

Getting Started on your device – LINKS

- [Desktop \(Windows PCs and Macs\)](#)
- [Apple mobile devices \(iPhone, iPad\)](#)
- [Android devices](#)

Join a meeting - LINK

- [How to join a meeting](#)

Joining a meeting

- Click the join link
- Download and run a small program which should run automatically. If not, click the download “Zoomlauncher” and click “Run” if prompted.
- **You do not have to register or sign-in to Zoom to be connected.** You will most likely have to enter a waiting room and the host will let you in.
- Join audio - Click the green "Join Audio Conference by Computer" button when the meeting is ready. No audio? Follow the troubleshooting tips below.
- Join video - If your video is not on, click the video camera icon in the lower left of the zoom meeting. No video? Follow the troubleshooting tips below.

Tips for Organizing Student's Zoom Windows

- Move mouse to top of screen until View Options appears. Click View Options and change settings to: Fit to Window and Side-by-side Mode.
- Move the mouse to the right side of shared PowerPoint until a line appears then click and drag to the right. This maximizes the PowerPoint window.
- Mouse over the lower left corner of the Participants window, then click and drag to the upper right to minimize the window size
- Click the top of the window and drag it to the far right of the screen to minimize overlap with the Host's shared window (PowerPoint)
- Note - on a small 12" screen this window will still overlaps both of the other windows

Student expectations & best practices

- Join class meetings at least 5 minutes early to make any adjustments to audio or visual.
- Join using your first and last name. ([How to update my name](#))
- Test your camera and audio before class starts. Test your camera and audio before class starts: click to test below the “Join with computer audio” button.
- Locate yourself in a place free of noise and distractions.
- Dress appropriately, as you would if you were going to class.
- Use headphones or earbuds for the best audio experience.
- [Mute your mic when not speaking.](#)
- Your instructor will explain his or her method of in-class interactions (physical hand-raising, electronic hand-raising, or a polite voice interruption since they may not see a raised hand).
- Be proactive about seeking help regarding technical troubleshooting ([helpdesk](#)).

Troubleshooting for Audio and Video Issues

- No sound on your end - check your device's volume control, use the menu next to Zoom mic icon to select the correct speaker, and check your speaker's physical connection. If none of these, the problem could be their microphone.
- No sound on their end - check your microphone connection to computer, use menu next to Zoom mic icon to select correct microphone. If the green level is bouncing inside the Zoom mic icon when you speak, your mic is working.
- No video - check that the video is turned on in lower left in Zoom; use menu next to Zoom video icon to select camera
- Bad connection with audio or video - if you turn off the video in Zoom the stream may improve on your connection.
- Volume fluctuation - go to audio settings in menu next to microphone icon and uncheck the "Automatically adjust microphone setting" box

YC Helpdesk

- Be proactive about seeking help regarding technical troubleshooting ([helpdesk](#)).
- YC Helpdesk (928) 776-2168

[EVERYTHING you could possibly want to know about getting started with Zoom](#)

[Top Questions for Zoom](#)