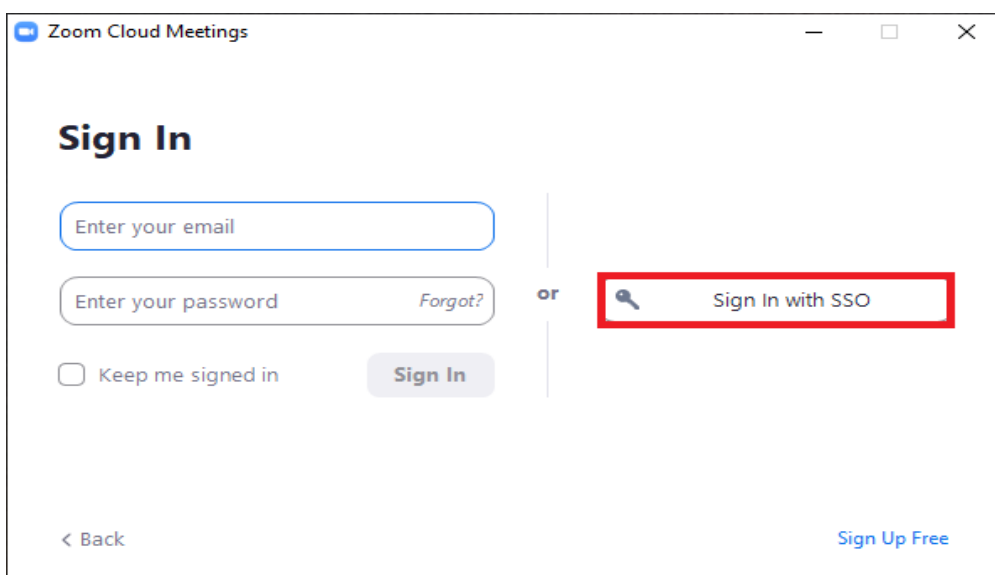
To install Zoom on a UQ computer, follow the [self-install instructions](#).

To install Zoom on a personal computer:

1. Visit the [UQ Zoom download centre](#).
2. Choose 'Download' under 'Zoom Client for Meetings' to download the Zoom installer. Save the file and run the installer.
3. Zoom should open automatically once the installation is complete. If not, you can start it from the 'All Programs' menu on a PC, or the 'Applications' folder on a Mac.

Step 2: Sign in to Zoom

1. Select 'Sign In'.
2. Select 'Sign In with SSO'.



Zoom Cloud Meetings

Sign In

Enter your email

Enter your password [Forgot?](#)

Keep me signed in

or

[< Back](#) [Sign Up Free](#)

3. Under 'Enter your company domain', enter uqz and select 'Continue'. If the 'Continue' button is not active, click 'Manually enter domain', enter uqz as the company domain, then select 'Continue'.
4. Enter your UQ username and password, then select 'Login'.

Step 3: Test your audio and video settings

1. Select 'Settings' at the top-right of the Zoom home menu.
2. Select the 'Audio' tab in the Settings window.
3. Choose the correct speaker from the top drop-down menu, then select 'Test Speaker' to check that your sound is working correctly.
4. Choose the correct microphone from the second drop-down menu, then select 'Test Mic' to check that your microphone is working correctly.
5. Select the 'Video' tab, select the correct camera from the drop-down menu, and close the Settings window.

Step 4: Set the location for storing video recordings

1. Select 'Settings' at the top-right of the Zoom home menu.
2. Select the 'Recording' tab in the Settings window.
3. Your video files will be stored in the folder named in the text field under 'Store my recordings at'. If you'd prefer another location, select 'Change', locate or create your new folder, then select 'OK'.
4. If you would like to choose where to store each video file as they're created, tick 'Choose a location for recorded files when meeting ends'.

Installing Zoom on a mobile device

1. Download and install the 'Zoom Cloud Meetings' app for [Apple](#) or [Android](#).
2. Open the app.
3. Select 'Sign In'.
4. Select 'SSO' under 'OR, SIGN IN WITH'.
5. Enter uqz as the 'companydomain' and select 'Continue'.
6. Log in with your UQ username and password.
7. Your Zoom app should now be ready to connect to or host a Zoom meeting.

Organising a Zoom meeting

Zoom meetings enable you to hold collaborative discussions where all participants can share their camera, audio and screen.

In Zoom, you can host meetings by scheduling a future time or inviting participants to an ad hoc meeting.

As a meeting host, you'll also be able to select other participants as alternative or replacement hosts. This allows others to host the meeting if you can't attend, and allows you to schedule a meeting on behalf of another Zoom user.

A Zoom meeting is different to a [Zoom webinar](#). Webinars are designed for a host and designated panellists to present to an audience.

Never share Zoom meeting links publicly, or on social media, even if the event is meant to be public.

- Organising a future Zoom meeting
- Inviting participants to an active Zoom meeting
- Ending a Zoom meeting

Organising a future Zoom meeting

You can schedule Zoom meetings through:

- Zoom on your desktop
- UQ's Zoom web interface
- Outlook.

The following instructions will let you schedule a meeting, and generate an email invitation that you can share with participants both at or external to UQ.

If you wish to host a Zoom meeting with more than 300 participants, [submit an IT request](#).

Schedule a Zoom meeting on your desktop

To schedule a Zoom meeting on your desktop, watch the video guide or read the steps:

[Watch: How to schedule a Zoom meeting on your desktop](#)

1. Open Zoom on your desktop, and log in if required.
2. Select 'Schedule'.
3. Enter a meeting title in the 'Topic' field.
4. Set a start date, time, and expected duration for the meeting.
5. You'll then have the following options:
 - To make this a regular meeting, tick the 'Recurring meeting' box.
 - To use the personal meeting ID attached to your account, instead of a randomly generated meeting ID, select 'Personal Meeting ID' in the 'Meeting ID' section.
 - To set a password for the meeting, tick 'Require meeting password' in the 'Password' section, and then enter a password. Ensure that participants are given this password before the meeting.
6. In the 'Video' section, choose whether 'Hosts' and 'Participants' video will start automatically when the meeting begins.
7. In the 'Audio' section, leave 'Telephone and Computer Audio' selected.
8. In the 'Calendar' section, select a calendar application to schedule the meeting. Zoom will generate a meeting invitation with connection details, and you can share this with your meeting participants.
9. In the 'Advanced Options' section, you have the following options:
 - To allow participants to join a waiting room before joining the meeting, tick 'Enable waiting room'. The meeting host will have the option to allow participants to join the meeting when ready.
 - To allow meeting participants to join before the host arrives at a Zoom meeting, tick 'Enable join before host'.

- To ensure that a meeting in progress is not disturbed by joining participants, tick 'Mute participants upon entry'.
 - To restrict access to the Zoom meeting to UQ users only, select 'Only authenticated users can join'. If you haven't enabled this feature previously, you'll need to enable restricted access before selecting this option.
 - To record the meeting as soon as it's started, tick 'Automatically record meeting'. Choose 'Locally' to save the recording to your computer, or 'In the cloud' to save the meeting to a cloud server. The person who scheduled the meeting will receive an email link to the cloud server recording once the recording has been processed.
 - Please ignore the 'Enable additional data centre regions for your meeting' option.
 - To assign another Zoom user as a meeting host, enter their email address in the 'Alternative hosts' field. The first alternative host to join the meeting will automatically become the host. You can reclaim host controls from within the meeting by selecting 'Participants', then 'Reclaim Host'.
10. Select 'Schedule' to finalise.

Schedule a Zoom meeting through the UQ Zoom web interface

To schedule a Zoom meeting through the UQ Zoom web interface, watch the video guide or read the steps:

Watch: How to schedule a Zoom meeting through the web interface

1. Open the UQ Zoom web interface and log in with your UQ username and password.
2. Select 'Meetings' from the menu, then the 'Schedule a New Meeting' button.
3. Enter a meeting title in the 'Topic' field.
4. Next to 'When', select a start date, time and expected duration for the meeting.
5. You'll then have the following options:
 - To make this a regular meeting, tick the 'Recurring meeting' box.
 - To set up registration for the meeting, tick 'Registration'.
 - To set a password for the meeting, tick 'Require meeting password' in the 'Meeting Password' section, and then enter a password. Ensure that participants are given this password before the meeting.
6. In the 'Video' section, choose whether 'Hosts' and 'Participants' video will start automatically when the meeting begins.
7. In the 'Audio' section, leave 'Both' selected.
8. In the 'Meeting Options' section, you'll have the following options:
 - To allow meeting participants to join before the host arrives at a Zoom meeting, tick 'Enable join before host'.
 - To ensure that a meeting in progress is not disturbed by joining participants, tick 'Mute participants upon entry'.
 - To allow participants to join a waiting room before joining the meeting, tick 'Enable waiting room'. The meeting host will have the option to allow participants to join the meeting when ready.
 - To restrict access to the Zoom meeting to UQ users only, select 'Only authenticated users can join'. If you haven't enabled this feature previously, you'll need to enable restricted access before selecting this option.
 - To enable the 'Breakout Room' feature for your meeting, tick 'Breakout Room pre-assign'. You can then use the available options to create multiple rooms and pre-assign participants via their email address.
 - To record the meeting as soon as it is started, tick 'Record the meeting automatically'. Choose 'On the local computer' to save the recording to your computer, or 'In the cloud' to save the meeting to a cloud server. The person

- who scheduled the meeting will receive an email link to the cloud server recording once the recording has been processed.
- Please ignore the 'Enable additional data centre regions for your meeting' option.
 - To assign another Zoom user as a meeting host, enter their email address in the 'Alternative hosts' field. The first alternative host to join the meeting will automatically become the host. You can reclaim host controls from within the meeting by selecting 'Participants', then 'Reclaim Host'.
9. Select 'Save' to finalise.
 10. To create an Outlook calendar invite, choose 'Outlook Calendar (.ics)' in the 'Time' section. This will generate an ICS file, which you can open in Outlook to create an Outlook meeting invitation.

Schedule a Zoom meeting through Outlook

To schedule a Zoom meeting through Outlook, watch the video guide:

[Watch: How to schedule a Zoom meeting through Outlook](#)

Inviting participants to an active Zoom meeting

As the host of an active Zoom meeting, there are 4 ways you can invite participants to your meeting.

Select 'Manage Participants' from the bottom menu of the meeting window, then select 'Invite' located above the group chat window. The invitation menu will show you a range of options for inviting participants to your meeting:

Option 1: Invite UQ participants via the Zoom desktop app

1. Select the 'Contacts' tab.
2. Enter a participant's name, or choose from the list of UQ Zoom users.
3. Select 'Invite'.

Option 2: Invite participants via email

1. Select the 'Email' tab.
2. Choose an email service to automatically generate an invitation email. This will create a draft email.
3. Modify the email as required, then send it to your meeting participants.

Option 3: Invite participants by pasting a URL or text into other email or chat programs

1. Select 'Copy URL' or 'Copy Invitation'. This will copy a Zoom meeting URL or the draft invitation to your device's clipboard.
2. Paste the URL or text into your email or chat program, then send your message to meeting participants.

This URL is only useful to other Zoom users. If you want to invite users who connect from other desktop videoconferencing programs, or from room-based videoconferencing systems, you'll need to send the full invitation.

Option 4: Invite a room-based videoconferencing system

If a meeting participant asks you to dial them in to a Zoom meeting or presentation, you will need to invite the videoconferencing system in the room they're in. Request the room address from the meeting participant, then:

1. Select the 'Room System' tab.
2. Select the 'Call Out' tab.
3. Enter the videoconferencing address of the room system you wish to call.
4. Select the 'H.323' or 'SIP' radio button, depending on the address.
5. Select 'Call'.

If you are unable to obtain the address of the system, it should still be possible for the room-based meeting participant to dial their system into a Zoom meeting by following the connection options shown in the Zoom meeting's invitation.

For further instructions on joining a Zoom meeting from a room-based system, see [Joining or leaving a Zoom meeting](#).

Ending a Zoom meeting

Participants of an active Zoom meeting can select the 'Leave' option on the bottom menu of the Zoom meeting interface. The meeting will remain active once a participant has left the meeting.

The host of an active Zoom meeting will be given the following two options when attempting to end or leave a meeting:

Option 1: End Meeting for All

This option will end a Zoom meeting for all participants and alternative hosts.

1. Select 'End' from the bottom menu of the Zoom meeting interface.
2. Select 'End Meeting for All' to end the meeting for all participants and alternative hosts.

Option 2: Leave Meeting

If the Zoom meeting contains multiple hosts, the meeting will remain active after the host has left the meeting.

1. Select 'End' from the bottom menu of the Zoom meeting interface.
2. Select 'Leave Meeting'.

If the meeting contains only one host, the host will be asked to assign a new host before leaving the meeting.

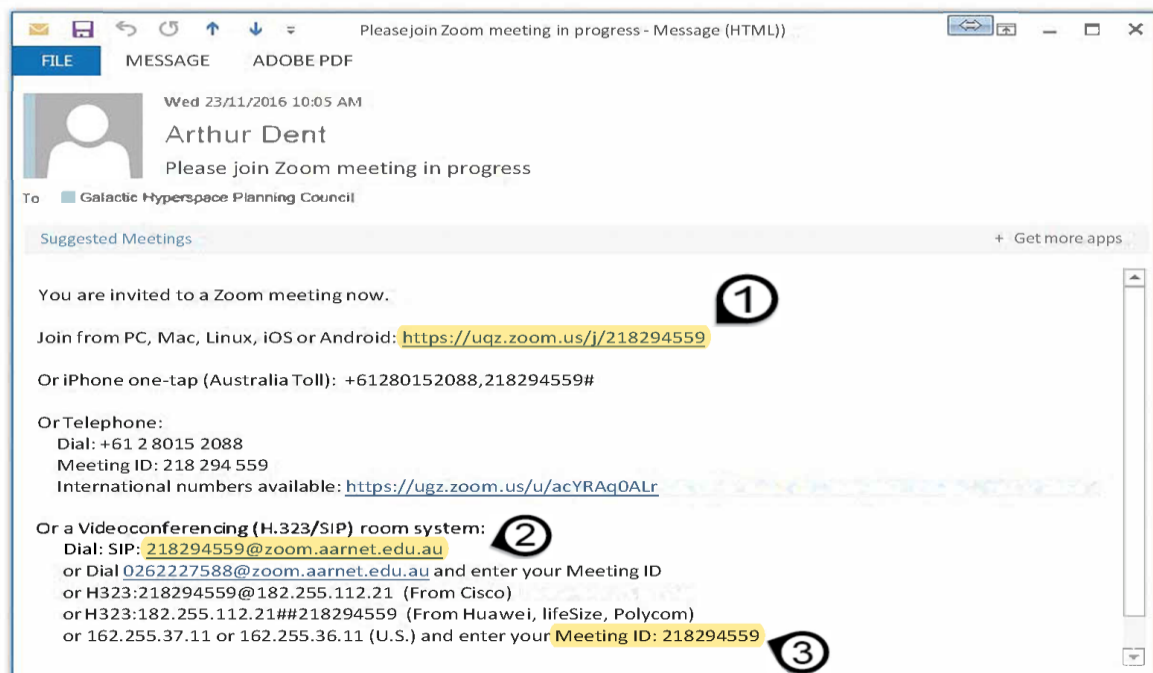
1. Select 'End' from the bottom menu of the Zoom meeting interface.
2. Select 'Leave Meeting'.
3. Use the drop down menu to choose a meeting participant as the new host.
4. Select 'Assign and Leave' to leave the meeting.

Joining or leaving a Zoom meeting

Follow this user guide to learn about Zoom invitations, the bandwidth requirements for using Zoom and the different ways you can join or leave a meeting.

Understanding the Zoom invitation

The host of a meeting can generate and share an invitation to the meeting, which you can receive via email or chat. The invitation has instructions for connecting through many communication systems, and can appear confusing. However, you normally only look at three parts of the invitation.



1. The Zoom URL

This is the URL for your Zoom meeting, which you can use to connect to a meeting from the Zoom app on your computer or mobile device.

Open the URL to connect to the Zoom meeting.

- If you've already installed Zoom on your device, the meeting window will open and you will be connected.
- If you haven't already installed Zoom, you'll be directed to the Zoom website to download and install it on your system. The link will then be able to open in your Zoom program.

[Learn more about installing Zoom](#)

2. The videoconferencing address

This is the address you will need to call to connect a room-based videoconferencing system to a Zoom meeting. At UQ, you can find these systems in some rooms and lecture theatres.

3. The Meeting ID

The Meeting ID is a unique identifier for a Zoom meeting, which also appears in the Zoom URL. You can use this both in Zoom and from videoconferencing systems.

Bandwidth requirements for Zoom meetings

Before joining a Zoom meeting, you should check that your internet connection meets the recommended bandwidth requirements. You can do this by using [Speed test](#).

The bandwidth used by Zoom will be optimised for the best experience based on your network. The system will automatically adjust for 3G, WiFi or wired connections.

We recommend the following bandwidth for Zoom meetings:

- 1:1 video calling:
 - For high-quality video: 600Kbps (up/down)
 - For 720p HD video: 1.2 Mbps (up/down)
 - For receiving 1080p HD video: 1.8Mbps (up/down)
 - For sending 1080p HD video: 1.8Mbps (up/down)
- Group video calling:
 - For high-quality video: 800Kbps/1Mbps (up/down)
 - For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
 - For receiving 1080p HD video: 2.5Mbps (up/down)
 - For sending 1080p HD video: 3Mbps (up/down)
- Screen sharing only (no video thumbnail): 50-75Kbps
- Screen sharing with video thumbnail: 50-150Kbps
- Audio VoiP: 60-80Kbps
- Zoom Phone: 60-100Kbps

Joining a Zoom meeting

The Zoom meeting host is responsible for inviting participants to a meeting. They can send an invitation which includes either a Meeting ID or a Zoom URL. If you haven't received this information, contact your meeting host.

You can connect to Zoom via:

PC with a Zoom URL
PC with Meeting ID
Android
iPhone
Telephone
Room-based videoconferencing system

Leaving a Zoom meeting

In Zoom:

- 'leaving' a meeting means you log out, but the meeting can continue without you
- 'ending' a meeting means that a host can close the meeting for all participants.

Hosts can also leave a meeting and name a new host so the meeting can continue. For more information, see [Ending a Zoom meeting](#).

To leave a Zoom meeting from a room-based videoconferencing system, select 'End Call' or the hang up button on your touch panel or remote control.

To leave a meeting from Zoom on your desktop, select 'End' then 'Leave Meeting'.

To leave a meeting from Zoom on your mobile device, select 'End' then 'Leave Meeting'.

Sharing a screen in a Zoom meeting

Once a Zoom meeting is in progress, you can share content (e.g PowerPoint presentations) with all meeting participants.

To share a screen from the meeting window, follow the instructions for your device:

PC

To share your screen:

1. Open the files or applications you want to share.
2. If you want to show all windows, select 'Show all windows...'
3. Select the green 'Share Screen'. You can choose to share your whole screen, specific applications, or an on-screen whiteboard.

To annotate a shared screen:

1. Move your mouse over the green and red bar at the top of the window.
2. Hover over the green section to reveal a menu, and select 'Annotate' to open the annotation toolbar.
3. Choose the annotation tool you want to use.

Mobile Device

To share your screen:

1. Open the files or applications you want to share.
2. Select the green 'Share Content', then select what you want shared.

To annotate a shared screen:

1. Select the blue circle icon in the bottom left corner of the screen
2. Choose the annotation tool you want to use.

Managing a Zoom meeting

When hosting a Zoom meeting, there's a range of features to help you manage your meeting.

Managing access

Restrict meeting access to UQ users

You can restrict access to your Zoom meetings to:

- UQ staff,
- UQ students, or
- both UQ staff and students.

Lock an active meeting

You can lock an active meeting to stop any new participants from joining.

To lock or unlock a meeting:

1. Select 'Security' from the bottom menu of the meeting window.
2. Toggle the 'Lock Meeting' option on or off.

Control when participants join your meeting

Waiting rooms allow you to control when your participants can join your meeting. When you turn this feature on, participants joining your meeting will see the message "Please wait, the meeting host will let you in soon."

You'll receive an on-screen notification when participants join the waiting room. You can then choose to admit participants one by one, or admit them all at once.

Turn on waiting rooms

To turn on waiting rooms when scheduling a meeting:

1. Follow our advice on [organising a meeting](#).
2. When selecting your meeting options, tick 'Enable waiting room'.

To turn on waiting rooms when in an active meeting:

1. Select 'Security' from the bottom menu of the meeting window.
2. Toggle the 'Enable Waiting Room' option on.

Admit participants to your meeting

To admit all participants at once:

1. Select 'Manage Participants' from the bottom menu.
2. Select 'Admit All' at the top of the waiting list. This option will appear if there are two or more participants in the waiting room.

To admit an individual participant:

1. Select 'Manage Participants' from the bottom menu.
2. Mouse-over the required participant, then select 'Admit'.

Return participants to the waiting room

To return a participant to the waiting room:

1. Select 'Manage Participants' from the bottom menu.
2. Hover over the required participant, then select 'More'.
3. Select 'Put in Waiting Room'.

Place participants on hold

Placing a participant on hold will exclude a participant from your meeting until you take them off hold.

To place a participant on hold:

1. Select 'Manage Participants' from the bottom menu.
2. Hover over the required participant, then select 'More'.
3. Select 'Put on Hold'.

To take a participant off hold:

1. Select 'Manage Participants' from the bottom menu.
2. Hover over the required participant, then select 'Take off hold'.

Managing video and audio

Record your meeting and access recordings

Record your meeting

You can record your meeting once it's in progress – either to the cloud or to your device. Meeting participants can also request permission to record your meeting.

To record your meeting, follow the instructions for your device:

PC

To record your meeting:

1. In the meeting window, select 'Record' then 'Record to this Computer' or 'Record to the Cloud' to immediately start recording.
2. You can stop and start recording multiple times in a meeting by selecting 'Pause' and 'Resume'.
3. Select 'Stop' to end your recording.

Once the meeting has ended, Zoom may take some time to generate the video file, depending on the length of your recording.

If you've recorded to your device, Zoom will generate an MP4 video file and store it in the Zoom folder in your documents.

If you've recorded to the cloud, you'll receive an email with a link to your recording once the recording has been processed.

Mobile device

To record your meeting:

1. In the meeting window, select 'More' then 'Record' to immediately start recording.
2. You can stop and start recording multiple times in a meeting by selecting 'Recording' then 'Pause' or 'Resume'.
3. Select 'More', then 'Stop' to end your recording.

Once the meeting has ended, Zoom will generate both video and audio cloud recordings.

If you've recorded to your device, Zoom will generate an MP4 video file and store it in the Zoom folder in your documents.

If you've recorded to the cloud, you'll receive an email with a link to your recording once the recording has been processed.

Access cloud recordings

Staff can access cloud recordings made after 20 April 2020 by:

1. Logging into the UQ Zoom web interface.
2. Selecting the 'Recordings' tab from the side menu, then selecting the cloud recording.

Staff can access cloud recordings made before 20 April 2020 by:

1. Logging into Cloudstor.
2. Selecting the 'Shared' folder.
3. Selecting 'Zoom recordings', then selecting the recording.

For advice on using Cloudstor, see the Cloudstor guide.

Students can access cloud recordings by:

1. Logging into Cloudstor.

2. Selecting the 'Shared' folder.
3. Selecting 'Zoom recordings', then selecting the recording.

Use audio transcripts

If you record your meeting to the cloud, Zoom can automatically transcribe the audio of the meeting.

This feature is only available for UQ staff.

View or edit the transcript

To view or edit the transcript:

1. Click the link provided in your email notification, or log into the [UQ Zoom web interface](#), select the 'Recordings' tab from the side menu, then select the required cloud recording.
2. Select the mp4 or m4a file. The text of the transcript will display beside the file.
3. Navigate to the 'Audio Transcript' panel on the right and select the pencil icon next to the phrase you want to edit.
4. Once you've made the required changes, select 'Save'. The updated version of the text will display when you play the audio or video file.

Embed the transcript

The transcript is automatically embedded within the audio and video file, but is hidden by default. To see the transcript embedded in the audio or video file:

1. Open the audio or video file from within your 'Recordings' page.
2. Select 'Play'.
3. Select 'CC' at the bottom-right of the screen to turn on the transcript. The text displays on top of the video, similar to closed captioning.

Search the transcript

To search for a specific keyword within a transcript:

1. Open the audio or video file from within your 'Recordings' page.
2. Within the 'Search by' list, select 'Keyword'.
3. Type a word or phrase in the text entry box, then select 'Search'. You'll see a list of meetings that includes the keyword within the transcript.
4. Select the meeting to view the transcript.
5. Navigate to the 'Audio Transcript' panel on the right and type the keyword into the search box at the top. All instances of the keyword will be highlighted.

Mute participants

You can mute participants as they join your meeting and during your meeting.

Mute participants joining your meeting

To ensure your participants' audio doesn't interrupt a meeting in progress, you can automatically mute participants' when they join a meeting. You can do this when scheduling the meeting or during an active meeting.

When scheduling a meeting, to automatically mute the audio of all participants as they join:

1. Follow our advice on [organising a meeting](#).
2. When selecting your meeting options, select 'Mute participants on entry'.

During a meeting, to mute the audio of all participants as they join:

1. Select the 'More' drop-down menu above the group chat window.
2. Select 'Mute participants on Entry'.

Mute participants during your meeting

To mute all participants during a meeting:

1. Select 'Mute All' above the group chat window.
2. If you would like to stop participants from unmuting themselves, untick 'Allow Participants to Unmute Themselves'.
3. Select 'Yes'.

To unmute participants:

1. Select 'Unmute All' above the Zoom group chat window.
2. Select 'Yes'.

Disable participants' video

When scheduling a meeting, to automatically disable your participants' video:

1. Follow our advice on [organising a meeting](#).
2. When selecting your meeting options, under 'Video' > 'Participants', select 'Off'.

During an active meeting, to disable your participants' video:

1. Select the 'Manage Participants' button in the bottom menu
2. Hover over a participant and click 'More' > 'Stop Video'.

Disable screen sharing

To stop participants from sharing their screens:

1. Select 'Security' from the bottom menu of the meeting window.
2. Under 'Allow participants to:', untick 'Share Screen'.

Collaborating with participants

Share your screen

To share your screen, see our instructions on [sharing a screen in a Zoom meeting](#).

Host a poll

You can create a poll with single-choice or multiple-choice questions and collect the responses from your meeting participants.

If you don't want to collect participant information with your poll results, you can choose to host an anonymous poll.

The Polls feature is available for scheduled meetings only.

Create a poll

To create a poll when scheduling a meeting:

1. Schedule a meeting through the [UQ Zoom web interface](#) following our advice on [organising a meeting](#).
2. After finalising the scheduled meeting, scroll to the bottom of the meeting's information page and select 'Add' to the right of 'You have not created any poll yet.'
3. Add a title for the poll within the top text field.
4. Tick 'Anonymous?' if you do not want to collect participant information with the poll responses.
5. Type a poll question within 'Type your question here'.
6. Chose to allow single-choice or multiple-choice responses to the poll question.
7. Type the desired responses within the answer text fields.
8. If you want to add more questions to the poll, select '+ Add a Question'.
9. Select 'Save' to finalise.

Start a poll

To start the poll during your meeting:

1. Select 'Polls' from the bottom menu of the Zoom meeting interface.
2. Select 'Launch Polling' to make the poll available to participants. The poll will appear on screen for all participants.

Stop a poll

To stop a poll during a meeting:

1. Select 'Polls' from the bottom menu.
2. Select 'End Polling'.

Share your poll results

To share polling results with meeting participants during a meeting:

1. Select 'Polls' from the bottom menu.
2. Select 'End Polling'.
3. Select 'Share Results'.

The results will appear on screen for all participants.

Manage group chat

You're able to limit the functionality of the group chat window within an active meeting. You can also save a record of the meeting chat, if required.

Limit chat functionality

To stop all participants using the chat feature during a meeting:

1. Select 'Security' from the bottom menu of the meeting window.

2. Under 'Allow participants to:', untick 'Chat'.

To control how participants use the chat feature during a meeting:

1. Select the '...' More icon within the chat window.
2. Select one of the following options:
 - Everyone Publically and Privately: this allows participants to send public and private messages. Public messages are visible to all participants. Private messages are sent to a specific participant.
 - Everyone Publically: this allows participants to only send public messages that are visible to all participants. Participants can still send private messages to the host.
 - Host Only: this allows only the host to send messages to everyone. Participants can still send private messages to the host
 - No One: this disables all in-meeting chat.

Save a chat record

To save a text file log of the group chat window:

1. Select the '...' More icon within the chat window.
2. Select 'Save Chat'.
3. Select 'Show in Folder' to locate the saved text file on your computer.

Use feedback icons

You can use feedback icons during your meeting to non-verbally communicate messages to your meeting participants. Your meeting participants can also use these icons.

The available feedback icons are:

- Yes
- No
- Go Slower
- Go Faster
- Like (thumbs up)
- Dislike (thumbs down)
- Clap
- Need a Break
- Away.

To access these icons, select the 'Manage Participants' button in the bottom menu.

Split participants into separate sessions

Breakout rooms allow you to split your meeting participants into separate sessions. You can choose to split the participants automatically, or manually assign participants to each session.

You can switch between sessions at any time. Within each breakout room, your participants will have full audio, video, and content sharing capabilities.

Create breakout rooms

When scheduling a meeting, to create breakout rooms:

1. Follow our advice on [organising a meeting](#).
2. When selecting your meeting options, tick 'Breakout Room pre-assign'.
3. Select '+ Create Rooms'.
4. Use the '+' icon next to 'Rooms' to create the required number of breakout rooms.
5. You'll then have the following options:
 - To change the title of a breakout room, select the room within the left column, hover over the title of the room at the top of the right column, then select the edit icon to update the title.
 - To manually assign participants to each breakout room, type their name within the 'Add participants' field, then selecting their name in the search results. Repeat this step for each room and participant. If you skip this step, participants will automatically be assigned to different breakout rooms.
6. Select 'Save' to finalise.

During a meeting, to create breakout rooms:

1. Select 'Breakout Rooms' from the bottom menu.
2. Enter the number of breakout rooms required.
3. Choose to separate participants 'Automatically' or 'Manually'.
4. If 'Manually' is chosen, click 'Assign' next to each room title to manually assign meeting participants to each room.
5. If you want to change the title of a breakout room, hover over the title of the room, select 'Rename', enter a new title in the text field, then hit the 'Enter' key.

Open breakout rooms

To open your breakout rooms during your meeting:

1. Select 'Breakout Rooms' from the bottom menu.
2. Select 'Open All Rooms' to split participants into breakout rooms. Participants will receive an on-screen notification option to 'Join' their assigned breakout room.

Close breakout rooms

To close your breakout rooms during your meeting:

1. Select 'Breakout Rooms' from the bottom menu.
2. Select 'Close All Rooms'. All participants will receive an on-screen notification option to 'Return to Main Session'. By default, participants will be given 60 seconds to return to the main session before they are returned automatically.

Send a message to all participants in breakout rooms

To broadcast a text message to participants in all breakout rooms during your meeting:

1. Select 'Breakout Rooms' from the bottom menu of the Zoom meeting interface.
2. Select 'Broadcast a message to all'.
3. Type your message into the text field, then select 'Broadcast'.

Other breakout room options

To access additional breakout room options during a meeting:

1. Select 'Breakout Rooms' from the bottom menu
2. Select 'Options'.

These options allow you to:

- Disable the countdown timer for closing breakout rooms: select 'Countdown after closing breakout room'.
- Adjust the duration of the countdown timer when closing breakout rooms: select a new time within the 'Set countdown timer' field.
- Prevent breakout room participants from re-joining the main session: select 'Allow participants to return to the main session'.
- Automatically close all breakout rooms after a set time: select 'Breakout Rooms close automatically after', then set the required duration in the text field.

Zoom webinars

Zoom webinars enable you to hold online seminars where designated users can present to an audience.

Webinars are typically used for events that are presentations to large audiences, such as information sessions and panel discussions.

The webinar host and nominated panellists can share their camera, audio and screen with attendees.

Attendees can participate through question and answer threads, chat and live polling. Attendees can't share their camera, audio or screen.

A Zoom webinar is different to a [Zoom meeting](#). Meetings are designed to be collaborative and allow all participants to share their camera, audio and screen.

- Scheduling a Zoom webinar
- Bandwidth requirements for Zoom webinars

Scheduling a Zoom webinar

Step 1: Request access

You will need to request temporary webinar access to be able to schedule a Zoom webinar for an event.

At least one week before you plan to hold your webinar, [submit an IT request](#) for access. In your request, include:

- a brief explanation of why you're requesting webinar access, and
- the date of your event.

After the event, your webinar access will be removed. You'll need to submit a new request for any future events.

Step 2: Schedule the webinar

To schedule your webinar:

1. Visit the [UQ Zoom web interface](#) and log in with your UQ username and password.
2. Select 'Webinars' in the menu on the left.
3. Click 'Schedule a Webinar'.
4. Enter the title of your webinar as the topic. You can also add a description for your own reference if needed. Only you will see the description.
5. Set the date, time and duration of your webinar, and make sure that the correct time zone is selected.
6. You'll then have the following options:
 - To make the webinar a regular event, tick 'Recurring webinar' and fill in how often you want it to recur and an end date.
 - To set up registration for the webinar, tick 'Registration'.
 - To set a password for the webinar, tick 'Require webinar password' and enter a password. Ensure that participants are given this password before the webinar.
7. In the 'Video' section, choose whether the 'Hosts' and 'Panelists' can use video in the webinar.
8. In the 'Audio' section, leave 'Both' selected.
9. In the 'Webinar Options' section, you have access to the following options:
 - To allow attendees to submit questions during the webinar, tick 'Q&A'.
 - To start your webinar as a private practice session, tick 'Enable practice session'. Attendees and panellists will only be able to join once you choose to start broadcasting.
 - Don't tick 'Only authenticated users can join'.
 - Don't tick 'Make the webinar on demand'. This feature isn't enabled at UQ. You won't see this option if you've selected recurring webinars.
 - To record the webinar as soon as it's started, tick 'Record the webinar automatically'. Choose 'On the local computer' to save the recording to your computer, or 'In the cloud' to save the meeting to a cloud server. The person who scheduled the webinar will receive an email link to the cloud server recording once the recording has been processed.
10. If another person is going to start the webinar at the scheduled time, you can give them access to do this by making them an alternative host. Click 'Advanced options' and add their email address.
11. Click 'Schedule'.

Step 3: Invite attendees

Once you've scheduled the webinar, you'll see a screen showing information about the webinar, the settings you've selected, and options for inviting attendees.

Any alternative hosts will be sent an email automatically. You'll need to invite other attendees separately.

You can choose how you would like to invite attendees. To send attendees a:

- calendar invite: select one of the 'add to calendar' options. The calendar invite includes the date and time, the topic and details about how to join the webinar.

- link to the webinar: scroll down to the 'Invitations' tab, find the 'Invite Attendees' section and copy the 'link to join webinar'
- full invitation: scroll down to the 'Invitations' tab, find the 'Invite Attendees' section, click 'Copy the invitation' and paste the text into an email. The full invitation includes the date and time, the topic and details about how to join the webinar.

If you selected 'Require webinar password' in Step 2, you'll need to send attendees the webinar ID and password, which you can get from the full invitation. Don't use the invite options listed above as they all include a link that allows attendees to join without entering a password.

Bandwidth requirements for Zoom webinars

Before hosting or attending a Zoom webinar, you should check that your internet connection meets the recommended bandwidth requirements. You can do this using a site like [Speedtest](#).

The bandwidth used by Zoom will be optimised for the best experience based on your network. The system will automatically adjust for 3G, wifi or wired connections.

Recommended bandwidth for webinar panelists

- 1:1 video calling:
 - For high-quality video: 600Kbps (up/down)
 - For 720p HD video: 1.2 Mbps (up/down)
 - For receiving 1080p HD video: 1.8Mbps (up/down)
 - For sending 1080p HD video: 1.8Mbps (up/down)
- Group video calling:
 - For high-quality video: 800Kbps/1Mbps (up/down)
 - For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
 - For receiving 1080p HD video: 2.5Mbps (up/down)
 - For sending 1080p HD video: 3Mbps (up/down)
- Screen sharing only (no video thumbnail): 50-75Kbps
- Screen sharing with video thumbnail: 50-150Kbps
- Audio VoiP: 60-80Kbps
- Zoom Phone: 60-100Kbps

Recommended bandwidth for webinar attendees

- 1:1 video calling:
 - For high-quality video: 600Kbps (down)
 - For HD video: 1.2Mbps (down)
- Screen sharing only (no video thumbnail): 50-75Kbps (down)
- Screen sharing with video thumbnail: 50-150Kbps (down)
- For audio VoiP: 60-80Kbps (down)

Zoom instant messaging

Zoom can be used to send instant messages to other Zoom users.

Individual messaging

To send a chat message to a Zoom user:

1. Log in to your Zoom desktop app.
2. Select 'Chat' at the top of the home screen. Your recent chat history will appear.
3. To find the Zoom user you want to chat with, start typing the person's full name in the 'Search' field at the top of the window, then select their name from the list to open a new chat window.
4. Enter your chat message in the text field, then press 'Enter' to send it. This notifies the user that you've started a chat session with them.

You can leave the chat by:

- choosing another chat in the left-hand menu
- selecting the '+' sign next to 'RECENT CHATS' to open a new chat, or
- closing the chat window.

Group messaging

You can use Zoom to create private or public chat groups that can:

- share files, screenshots and images
- start a group Zoom meeting, either with or without video.

You can only log in to group messaging from one desktop Zoom program and one mobile Zoom program at a time. If you log in to a second desktop or mobile device, you'll be logged out of group messaging on the other device.

Creating a chat group

1. Within Zoom, select 'Chat' at the top of the home screen.
2. Select the '+' icon next to 'RECENT', then select 'New Chat'.
3. In the 'To' field, start typing the name of a Zoom user you wish to add to your group. Select their name when it appears in the drop-down menu.
4. Repeat this step for each Zoom user you want to invite.
5. Enter your chat message in the text field, then press 'Enter' to send it. The chat group will be created and all participants will be notified that you've started a chat session with them.

Creating a chat channel

1. Within Zoom, select 'Chat' at the top of the home screen.
2. Select the '+' icon next to 'RECENT', then select 'Create a Channel'.
3. Enter a title for the channel in the 'Channel Name' field.
4. Start typing the name of a Zoom user in the 'Invite Members' field. Select their name when it appears in the drop-down menu.
5. Repeat this step for each Zoom user you want to invite.
6. Choose to make the chat channel 'Private' or 'Public'.

7. Select 'Create Channel' to finalise.

Joining a public chat channel

1. Within Zoom, select 'Chat' at the top of the home screen.
2. Select the '+' icon next to 'RECENT', then select 'Join a Channel'.
3. Start typing the name of the public channel you wish to join. Hover over the channel name, then select 'join'.

Leaving a chat channel

1. Right-click the chat channel in the left-hand menu.
2. Select 'Leave Channel'.
3. If you're the channel administrator, you'll be given the option to assign admin privileges to another group member or delete the channel entirely.

Instant messaging with Zoom meeting participants

Within a Zoom meeting, you can send both private and group messages to the meeting's participants. Follow the instructions for your device:

PC

To send a message to all meeting participants:

1. Select 'Chat' to open the 'Zoom Group Chat' interface.
2. Use the text field to type a message, then press 'Enter' to send it.

To send a private message to another meeting participant:

1. Set the participant's name in the drop-down list next to 'To' in the 'Zoom Group Chat' interface.
2. Use the text field to type a message, then press 'Enter' to send it.

To save a copy of the chat history:

1. In the 'Zoom Group Chat' interface, select '...' then 'Save chat'. This will save a TXT file of the chat to your computer's Zoom folder.
2. Once you've selected 'Save Chat', open the saved TXT file by selecting 'Show in Folder' in the green bar that appears.

Mobile device

To send a message to all meeting participants:

1. Select 'Participants'.
2. Select 'Chats' to enter the 'Chat' window.
3. Use the text field to type a message, then select 'Send'.

To send a private message to another meeting participant:

1. Open the drop-down list next to 'Send to' in the 'Chat' window.
2. Choose a participant name from the list in the 'Send to' window.
3. Back in the 'Chat' window, type your message and select 'Send'.

Instant messaging functions

You can use these functions from within an individual chat session, group chat or chat channel:

Starting a video meeting

1. Select the video camera icon at the top of the chat window, or right-click the chat in the left-hand menu, then select 'Meet with Video'.
2. All online chat-session participants will receive an invitation to join the Zoom meeting.

Starting a meeting without video

1. Right-click the chat in the left-hand menu, then select 'Meet without Video'.
2. All online chat-session participants will receive an invitation to join the Zoom meeting, which will have the video functions disabled by default.

Inviting contacts to a chat or meeting

1. Select the information icon at the top of the chat window.
2. Select 'Invite Others'.
3. Start typing the name of a Zoom user into the 'Search' field. Select their name when it appears in the drop-down menu.
4. Repeat this step for each person you want to invite.
5. Once you've chosen all the participants, select 'Invite'.

Sending a screenshot

1. Open the content or program you want to take a screenshot of.
2. In the Zoom chat session, select 'Screenshot'. This will turn your cursor into a cross to choose the screen area you want to copy.
3. Click the cursor to start choosing an area, and click 'Capture' to copy your selection into the chat window.
4. Press 'Enter' to share with the chat participants.

To hide the Zoom window while you take your screenshot:

1. Select the down arrow next to 'Screenshot'
2. Select 'Hide chat window in screenshot'.

When you 'Screenshot' again, the Zoom window will disappear and you'll be left with the cross-cursor.

Sending an image

1. Select the 'File' menu above the chat's text field.
2. Navigate to and select the image you wish to share.

3. Select 'Open'. This will instantly send the image to the chat participants, without asking for confirmation.

Saving an image you've received

1. Right-click on the image in the chat window.
2. Select 'Save as...'.
3. Navigate to where you want to save the image.
4. Select 'Save'.

Sending a file

1. Select 'File'.
2. Navigate to and select the file you wish to share.
3. Select 'Open'. As the file uploads, it will show a blue progress bar. Once uploaded, it will instantly send the file to the chat participants, without asking for confirmation.

Opening a received file

Double-click on the file in the chat window. Zoom will open the file with your system's default application for that file type.

Deleting chat messages or attachments

To delete chat messages, or attached images or documents, right-click on the item then select 'Delete'.

You'll see a notification (e.g. 'You deleted a message'). Other users will no longer see the item, and all references will be deleted from the chat history.

Virtual Classroom using Zoom

What is a Virtual Classroom?

A Virtual Classroom is an online classroom that allows participants to communicate, view presentations, interact with learning resources and work in groups. The software can also be used to host a meeting with UQ and non-UQ people by simply sending them your meeting room URL.

Why would I use a Virtual Classroom?

A Virtual Classroom can be used to hold lectures and tutorials online, particularly with external students. Virtual Classrooms allow you to share your screen or specific applications (ie a presentation) from your computer; to see other people's screens (subject to settings), conduct polls; and write on a virtual whiteboard. Virtual Classrooms can also be setup as online meeting spaces for students to work on group tasks.

The maximum number of participants that can join a Zoom meeting at any one time is 300. If you wish to host a Zoom meeting with more than 300 participants, please submit an IT request to increase the limit to 500.