RECOMMENDED ZOOM (ENTERPRISE VERSION 5.4.9) SETTINGS FOR CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

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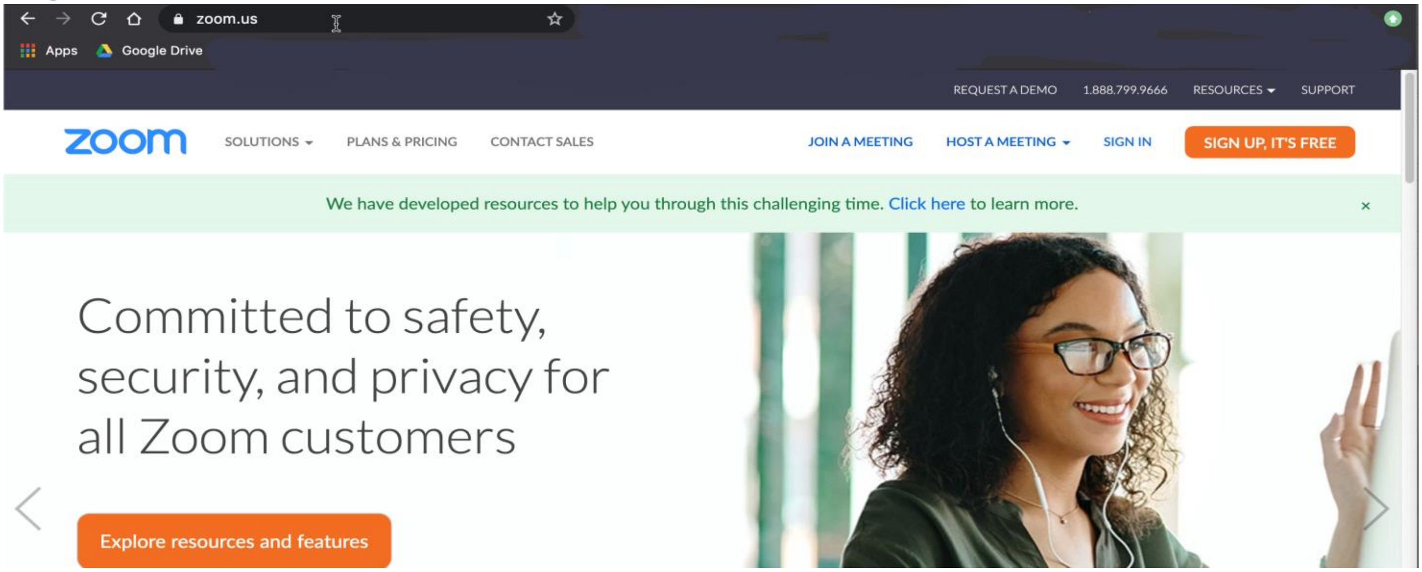
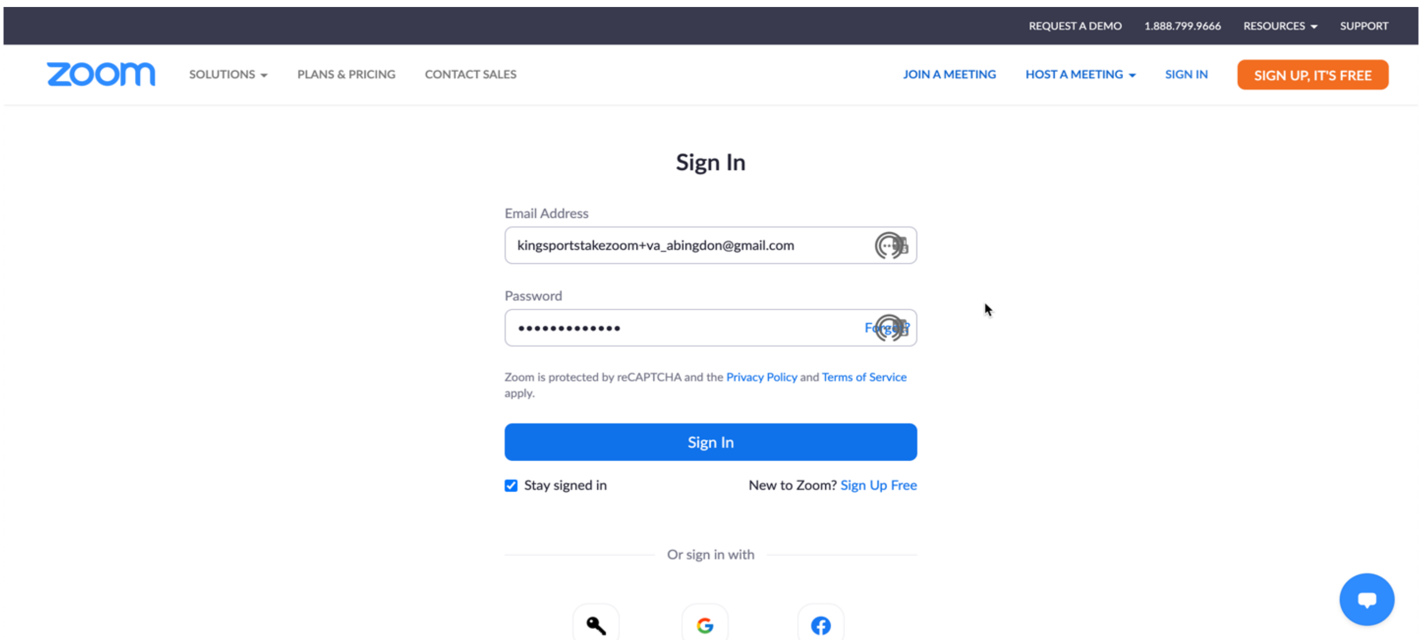
Version 1.0 Jan 30, 2021

Login

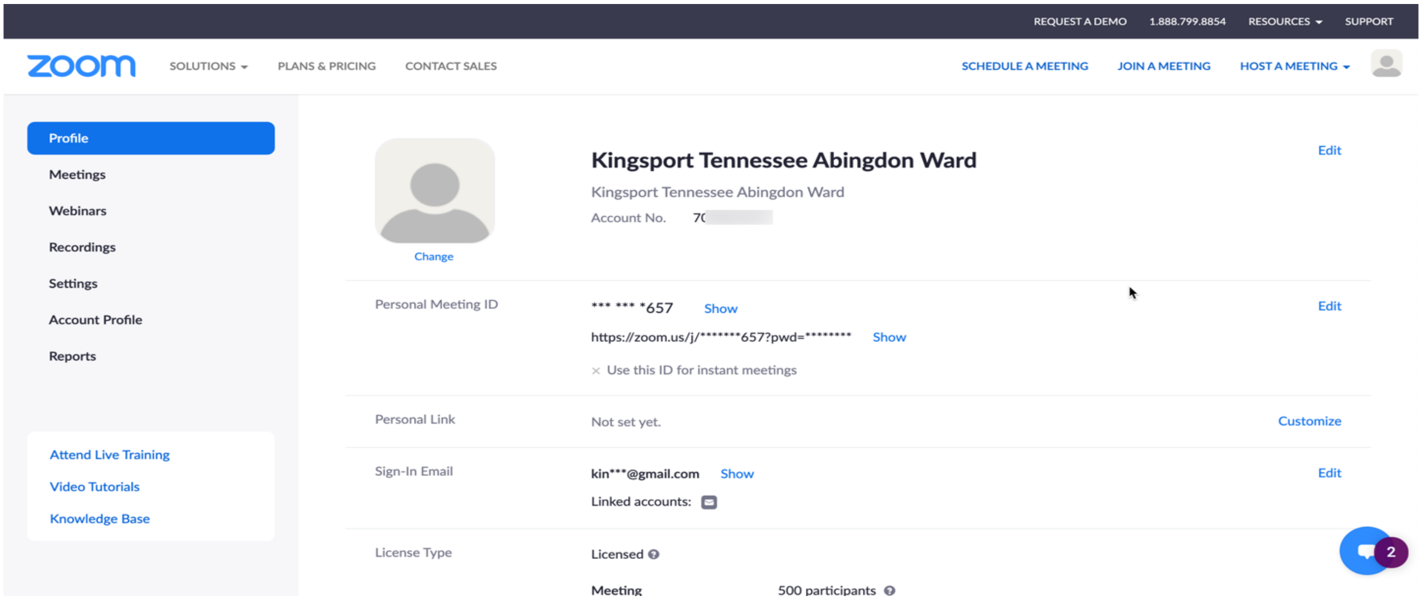


Go to zoom.com and Click on “Sign In” and use your unit’s assigned login and password



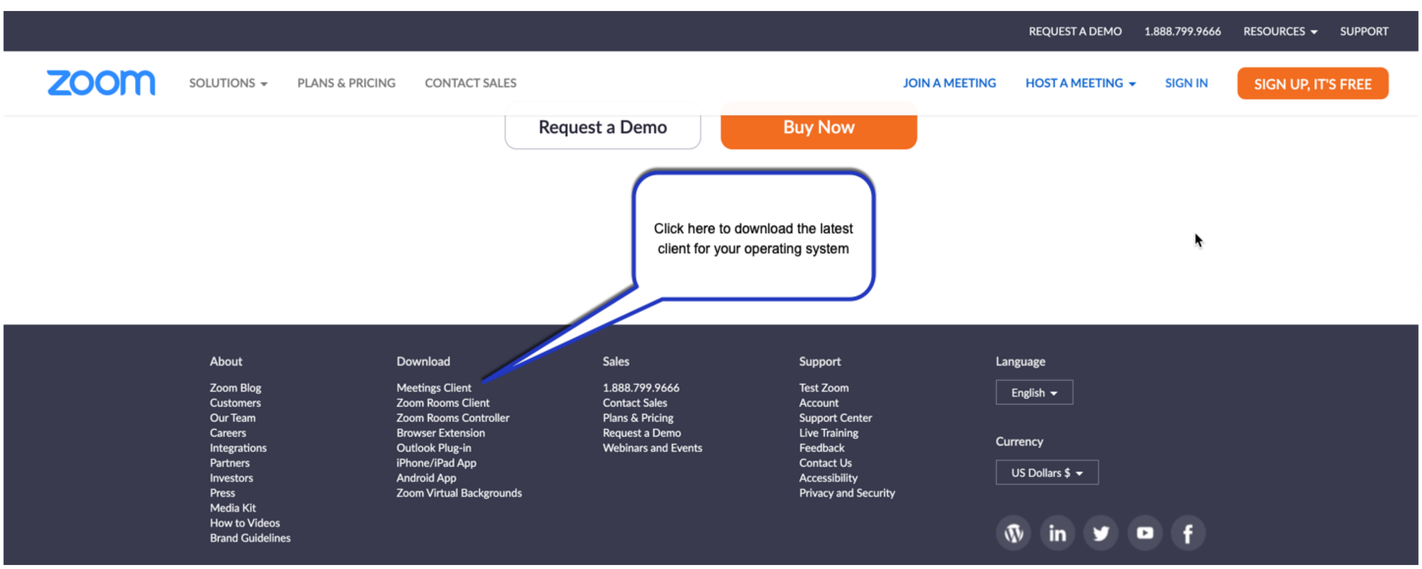
Log into your Zoom Account

The following screen will show up after your login



Download Meetings Client Software

If you have not downloaded and installed the "Meetings Client", go to the bottom of the Zoom webpage (either before or after you login) and download the latest version. If you already have download, make sure it is current and at least version 5.4.9 or newer.



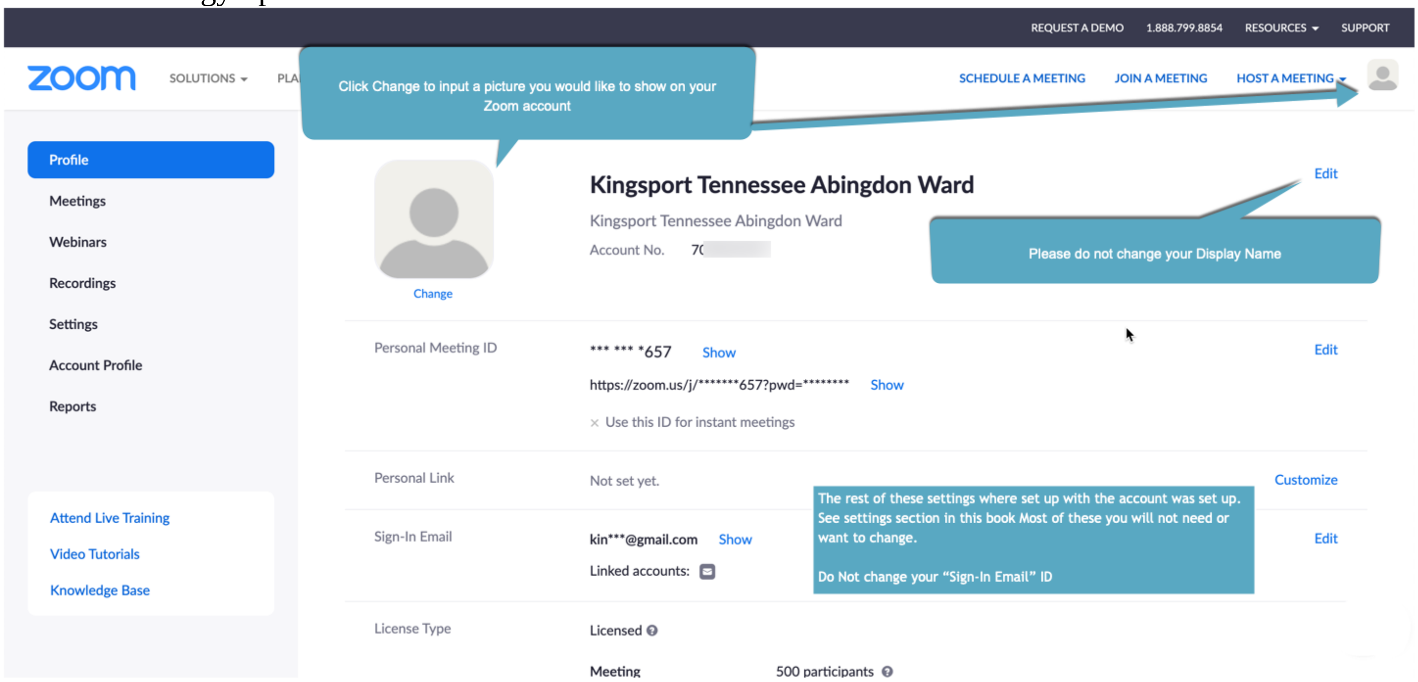
Features of an Enterprise Account

1. Host up to 500 participants
    a. Unlimited 1 to 1 meeting's
    b. Unlimited number of meetings
    c. No time limits
    d. Supported by Stake Technology Specialists
2. Video Conferencing Features
    a. HD video
    b. HD voice
    c. Active "speaker" view
    d. Spotlight view (Works great for Sunday Sacrament meetings showing what the host decides, which screen (up to 9) everyone else sees)
    e. Pin view (Like Spotlight, except this only affects what on your screen shows (up to 9) to you and has no effect on everyone else's screen)
    f. Fullscreen and "gallery" view (Gallery View are better, fewer distractions)
    g. Simultaneous Screen Share (Don't recommend using this)
    h. Virtual Background (Be careful using this, it can be more of a distraction if not set upright)
3. Waiting Room (This will give the Host control of who will be allowed into your Zoom meeting)
4. Web Conferencing Features
    a. Meetings are best used for Ward/Branch Council, Presidency, Sunday School, and YM/YW meetings
    b. Desktop and application sharing
    c. Personal room or meeting ID (It is better, due to security, not to use your main meeting ID)
    d. Instant or scheduled meetings
    e. Chrome & Outlook plug-ins
    f. Scheduling w/ Chrome Extensions (This comes in handy when you are using chrome and Gmail)
    g. MP4 or M4A local recording
    h. Private and group chat (Use ONLY Group Chat to cut down distractions)
    i. Host controls
    j. Raise hand (Comes in handy, when you have everyone voice turned off, just like being in a classroom and can be used for Sustaining in meetings)
    k. Live Steaming to Facebook live and YouTube Live
    l. Reporting
5. Group Collaboration Features
    a. Breakout Rooms (Good for Elder, Relief Society, Sunday School Classes, etc.)
    b. Works on: Mac, Windows, Linux, iOS, and Android
    c. Group messaging and presence
    d. "Screen Share" any iPad/iPhone app
    e. Co-annotation on the shared screen (Be careful allowing everyone to use this. You should only allow a few, or only host, to be able to Co-annotation on shared screens or using whiteboard)
    f. Keyboard/mouse control
    g. Whiteboarding (See number "e" for comments)
    h. Multi-share (See number "e" for comments)
6. Webinar
    a. Best used for Sunday Sacrament meetings, Stake and Unit Conferences, and Firesides
    b. Up to 500 connections

   c. Live Steaming to Facebook live and YouTube Live
   d. Q&A
   e. Polling
   f. Raise hand (Comes in very handy, since everyone voice is turned off, best used for sustaining and releasing during conferences and Sacrament meetings)
   g. Recording (With Stake/Unit permission, be able to record sessions)
   h. Panelist (Speakers and those who are conducting meetings)
   i. Host and multiple co-hosts as needed
   j. Reporting
7. Security
   a. Secure Socket Layer (SSL) encryption
   b. AES 256 bits encryption

Profile Setting

After login click “Profile” in the left column. This is where you can add a screen photo. Please do not change your “Sign-in Email” id. If you change your password and forget it or need to have it reset, please contact your Stake Technology Specialist to reset it.



Zoom Account Settings

Click on “Settings” in the left column. These settings have already been setup on your church account by the Stake Technology Specialist. These settings will allow you to do both Adult meetings and meetings that include youth. When you start any meeting or webinar, you will have the option to further configure, if needed for those meetings or webinars.

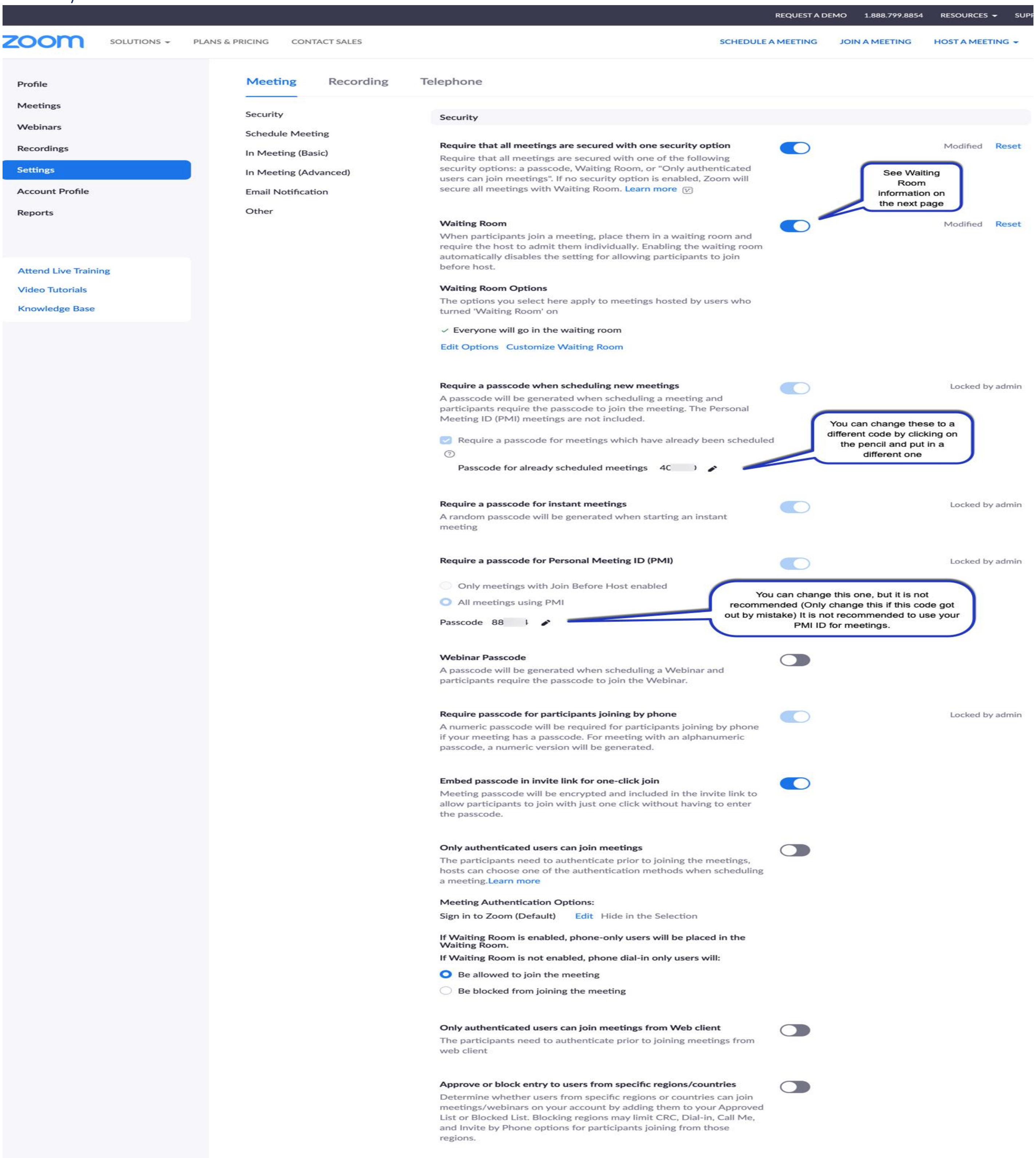
Everywhere you see “**Modified Reset**” to the right of the settings shows you that those settings have been changed from the default.

These are the recommended setting that have been made by the Stake for Zoom meetings and webinars.

Everywhere you see “Locked by Admin” you can’t change. The Church and Zoom have made these decisions and will not allow you to change any of these settings.

Settings

Security

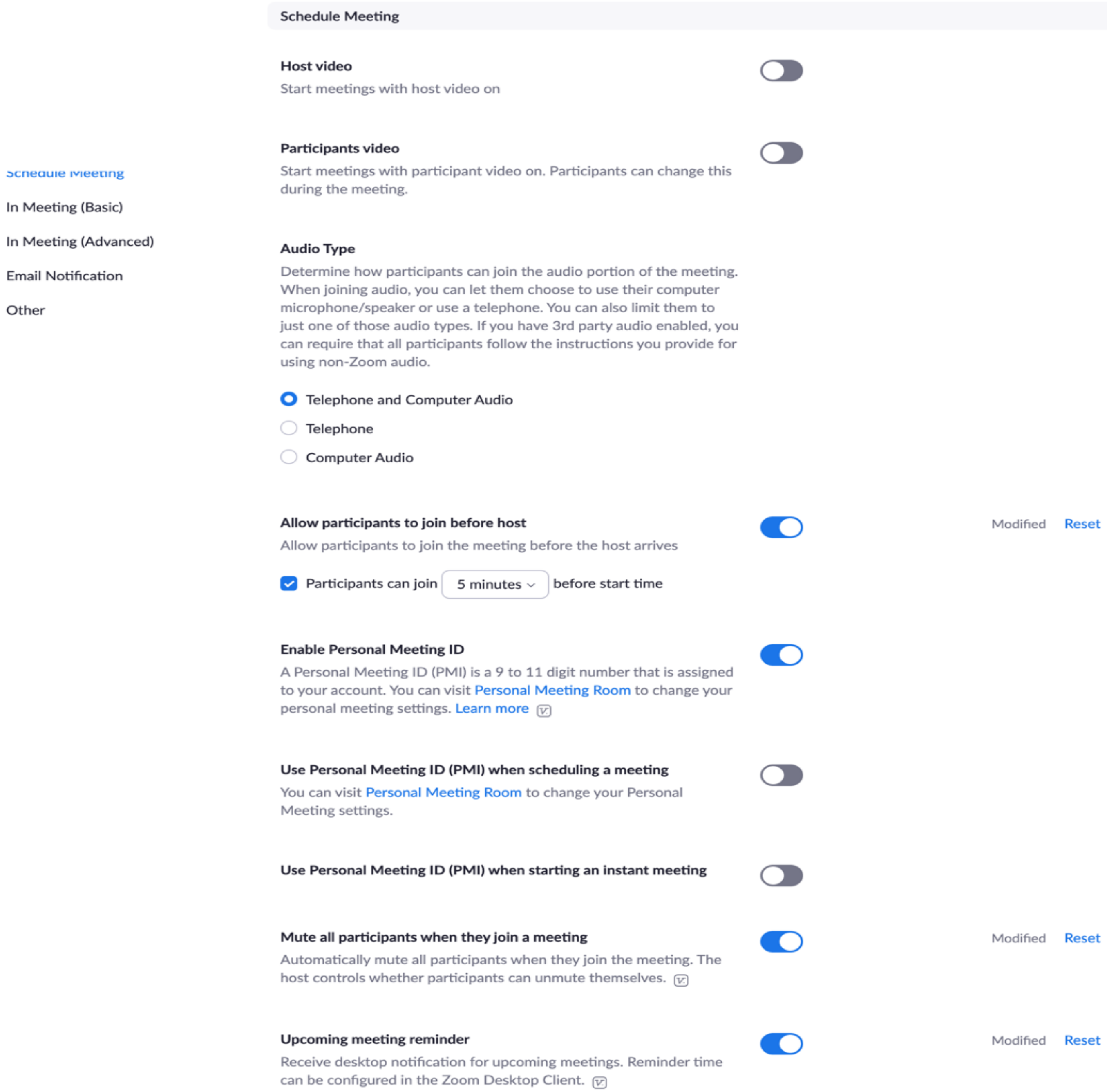


Waiting Room allows the host to control when a participant joins the meeting. Waiting Room is one of the best ways to control who's entering your Zoom meeting by giving you the option to admit participants individually or all at once.

We highly recommend using this feature to secure your meetings and prevent unwanted participants if a link is shared outside of the intended participants when you are using Zoom for Ward or Branch Councils, Bishopric or Branch Presidency meetings, or any other Presidency meetings. It is not recommended for Sacrament, or any other type meetings, including Webinars.

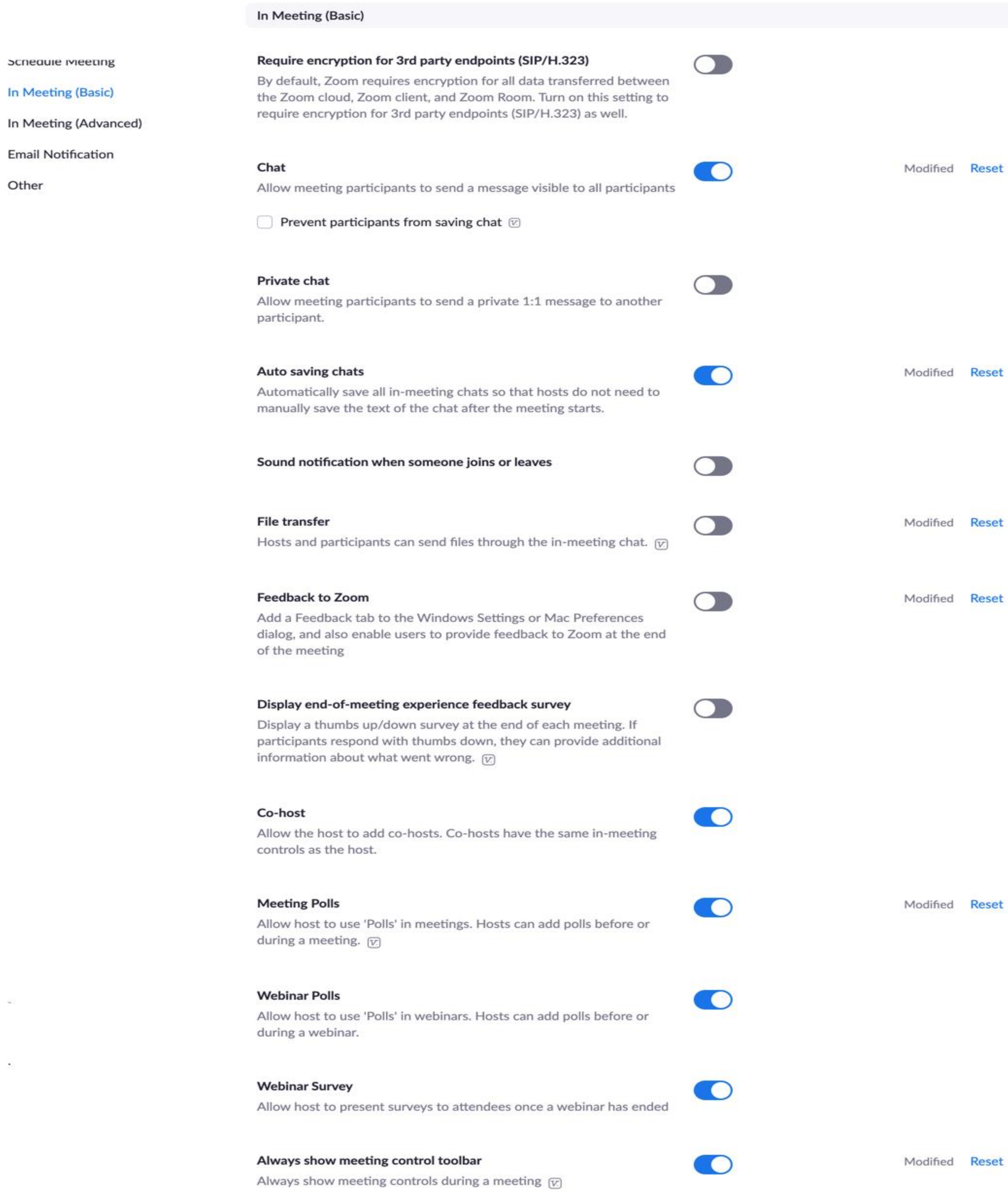
Waiting Room can also be enabled or disabled at the time of scheduling and during a meeting.

Schedule Meeting



Some of these settings can be changed later when you are setting up a meeting if they need to in special circumstances. It is best to leave these set this way right now.

In Meeting (Basic)



Show Zoom windows during screen share — On — Modified Reset

Screen sharing — On

Allow host and participants to share their screen or content during meetings

Who can share?

- (●) Host Only
- ( ) All Participants

Who can start sharing when someone else is sharing?

- (●) Host Only
- ( ) All Participants

Screen sharing can be changed when you set up your meetings and can be changed by the Host during the meeting if needed.

Still setting up this way will give you the capability to use them later if needed.

Disable desktop/screen share for users — Off

Disable desktop or screen share in a meeting and only allow sharing of selected applications.

Annotation — On

Allow host and participants to use annotation tools to add information to shared screens

- [x] Allow saving of shared screens with annotations
- [x] Only the user who is sharing can annotate

Whiteboard — On — Modified Reset

Allow host and participants to share whiteboard during a meeting

- [x] Allow saving of whiteboard content
- [x] Auto save whiteboard content when sharing is stopped
  - ( ) Save as PNG
  - (●) Save as PDF

Remote control — Off — Modified Reset

During screen sharing, the person who is sharing can allow others to control the shared content

Non-verbal feedback — On — Modified Reset

Allow meeting participants to communicate without interrupting by clicking on icons (e.g. yes, no, go slower). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds.

Meeting reactions — On — Modified Reset

Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings.

Allow removed participants to rejoin — Off

Allow previously removed meeting participants and webinar panelists to rejoin

Allow participants to rename themselves — On

Allow meeting participants and webinar panelists to rename themselves.

Hide participant profile pictures in a meeting — On — Modified Reset

All participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting.

In Meeting (Advanced)

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

In Meeting (Advanced)

Report to Zoom
Allow users to report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the meeting information panel.

Modified Reset

Q&A in webinar
Allow attendees to ask questions for the host and panelists to answer

Modified Reset

Breakout room
Allow host to split meeting participants into separate, smaller rooms

- [x] Allow host to assign participants to breakout rooms when scheduling

Remote support
Allow meeting host to provide 1:1 remote support to another participant

Closed captioning
Allow host to type closed captions or assign a participant/third party device to add closed captions

Save Captions
Allow participants to save fully closed captions or transcripts

Language Interpretation
Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during the meeting.

Far end camera control
Allow another user to take control of your camera during a meeting. Both users (the one requesting control and the one giving control) must have this option turned on.

Group HD video
Activate higher quality video for host and participants. (This will use more bandwidth.)

Modified Reset

- (•) Standard HD (720P)
- ( ) Full HD (1080P)

Virtual background
Customize your background to keep your environment private from others in a meeting. This can be used with or without a green screen.

- [x] Allow use of videos for virtual backgrounds

Manage virtual background

We suggest that you use this very sparingly if at all. Please see background in this document for more information

Video filters
Turn this option on to allow users to apply filters to their videos

Identify guest participants in the meeting/webinar
Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests.

Auto-answer group in chat
Allows user to add others to an 'Auto Answer Group'. Calls from members of a user's 'Auto Answer Group' will be automatically answered for that user.

Only show default email when sending email invites
Allow users to invite participants by email only by using the default email program selected on their computer

Use HTML format email for Outlook plugin
Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin

Allow users to select stereo audio in their client settings
Allow users to select stereo audio during a meeting

Allow users to select original sound in their client settings
Allow users to select original sound during a meeting

Customize data center regions for meeting/webinar data in transit Locked by admin
Include all data center regions to provide the best experience for participants joining from all regions. Opting out of data center regions may limit CRC, Dial-in, Call Me, and Invite by Phone options for participants joining from those regions.

- [x] Australia
- [x] Brazil
- [x] Canada
- [ ] China
- [x] Germany
- [ ] Hong Kong SAR
- [x] India
- [x] Ireland
- [x] Japan
- [x] Netherlands
- [ ] Singapore
- [x] United States of America

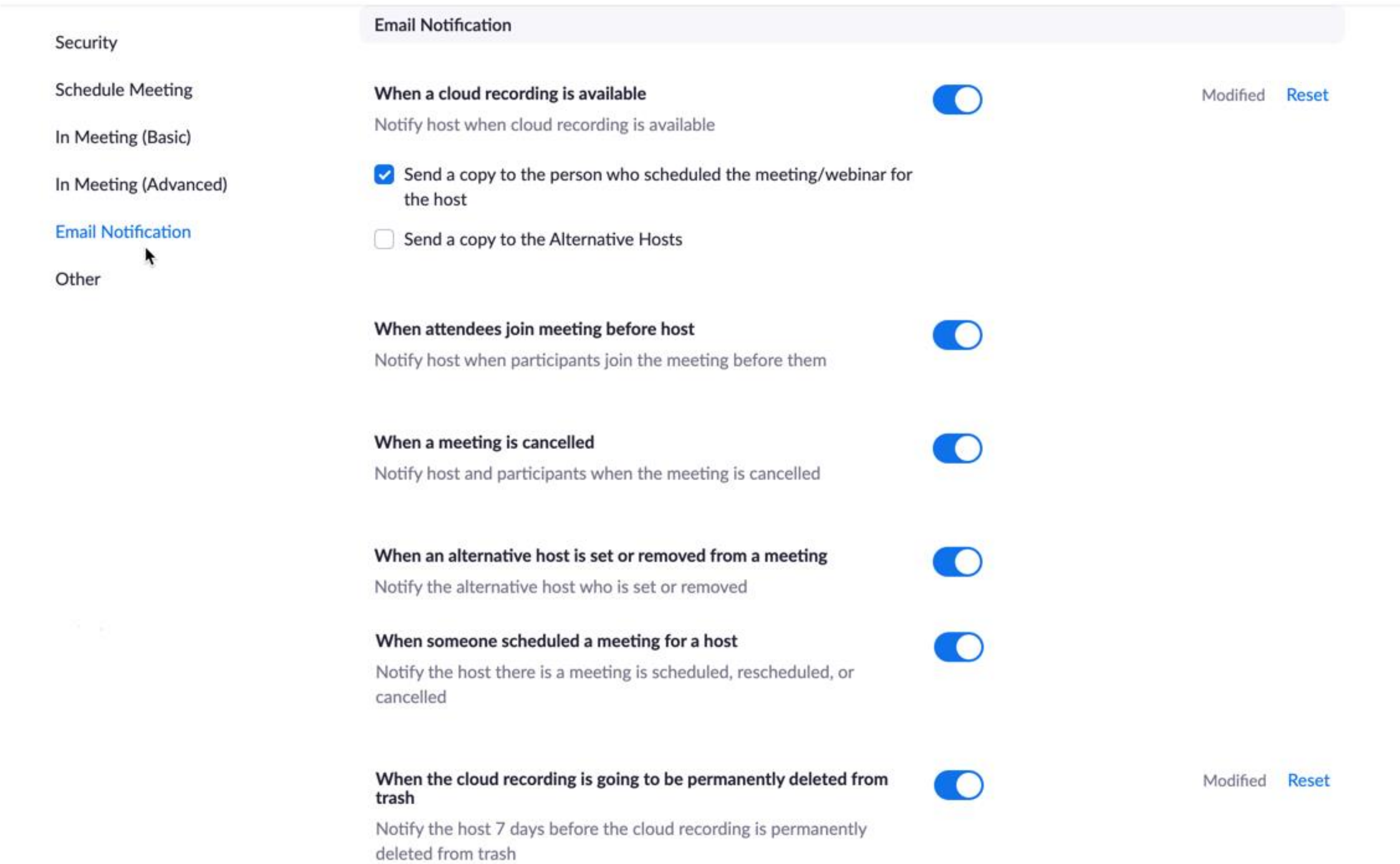
Show a "Join from your browser" link Modified Reset
Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited

Allow live streaming meetings Modified Reset

Show a custom disclaimer when starting or joining a meeting
Create your own disclaimer that will be shown at the start of all meetings hosted by your account

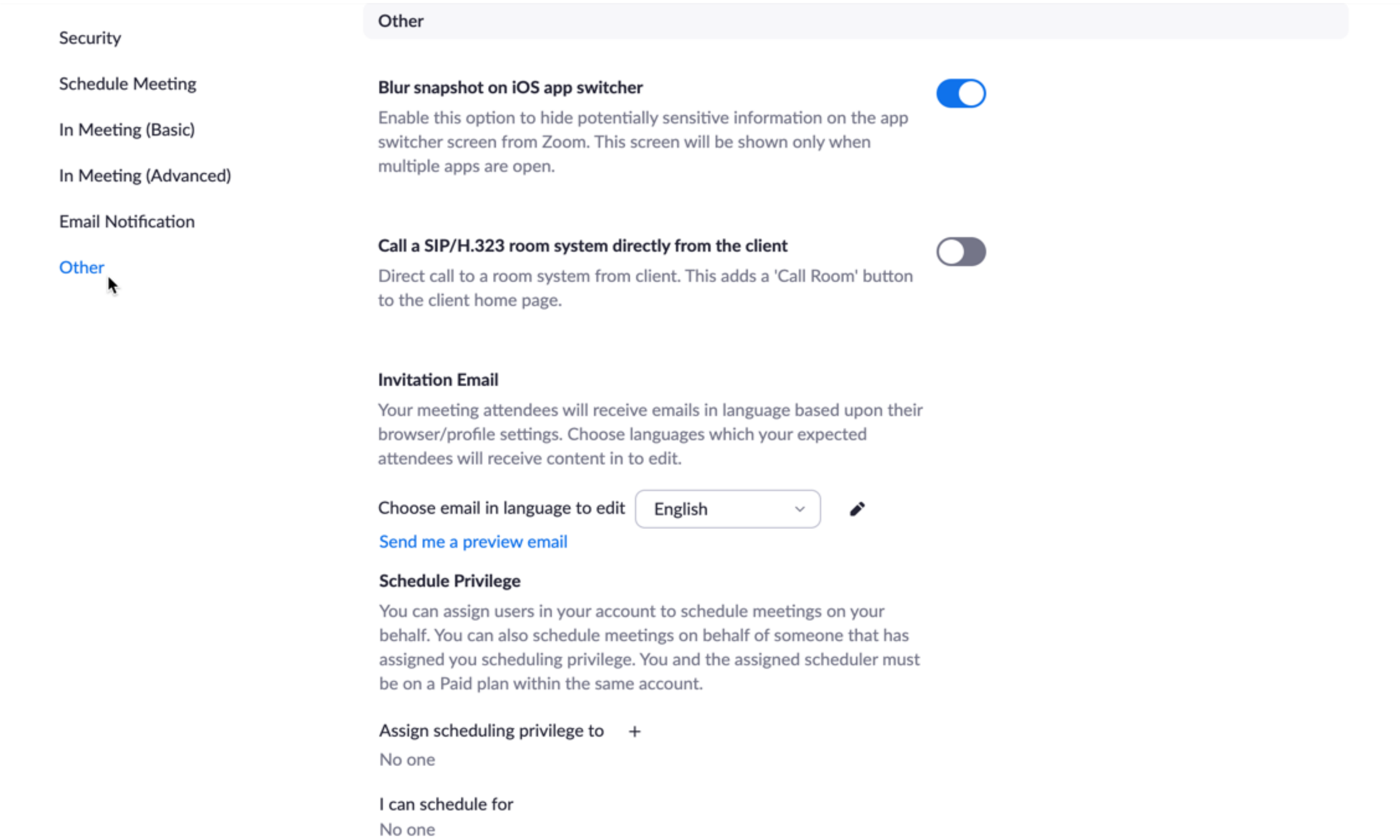
Request permission to unmute
Select this option in the scheduler to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings scheduled by the same person.

Email Notification



The 2 settings that have been changed in this section were to give notification to the account email address, which is the Stake Zoom email account. The Stake Technology Specialist has access to this account please let him or her know when you are going to record so they can send you the link to the recording. Remember that turning on recording of a meeting or webinar is a rare occasion that needs prior approval from unit or stake leadership.

Other



Again, please keep these settings this way. Some of these can be changed on the fly (in setting up a meeting or webinar) by the Host or co-host if needed.

Recording Settings

Meeting | **Recording** | Telephone

Recording

Local recording
Allow hosts and participants to record the meeting to a local file

Cloud recording — Modified Reset
Allow hosts to record and save the meeting / webinar in the cloud

- [x] Record active speaker with shared screen
- [ ] Record gallery view with shared screen
- [ ] Record active speaker, gallery view and shared screen separately
- [x] Record an audio only file
- [x] Save chat messages from the meeting / webinar

Advanced cloud recording settings

- [ ] Add a timestamp to the recording
- [x] Display participants' names in the recording
- [x] Record thumbnails when sharing
- [ ] Optimize the recording for 3rd party video editor
- [ ] Audio transcript
- [x] Save panelist chat to the recording
- [x] Save poll results shared during the meeting/webinar

Save Cancel

These are set this way to safely allow recording of firesides if approved by Stake President or the Unit, Bishop or Branch President. Using this will be a rare occasion.

These recording will stay in the cloud for up to 30 days then they will auto delete from the cloud

If you want to have a copy to post on YouTube or Facebook, you will need to download locally before the 30 days.

A sharing link will be generated after the meeting that will be emailed to the Stake email account, see more information under Recording in this document.

Allow cloud recording sharing
A sharing link for the recording will be generated after a meeting. Users who meet the viewing permissions can access the cloud recording through this link.

Automatic recording — Locked by admin
Record meetings automatically as they start

IP Address Access Control
Allow cloud recording access only from specific IP address ranges

Require users to authenticate before viewing cloud recordings
Right before sharing cloud recordings, meetings hosts can choose from one of the options configured below to require users to authenticate before viewing recordings.

Set recording as on-demand by default
Users must register before they can watch the recording

Require passcode to access shared cloud recordings
Passcode protection will be enforced for shared cloud recordings. A random passcode will be generated which can be modified by the users. This setting is applicable for newly generated recordings only.

Viewers can see the transcript
When this setting is turned on, users with the sharing link will be able to view transcripts of recordings. This setting is applicable to newly generated recordings only.

Auto delete cloud recordings after days — Locked by admin
Allow Zoom to automatically delete recordings after a specified number of days

Specify a time range (days): 30

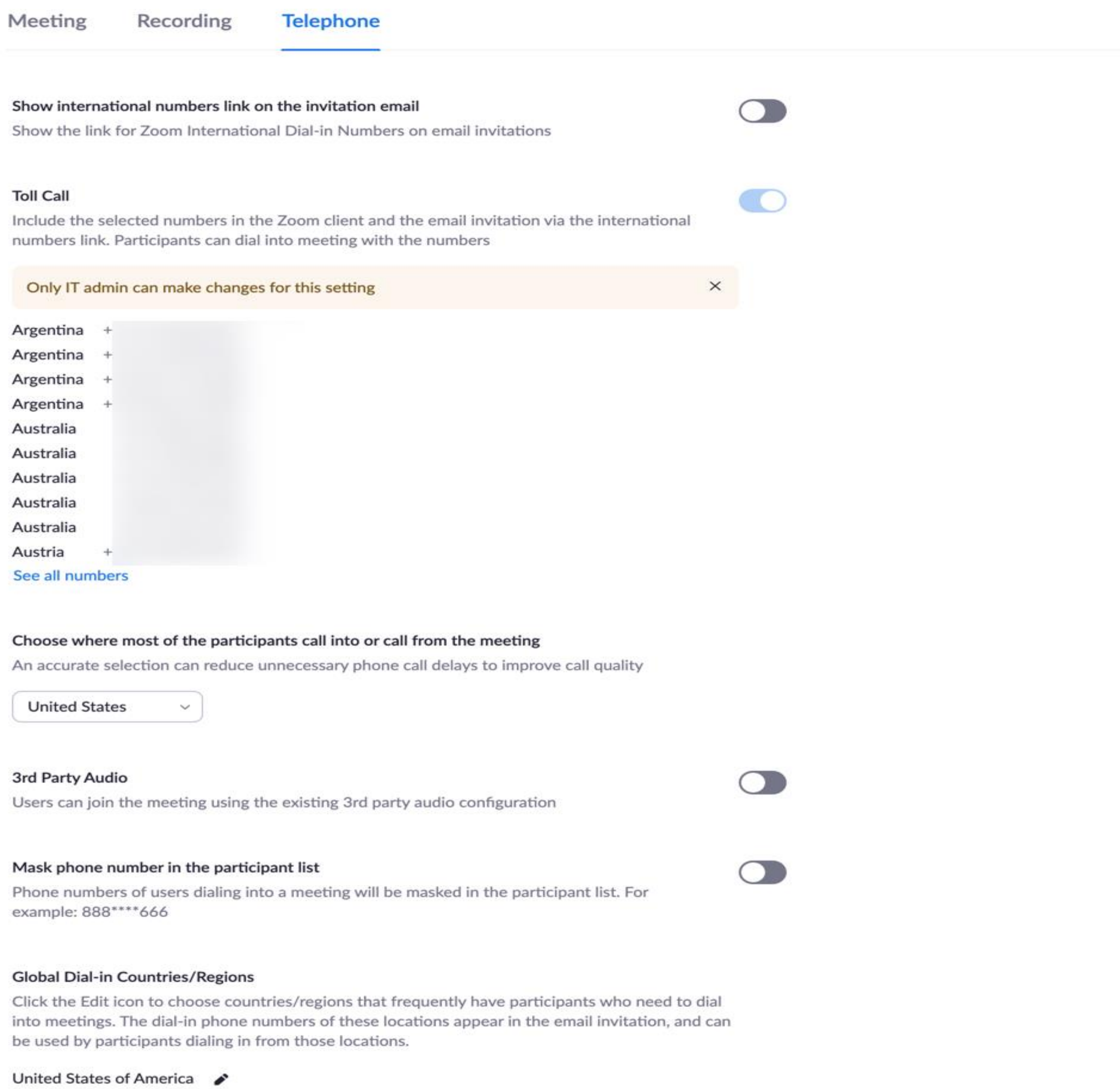
The host can delete cloud recordings
Allow the host to delete the recordings. If this option is disabled, the recordings cannot be deleted by the host and only admin can delete them.

Recording disclaimer — Locked by admin
Show a customizable disclaimer to participants before a recording starts

- [x] Ask participants for consent when a recording starts
- [x] Ask host to confirm before starting a recording

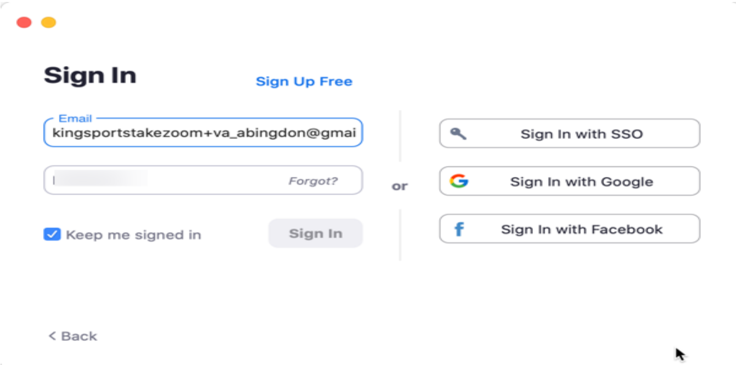
Multiple audio notifications of recorded meeting
Play notification messages to participants who join the meeting audio. These messages play each time the recording starts or restarts, informing participants that the meeting is being recorded. If participants join the audio from telephone, even if this option is disabled, users will hear one notification message per meeting.

Telephone Settings



Setting up Desktop Client

Start your Desktop Client

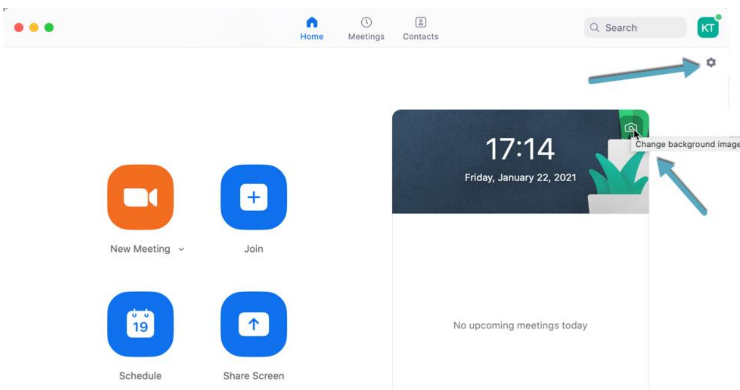


If you have not downloaded your client yet see Download Meetings Client Software

Log in to your account

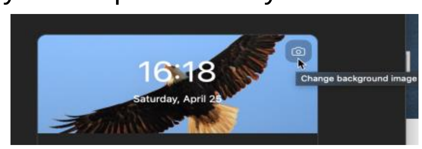
See your unit leader for the password. If you have forgotten or loss the password, contact your Stake Technology Specialist to reset it.

Home screen after login

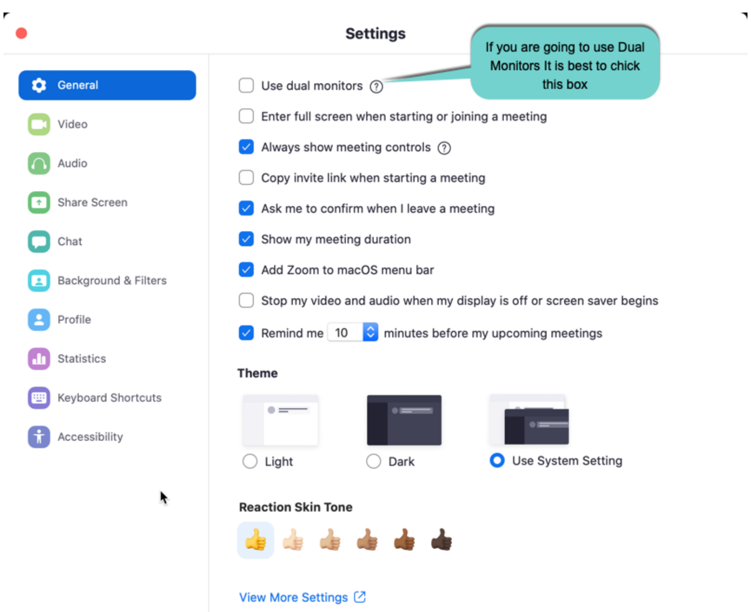


From here you can click on a function that you want to do. Click on the **"Gear"** in the upper right corner to open the Settings screen

Hint: You can change the background image by clicking on the camera which will open a window so you can pick one of your own. Have Fun!



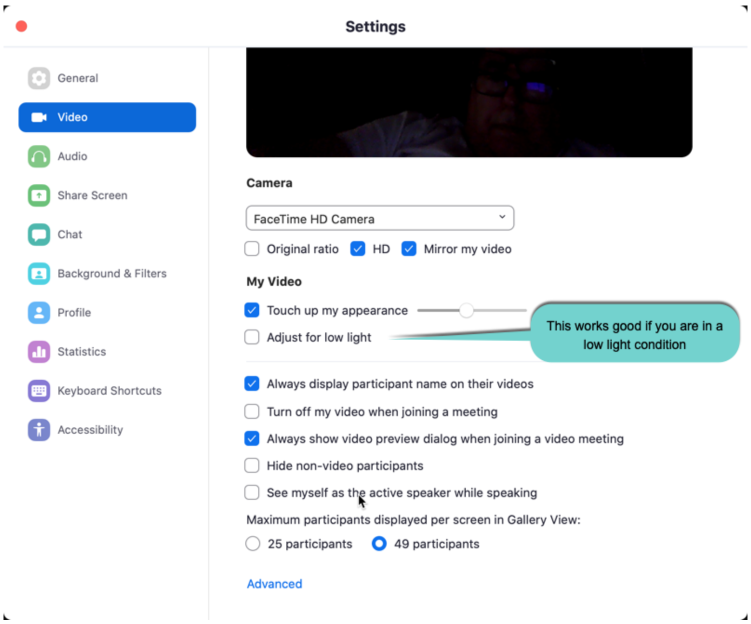
General Settings



Take the default settings. If you have dual monitors, then check to be able to use this feature. This comes in handy when you are going to use PowerPoint, or another like program, in screen share mode.

The rest of these choices above are self-explanatory, and it is recommended that you do not turn these on. (Window computers have similar settings just in a different order)

Video Settings



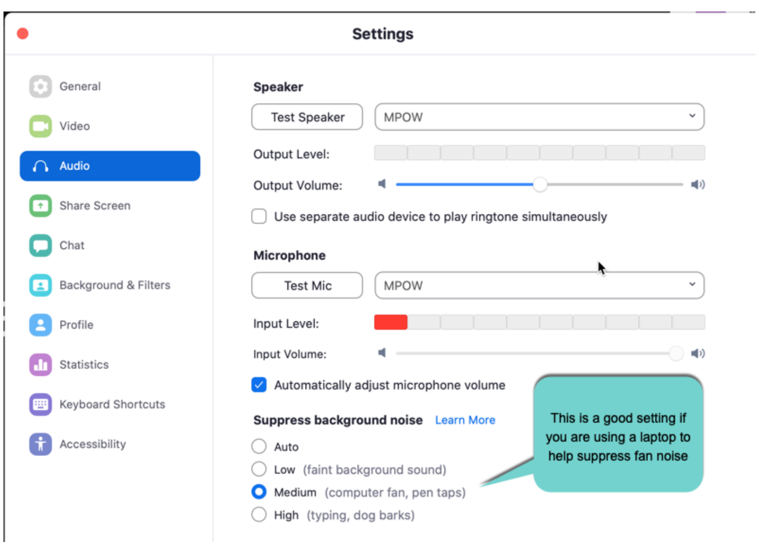
For **"Camera"** take defaults. For **"My Video":** enable all these if your computer/laptop has that capability. The "**Touch Up My Appearance"'** feature gives you a quick makeover before appearing on camera. This technology can add a soft focus to your video display, making your skin look smoother and face younger.

Adjust for low light is good if you do not have good lighting.

"49 participants" This would be the normal setting for all units.

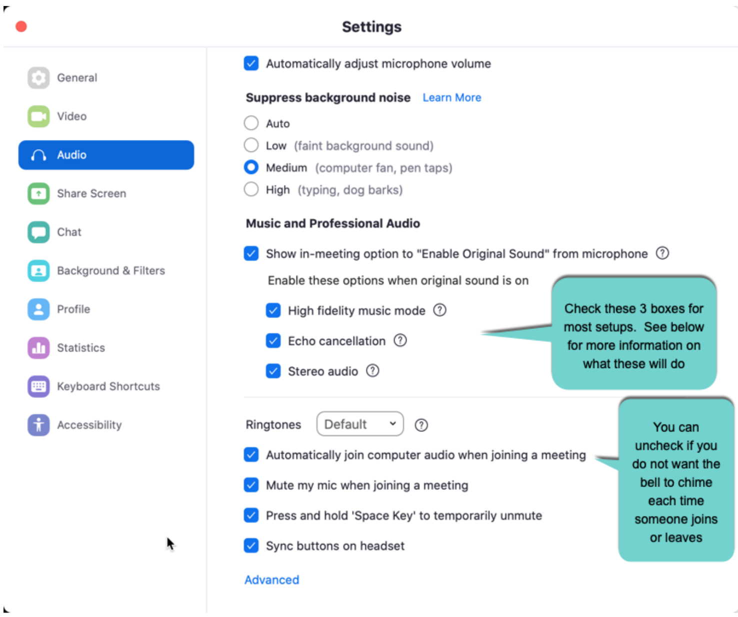
The rest is self-explanatory.

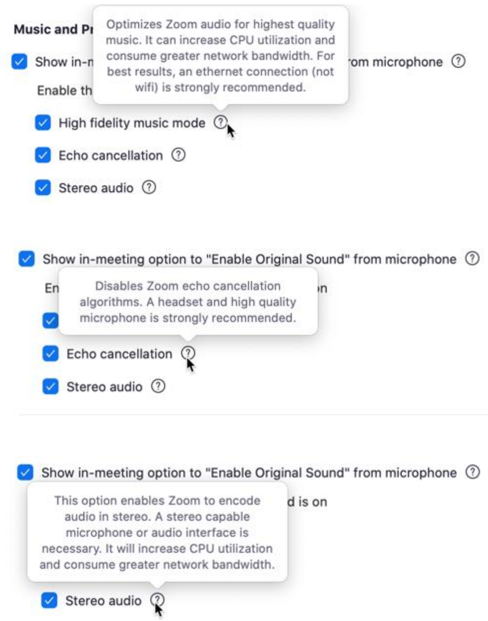
Audio Settings



FYI here is where you can test your Speaker and Microphone levels.

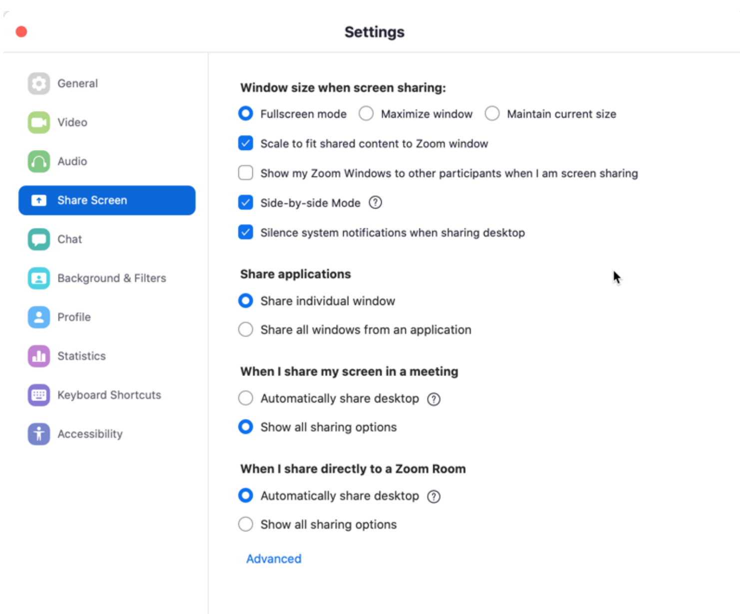
Scrolling down for the rest of the Audio Settings (on the next page)





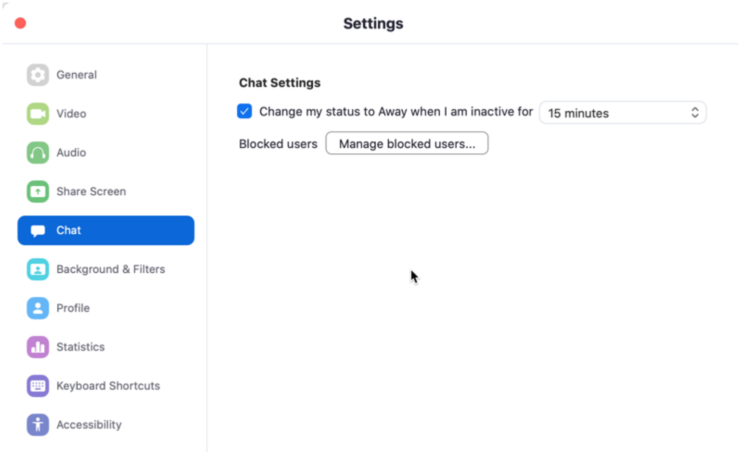
Take the default settings along with checking off the other 3 under Music and Professional Audio. This will save you a few steps when joining meetings.

Share Screen



Take the defaults. You can also select "Side-by-side mode" if you want, this way when you are in shared screen mode you will still be able to see the rest of the participants on the screen alongside the shared screen. The rest of the items on the settings screen are already been configured when your account was setup online through the webpage.

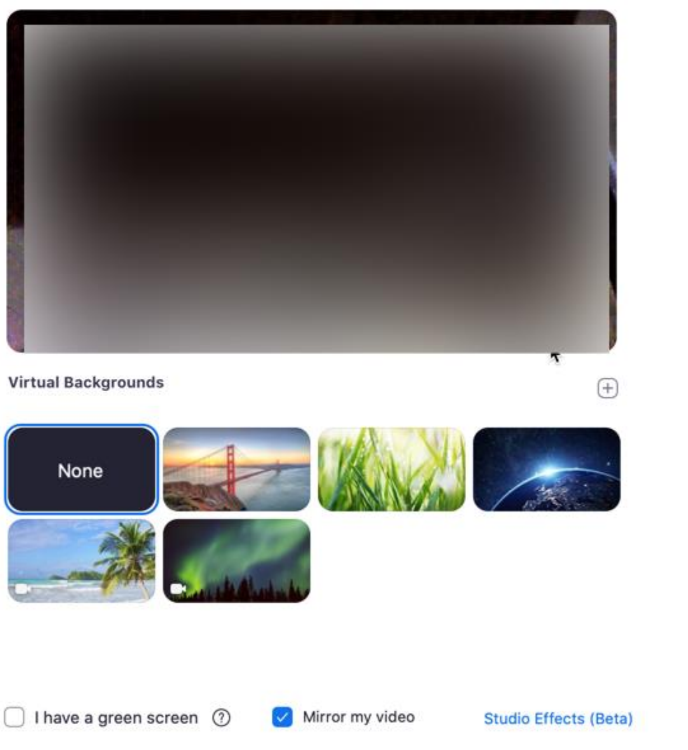
Chat



This is default setting and can be changed if needed.

You should not have any Blocked users, but if you did this is where you can remove the block if needed

Background & Filters

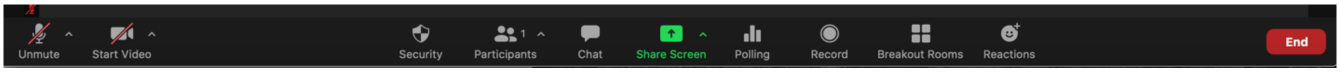


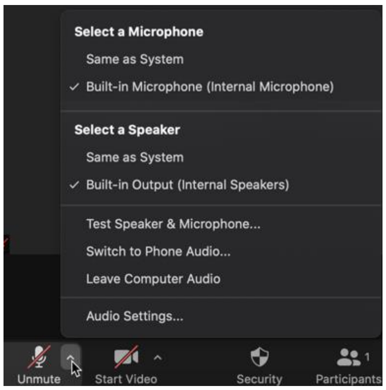
We highly recommend that you use "None" for Virtual Backgrounds unless you have the proper lighting, green screen and have the memory/CPU speed to handle the processing.

It is fun to use BUT can be very distracting and take away from the spirit of the meeting if used.

Controls for Host Managing Participants

Host Menu Bar Controls

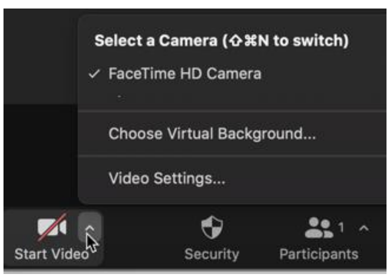




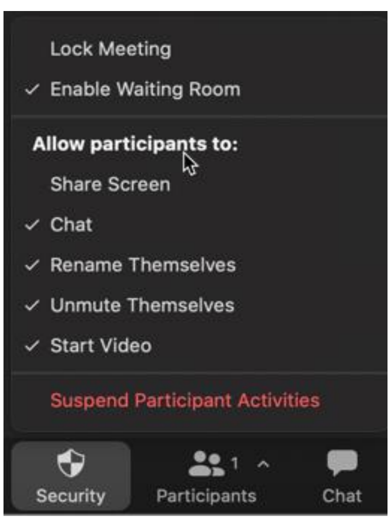
Mute/Unmute Audio**:** Audio Controls (click the **^** arrow next to **Mute** / **Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings.

Tip: Use the following keyboard shortcuts to mute or unmute yourself. You can also use push to talk if you want to unmute yourself by holding the spacebar.

- Windows: **Alt** + **A**
- Mac: **Shift** + **Command** + **A**



Stop/Start Video**:** Turns your camera on or off. Video Controls (click the ^ arrow next to **Start Video** / **Stop Video**): Change cameras if you have multiple cameras, select a virtual background (if enabled), or access your full video settings.



Security**: Each of these settings is clicked to toggle on or off. A check mark means it is enabled**

*Lock Meeting***:** Locks the meeting, keeping new participants from joining the meeting.

*Enable Waiting Room***:** Enables **Waiting Room** for incoming new participants or to move current participants into the Waiting Room.

Allow participants to:

*Share Screen***:** Allows participants to start Screen Shares **(only do this if needed)**

*Chat***:** Allows participants to use the chat function.

*Rename Themselves***:** Allows participants to rename themselves from the Participants panel.

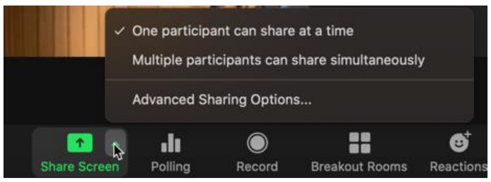
*Unmute Themselves***:** Allows participants to Unmute themselves from the Participants panel.

Start Video: Allows participants to turn on/off their camera from the Participants panel.

Suspend Participant Activities: Turns off all participant's video, audio, and ability to share their screen. Also lock the meeting to prevent participants from joining. **(use with caution)**

Participants**:** This will pop out to a window on the right side of your screen You will see who's currently in the meeting and invite others. You can also access to these options: **Rename**: Hover over your name, click **More,** and choose **Rename** to change your screen name displayed to other participants.

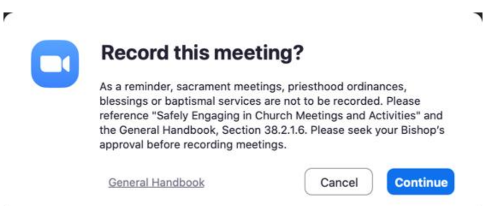
Chat**:** Click the **"Chat",** this will pop out to a window on the right side of your screen, below **"Participants"**, if you have it open, showing the chat of all the participants. The number by both Participants or Chat shows the number of Participants or the number of new chat entries. See "Chat Settings" for more configurations



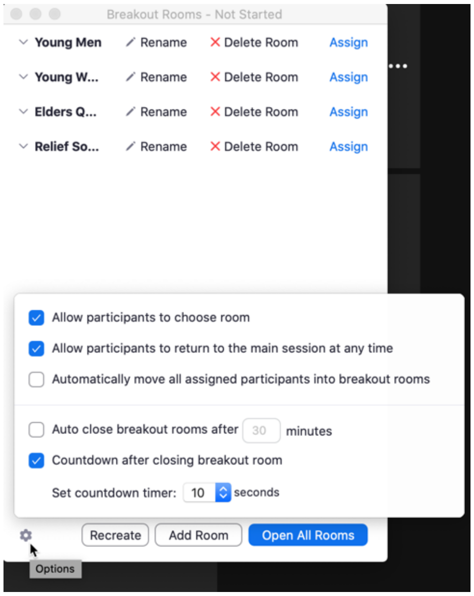
Share Screen**:** Start a screen share as Host, you can also allow others. You will be able to select the desktop or application you want to share that is already open in the background.
You can have either "**One participant can share at a time**" or **"Multiple participants can share simultaneously"** **(This not recommended)**

Advanced Sharing Options:

We strongly suggest you leave these set this way. A better way under Who can share is to make the new presenter a "Co-Host" so they can share and then you can take back "Co-Host" when they are finished if needed.



Record**:** Start or Stop a cloud recording. Attendees do not have access to start a cloud recording.
When you click on Record the first time you will get this popup message.
More about Record procedures see "Cloud Recording"



Breakout Rooms: Will open your Breakout Room control panel. Click on the gear on the lower right of the panel to find the configuration settings

Allow participants to choose room: Participants can select and enter rooms on their own once rooms are launched. And can change to another room if they want. **(This is what you would use for most of your meetings that you would have breakout rooms)**

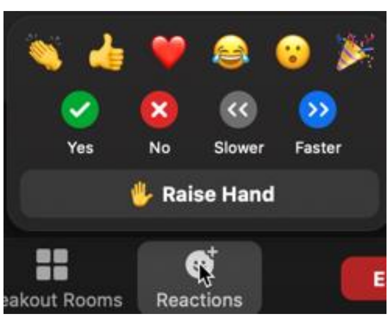
Allow participants to return to the main session at any time: If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host or co-host to end the breakout rooms.

Automatically move all assigned participants into breakout rooms: Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.

Auto close breakout rooms after () minutes: If this option is checked, the breakout rooms will automatically end after the configured time. **(be careful using this because it will cut off right away at the end of time)**

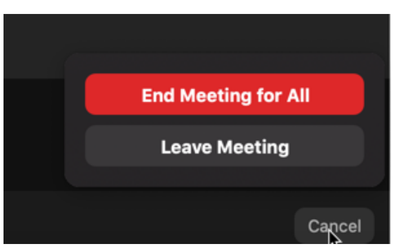
Countdown after closing breakout room: If this option is checked, the host and co-hosts will be notified when the breakout room time is up. **(if you are going to use Auto Close you need to check this box also)**

Set Countdown timer: If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room **(if you are going to use Auto Close you need to check this box also and set the timer)**
More about Breakout Rooms procedures see "Breakout Rooms"



Reactions**:** Host Non-verbal reaction to the meeting that will show up on the host video for approx. 10 seconds.

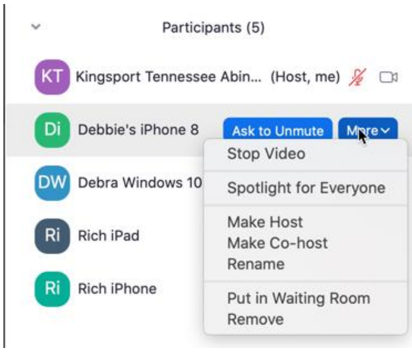
Raise Hand: When someone clicks on Raise Hand it will stay up until the Host/Co-Host clears. This is what we will use for sustaining callings and leaders.



End meeting**:** When you click on "End" you will get the following pop-up:
End Meeting for all: Closes meeting for all
*Leave Meeting***:** Leave the meeting. You will be prompted to assign a host so that the meeting can continue.

Host Menu Pop-Out Controls

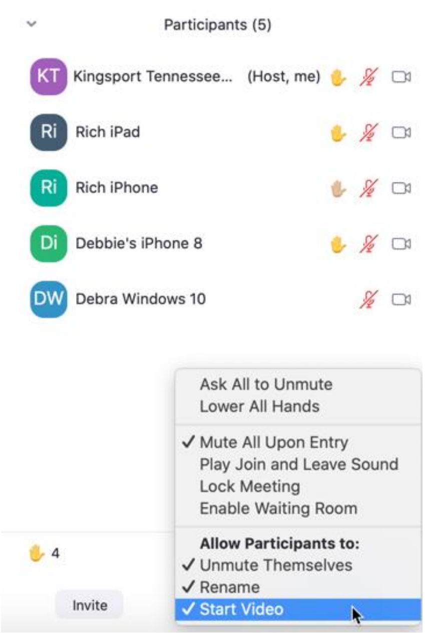
Top settings of Participants pop-out



Ask to Unmute/Mute: Ask to Unmute – sends a request to the participant to un-mute themselves. Mute – Shuts off the participant's microphone.
More: options
Stop Video: Stop the participant's video stream. If the participant hasn't started their video, you will see the Ask to Start Video option which will send a request to the participant to start their video.
Spotlight for Everyone: This will put their video up full screen on everyone's screen
Make Host: (only available to the host): Assign the attendee to be the host. There can only be one host at a time.
Make Co-Host: (only available to the host): Assign the attendee to be a co-host. You can have an unlimited number of co-hosts.
Rename: Change the attendee name that is displayed to other participants. This change only applies to the current meeting. **Note**: To change your own name that is displayed, hover over your name in the participants list and click **Rename**. You can permanently change your name in your profile.
Put in Waiting Room**:** Place the attendee in a virtual waiting room while you prepare for the meeting. The host must enable waiting room for this option to appear.
Remove: Dismiss a participant from the meeting. They won't be able to rejoin unless you allow participants to rejoin.

Bottom settings of Participants pop-out

Invite: Invite others to join the meeting by sending an email link
Mute All: Mute all participants currently in the meeting.
Click *More* for these options:

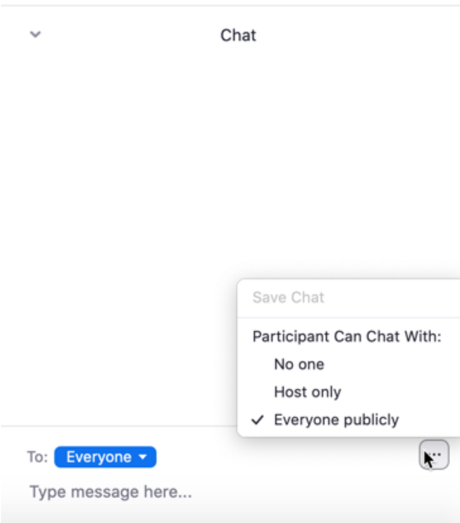


Ask All to Unmute: Display a pop-up notification to all muted participants with option to unmute themselves or stay muted.
Lower All Hands**:** reset all raised hands. We will be used for sustaining. There is no report on who raises their hand, so you will need to visually look at all the participants to determine if there are any who opposed when asked.
Mute All upon Entry: Automatically mute participants as they join the meeting.
Play Join and Leave Sound**:** Play a sound when participants join and leave the meeting
Lock meeting: Don't allow other participants to join the meeting in progress.
Enable Waiting Room: Enable the Waiting Room feature. This option is available regardless of the web portal setting.
Unmute Themselves: Participants can unmute themselves if they want to speak to others in the meeting
Rename: Allow Participants can change their screen name displayed to other participants.
Start Video: Participants can start their Video themselves if they want to broadcast their video to others in the meeting

Chat Settings

Zoom has in-meeting chat for everyone or participants can message each other privately. Since we had set how chat will work in Zoom Settings, we have only the following three options

In Meetings



After clicking on "Chat", on the Host menu bar, your chat window will pop out. Click on and select what you want.

No one: Participants cannot chat with anyone. Only receives chats from Host/Co-Host

Host only: Participants can only chat with Host/Co-Host

Everyone Publicly: When a participant sends a text, it will go to everyone. This is the Default.

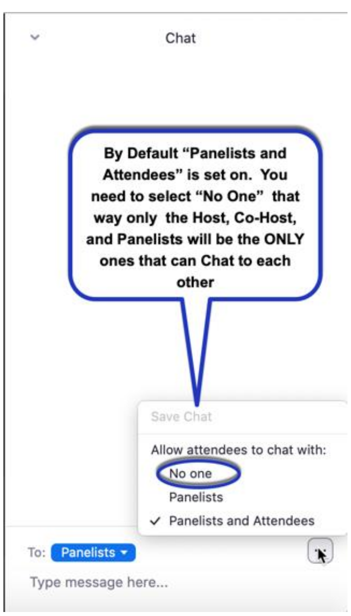
You can change this during the meeting by clicking on the setting icon again and change to a different option.

:

Using webinar chat

Overview

The chat feature allows webinar attendees, the host, co-hosts, and panelists to communicate for the duration of the webinar. Whether attendees can chat with everyone or only the host will depend on the settings that the host has selected.



After clicking on **Chat**, on the Host menu bar, your chat window will pop out. Click on and select "**No One**" because we do not want the attendees chatting during the fireside or Stake/Ward/Branch conferences.

Just the Host, Co-Host, and the Panelists (Speakers) are able to text each other.

Panelists

1. In your controls at the bottom window, click **Chat** . If you are on a mobile device, tap **Participants**, then **Chat**.
2. The chat window will open on the right side of your screen if you are not in full screen mode. If you are full screen mode, it will open in a window that you can move around your screen.
3. You can type your message into the chat window and press **Enter** to send your message.

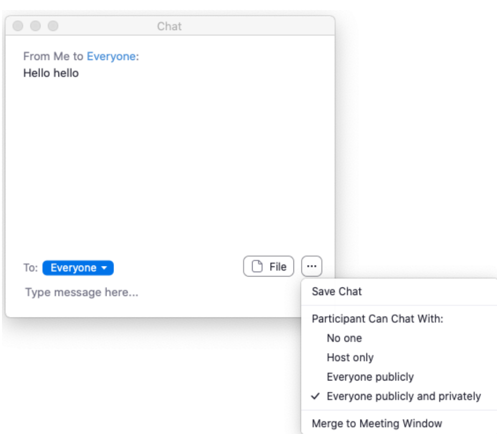
- Click on the drop down next to "**To:**" to change who you are sending this message to. As a panelist, you can send a message to all panelists, all attendees, and panelists, or an individual.
- If you receive a message when you do not have the chat window open, you will receive a notification at the bottom of your screen.

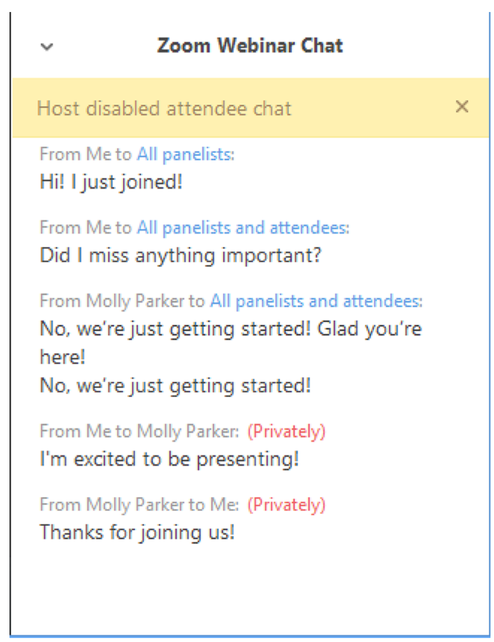
Attendees

As an attendee in the webinar, you can chat with other attendees, panelists (including the host), depending on what chat permissions the webinar host has allowed.

1. In your controls at the bottom window, click or tap **Chat** .
2. When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen.
3. Type your message and press **Enter** to send it.

- You can also select who you would like to send the message to by clicking on the drop down next to **To**:
- When you receive a chat message, you will receive a notification at the bottom of your screen if you do not currently have the chat window open.
    - If the host has disabled Attendee chat, you will still be able to view messages sent by the host and other panelists.





Controlling and disabling in-meeting chat

Overview

As the host, you can control which meeting or webinar participants are allowed to chat with. You can also disable the chat feature for all participants or disable private chat so participants cannot send private messages.

Controlling chat access

Meeting and webinar hosts can control whether participants can chat with everyone, with panelists and the host (for webinars), or with the host only.

1. Start a meeting or webinar as host.
2. Click **Chat**  in the Meeting Controls.
3. At the bottom of the in-meeting Zoom Group Chat window, click **More**, and then choose an option for **Allow attendees to chat with**.
    - For meetings, the host can allow attendees to chat with everyone or with the host only.
    - For webinars, the host can allow attendees to chat with no one, with all panelists (including host), or with all panelists and attendees.

Disabling in-meeting chat

You can turn chat for all your meetings and webinars if you do not want to use the chat feature 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.

You can disable the Private Chat, which will prevent participants from sending messages to individuals instead of the entire group.

1. Sign into the Zoom web portal.
2. In the navigation menu, click **Settings**.
3. Navigate to **Chat** option under **In Meeting (Basic)**.
4. Click the **Chat** and **Private Chat** toggles to disable in-meeting chat.
5. Click **Save Changes**.

Meetings

Roles in a meeting

Overview

There are multiple roles available for a meeting: host, co-host, and participants. The role that you have in a meeting is designated by the host.

Host: The user that scheduled the meeting. They have full permissions to manage the meeting. There can only be one host of a meeting.

Co-hosts: Shares most of the controls that hosts have, allowing the co-host to manage the administrative side of the meeting, such as managing attendees. The host must assign a co-host during the meeting. Co-hosts cannot start a meeting. If a host needs someone else to start the meeting, they can assign an alternative host.

Comparison

The following table compares the meeting controls available to the host, co-hosts, alternative hosts, and participants.

- Features with an asterisk (*) can be disable by the host.

Participating in the meeting			
Feature	**Host**	**Co-host**	**Participants**
Starting the Meeting	✔	**see note**	
Audio Settings*	✔	✔	✔
Video Settings	✔	✔	✔*
View participants list	✔	✔	✔
Share screen	✔	✔	✔*
Request or give remote control	✔	✔	✔
Chat with participants (in-meeting chat)	✔	✔	✔
Save in-meeting chat	✔	✔	
Create or edit polls	✔		
Start polling	✔	✔	
Answer polls			✔
Assign someone to enter closed captions	✔		
Enter closed captions	✔	✔*	✔*
End meeting	✔		
Reactions and nonverbal feedback	✔	✔	✔
Reorder video	✔		
Managing participants			
Feature	**Host**	**Co-host**	**Participants**
Mute or unmute participants	✔	✔	
Stop participant's video	✔	✔	
Ask participant to start video	✔	✔	
Spotlight a video	✔	✔	

Promote participant to host or co-host	✔		
Change who attendees can chat with	✔	✔	
Remove attendees	✔	✔	
Put participants on hold	✔	✔	
Rename participants	✔	✔	
Invite others to join	✔	✔	✔
Mute controls for participants (ask to mute, mute all, mute on entry)	✔	✔	
Assign participants to breakout rooms	✔		
Recording			
Feature	**Host**	**Co-host**	**Participants**
Start cloud recording	✔	✔	
Start local recording	✔	✔	✔*
Allow or forbid a participant to start local recording	✔	✔	
Live streaming			
Feature	**Host**	**Co-host**	**Participants**
Live stream on Facebook	✔		
Live stream on YouTube	✔		

Note:

- Co-hosts cannot start meetings scheduled by the host.
- Co-hosts cannot be assigned ahead of time.

The host has to promote a participant to co-host.

Enabling and adding a co-host

Overview

The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.

Co-hosts do not have access to the following controls, as they are only available as host controls in a meeting:

- Start closed captioning and assign someone or a third-party to provide closed captioning
- Start live streaming
- End meeting for all participants
- Make another participant a co-host
- Join breakout rooms and move from one breakout room to another, unless breakout rooms are set up like we are going to use them, then they will be able to join and move around.
- Start waiting room (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)
- Co-hosts also cannot start a meeting.

Enabling Co-host

Using Co-host in a meeting

There are two ways that you can make a user a Co-host.

During a meeting:

1. Hover over a user's video.
2. Click the more icon .
3. Click **Make Co-Host**.

Using the participant's window:

1. Click on **Manage Participants** in the meeting controls at the bottom of the Zoom window. 
2. Hover over the name of the participant who is going to be a Co-host and choose **More**.
3. Click **Make Co-Host**.

Once a participant has been made a co-host, they'll have access to the co-host controls. See Controls for Host Managing Participants section for more information.

Can I Host Concurrent Meetings?

Overview

Licensed users on Enterprise account (which the Church has) can host up to 2 meetings at the same time. Both meetings need to be started by the original meeting host. The host can leave the meeting and pass host privileges to another user if needed.

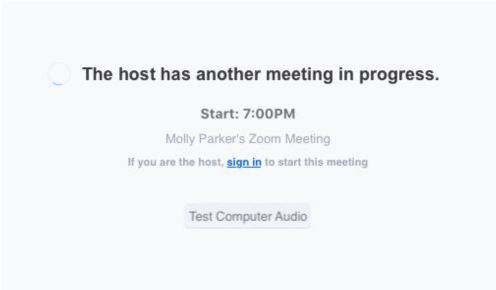
Note: While these users can have 2 meetings active concurrently, by default they will be unable to join multiple meetings simultaneously on the desktop client.

Prerequisite

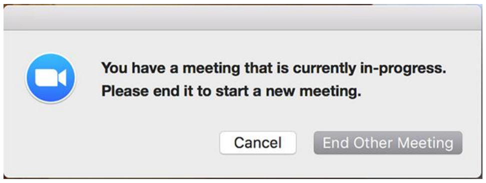
- Host must start the meeting

Common Issues

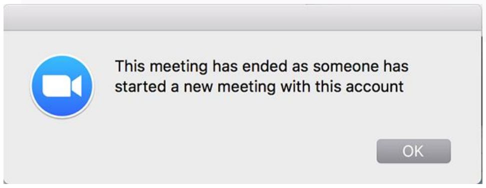
If the host has already reached the maximum number of meetings in progress, they may see the following issues.



⇐If participants attempt to join a meeting that the host hasn't started yet, they will receive this message



⇐ If the host tries to start a different meeting at the same time, they will be prompted to end the first meeting



⇐If the host chooses to end the meeting, the participants will receive the following message

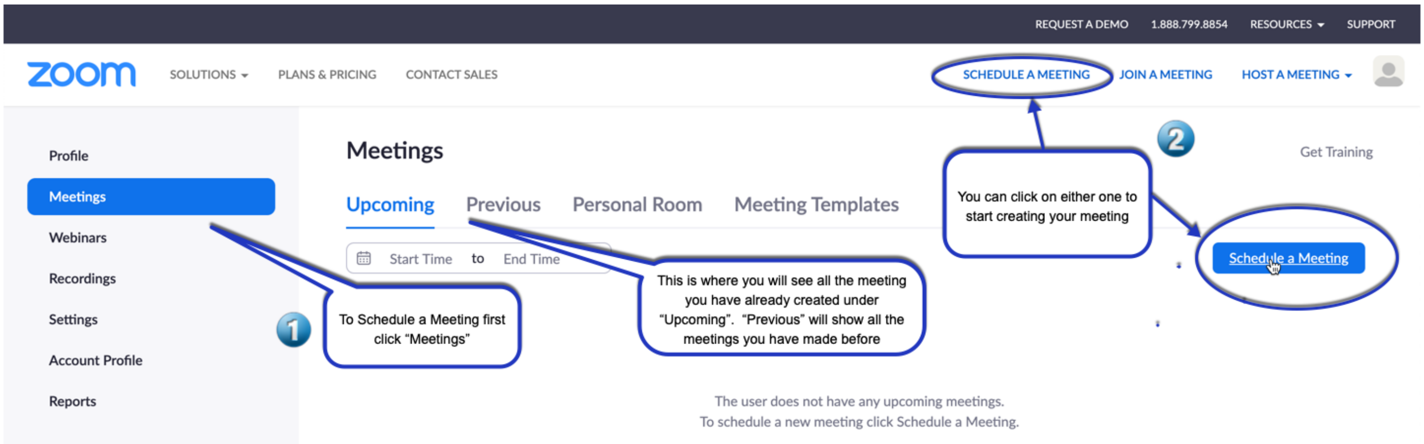
Now let's set up a meeting!

Best used for any meeting; Sunday School class, YM/YW, EQ, RS, Ward/Branch Council, and Presidency. For Sacrament meetings, Ward and Stake Conferences, and firesides it is better to use Webinars. See Webinars for more information.

Using the Web Browser Client

Creating a Meeting

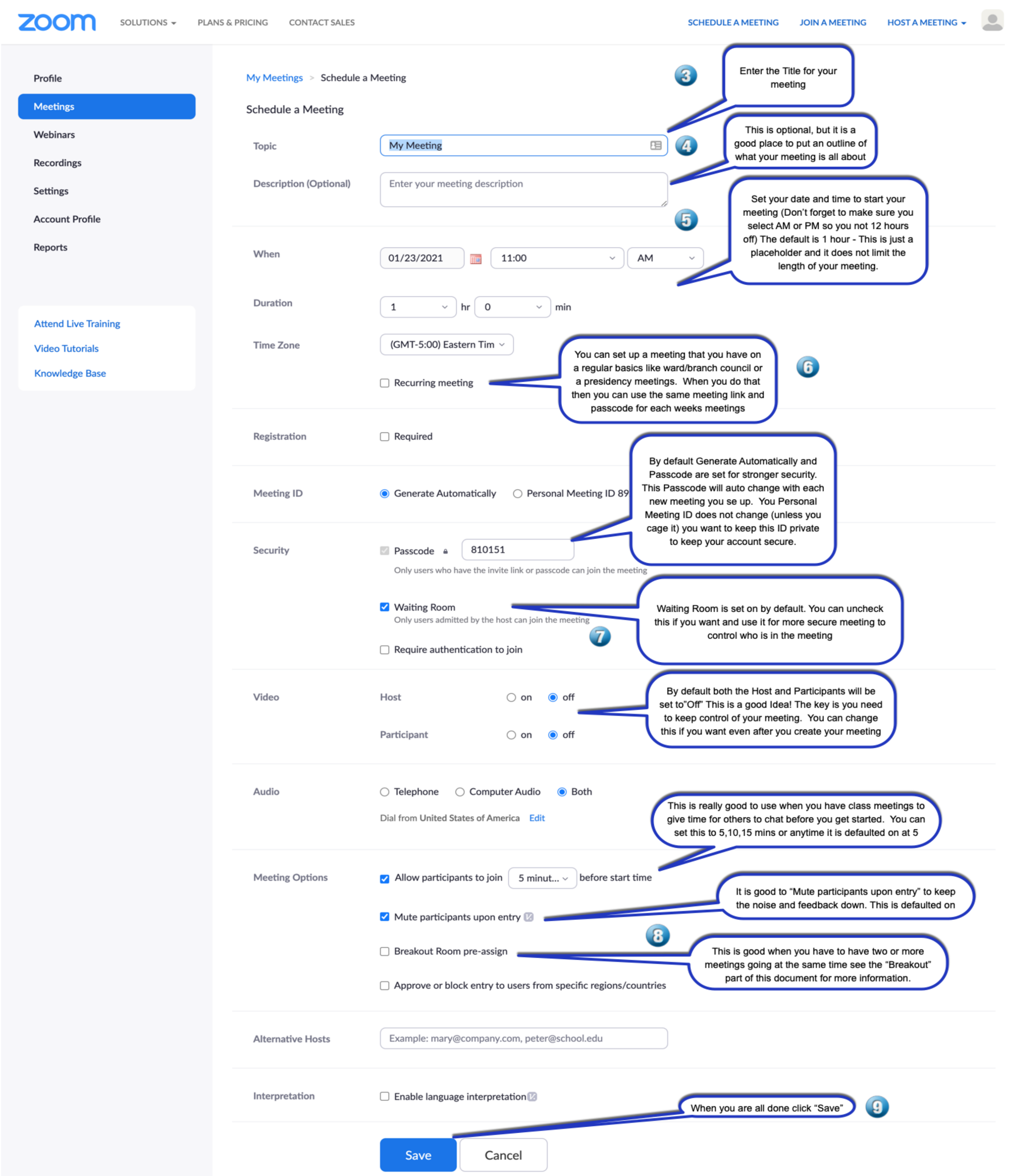
Log into your online Zoom account zoom.com



Click on "Meetings" (1) in the left column and then click on "Schedule a Meeting" (2)

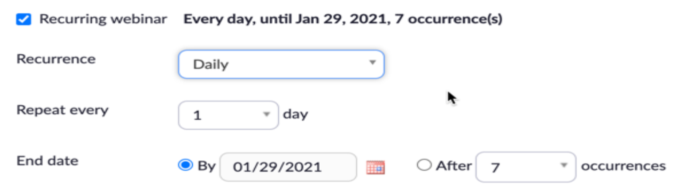
Use the screenshot on the next page for these next steps

3. Enter Title of your meeting ie: Abingdon Ward Council Meeting
4. Optional you can enter an outline or a description of your meeting
5. Enter you date and time of your meeting
6. If you want to have a Recuring Meeting see Recuring Meetings and Webinars
7. Waiting Room – Most of the time you will not use this unless you want to control who is on your meeting See Waiting Room for more information
8. Breakout Room – Great to use for classes see Breakout Rooms for how to setup and use them
9. Click "Save" to create your meeting

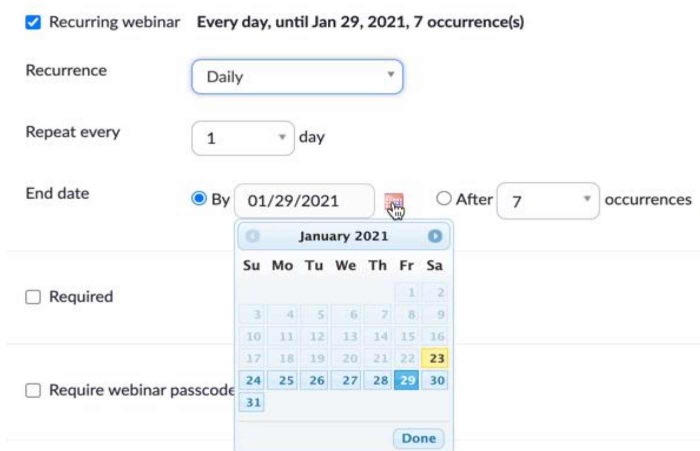

zoom
SOLUTIONS
PLANS & PRICING
CONTACT SALES
SCHEDULE A MEETING
JOIN A MEETING
HOST A MEETING
Profile
Meetings
Webinars
Recordings
Settings
Account Profile
Reports
Attend Live Training
Video Tutorials
Knowledge Base
My Meetings > Schedule a Meeting
Schedule a Meeting
3
Enter the Title for your meeting
Topic
My Meeting
4
This is optional, but it is a good place to put an outline of what your meeting is all about
Description (Optional)
Enter your meeting description
5
Set your date and time to start your meeting (Don't forget to make sure you select AM or PM so you not 12 hours off) The default is 1 hour - This is just a placeholder and it does not limit the length of your meeting.
When
01/23/2021
11:00
AM
Duration
1
hr
0
min
Time Zone
(GMT-5:00) Eastern Tim
Recurring meeting
You can set up a meeting that you have on a regular basics like ward/branch council or a presidency meetings. When you do that then you can use the same meeting link and passcode for each weeks meetings
6
Registration
Required
Meeting ID
Generate Automatically
Personal Meeting ID 89
By default Generate Automatically and Passcode are set for stronger security. This Passcode will auto change with each new meeting you se up. You Personal Meeting ID does not change (unless you cage it) you want to keep this ID private to keep your account secure.
Security
Passcode
810151
Only users who have the invite link or passcode can join the meeting
Waiting Room
Only users admitted by the host can join the meeting
Waiting Room is set on by default. You can uncheck this if you want and use it for more secure meeting to control who is in the meeting
7
Require authentication to join
Video
Host
on
off
Participant
on
off
By default both the Host and Participants will be set to"Off" This is a good Idea! The key is you need to keep control of your meeting. You can change this if you want even after you create your meeting
Audio
Telephone
Computer Audio
Both
Dial from United States of America
Edit
This is really good to use when you have class meetings to give time for others to chat before you get started. You can set this to 5,10,15 mins or anytime it is defaulted on at 5
Meeting Options
Allow participants to join
5 minut...
before start time
It is good to "Mute participants upon entry" to keep the noise and feedback down. This is defaulted on
Mute participants upon entry
8
Breakout Room pre-assign
This is good when you have to have two or more meetings going at the same time see the "Breakout" part of this document for more information.
Approve or block entry to users from specific regions/countries
Alternative Hosts
Example: mary@company.com, peter@school.edu
Interpretation
Enable language interpretation
When you are all done click "Save"
9
Save
Cancel

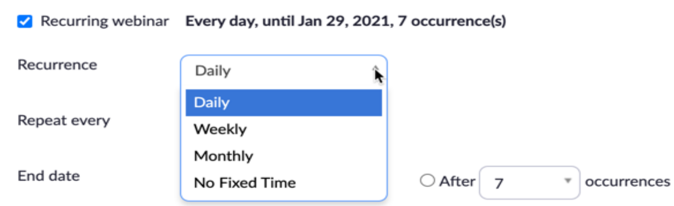
Recuring Meetings and Webinars

The procedure is the same for both Meetings and Webinars to set up the recuring events. When you click the box for Recurring Meeting or Webinar you have the following choices:

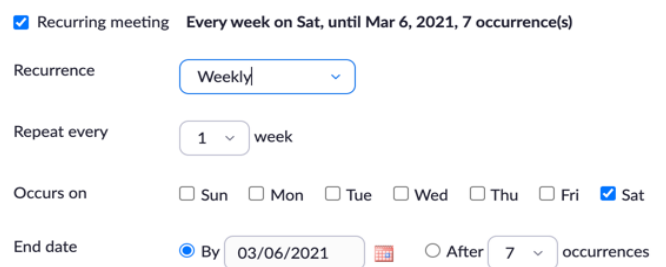


When you click on the down arrow next to “Daily” you will have the option to pick from Daily, Weekly, Monthly, or No Fixed Time

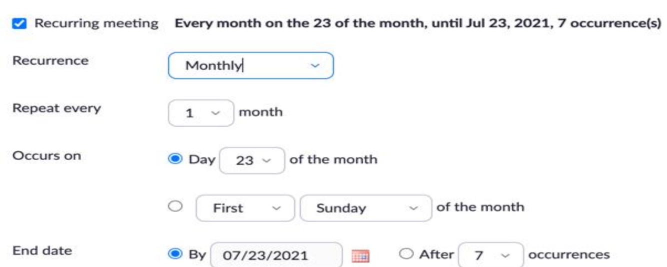




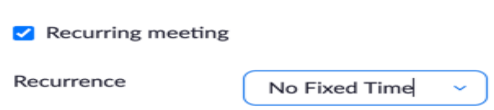
For all options that have a “End date” when you click on the little icon of a calendar, a calendar will drop down where you can click on the month and date you want to use



Weekly is good for meetings for Youth, Primary, Seminary and Institute meetings and for Webinars, Sacrament Meetings each week.



Monthly is good for Sunday School, Relief Society, Elder Quorum, Ward and Branch Council, and any Stake meetings. When you set up Breakout Rooms with creating a meeting, it will copy all those settings with each recurring meeting.

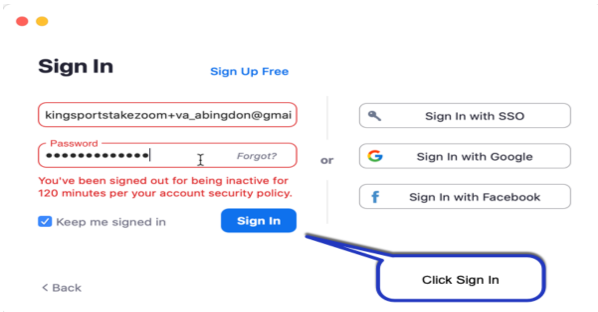


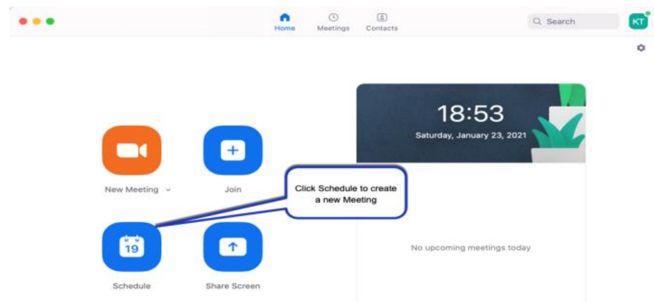
No Fixed Time would be to have a standing meeting that you want to have the same link and passcode that does not change. This should be rarely used

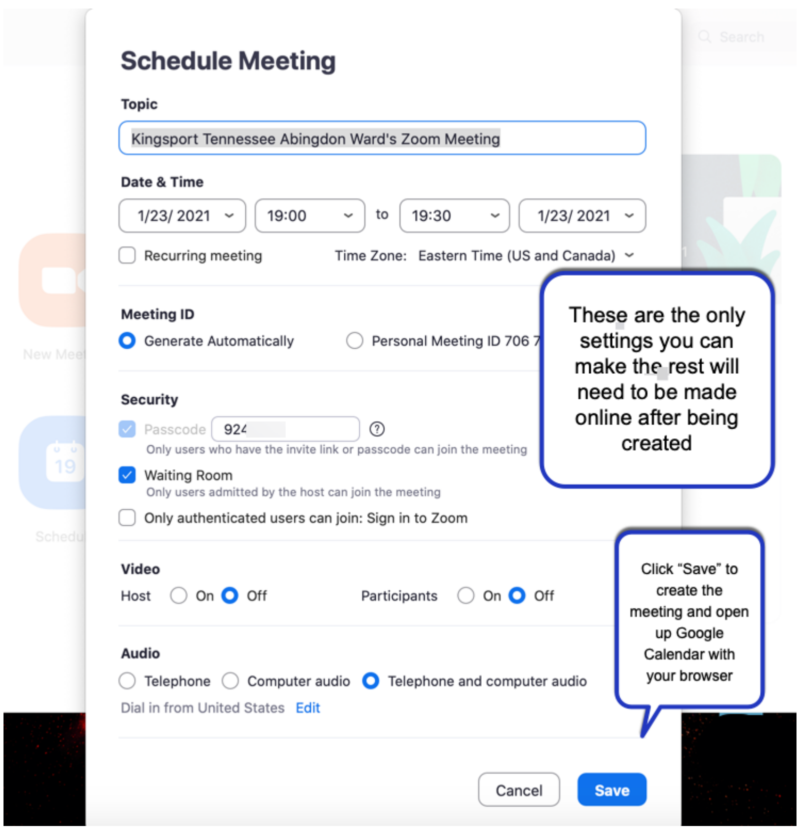
As you can see in these screenshots that there are several ways you can setup a recuring meeting or webinar. This makes it easy for all types of meetings or webinars that happen on a recuring basis.

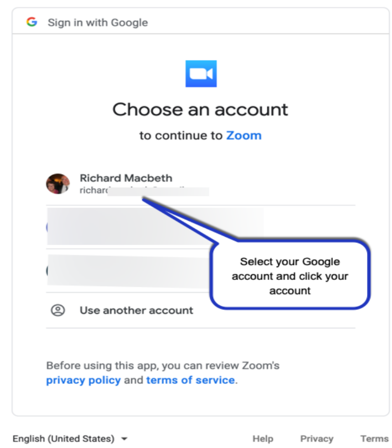
Using the Zoom Client (APP) to create a Meeting

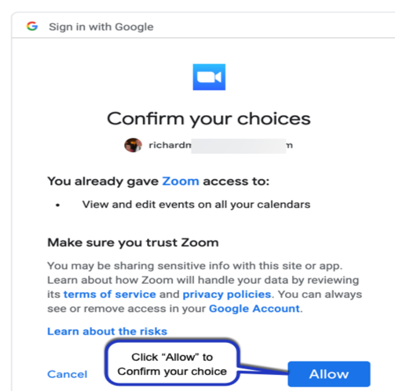
The Client is limited in what it can do and only works for meetings. It is best to only use web base client.

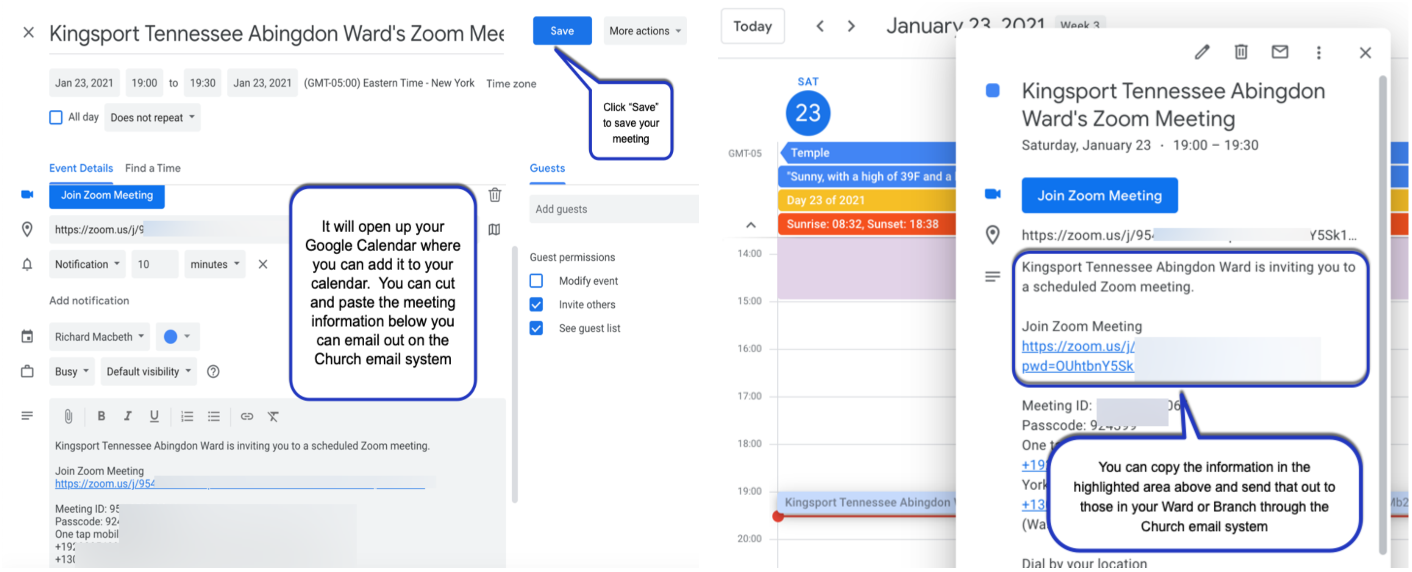






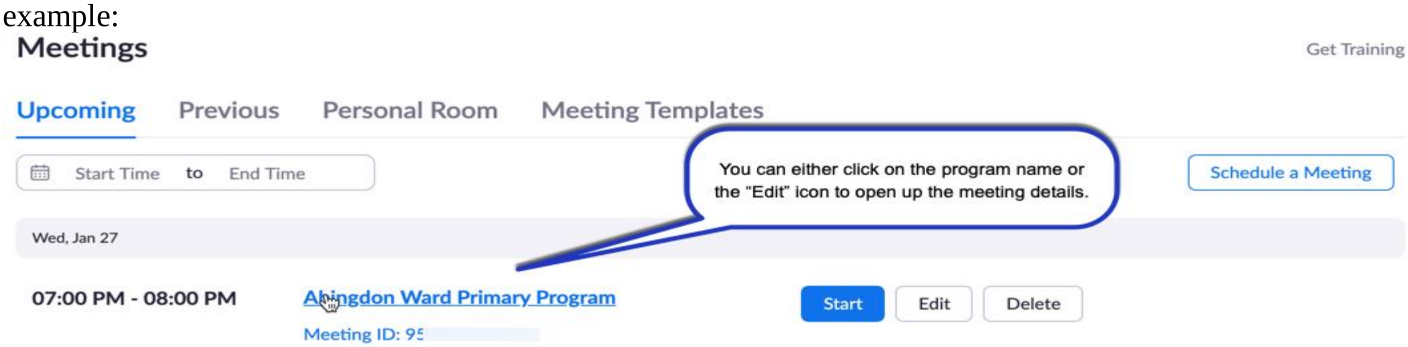


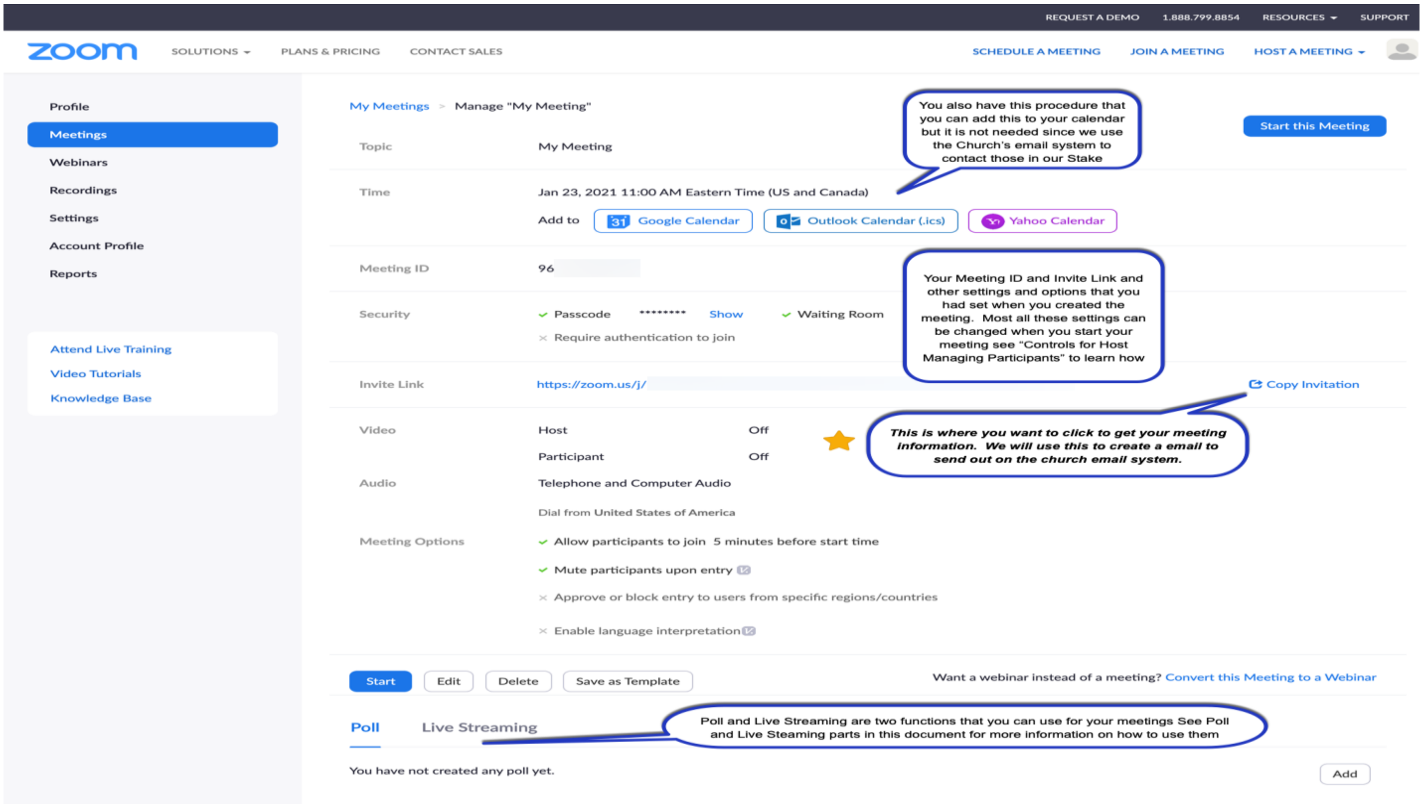




You have created a meeting! Now what?

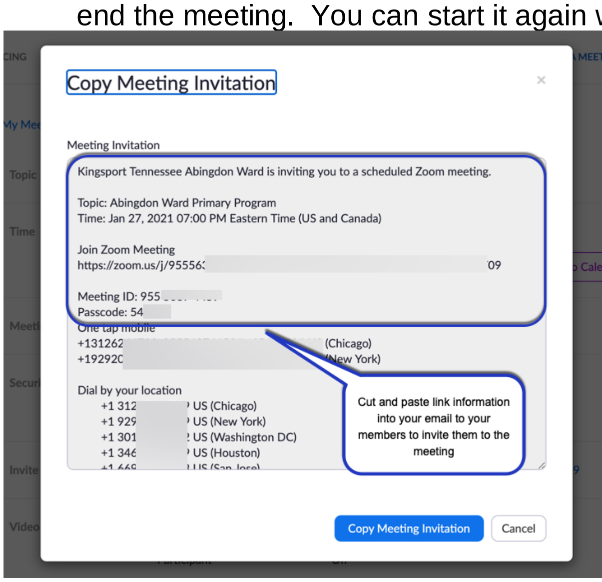
If you just created a meeting using the online procedure you will have the following screen. If not, you will need to log into your online account and click on “Meetings” and select you meeting you had created, for example:





Sending out your invites

- Click on "Copy the Invitation" (look for the gold star), the following screen with your link information
- DO NOT CLICK ON "Start this Meeting" if you do it will start your meeting right now, if that happens just end the meeting. You can start it again when you need to.



Click on "Copy Meeting Invitation" and then you can paste this information into an Email to be sent out to those uses you want to attend your Zoom meeting.

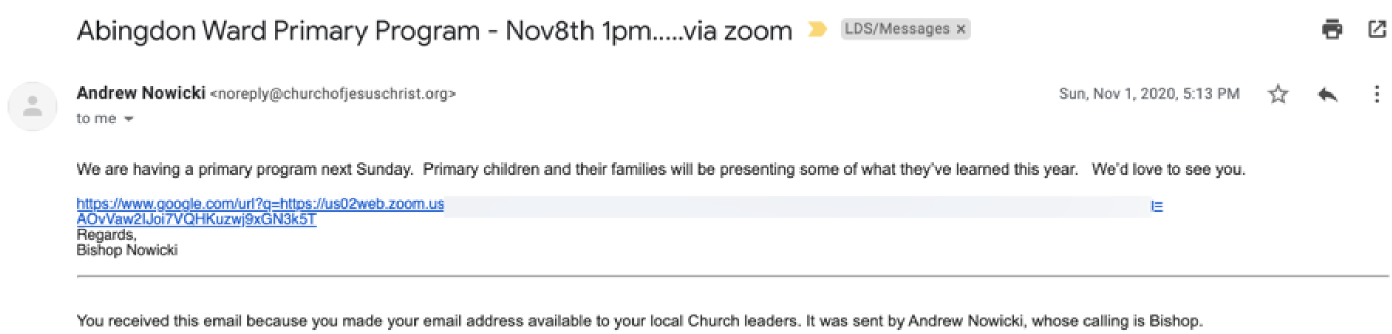
Starting the Meeting

Example of email sent out to Members

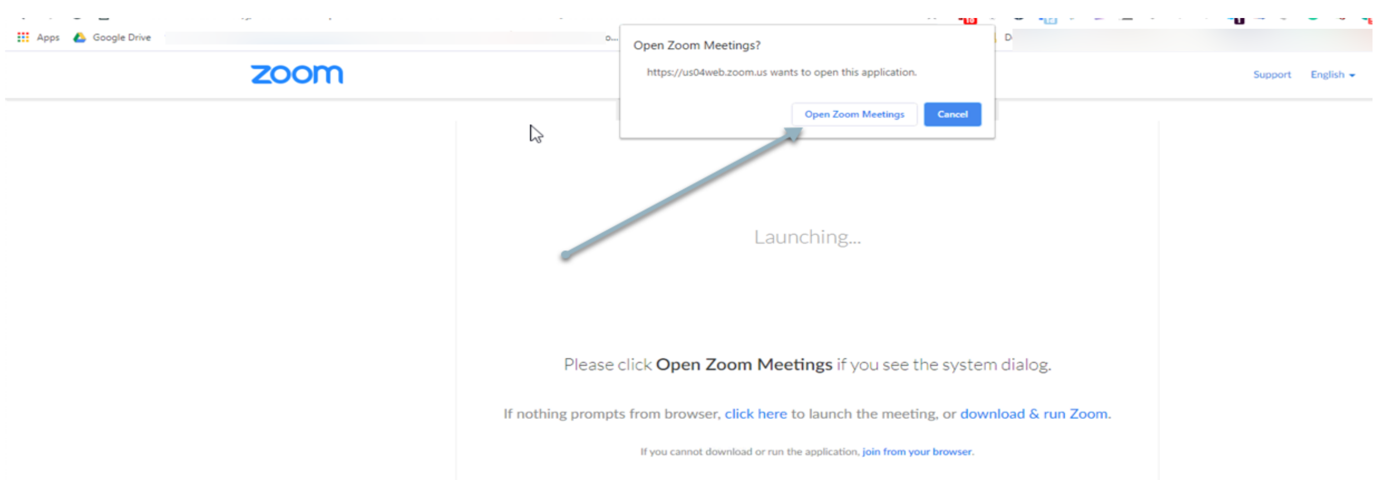
After you have copied the invitation of you meeting or webinar you would then create an email on the church's email system under Leader and Clerk Resources (LCR) and send it out to your Stake, Ward, or Branch members depending on the groups you want it to go to.

If you do not have access to LCR, due to your position you hold, you would need to have one of the leaders, over the organization you want to send this link out.

You can also have your own distribution list, like a class roster, and use your own email program to send the link out.   LCR has the most current and best distribution list to send information out on.



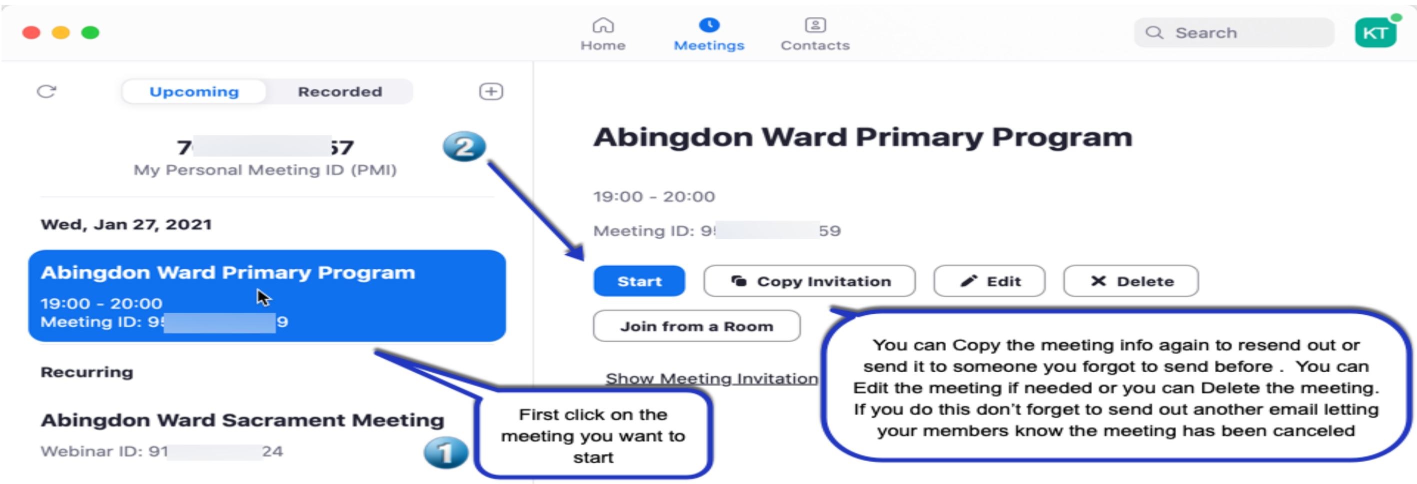
Members will need to click on the URL in the email to be connected to the Zoon meeting. When they do it will bring up the following screen in their browser. With the popup "Open Zoom Meetings?"



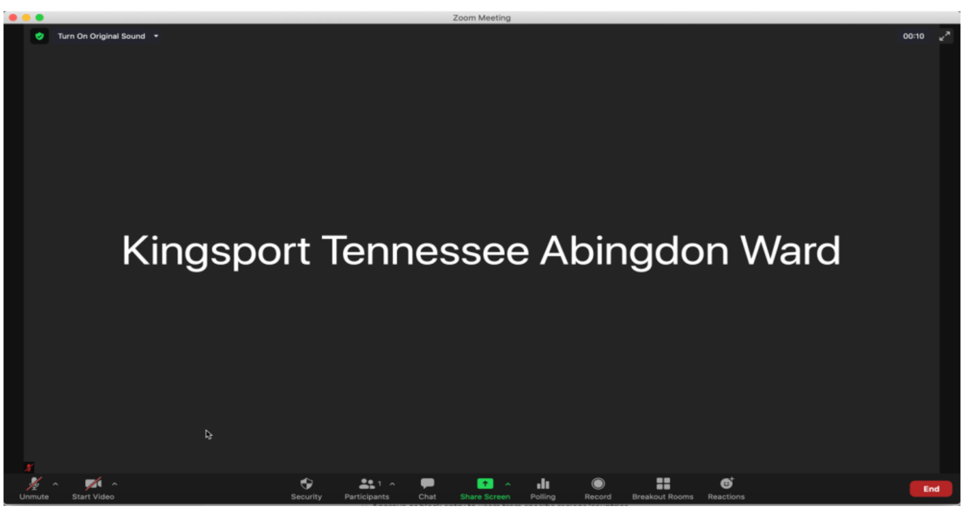
Click on "Open Zone Meetings" which will launch their Zoom desktop if they have it installed. If not, they can run it from the browser or they can click on "Download & run Zoom" to install the client. After the client installs, it will automatically bring up the Zoom session.

If you are going to be a Host or Co-Host it is best that you install the Zoom Client on your computer system

Starting the Meeting by Host Client App



Start your Zoom desktop app and click on "Meetings". When you click on your meeting (1) on the left, your meeting controls will come up on the right side. To start the meeting just click "Start" (2) and your off and running!

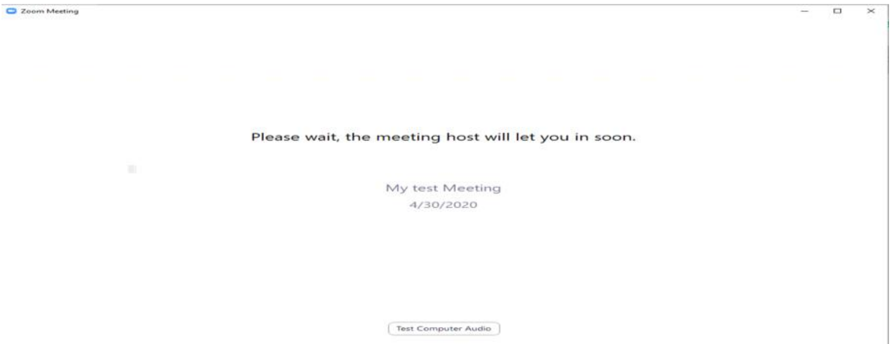


Your screen will look like this until you "Start Video" then your camera will turn on and you are "live!" This is a good time to click on both "Participants" and "Chat" to move them over to the right of your screen

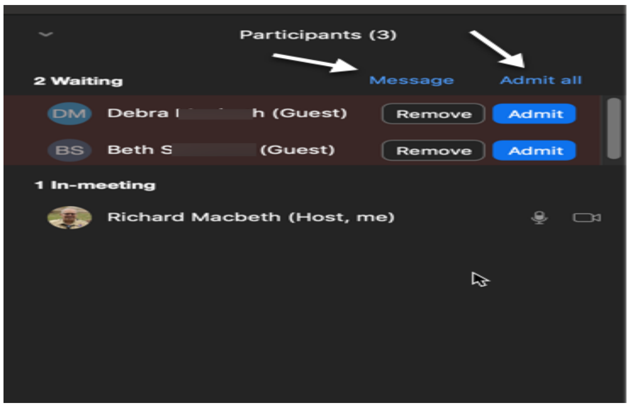
Waiting Room

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.

For the most part you will not need to use the "Waiting Room" for more than 90% of your meetings.



<= Participant's will get this screen when they start Zoom



<= Host view showing Participants in the waiting room

- **Message** – you can send everyone in the waiting room a message like "Running late we will start in 5 min"
- **Admit All** – Just like it says for everyone in the waiting room
- **Remove** – You can remove anyone you do not want in the meeting
- **Admit** – by each Participant. You can let who you want in at different times

Host view showing someone is waiting to come in. You will see this when you have "Participants View" open

<= **Put in Waiting Room –** click on "More" (next to the participants name after you have admitted them into the meeting) and select "Put in Waiting Room" will put that Participant back into the "Waiting Room" or what I like to call it "Time Out Room".

Spotlighting participants' videos

Overview

Spotlight video puts up to 9 participants as the primary active speakers for all participants, and participants will only see these speakers. This feature is often used to spotlight a keynote speaker in meetings.

To spotlight, you need at least 3 participants in the meeting with their video on and can only be done by the host.

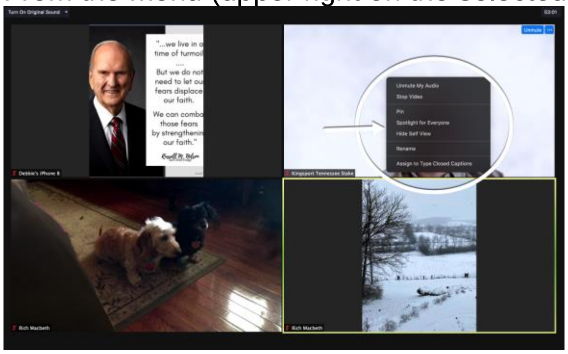
Webinars automatedly spotlight the Host and all the panelists to each of the attendees.

Alternatively, "Pin" video allows the host to disable "speaker" view and only view up to 9 specific speakers on their own local view. Pinning another user's video will only affect your local view in a meeting, not the view of other participants and will not affect cloud recordings.

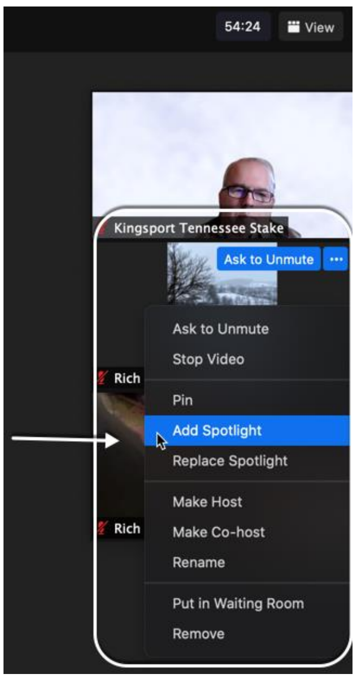
Other participants will still have "Speaker" view and can "pin" one video on their end.

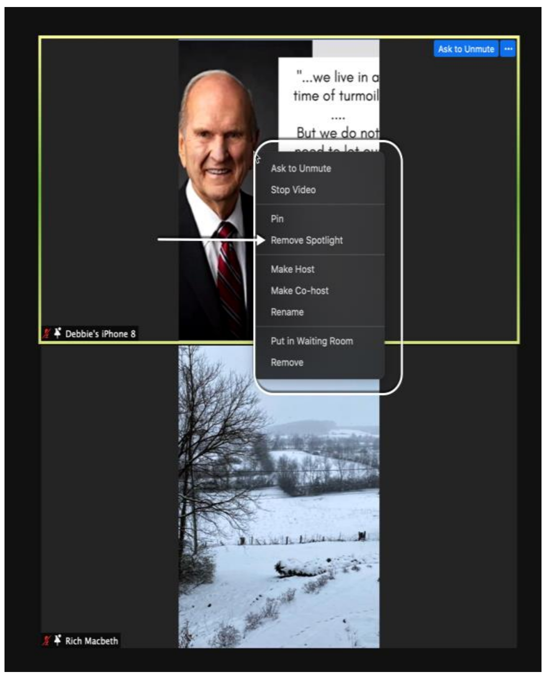
To Spotlight a Video

At the top of your screen, hover over the video of the participant you want to spotlight and click "**...**" From the menu (upper right on the selected video), choose **Spotlight for Everyone**.



(Optional) To spotlight additional participants (up to 9 total), follow steps 1 and 2 again as needed, clicking on **Add Spotlight** instead. Or your can select **Replace Spotlight** to swap out the spotlighted video.

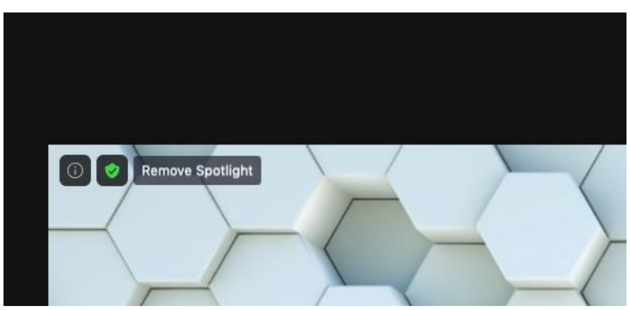




You can also **Remove Spotlight** on anyone you no longer want to spotlight, clicking on Remove Spotlight

To Cancel a Spotlight

Click **Remove Spotlight** in the upper-left corner of the video area.



This will return the meeting to Active Speaker view mode.

Side-by-side Mode for screen sharing

Overview

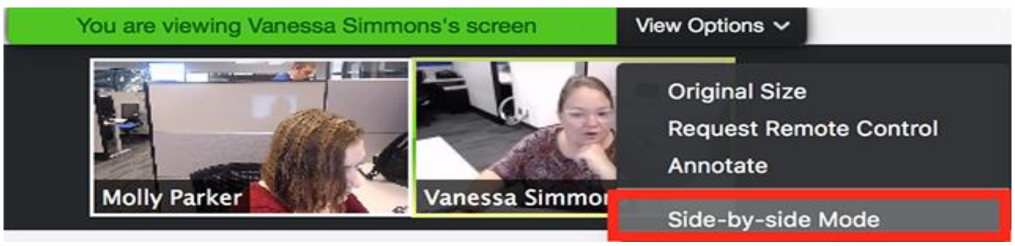
Meeting and webinar participants who are viewing a shared screen can switch to Side-by-side Mode. This enables them to see the shared screen alongside either the "Speaker" view or "Gallery" view, depending on which view they choose.

They can also adjust the location of the separator between the shared screen and video to change the relative size of each side.

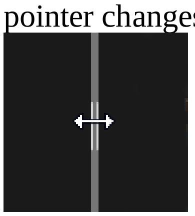
Note: Side-by-side Mode does not work if the dual-monitors setting is enabled.

Viewing a shared screen in Side-by-side Mode

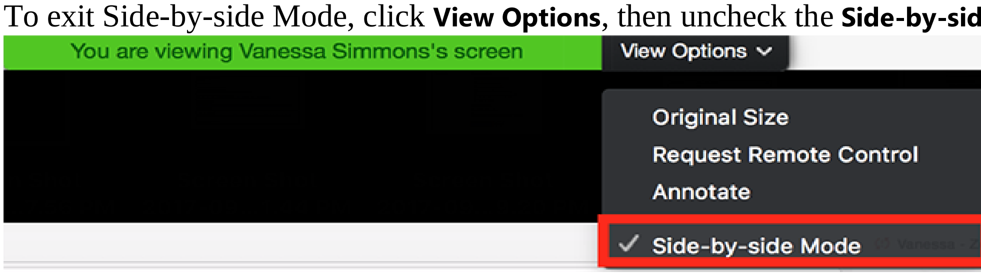
1. Sign into the Zoom desktop client.
2. Start or join a meeting.
3. While viewing a shared screen click on **View Options** and choose **Side-by-side Mode**.



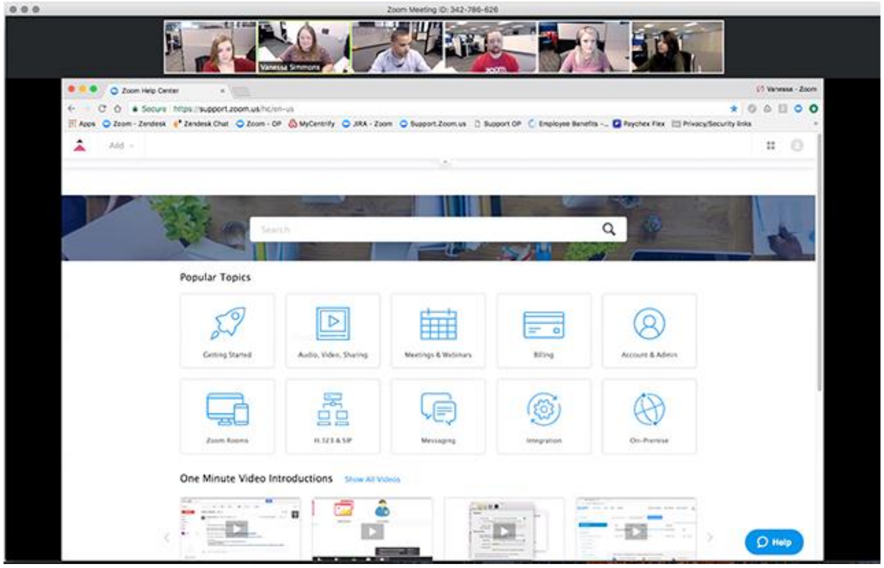
4. The shared screen will appear on the left and the speaker will appear on the right.
5. Hover your pointer over the boundary between the shared screen and participants' video until your pointer changes to a double arrow and you see a grey line separating both views.



6. Click and drag the separator to adjust the size of each view.
7. Click **Speaker View** or **Gallery View** at the top to switch between the two.
8. To exit Side-by-side Mode, click **View Options**, then uncheck the **Side-by-side Mode** option.

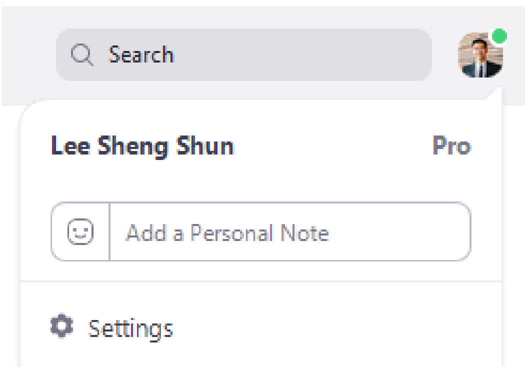


9. The video of the speaker will now display at the top of the screen, with the shared screen in the center of the window.



Automatically entering Side-by-side Mode

1. Sign into the Zoom desktop client.
2. Click your profile picture then click **Settings**.



3. Click the **Share Screen** tab.
4. Click the **Side-by-Side Mode** check box.
5. Zoom will automatically enter side-by-side mode when a participant starts sharing their screen.

Polling

Polling for Webinars and Meetings

The polling feature allows you to create single-choice or multiple-choice polling questions. You will be able to launch the poll during your webinar or meeting and gather the responses from your attendees. You also can download a report of polling during and after. Polls can also be conducted anonymously, if you do not wish to collect attendee information with the poll results.

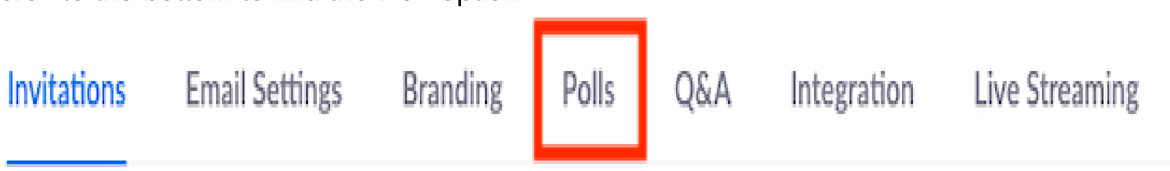
Hosts and co-hosts can launch polls, but only the host is able to create new polls. Hosts and co-hosts are also not able to vote in polls themselves. When launching the poll, they can choose whether panelists are able to participate.

Limitations

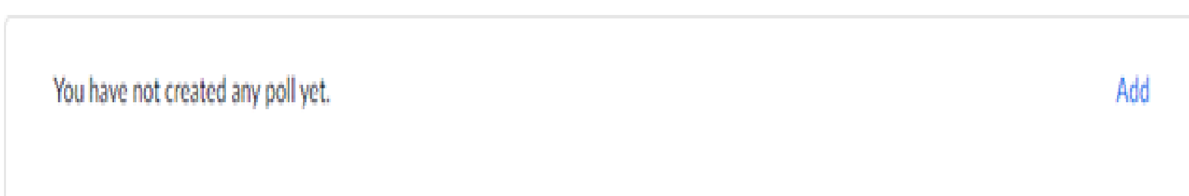
- During the Webinar, all questions under a single poll will be asked at once. You can create additional polls to ask questions at a different time during the webinar.
- You can have a maximum of 10 questions per poll.
- You can only create a max of 25 polls for a single webinar.
- If a poll is relaunched in a meeting, the poll report will only display the last poll occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a second poll with the same questions as the original to avoid re-launching.

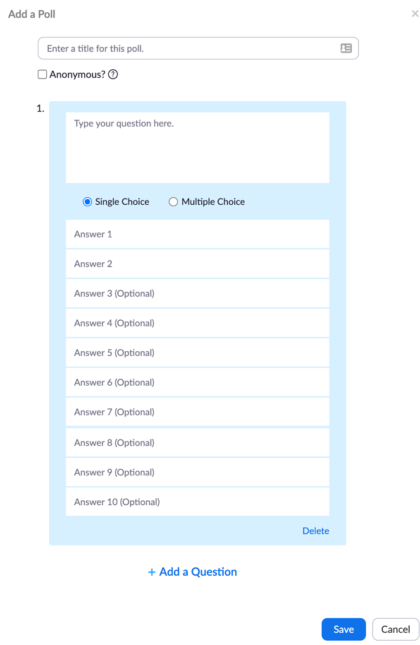
Adding poll questions using the web portal

1. Sign into the Zoom web portal.
2. Go to either **Meetings** or **Webinar** page and click on your scheduled meeting or webinar. If you do not have one scheduled, you will need to create one to be able to create poll questions.
3. Scroll to the bottom to find the **Poll** option.

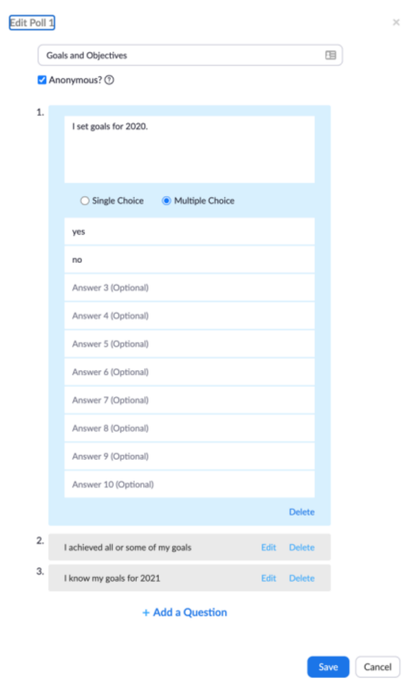


4. Click **Add** to begin creating the poll.





5. Enter a title and your first question.
   - (Optional) Check the **Anonymous** box to make keep the participant's polling information anonymous in the meeting and in the reports.
   - Select whether you want the question to be a single choice (participants can only choose one answer) or multiple-choice question (participants can choose multiple answers).
6. Type in the answers to your question and click **Save** at the bottom.



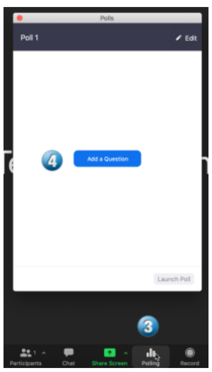
7. If you would like to add a new question, click **Add a Question** to create a new question for that particular poll.

Notes:

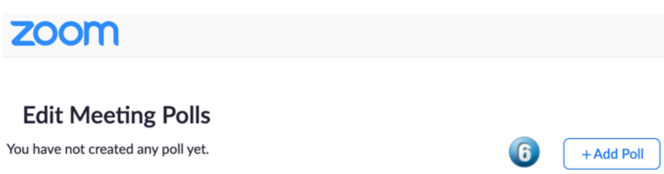
- All questions under a single poll will be asked at once. You can create additional polls to ask questions at a different time during a webinar or meeting.
- You can only create a max of 25 polls for a single session. If a poll is relaunched, the poll report will only display the last poll occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a second poll with the same questions as the original to avoid re-launching.

Adding poll questions using the desktop client

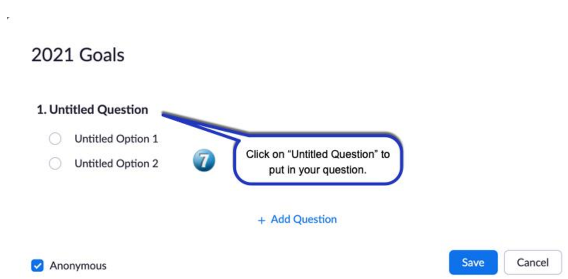
1. Sign into the Zoom desktop client. This will ONLY work for Meetings
2. Start a meeting that you have already created.
3. Click **Polling** in the meeting controls.
4. Click **Add a Question** (desktop client) or **Add a Poll** (web client).

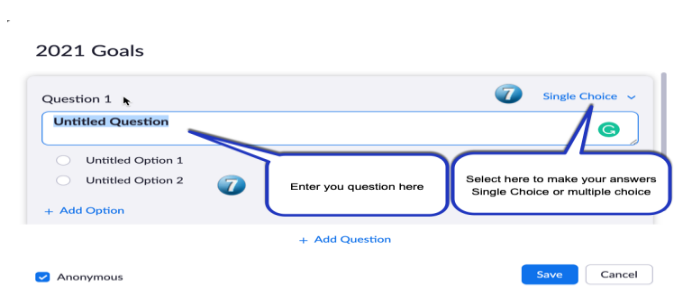


5. You will be redirected to a web page where you can add poll questions.



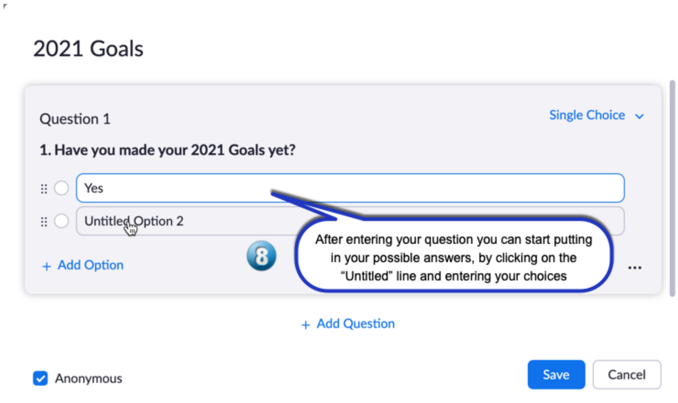
6. Click **Add** to begin creating the poll

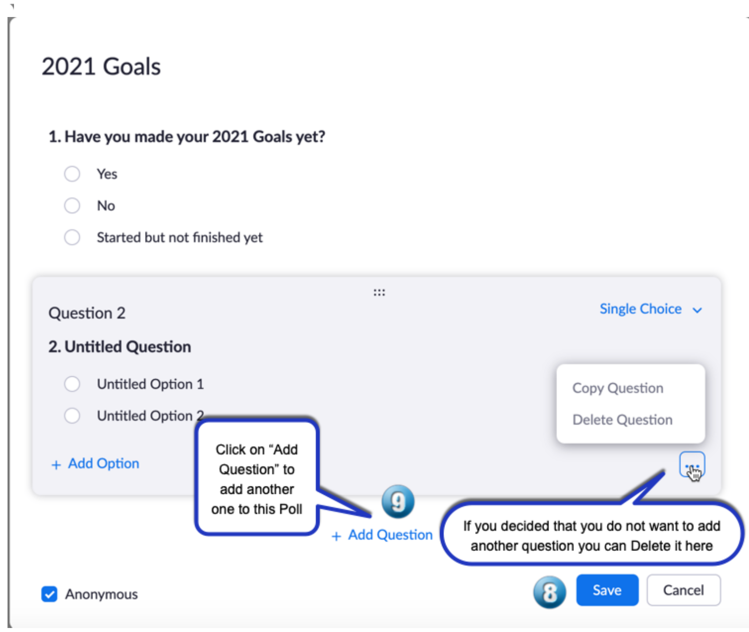




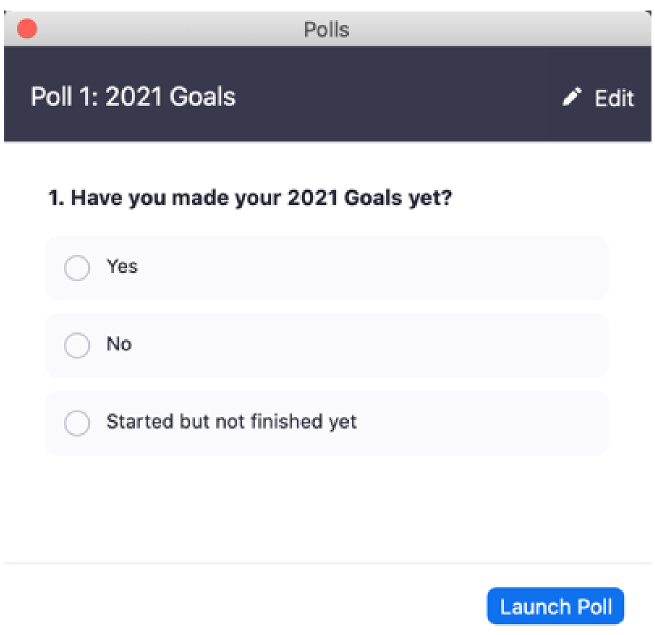
7. Enter a title and your first question.

- (Optional) Click the **Anonymous** check box to make the poll anonymous, which will keep the participant's polling information anonymous in the meeting and in the reports.
- In top-right corner, select whether you want the question to be **Single Choice** (participants can only choose one answer) or **Multiple Choice** (participants can choose multiple answers).





8. Type in the answers to your question and click **Save** at the bottom.
9. If you would like to add a new question, click **Add a Question** to create a new question for that poll.



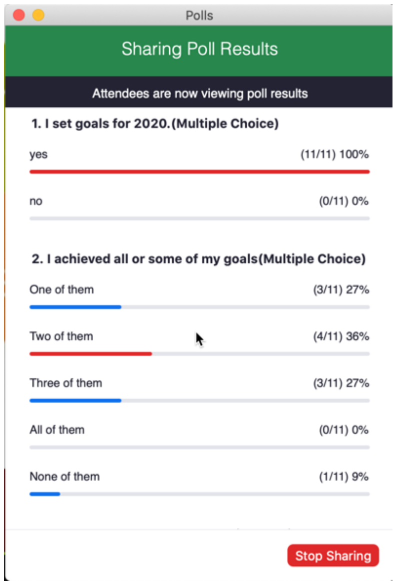
Launching Polls

1. When you are ready to launch your poll, for both Meetings and Webinars, click **Polling** on the host controls.

2. Click **Launch Poll**. You can also:
   - Click the arrow next to the poll name to select a different poll.
   - Click **Edit** to edit the poll questions. This will open a page in your web browser where you can edit the questions.
   - Click **Allow panelists to vote** if you would like to include your panelists in the poll.

3. When you are finished polling, click **End Poll**.

4. If you would like to share the results to the participants in the meeting, click **Share Results**. Participants will then see the results of the polling questions.



5. (Optional) You can choose **Re-launch** to restart this poll.
Note: If a poll is relaunched in a meeting, the poll report will only display the last poll occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a second poll with the same questions as the original to avoid relaunching.
6. (Optional) To view the full report for this poll, click the **Download** button. This will launch your default web browser so that you can download the entire poll report, which shows what each participant chose, instead of the percentages of each choice.

Downloading a report of poll results

You can download a report of the poll results during and after the webinar. See Reports for more information. When viewing a report of the poll results, take note of these things:

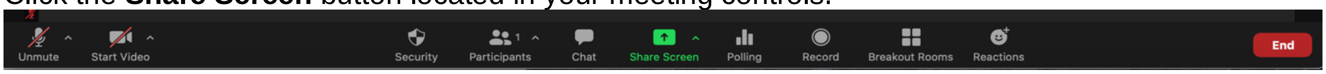
- If the poll was not anonymous, it will list the participants' names and email addresses.
- If the poll was anonymous, it will show "anonymous" for the participants' names and email addresses.

	A	B	C	D	E	F	G	H	I	J
1	Poll Report									
2	Report Gene	1/25/21 10:09								
3	Topic	Meeting ID	Actual Start Time	Actual Duration (minutes)						
4	Youth Zoom	96[illegible]0	1/19/21 23:49	69						
5	Poll Details									
6	#	User Name	User Email	Submitted Date/Time						
7	1	Anonymous	Anonymous	1/19/21 19:24	I achieved all or some of my goals	Two of them	I know my goals for 2021	yes	I set goals for 2020.	yes
8	2	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
9	3	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
10	4	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	yes	I set goals for 2020.	yes
11	5	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	no	I set goals for 2020.	yes
12	6	Anonymous	Anonymous	1/19/21 19:22	I achieved all or some of my goals	Three of them	I know my goals for 2021	yes	I set goals for 2020.	yes
13	7	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
14	8	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	yes	I set goals for 2020.	yes
15	9	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Three of them	I know my goals for 2021	no	I set goals for 2020.	yes
16	10	Anonymous	Anonymous	1/19/21 19:22	I achieved all or some of my goals	Three of them	I know my goals for 2021	yes	I set goals for 2020.	yes
17	11	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	None of them	I know my goals for 2021	yes	I set goals for 2020.	yes

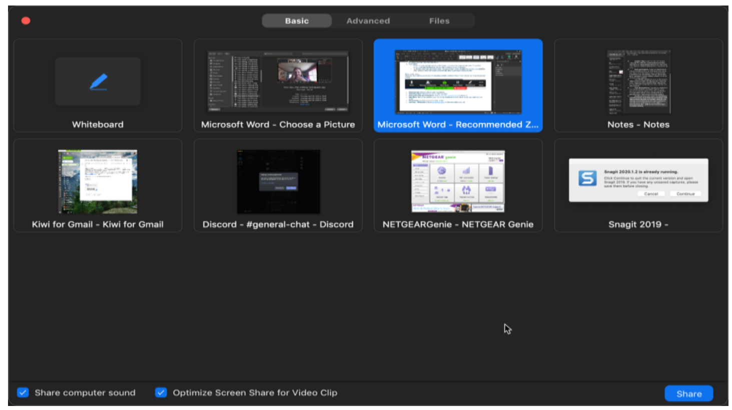
Screen Sharing

Sharing your screen

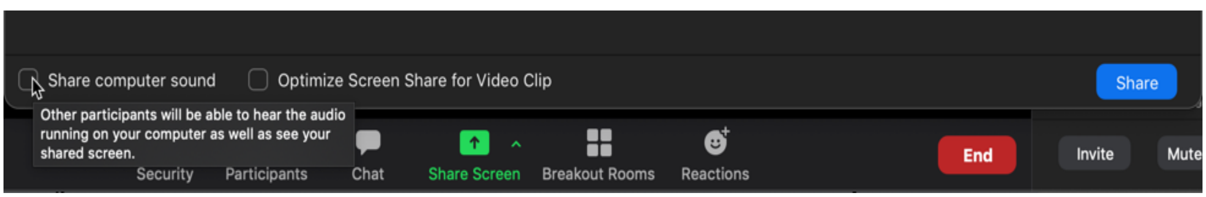
1. Click the **Share Screen** button located in your meeting controls.



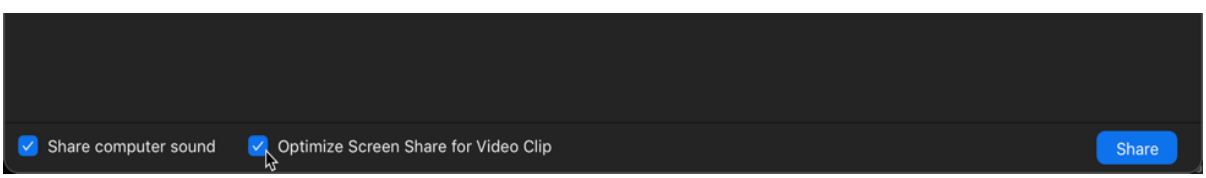
2. To be able to select the screen you want to share, including the Whiteboard, you need to have your app, video, or whatever you are going to share, already loaded in the background, to be able to select it within the Share window. The key to using Share is that you need to practice what you want to do ahead of time. This is key if you are going to use PowerPoint or similar programs and you are using Dual Monitors. (see more info below)



3. If you are going to use anything that will have sounds in it like a YouTube video or a movie. You must check off the two configuration feature boxes in the lower left of the Share window before you select what you want to share. See the following step.
4. **Enable these features – If you are going to have sound in your screen share YOU MUST DO THIS, or you will not have any sound – No one will hear any of the sounds from your movie, music, or PowerPoint**:
   - Check **Share Computer Sound**: If you check this option, any sound played by your computer will be shared in the meeting.



   - Check **Optimize for full-screen video clip**: Check this if you will be sharing a video clip in full-screen mode. Do not check this otherwise, as it may cause the shared screen to be blurry.

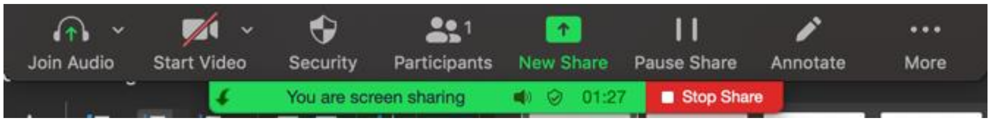


   - If you click on "**Optimize Screen Share for Video Clip**" it will auto-check off "Share Computer Sound" It is best to just select this, you only need to do this once per meeting or webinar.
5. If you are going to use PowerPoint or a similar type program it would be best to have dual monitors hooked up before you start. (See Using Dual Monitors)
6. Click **Share**.
   - Zoom will automatically switch to full screen to optimize the shared screen view. To exit full-screen, click **Exit Full Screen** in the top-right corner or press the **Esc** key.

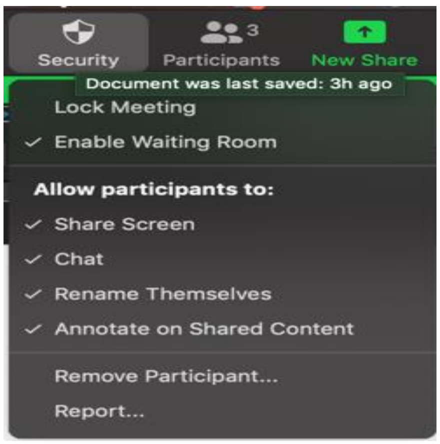
- To disable automatic full screen when viewing a shared screen, disable this option in your desktop client settings: **Enter full screen automatically when a participant shares the screen**.

Share screen menu

When you start sharing your screen, the meeting controls will move Host control menu from the bottom to the top of the screen, you can drag this around your screen, so it is out of the way

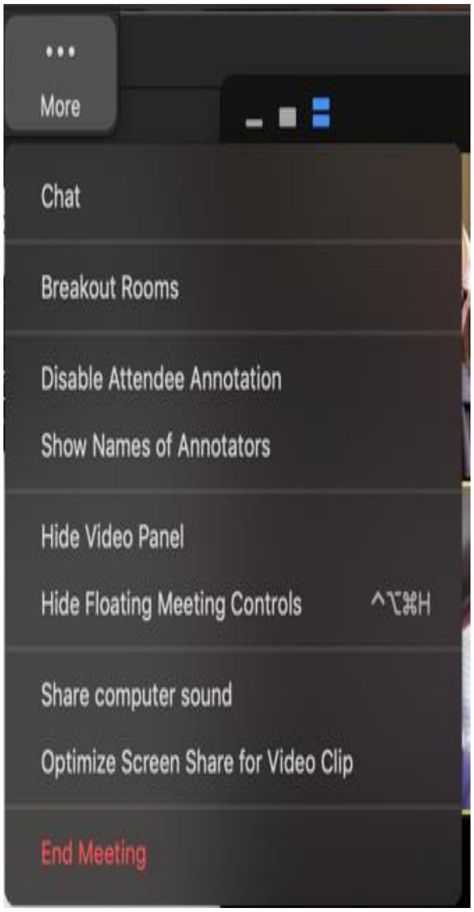


- **Mute/Unmute**: Mute or unmute your microphone.
- **Start/Stop Video**: Start or stop your in-meeting video.



- **Security**: **Click checkmark (ON) and Click it again to remove the checkmark (OFF)**
- **LockMeeting**: If you enable this nobody else can come into the meeting
- **Enable Waiting Room** allows the host to control when a participant joins the meeting
- **Share Screen**: (**not recommended**)
- **Chat:** allows participants to use chat
- **Rename Themselves:** participants can change their screen name
- **Annotate on Shared Content**: (**not recommended**)
- **Remove Participant**…: Host able to drop a participant if needed
- **Report:** Host able to report a problem participant to Zoom.

Participants/Manage Participants: View or manage the participants (if the host).
New Share: Start a new screen share. You will be prompted to select which screen you want to share again.
Pause Share: Pause your current shared screen.
Annotate / **Whiteboard**: Display annotation tools for drawing, adding text, etc.



- **More**: Hover over more for additional options.

- **Chat**: Open the chat window.
- **Breakout Rooms:** Invite others to join the meeting. (see Breakout Rooms)
- **Record**: Start recording locally or to the cloud. (**not recommended**)
- **Allow/Disable Attendee Annotation**: Allow or prevent the participants from annotating on your shared screen. (**not recommended should be Disable**)
- **Show/Hide Names of Annotators**: Show or hide the participants' names when they are annotating on a screen share. If set to show, the participant's name will briefly display beside their annotation. (**not recommended should be Disable**)
- **Show/Hide Video Panel:** Show or Hide Host Video
- **Show/Hide Floating Meeting Controls** (**not recommended should be hidden**)
- **Share Computer Sound:** Share sound from computer i.e.: YouTube video **(If you forget to check this before starting you can select it now and your sound will be heard by your audience)**
- **Optimize Share for Full-screen Video Clip:** Start optimizing for a video clip in full-screen mode. **(Same as above if you are showing a video)**
Note: Do not enable this setting if you are not sharing a full-screen video clip, as it might blur your screen share.
- **End Meeting:** Leave the meeting or end the meeting for all participants.

Screen sharing a PowerPoint presentation

Overview

There are three methods you can use to screen share a PowerPoint presentation in a Zoom meeting. If you have a dual monitor, you can share a slide show while viewing presenter's notes in another monitor. If you have a single monitor, you can also start the slide show in a window so you have access to other meeting features while sharing your presentation.

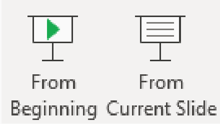
Dual monitors with slide show and presenter's views

Follow these steps if you are using dual monitors and want to present your PowerPoint file in one monitor while viewing the presenter's notes in another monitor. See Using Dual Monitors to set them up in Zoom.

1. Open the PowerPoint file you want to present.
2. Start or join a Zoom meeting.
3. Click **Share Screen** in the meeting controls.

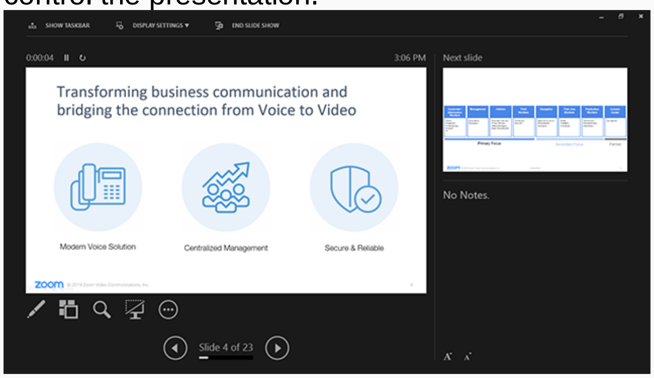
4. Select your primary monitor then click **Share**. If you are not sure which monitor is your primary, select the one that PowerPoint opens in.

5. While sharing your screen, switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.

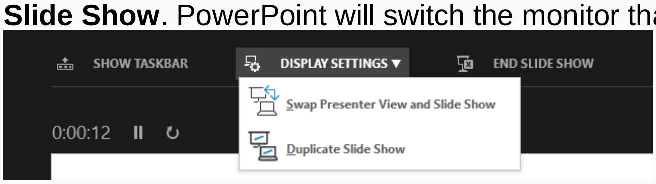


If you correctly shared your primary monitor, participants will see the PowerPoint in slides how view. The green border indicates the monitor you are currently sharing.

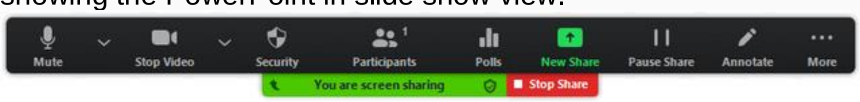
The presenter's view will appear on your secondary monitor. Use this to view your slide notes and control the presentation.



6. If you are not sharing the correct monitor, click **Display Settings** then **Swap Presenter View and Slide Show**. PowerPoint will switch the monitor that is used for slide show view.



Alternatively, you can click **New Share** on your screen share controls and select the screen showing the PowerPoint in slide show view.

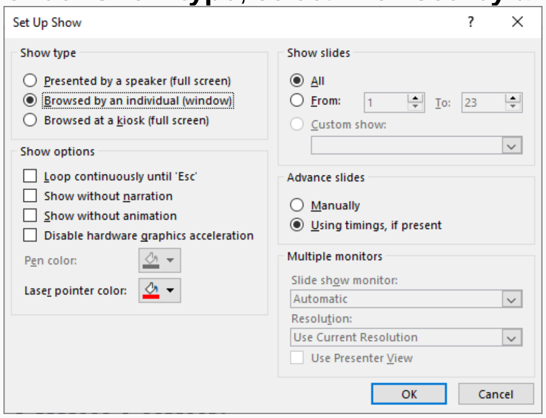


Single monitor setup with slide show view in a window

Follow these steps if you have a single monitor and want to share your PowerPoint presentation in slide show view, but have it contained in a window rather than in full screen. This is useful if you need to access meeting features like in-meeting chat or managing participants while sharing your PowerPoint presentation.

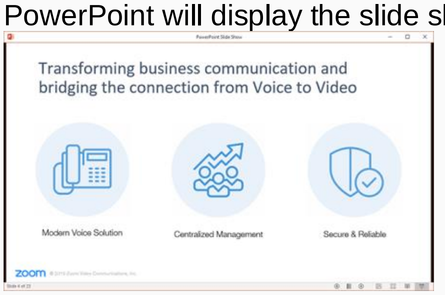
1. Open the PowerPoint file you want to present.
2. Click the **Slide Show** tab then **Set Up Slide Show**.

3. Under **Show type**, select **Browsed by an individual (window)**, then click **OK**.



4. Switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.

PowerPoint will display the slide show in a window.



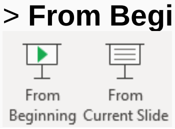
5. In Zoom, start or join a meeting.
6. Click **Share Screen** in the meeting controls.

7. Select the PowerPoint window then click **Share**.

Single-monitor setup with slide show in full screen

1. Open the PowerPoint file you want to present.
2. Start or join a Zoom meeting.
3. Click **Share Screen** in the meeting controls.

4. Select your monitor then click **Share**.
5. While sharing your screen, switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.



The green border indicates the monitor you are currently sharing.

Using Dual Monitors

Overview

The dual-monitor display feature allows the video layout and screen share content to be placed on two separate monitors/screens. Gallery or speaker view can be displayed on one monitor while the other monitor displays a content share. This is useful for PPT presentations and hiding notes from the participants.

If you are using a dual monitor set-up, you can turn on the Use Dual Monitors feature to see the screen sharing on one monitor and participants on the second.

Setup Windows 10

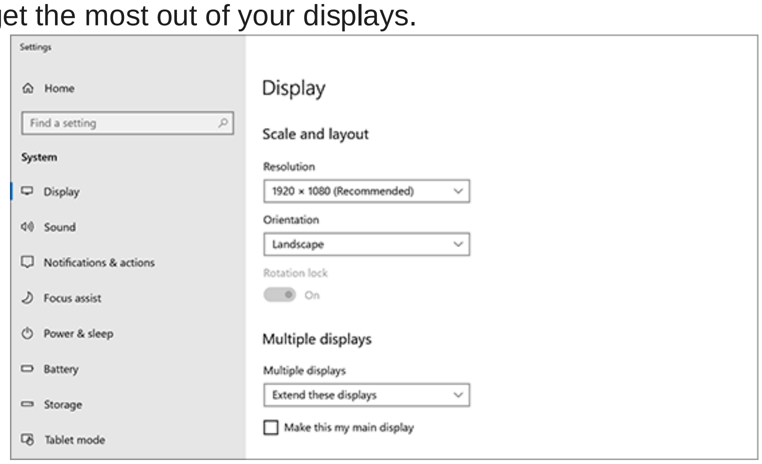
To get your PC to recognize multiple monitors:

Make sure your cables are connected properly to the new monitors, then press Windows logo key + **P** to select a display option.

If you need more help, here's what to do:

1. Select **Start** > **Settings** > **System** > **Display**. Your PC should automatically detect your monitors and show your desktop. If you don't see the monitors, select **Detect**.
2. In the **Multiple displays** section, select an option from the list to determine how your desktop will display across your screens.
3. Once you've selected what you see on your displays, select **Keep changes**.

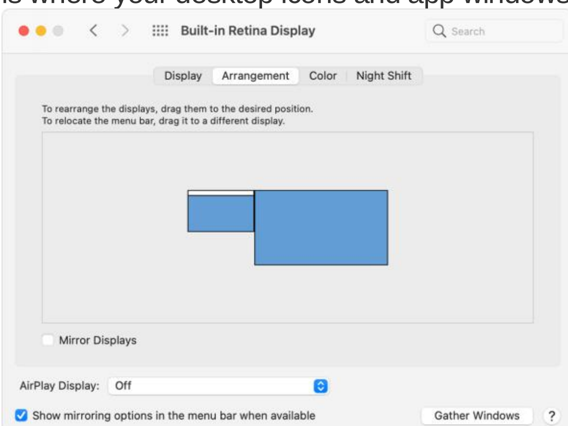
You can change the resolution of your displays. However, we suggest using the recommended resolution to get the most out of your displays.



Setup macOS

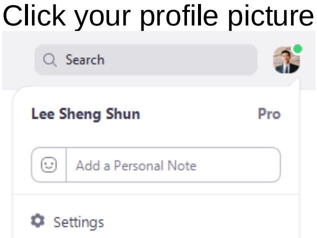
Use extended desktop mode

1. Choose Apple menu > System Preferences, then click Displays.
2. Click the Arrangement tab.
3. Make sure that the Mirror Displays checkbox isn't selected.
4. Arrange your displays to match the setup on your desk. To change the position of a display, drag it to the desired position. A red border appears around the display as it's moved.
5. To set a different display as the primary display, drag the menu bar to the other display. The primary display is where your desktop icons and app windows first appear.

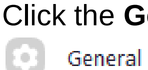


To enable the dual monitors to feature for your use in Zoom

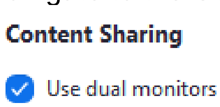
1. Sign into the Zoom Client.
2. Click your profile picture then click **Settings**.



3. Click the **General** tab.



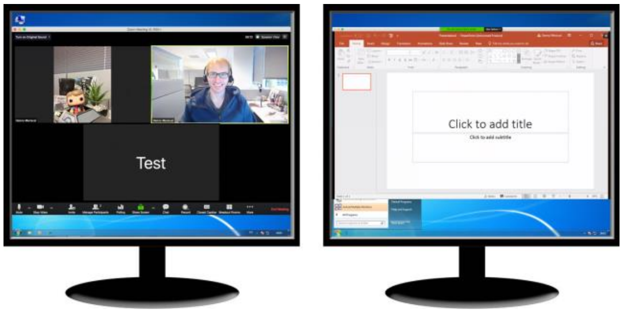
4. Navigate to the **Use dual monitors** option and verify that the setting is enabled.



Note: On Mac OS 10.15 Catalina, you need to allow Zoom access to screen recording to share your screen. You can do this in your **System Preferences** > **Security & Privacy** > **Privacy** > **Screen Recording**. Check the option

Using dual monitor displays in a Meeting

After joining or starting a meeting, you will see a Zoom window on each monitor. The meeting controls and participant's video will display on one monitor, while the other monitor will just display participants' video. When you start sharing your screen, you can continue to view participant's video on the other monitor:



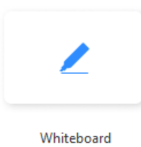
Whiteboard

Overview

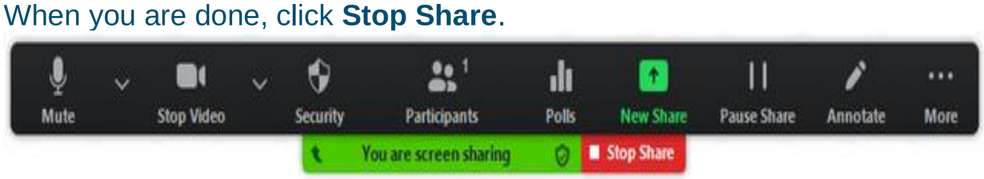
The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

Sharing a whiteboard

1. Click the **Share Screen** button located in your meeting tool bar.

2. Click **Whiteboard**.


3. Click **Share**.
4. The annotation tools will appear automatically, but you can press the **Whiteboard** option in the meeting controls to show and hide them.
5. Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages.


Note: Only the participant or host that started sharing the whiteboard has access to create and switch pages.
6. When you are done, click **Stop Share**.


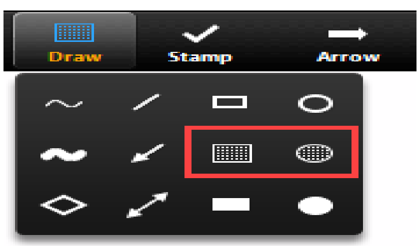
Using Annotation with Shared Screen or Whiteboard

Note: The **Select**, **Spotlight**, and **Save** options are only available if you started the shared screen or whiteboard.

Mouse: Deactivate annotation tools and switch to your mouse pointer. This button is blue if annotation tools are deactivated.

Select (only available if you started the shared screen or whiteboard): Select, move, or resize your annotations. To select several annotations at once, click and drag your mouse to display a selection area.

Text: Insert text.



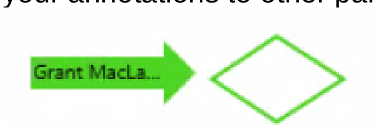
Draw: Insert lines, arrows, and shapes.
Note: To highlight an area of the shared screen or whiteboard, select the following square or circle icon to insert a semi-transparent square or circle.

Stamp: Insert predefined icons like a checkmark or star.

Spotlight / **Arrow**: Turn your cursor into a spotlight or arrow.

Spotlight (only available if you started the shared screen or whiteboard): Displays your mouse pointer to all participants when your mouse is within the area being shared. Use this to point out parts of the screen to other participants.

Arrow: Displays a small arrow instead of your mouse pointer. Click to insert an arrow that displays your name. Each subsequent click will remove the previous arrow placed. You can use this feature to point out your annotations to other participants.



Eraser: Click and drag to erase parts of your annotation.

Format: Change the formatting options of annotations tools like color, line width, and font.

Undo: Undo your latest annotation.

Redo: Redo your latest annotation that you undid.

Clear: Delete all annotations.

Save (only available if you started the shared screen or whiteboard): Save all annotations on the screen as a screenshot. The screenshot is saved to the local recording location.

Annotation settings

If you started the shared screen or whiteboard, click **More** in the screen share controls for these annotation settings:

Allow/Disable participants annotation: Allow or prevent the participants from annotating on your shared screen.

Show/Hide Names of Annotators: Show or hide the participants' names when they are annotating. If set to show, the participant's name will briefly display beside their annotation.

Annotation shortcuts

Windows:

- Undo: Ctrl + Z
- Redo: Ctrl + Y
- Mouse Mode: mouse right-click anywhere

macOS:

- Undo: Command + Z
- Redo: Command + Shift + Z
- Mouse Mode: mouse right-click anywhere

Breakout Rooms

Breakout rooms allow you to split your Zoom meeting (not for Webinars) in up to 50 separate sessions. The way we will be using them is a little like when we had an opening where everyone meets in one room for announcements, opening prayer etc. then one group stayed in that room and other went into separate smaller classes for either, Elders Quorum, Relief Society, Primary, YM and YW and then went home after that. Since we do not have opening exercises anymore, you should use the main room as one of classes and assign the Breakout Rooms for your other classes or meetings you are going to have.

The meeting host is still required to start the session and kick off the Breakout Rooms. This newer function of allowing participants, when they join the call or when the Breakout Rooms start, to select which Breakout Room they want to attend or move to a different one, on their own without the assistance of the Host or Co-host.

Before this change the Host was the main person responsible of moving people around to each of the rooms. Co-host could help, ONLY after the Host had already assigned and moved them into one of the rooms, after that a Co-host could move around and help some, but it was still limited. Depending on the type of Zoom license you had, you could do some preassigning with input files and you were limited to 2 Co-hosts. There was still lots of work the Host had to do, like moving those who were no preassigned or needed to move to a different room. The Host and after the Co-host were assigned to a room, could move in and out of any room on their own to assist and move others. We no longer need to do that anymore. That is a big load off the back of the Host.

Each of the Breakout Rooms, and the main room, still need at least one Co-host to handle anything that is needed and would have all the authority needed to run the room. With the license we have, there is no limit of the number of Co-host we can have, so it will benefit to have at least two Co-hosts in each room, so if one must leave then there still be one in the room. The Host still will need to promote the Co-hosts at the beginning of any session. They cannot be preassigned.

Limitations

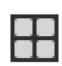
By default, only the host or co-host can assign participants to breakout rooms. You can choose to allow participants to choose their own room, but this must be done in the meeting when launching the breakout rooms.

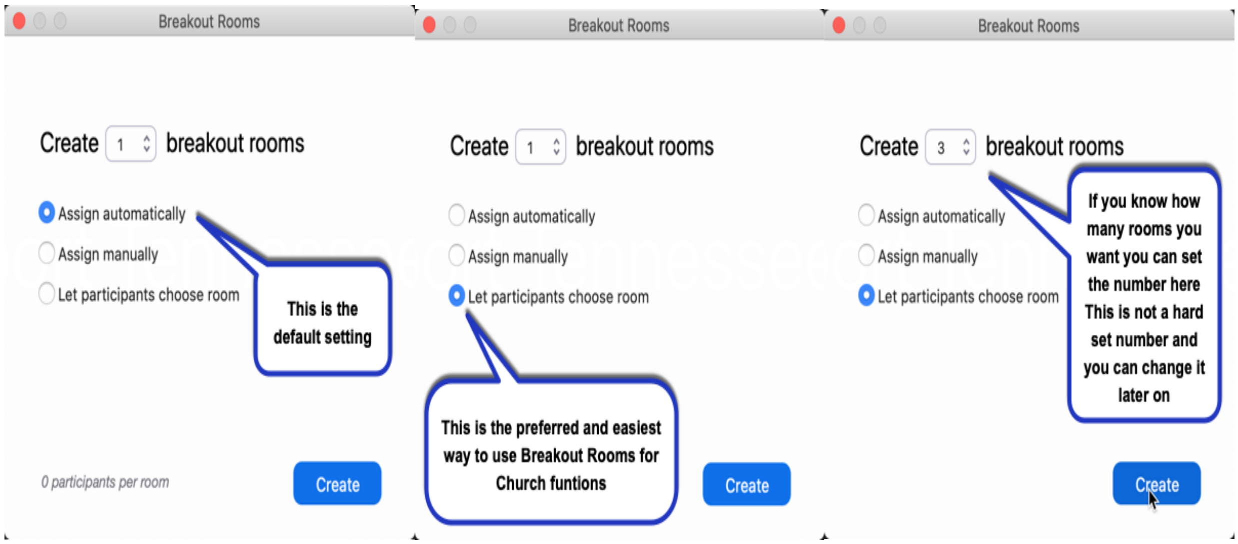
	Host	Co-Host
Assigning*, starting, and ending breakout rooms	✔	✔
Move between breakout rooms	✔	✔
Broadcast message to all	✔	✔
Notified of Requests for Help	✔	

* While both the host and any co-hosts could assign participants to breakout rooms, only the first submitted set of assignments will be accepted upon clicking Open All Rooms.

Users joined into the Zoom meeting from the Zoom Mobile App can participate in breakout rooms but cannot manage them, otherwise they cannot be a Host or Co-host.

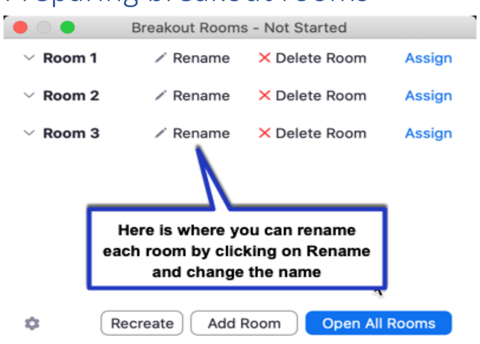
Creating Breakout Rooms

1. Start an instant or already scheduled meeting.
2. Click **Breakout Rooms icon on the menu bar**. 
3. Select the number of rooms you would like to create, and how you would like to assign your participants to those rooms:
   - **Automatically**: Let Zoom split your participants up evenly into each of the rooms.
   - **Manually**: Choose which participants you would like in each room.
   - **<u>Let participants choose room</u>**: Participants can select and enter rooms on their own. **(This is what we will be using 99% of the time – You still must select it when you create your Breakout Room)**

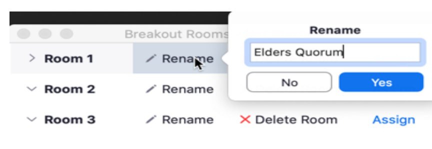


4. Click “**Create**”
5. Your rooms will be created but will not start automatically. You can manage the rooms prior to starting them by following the instructions below.

Preparing breakout rooms



Rename Click on “Rename” and enter the new name and click “Yes”



Delete Room: Delete the selected room.
Assign: Once a participant has been assigned (manually or automatically), the number of participants will show in place of the **Assign** button

Recreate: Deletes existing breakout rooms and allows the host/co-host to create new ones.
Add a Room: Add another breakout room.
Open All Rooms: Start the rooms. All assigned participants will be moved to their respective rooms after confirming the prompt to join the breakout room. If allowing participants to choose their own room, they can open the list of rooms and choose which to join. The host, or co-host that launched the breakouts and the original host, will be left in the main meeting until manually joining one of the rooms.

Pre-assigning breakouts rooms using a CSV file

Right now, with Zoom there is not a simpler way to create, just the Breakout Room names that you can use each week. Below are tested ways you can create or automate this procedure and their outcome.

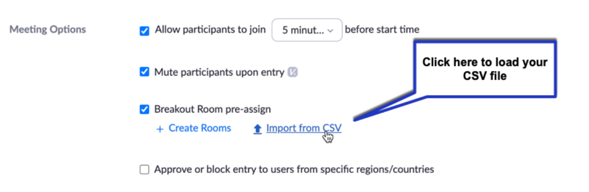
1. Manual way of creating the Breakout Rooms each time you create a Zoom Meeting See Preparing breakout rooms. Works but you must reenter the names of the rooms each time you create a meeting.
2. Create a recurring meeting with manually creating the Breakout Rooms; like every 1st Sunday create a meeting with these Breakout Rooms, every 2nd Sunday create a meeting with these Breakout Rooms, and so on for the 3rd, 4th, and 5th Sundays. See Recuring Meetings and Webinars. Works but there is

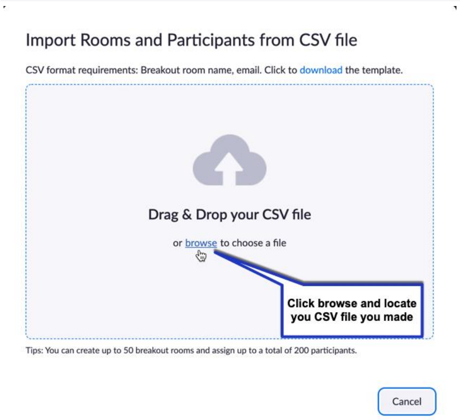
front end work setting up. If you do this, I would not set the recurring date more that 3 months out, due to Stake, Ward/Branch, and General Conferences that most likely affect some of those weeks classes.

3. Templates can't be used since they do not save Breakout Room names, like it does with other information.
4. Using Zoom's procedure of pre-assigning Breakout Rooms using a uses a CSV file (CSV stands for Comma Separated Values. Files that contain the .csv file extension are comma delimited files that contain separated database fields), see the following procedure which I have tested with putting in dummy email address for each Breakout Room you want to have. You could set up a few different types and that way you can just load them when you build the meeting. They work well, the only drawback, if you don't have much experience with using CSV files.

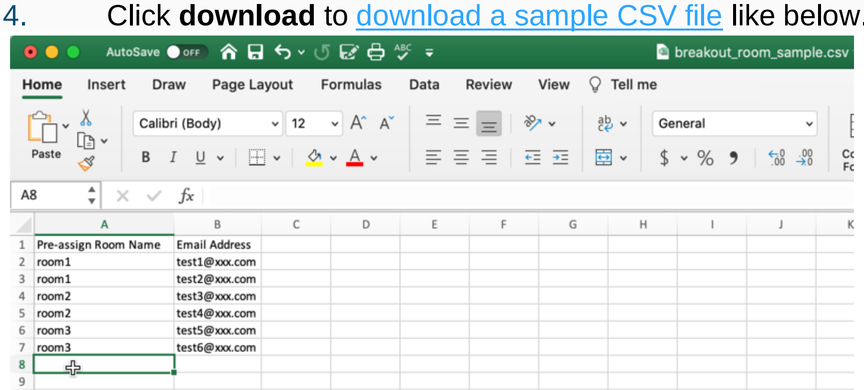
Using CSV file procedure

1. Sign into the Zoom web portal.
2. Click **Meetings** and schedule a meeting.
3. In the **Meeting Options** section, select **Breakout Room pre-assign** and click **Import from CSV**.



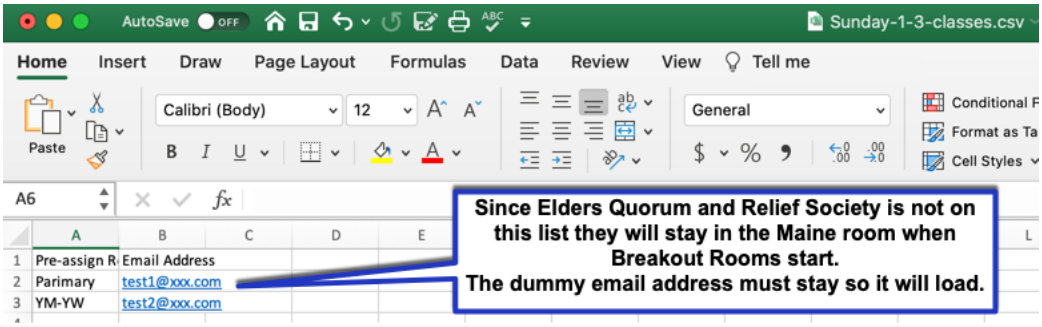


4. Click **download** to download a sample CSV file like below.

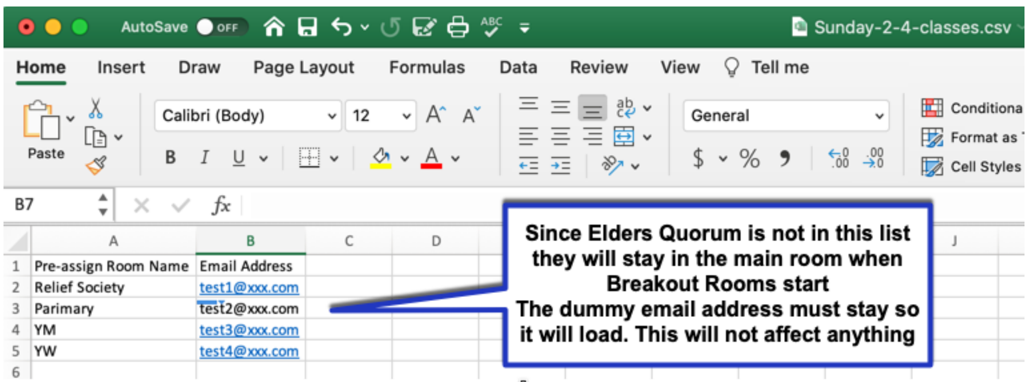


5. Open the CSV file with spreadsheet software like Microsoft Excel.
   Note: for what we are doing use the dummy email address in the sample CSV file
6. Fill in the **Pre-assign Room Name** column with the breakout room name
7. Save the file as a CSV file. Do not convert it to a excel file format

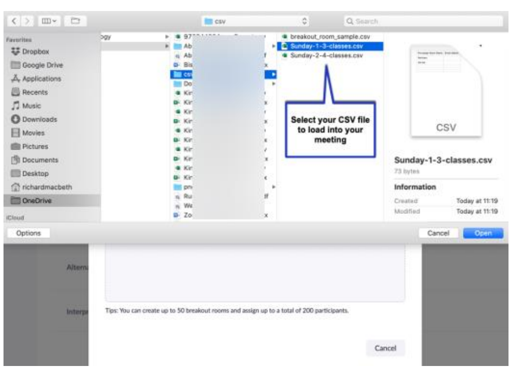
Sample Sunday 1st and 3rd classes CSV file

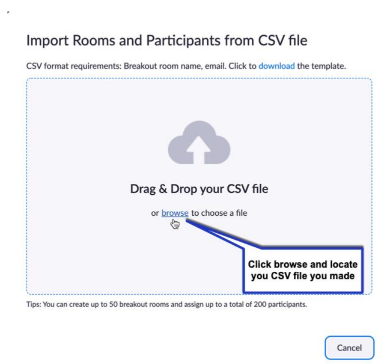


Sample Sunday 2nd and 4th classes CSV file

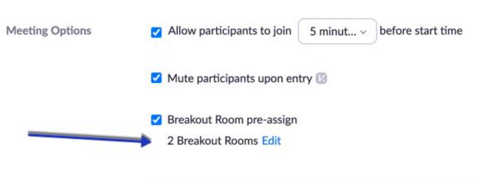


8. Drag and drop the file in the web portal or click browse and select file and click "Open"

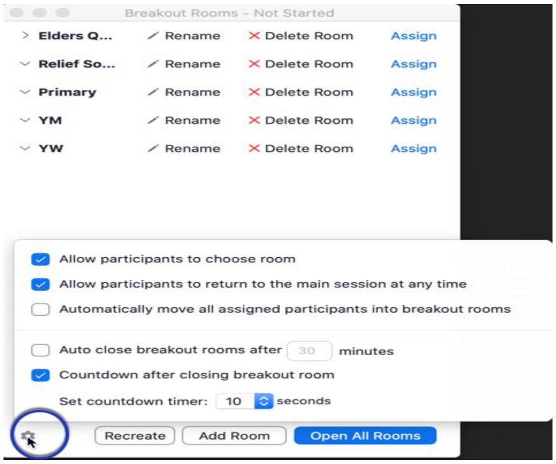




9. Zoom will verify that the email address has a Zoom account, if not it will assume, they are external to Zoom.
10. The following screen showing the added Breakout Rooms.



Options for Breakout Rooms



1. After creating the breakout rooms, click the small gear in the lower right corner will bring up the breakout rooms options.

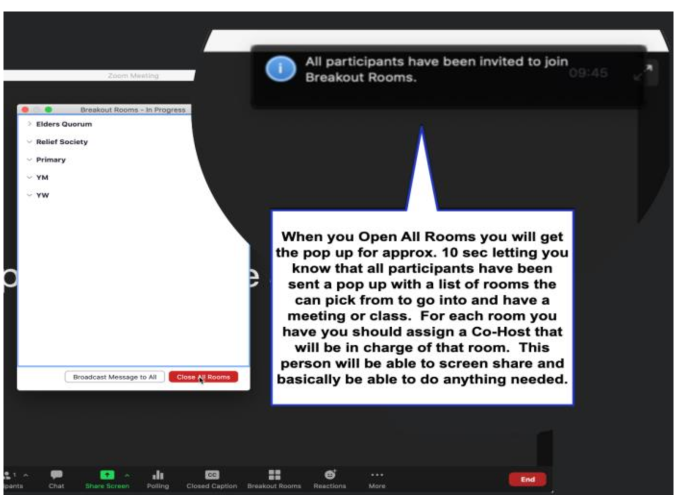
2. Check any options that you would like to use for your breakout rooms. (The ones highlighted in **red** you would use 99% of the time. If you want, you can also add the countdown timer)

Allow participants to choose room: **Participants can select and enter rooms on their own once rooms are launched.**
Allow participants to return to the main session at any time: **If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host or co-host to end the breakout rooms.**
Automatically move all assigned participants into breakout rooms: Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click **Join** to be added to the breakout room.
Auto close breakout rooms after () minutes: If this option is checked, the breakout rooms will automatically end after the configured time.
Countdown after closing breakout room: Given a countdown of how much time they have left before being returned to the main room. (amount of time set below)
Set Countdown timer: set timer to 10, 15, 20, 30, 60, or 120 Seconds

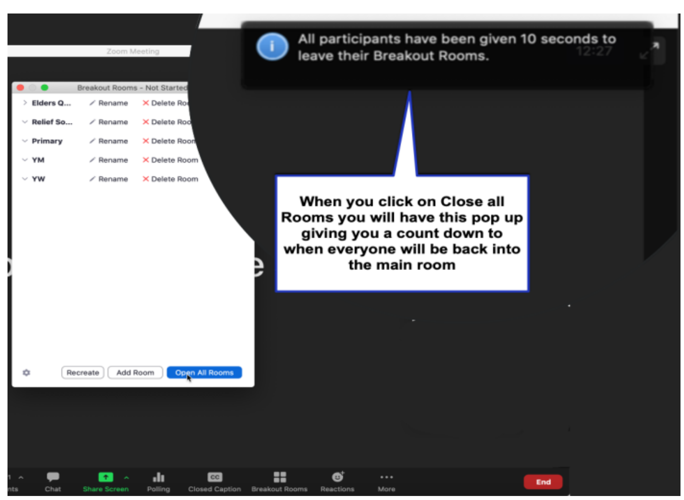
Open All Rooms to start the breakout rooms.

Managing breakout rooms in progress

Opening Breakout Rooms.



Closing Breakout Rooms

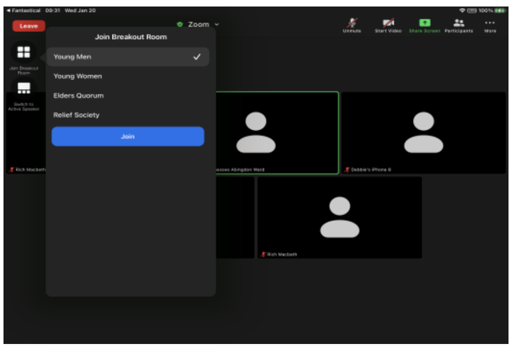


Opening Breakout Rooms

Self-selecting a breakout room

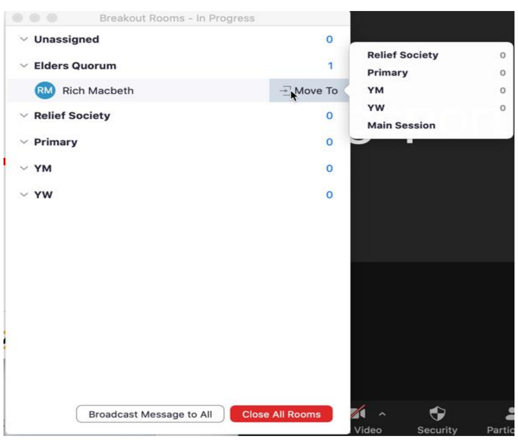
If the host has allowed participants to self-select and join breakout rooms of their choosing, participants will be able to view and select from a list of breakout rooms the host has created. They will be able to enter and leave breakout rooms freely. **(This is what we will be using 99% of the time)**

Note: Participants not joined with the desktop or mobile app (version 5.3.0 or higher) will not be able to self-select a breakout room. The host will need to facilitate moving these participants manually.

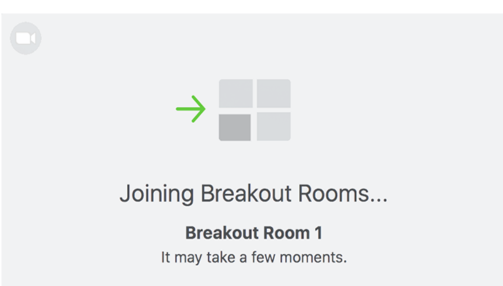


1. Click the **Breakout Rooms** option in your meeting controls.
This will display the list of open breakout rooms created by the host.
2. Click **Join** next to the Breakout Room you wish to participant in, then confirm by clicking **Join** again.
3. Repeat as necessary to join other breakout rooms or click **Leave Room** to return to the main session.

The host, or co-host that launched the breakouts and the original host, will stay in the main meeting until joining a session manually.



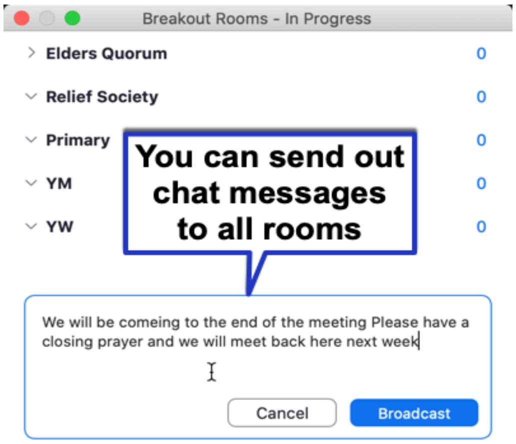
If a participant has not joined the session yet, it will be noted by **(not joined)** next to their name. When that happens the host, or co-host will be able to move them into one of the rooms with the "Move To" function.

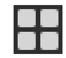


The participants (and the host/co-host when manually joining a room) will see the following sample message shown when joining the breakout room. (It will have the name of the room they are going into)

Broadcasting a message to all breakout rooms

The host or co-hosts can broadcast a message to all breakout rooms to share information with all participants. This can be done from the main session or from within a breakout room.

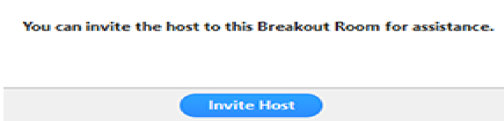


1. Click **Breakout Rooms** in the meeting controls. 
2. Click "**Broadcast"** after you enter your message. This message goes to everyone, in all rooms.
3. The message will now appear for all participants in all breakout rooms.

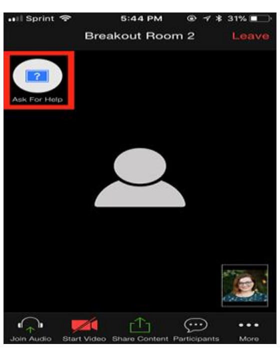
Asking for help in a Breakout Room

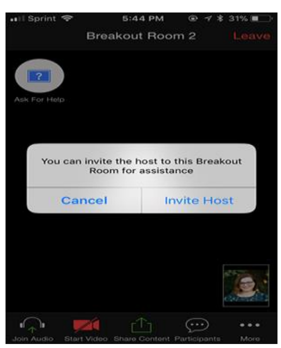
If you click **Ask for Help**, it will notify the meeting host that you need assistance, and they will be asked to join your breakout room.

1. Click **Ask for Help** in the meeting  controls.
2. Confirm that you would like assistance by clicking **Invite Host**.



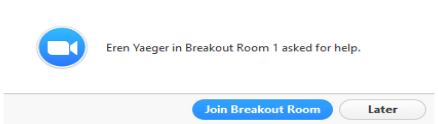
3. On IOS and Android devices





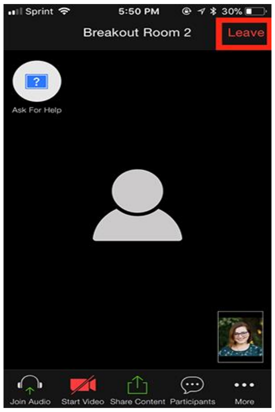
Responding to requests for help

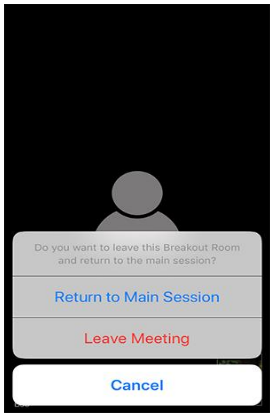
You will be prompted to join the room where the request originated from. Click **Join Breakout Room** to join the room.



Leaving the breakout room

You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room.





1. Tap **Leave.**

2. Choose if you want to leave the breakout room or the entire meeting.

3. When the host ends the breakout rooms, you will be notified and given the option to return to the main room immediately, or in 60 seconds.

Webinars

Best used for Sacrament meetings, Ward and Stake Conferences, and firesides. For any meeting, Sunday School class, YM/YW, EQ, RS, Ward/Branch Council, and Presidency it is better to use Now let's set up a meeting!.

Getting started with webinar

Overview

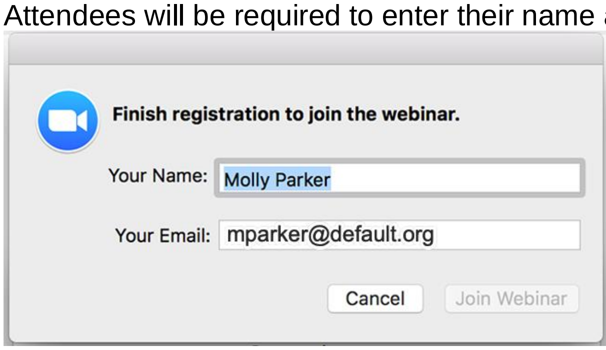
Zoom Video Webinar allows you to broadcast a Zoom meeting to up to 500 view-only attendees with our license. As the host or a panelist, you can share your screen, video, and audio in a webinar, while attendees can use the chat or question and answer options to interact with the host and panelists.

For what we are doing, we will not need Registration for webinars. By turned off for attendees, will allow them to join by simply clicking a link at the time of the webinar, it will ask them to fill out a quick form asking for their Name and email address. Webinars can be held once, can reoccur in a series, or can be the same session held multiple times.

Scheduling a webinar without registration

Overview

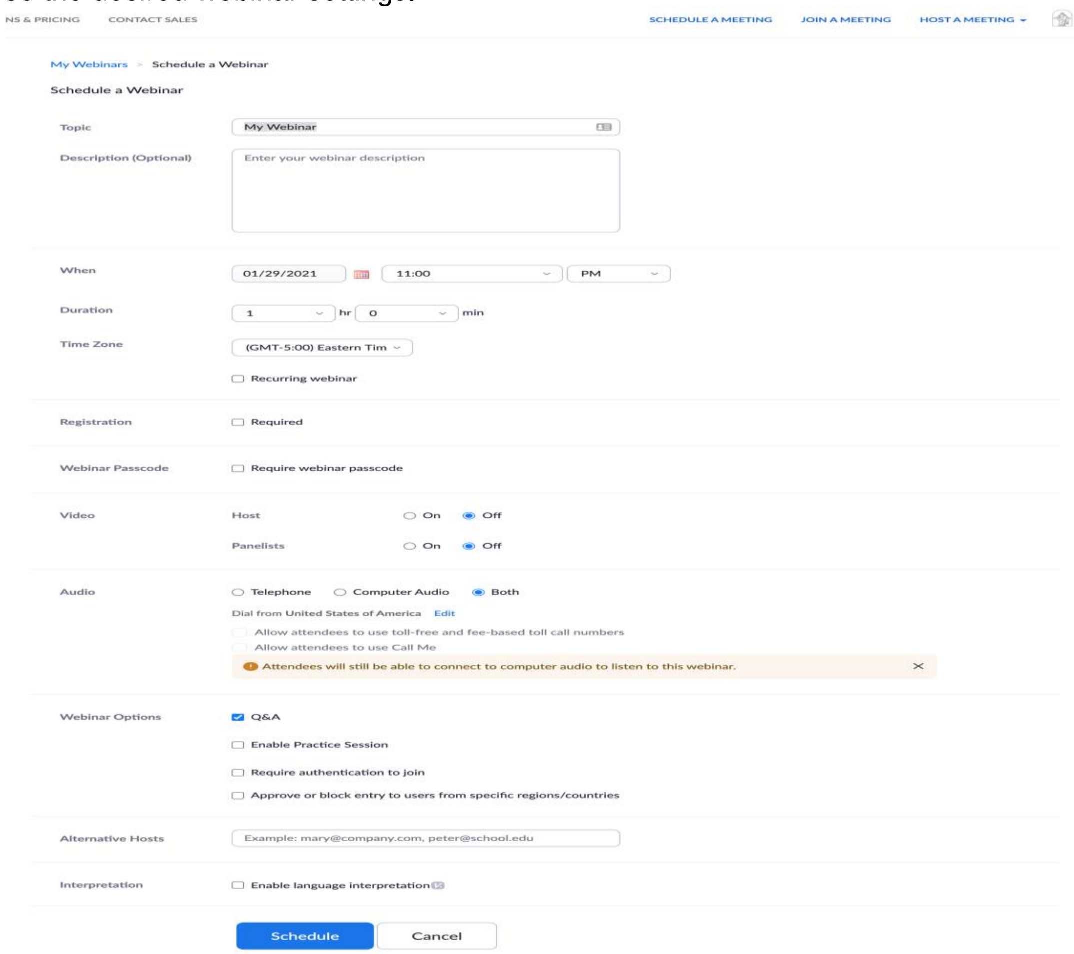
Scheduling a webinar without registration will allow attendees to join without needing to sign up in advance. Attendees will be required to enter their name and email address upon joining.



Alternatively, you can schedule a registration webinar to collect additional information.

Instructions

1. Sign into the Zoom web portal.
2. Click **Webinars**. You will be able to see the list of scheduled webinars here.
3. Select **Schedule a Webinar**.
4. Choose the desired webinar settings.



Topic: Choose a topic/name for your webinar.
Description: Enter an optional webinar description—this will be displayed on your registration page. This would be a great place to put your program of your Webinar.
When: Select a date and time for your webinar.
Duration: Choose the approximate duration of the webinar. Note that this is only for scheduling purposes. The webinar will not end after this length of time.
Time Zone: By default, Zoom will use the time zone that you set in your Profile. Click on the drop down to select a different time zone.
Recurring webinar: Check if you would like a recurring webinar i.e., the meeting ID will remain the same for each session. This will open additional recurrence options.

> **Recurrence**: Select how often you need the webinar to recur: Daily, Weekly, Monthly, or No Fixed Time. It can recur up to 50 times. If you need more than 50 recurrences, use the **No Fixed Time** option. **(extremely rare you would use No Fixed Time – Do not create more than 50 recurrences)**

Registration: Check this to require registration. If registration is required and the webinar is a reoccurring event, specify one of the following options: **(99.9% of the time you will NOT use this)**

Attendees register once and can attend any of the occurrences: Registrants can attend all the occurrences. All dates and times of the webinar will be listed, and the registrant will be registered for all occurrences.
Attendees need to register for each occurrence to attend: Registrants need to register separately for each occurrence to attend. They can only choose one date and time on the registrant page.
Attendees register once and can choose one or more occurrences to attend: Registrants register once and can choose one or more occurrences to attend. They will need to select which dates and times they would like to attend, and they will only be registered for those occurrences. They can choose multiple options.

Webinar Passcode: Check this if you require participants to enter a passcode to join your webinar and edit the required passcode here. If joining manually, participants will be required to input this passcode before joining your webinar. It will be included in the registration confirmation email and if they join by clicking the link in this email, they will not need to enter the passcode. **(Rare that you would need to use Passcodes)**

Video: Select whether video can be enabled or not during the webinar.
Host: Choose if you would like the host's video on or off when joining the webinar. Even if you choose off, the host will have the option to start their video.
Panelists: Choose if you would like the participants' videos on or off when joining the webinar. If you choose off, panelists will not be able to turn their video on unless you change this setting in the webinar.

Audio: Choose whether to allow participants to call in via Telephone only, Computer Audio only, Telephone and Computer Audio (both). **(Take the default)**

Webinar Options: Additional options that give you greater control of the webinar.
Q&A: Check this if you would like to use a question-and-answer panel in your webinar.
Enable Practice Session: Check this to start the webinar in a practice session instead of a live broadcast. **(Highly recommend that you check this box EVERYTIME. See Webinar practice session)**
Require authentication to join: Check this option if you require users to be signed-in to a Zoom account before joining your webinar.
Approve or block entry to users from specific regions/countries: (Do not check this we do not use it)

Alternative Hosts: **(We do not use this function with our license)**.

Interpretation: Enables the inclusion of interpreters.
Enable language interpretation: Check to allow the host to designate participants as interpreters on the web portal or during a Zoom session. See Language interpretation in meetings and webinars

1. Click **Schedule**.
2. Your webinar is now scheduled. Under **Invite Attendees**, you can copy the join link or the invitation to share with your attendees.

Note: If you want to convert your webinar to a meeting, click **Convert this Webinar to a Meeting** below the **Webinar Options** section after you schedule the webinar. Options like Q&A, multiple-answer questions, webinar-related email settings, surveys, and registration report will be deleted.

Webinar practice session

Overview

A webinar practice session allows you to set up and get acquainted with webinar controls before starting your webinar. The practice session is accessible by the host or panelist.

To enter the practice session, the host or panelist needs to join the webinar before the actual start time. The host can start broadcasting when everyone is ready.

Note: You can have practice session days before the actual webinar. You can start the practice session, broadcast, and end the event without impacting your ability to start the webinar at the actual start date/time.

Enabling webinar practice session

1. Sign into the Zoom web portal.
2. Click **Webinars**.
3. Schedule a webinar or click the title of a webinar that's already scheduled.
4. Click **Edit this Webinar.**
5. In the **Webinar Options** section, click the **Enable Practice Session** check box.

Starting a webinar practice session

1. Sign into the Zoom Desktop Client.
2. In the **Home** or **Meetings** tab, start the webinar before the start date/time.
   The host and panelists will see a banner at the top of Zoom window that lets them know they are in practice mode.
   Note: Attendees will not be able to join the practice session. There can only be one active practice session for each webinar. For example, if the host starts a practice session, then an alternative host starts one, they will be in the same practice session. You can have as many as you need before the start of the Webinar
3. (Optional) Click **Start Webinar** to start the webinar and allow attendees to join the webinar.
   Note: This will not change the original start time that you set when scheduling the webinar.

Adding or importing panelists to a webinar

Overview

Panelists (Speakers) are full participants in the meeting. They have access to most host controls including sharing video and viewing the attendee list. You must be assigned panelist permissions by the webinar host. Learn more about their roles see Roles in a webinar.
Please note that panelists will receive a direct email invitation separate from the attendees of the Webinar and must use that link and not share it with anyone else.
The max panelists are dependent on the meeting capacity and webinar capacity of the host. We have a Webinar 500 license, you could have a webinar with up to 500 attendees, 300 of which could be occupied by panelists, which you would never need. It would be best to limit the number of panelists to less than 10 so all of them would fit on most screens. If you have a need to have more that 500 attendees (connections) you could also turn on streaming. See Streaming a meeting or webinar on Facebook Live.

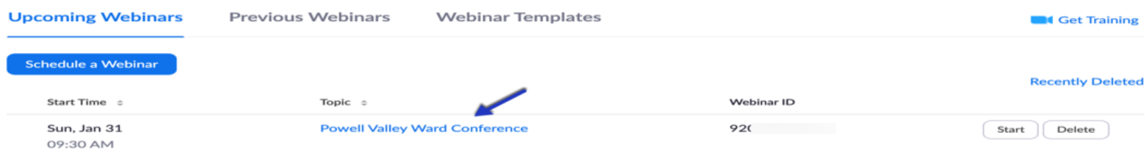
You can also promote an attendee to a panelist during a webinar.

Adding panelists (speakers)

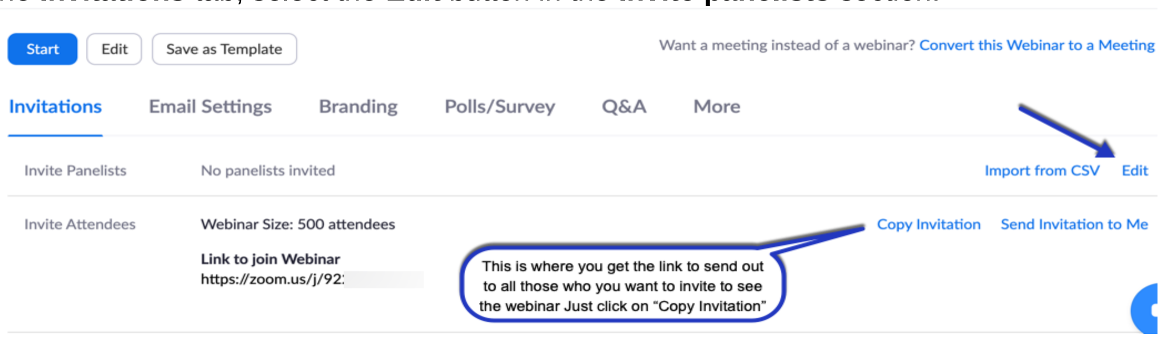
You can invite a person to be a webinar panelist (speaker).

1. Sign into the Zoom web portal.
2. Click **Webinars**.

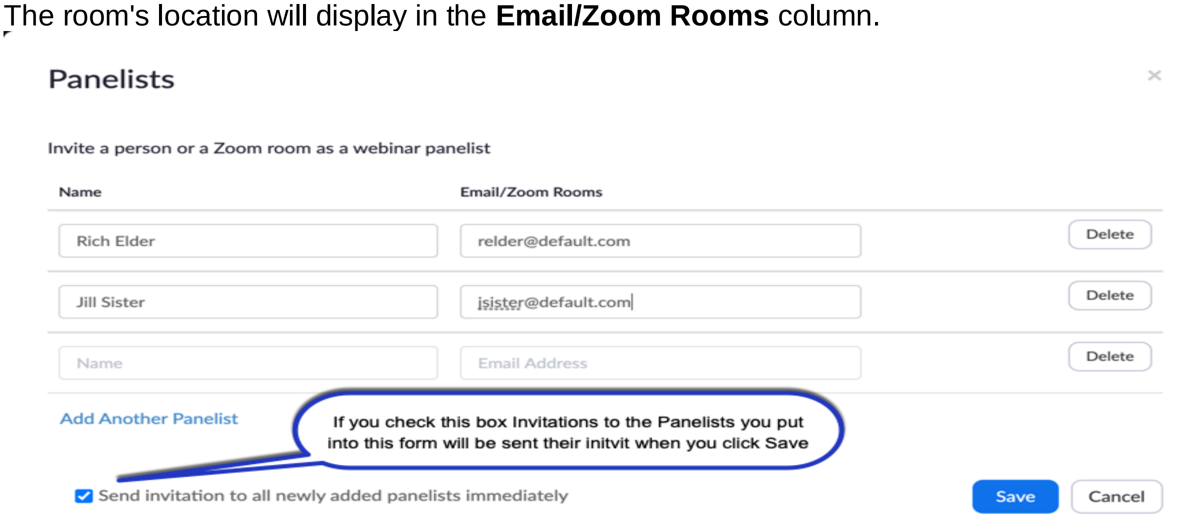
3. Click the topic of the webinar that you have already created that you want to add panelists to.



4. In the **Invitations** tab, select the **Edit** button in the **Invite panelists** section.



5. Enter a name and email address to invite them. If you're inviting a Zoom Room, enter the room name. The room's location will display in the **Email/Zoom Rooms** column.



6. Select **Add Another Panelist** to add more panelists. Press **Save** to send invites to the new panelists entered.
7. You can delete and add panelists any time prior to the Webinar

8. If you checked **Send invitation to all newly added panelists immediately**, they will be sent an email invitation after you click **Save**.

Recurring webinars

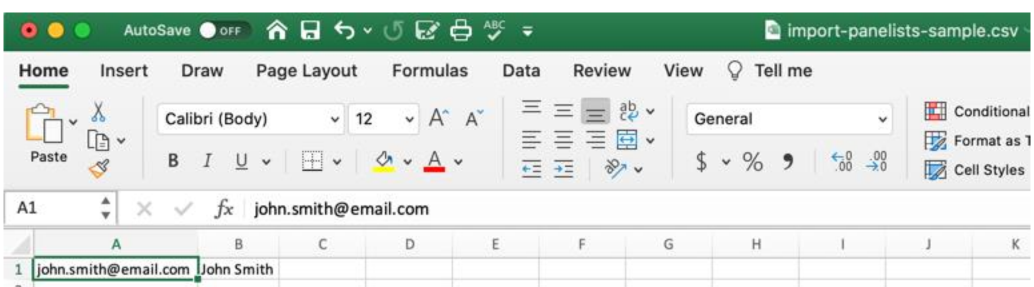
If a webinar is recurring, the user will be a panelist for all webinars in that series. If you want them to join as a panelist for one webinar occurrence only, you will need to add them as a panelist before the webinar that you want them to be a panelist for and remove them before the next occurrence. See Recuring Meetings and Webinars for more information.

Importing panelists using a CSV file

If you want to add many panelists to a webinar, you can specify the panelists in a CSV file and upload it to the web portal.

Creating a CSV file of panelists

1. Open spreadsheet software like Microsoft Excel.
2. Create a new file.
3. Specify the following information: (see sample below)
    - **Column A**: Email address of each panelist.
    - **Column B**: Full name of each panelist.
    - **Note**: Don't enter column titles, for example, **Email Address** and **Full Name**.
4. Save the file as a CSV file (comma delimited).



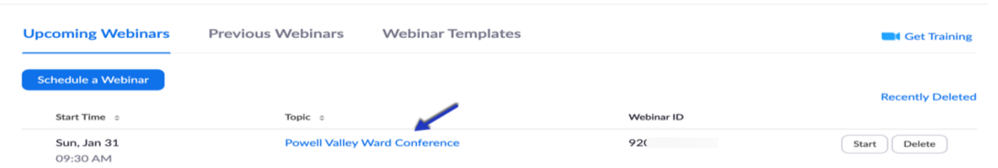
Importing the CSV file

1. Sign into the Zoom web portal.
2. Click **Webinars**.
3. Click the topic of the webinar you want to add panelists to.
4. In the **Invite Panelists** section, click **Import from CSV**.
5. Click **Import**.

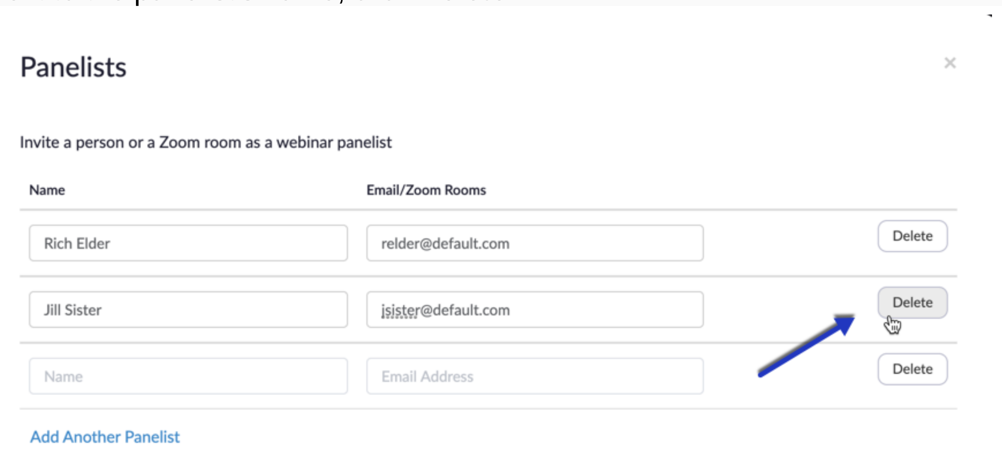
6. Select the CSV file you created.
   You will see a list of panelists you're importing. You can click these options:
   - **Resend**: Immediately send the invitation email to the panelist.
   - **Copy**: Copy the invitation email for the panelist.
   - **Delete**: Remove the panelist from being imported.
   - **Send invitation to all newly added panelists immediately**: Send an invitation email to all panelists being imported after you click **Save**.
   - **Note**: If you don't see a list of panelists you're importing, click **Cancel**, reload the page, then click **Edit** in the **Invite Panelists** section.
7. Click **Save**.

Removing panelists

1. Sign into the Zoom web portal.
2. Click **Webinars**.
3. Click the topic of the webinar you need to remove panelists from.



4. In the **Invite Panelists** section, click **Edit**.
5. Next to the panelist's name, click **Delete**.



6. Click **Save**.
   This panelist will now be removed from all webinars in the series and will need to join as an attendee.

Attendees to the Webinar

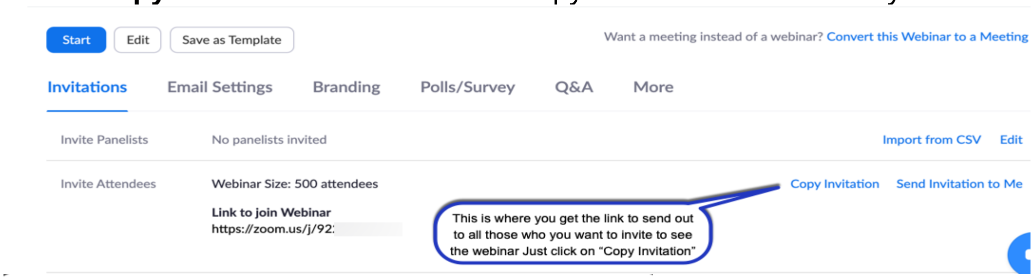
Attendees are view-only participants who can be unmuted if the host chooses. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat if enabled by the host.

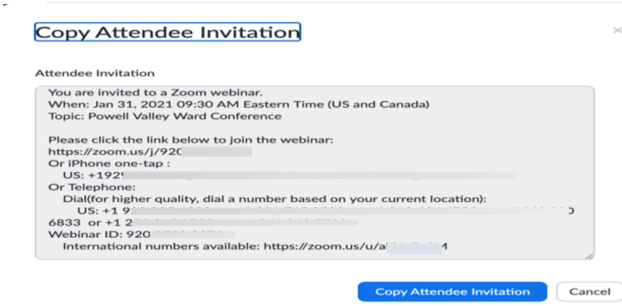
If the webinar does not require registration, you can copy the join link and share with your attendees.

If the webinar requires registration, the host will need to share the registration link and have the attendees complete the registration form. Once registered, they will receive an email notification with a unique join link. There are three different ways to invite attendees to register:

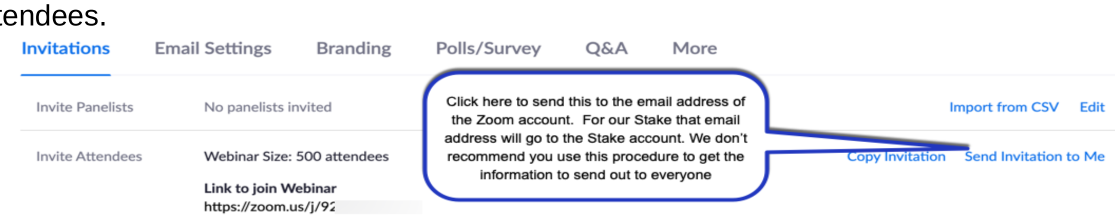
Copy the registration URL and share via email, your website, etc.

Select **Copy the invitation** to view and copy the invitation created by Zoom to send out to your attendees.



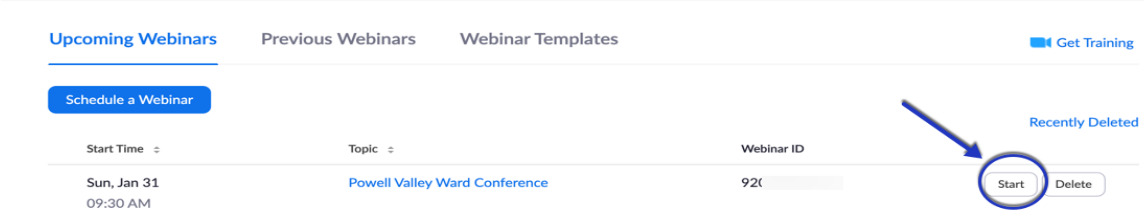


Select **Email me the invitation** to receive a copy of the Zoom invitation that you can then forward to potential attendees.

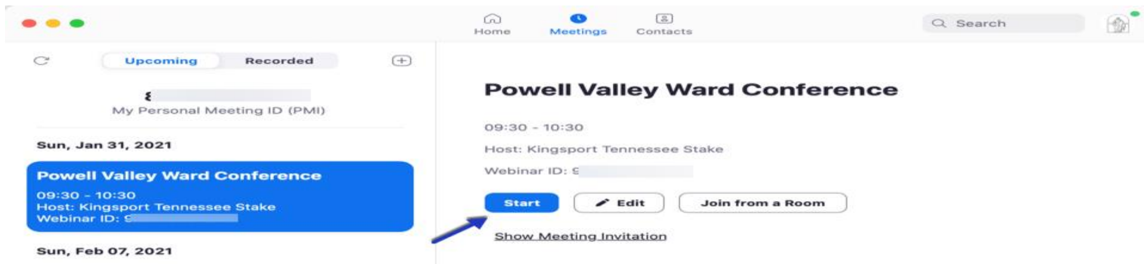


Starting a webinar

There are a few ways that you can start your webinar.
Sign into the Zoom web portal and click **Webinars**. Find the webinar and click **Start**.



In the Zoom client, click on the **Meetings** tab. Find the webinar, and click **Start**.



If you have added this to your calendar, click on the link displayed on your calendar reminder. You might be asked to login to your Zoom account if needed.

Roles in a webinar

Overview

There are multiple roles available for a webinar: host, cohost, panelist, and attendees. The role that you have in the webinar will be designated by the host.

Host: The user that scheduled the webinar. They have full permissions to manage the webinar, panelists, and attendees. There can only be one host of a webinar. The host can do things like stop and start the webinar, mute panelists, stop panelists' video, remove attendees from the webinar, and more.

Co-hosts: Shares many of the controls that hosts have, allowing the co-host to manage the administrative side of the webinar, such as managing attendees or starting/stopping the recording. The host must assign a co-host. Co-hosts cannot start a webinar.

Panelists: are full participants in a webinar. They can view and send video, screen share, annotate, etc. You must be assigned panelist permissions by the webinar host. The host can also disable some features for panelists, including starting video, sharing your screen, and recording. Learn how to add and invite panelists as a webinar host.

Attendees: are view-only participants who can be unmuted if the host chooses. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat. Learn about joining a webinar as an attendee.

Comparison of controls

The following table compares the webinar controls available to the host, co-hosts, and panelists. To learn more about each feature, click the embedded links in the table or see Host and Co-Host Controls in a Meeting.

- Features with an asterisk (*) can be disable by the host.

Participate in Webinar

	Host	Co-host	Panelist	Attendee
Join during practice session	✔	see note	✔	
Start the broadcast	✔	✔		
Mute/unmute themselves	✔	✔	✔	
Start/stop their own video	✔	✔	✔*	
View attendee list	✔	✔	✔	
Share screen	✔	✔	✔	
Request or give remote control	✔	✔	✔	
Chat	✔	✔	✔	✔*
Save chat	✔	✔	✔	
Ask questions in Q&A				✔
View All Q&A and respond	✔	✔	✔	
Create or edit polls	✔			
Start polling	✔	✔		
Answer polls			✔*	✔
Assign someone to enter closed captions	✔			
Enter closed captions	✔	✔*	✔*	
Raise hand			✔	✔
End webinar	✔			

Note: Co-hosts cannot be assigned ahead of time. If you would like to designate someone as a co-host, invite them to the webinar as a panelist and then promote them to a co-host.

Manage participants

	Host	Co-host	Panelist	Attendee
Mute or unmute attendees	✔	✔		
Stop panelist's video	✔	✔		
Ask a panelist to start video	✔	✔		
Spotlight a Video	✔	✔		
Promote attendee to panelist	✔	✔		
Demote from panelist to attendee	✔	✔		
Change attendees' view	✔	✔		
Change who attendees can chat with	✔	✔		
Remove attendees	✔	✔		

Allow attendees to talk	✔	✔		
Assign Co-host Permission	✔			
Put panelist on hold	✔			
Invite others to join webinar	✔	✔	✔	

Record

	Host	Co-host	Panelist	Attendee
Record to cloud	✔	✔		

Live stream

	Host	Co-host	Panelist	Attendee
Live stream on Facebook	✔			
Live stream on YouTube	✔			

Raising your hand in a webinar

Overview

The raise hand feature in webinar allows attendees, panelists, co-hosts, and the host to raise their hand to indicate that they need something from the host, co-host, or other panelists. As a host, it may be helpful to inform your participants how you would like to use this feature at the start of the webinar. For example, many webinar hosts use this feature to know if an attendee has a question and would like to be unmuted to speak.

The way we can use this feature is to use it for sustaining and releasing’s

Note: If you're the webinar host, you can also disable the raise hand feature and manage participants that raise their hand.

Windows and macOS

1. Click **Raise Hand** in the Webinar Controls.
   
2. The host will be notified that you've raised your hand. If the host allows you to talk, you may be prompted to unmute yourself. While unmuted, your profile picture and name is displayed to the host and panelists. Only your name is displayed to other attendees.
3. Click **Raise Hand** in the Webinar Controls to lower it, if needed. This will not mute yourself if you are unmuted.

Notes:

- **Windows**: You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac**: You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.

Android and IOS

1. Tap **More**, then **Raise Hand**.
2. The host will be notified that you've raised your hand. If the host allows you to talk, you may be prompted to unmute yourself. While unmuted, your profile picture and name is displayed to the host and panelists. Only your name is displayed to other attendees.
3. Tap **More** again, then **Lower Hand** to lower it if needed.

Using Q&A with Webinars

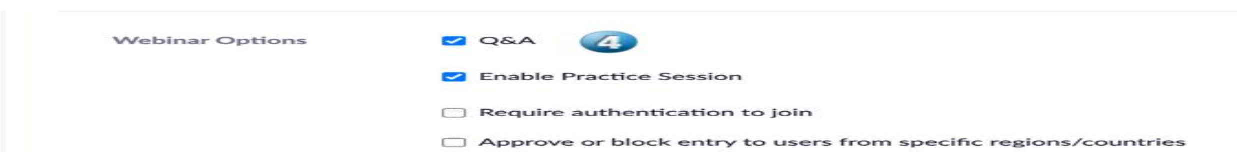
Overview

The question & answer (Q&A) feature for webinars allows attendees to ask questions during the webinar, and for the panelists, co-hosts, and host to answer their questions.

Enabling or disabling Q&A

Individual Webinars

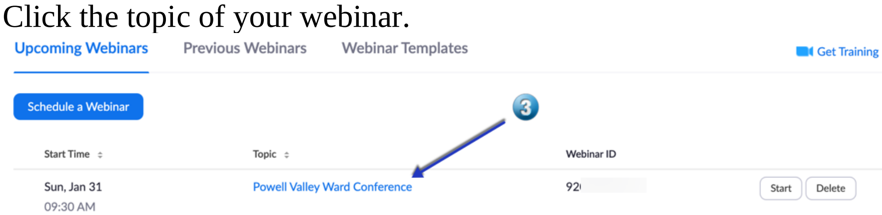
1. Sign into the Zoom web portal.
2. Click Webinars.
3. Choose to edit an existing webinar or schedule a new webinar.
4. Under Webinar Options, check Q&A.



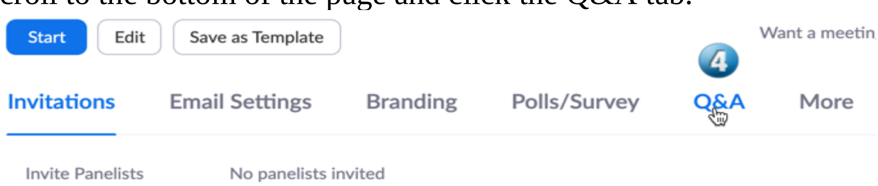
5. Click Schedule.

Editing Q&A options

1. Sign into the Zoom web portal.
2. Click Webinars.
3. Click the topic of your webinar.

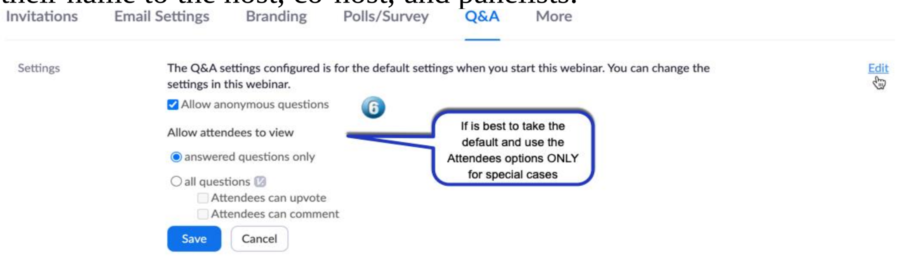


4. Scroll to the bottom of the page and click the Q&A tab.



5. Click Edit.

6. Allow anonymous questions: Check this option to allow participants to send questions without providing their name to the host, co-host, and panelists.

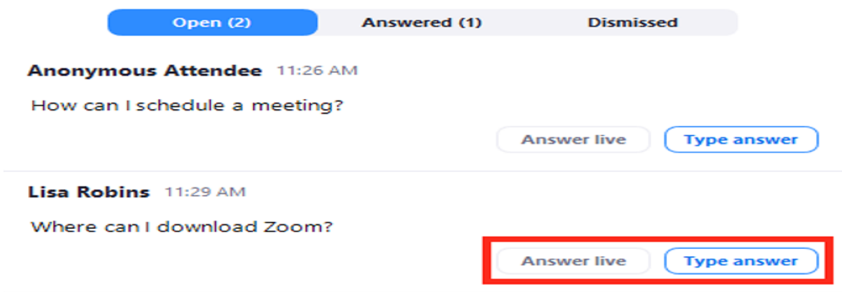


7. Allow attendees to view: Check either if you want attendees to be able to view answered questions only or view all questions. **(Not recommended)**
   Note: If you choose for attendees to view all questions, you can then choose if you want attendees to be able to upvote questions and/or comment on questions. **(Not recommended this can get out of hand)**
8. Click Save.

Note: The above settings can be changed during a running webinar session.

Answering questions

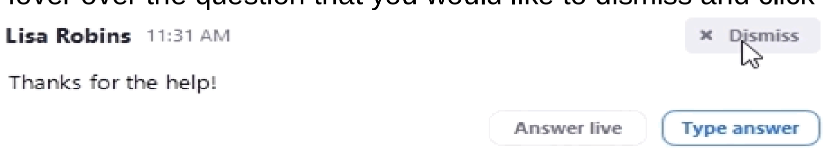
1. As the host, co-host, or panelist, click **Q&A** in the webinar controls.
   
2. Find the question you would like to answer.



- Click **Answer Live** to answer the question out loud during the webinar.
- Click **Type Answer** to type out your answer for the attendee.
  Type your answer and click **Send**.
  (Optional): Check **Answer Privately** before clicking send if you would like to answer to the attendee only.

Dismissing questions

1. As the host, co-host, or panelist, click **Q&A** in the webinar controls.
2. Hover over the question that you would like to dismiss and click **Dismiss**.



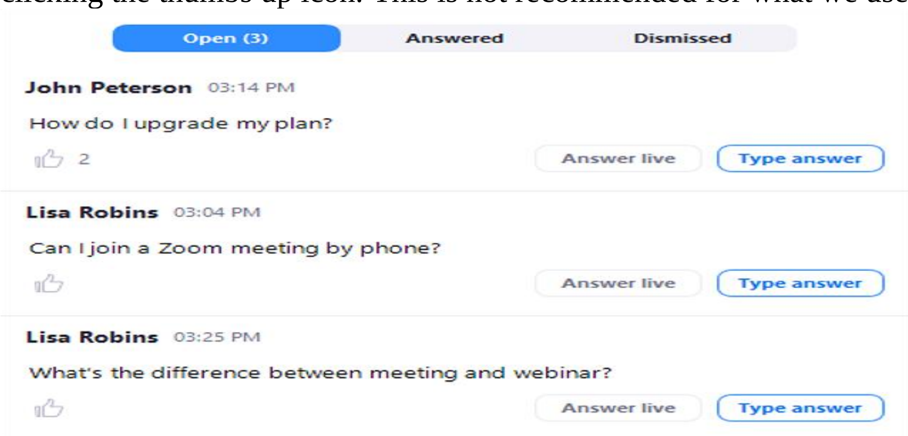
Reopening dismissed questions

1. As the host, co-host, or panelist, click **Q&A** in the webinar controls.

2. Click the **Dismissed** tab.
3. Find the question you would like to reopen and click **Reopen Question**.


Upvoted Q&A

Q&A that has been upvoted will automatically be sorted by number of upvotes. You can upvote a question by clicking the thumbs up icon. This is not recommended for what we use Zoom for.



Attendee answered Q&A

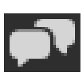
If you allow attendees to answer Q&A, the questions will still appear in the Open list, even if an attendee has commented on the question. Not recommended to be used in a Fireside presentation.

You can answer the question by choosing **Answer Live** or **Type Answer**. This is the recommend way to use Q&A.

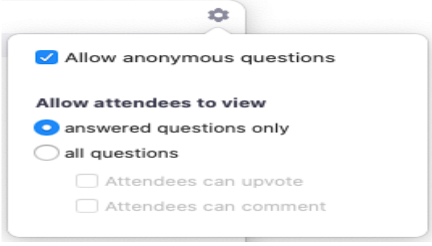
Changing Q&A settings during webinar

You can update Q&A settings during a webinar if you need to change settings.

During an active webinar session:

1. Click the **Q&A** icon  in the webinar controls at the bottom of the Zoom window to open the Q&A window.

2. In the top-right corner of the Q&A window, click the gear wheel to open the settings window.



This is the recommend way to use Q&A (default)

- **Allow anonymous questions**: attendees' names do not appear next to the questions.
- **answered questions only**: only answered questions are displayed.
- **all questions**: answered questions and questions that haven't been answered are displayed.
- **Attendees can upvote**: attendees can click the **thumbs up** button to bring popular questions to the top of the Q&A window.
- **Attendees can comment**: all attendees can answer questions or leave a comment.

Sharing your screen (iOS) with the Zoom desktop client

Overview

Zoom allows for iOS screen sharing from iPhone and iPad, using the Zoom desktop client. You can share wirelessly for both Mac and PC, utilizing iOS Screen Mirroring, or you can connect your iOS device to your Mac computer with a cable to share.

You can also share your entire iOS device screen using Screen Recording on iOS 11 or later.

This allows you to share apps and other content.

You cannot annotate when sharing your entire screen via iOS. If you need to annotate or share the entire screen on an older version of iOS, you can share using the Zoom desktop client for Mac or PC and Airplay or the Zoom desktop client for Mac and wired sharing which we cover later in this section

Note: Some types of videos cannot be shared when using Screen Mirroring.

*You will be prompted to download this the first time you choose to share your iOS device via Airplay, or you can download it manually from the Zoom Download Center. (https://zoom.us/support/download)

iOS screen sharing

Overview

You can share your entire screen on an iOS device running iOS 11 or higher. This allows you to share apps and other content.

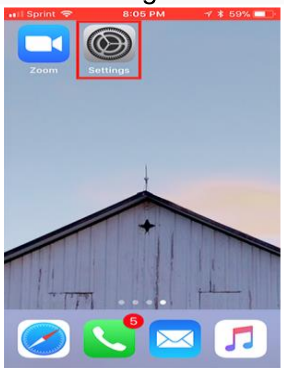
You cannot annotate when sharing your entire screen via iOS. If you need to annotate or share the entire screen on an older version of iOS, you can share using the Zoom desktop client for Mac or PC and Airplay or the Zoom desktop client for Mac and wired sharing.

Prerequisites

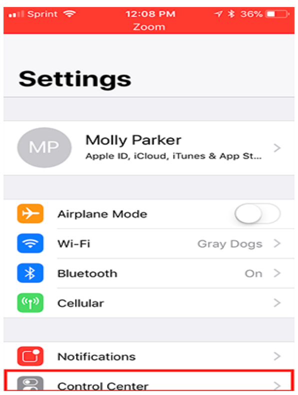
- iOS 11 or higher

First-time setup

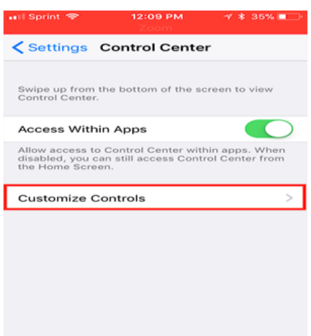
Prior to sharing your screen, we recommend that you go through the first time setup, to minimize the amount of disruption during your meeting:



1. Press the home button on an iPad or an iPhone 8 or older. On an iPhone X, swipe the home bar up.
2. Open the iOS **Settings** app.



3. Tap **Control Center**.



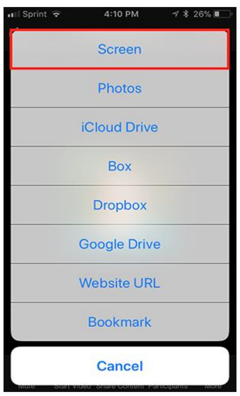
4. Tap **Customize Controls**.

5. Tap the **+** next to **Screen Recording** to add Screen

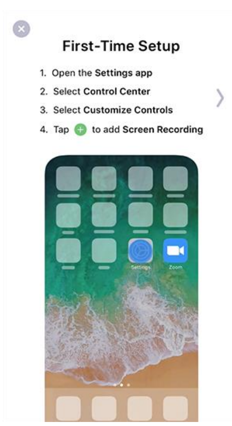
Recording to your Control Center.

Starting a screen share in meeting

1. In the meeting controls, tap **Share Content**. The meeting controls will be at the bottom of your screen on an iPhone and the top right of your screen on an iPad.



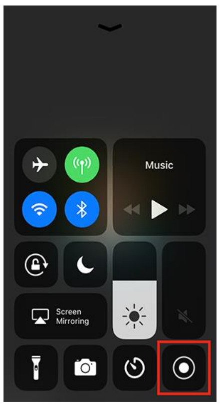
2. Tap **Screen**.



3. If this is your first time sharing your entire screen and have not setup [Screen Recording in Control center](), follow the first page of on-screen instructions to complete the setup.

4. After completing the first-time setup click the red bar at the top to return to Zoom.

5. Swipe left on the instructions to see the **Broadcast to Zoom** instructions.

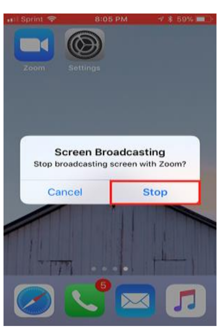


6. Access the **Control Center**.
   - On iPhone 8 or older or iPads running iOS 11, swipe up from the bottom.
   - On iPhone X or iPads running iOS 12, swipe down from the top right.
7. Hold down on the record button until the Screen Recording option appears.

8. Tap **Zoom**.
9. Tap **Start Broadcast**.

10. After a count of 3, your entire device screen will be shared into the meeting.

11. Tap the red bar at the top of your screen when you are ready to end the share.

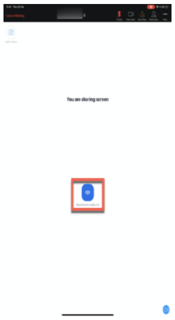


12. Tap **Stop**.

13. Tap the red bar again to open Zoom.

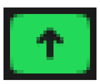
Screen sharing audio

To share your audio while screen sharing:

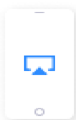


1. Share your screen in the meeting.
2. After **tapping Start Broadcast**, tap on the screen again to view the meeting window.
3. Tap **Share Device Audio** to enable or disable the sharing of device audio while screen sharing.

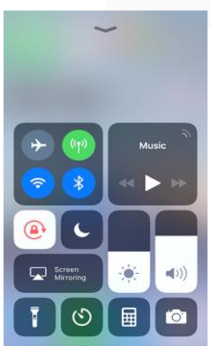
Sharing your screen with screen mirroring



1. In your meeting, click **Share Screen**.



2. Choose **iPhone/iPad**.
3. (Optional) If you would like to share your phone audio into the meeting, check **Share computer sound**.
4. Click **Share Screen**.
5. If prompted, choose to install the plug-in.



6. Follow the on-screen instructions to connect your iOS device.
7. On your phone, swipe up to access the control center.
8. Tap **Screen Mirroring**.

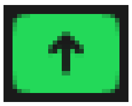
9. Choose the **Zoom-your computer** option.
10. Your phone is now shared into the meeting.

Sharing your screen with a wired connection

Wired sharing

- Mac OS 10.10 or later
- iOS device running iOS 8 or later
- Lightning cable

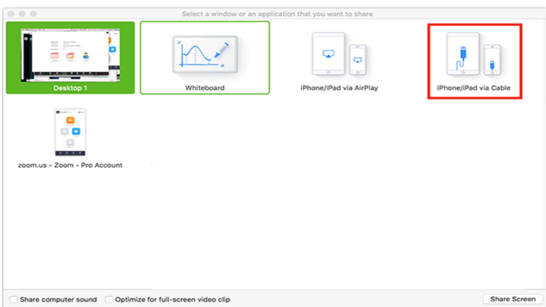
Note: Sharing with a wired connection is only possible on Mac.

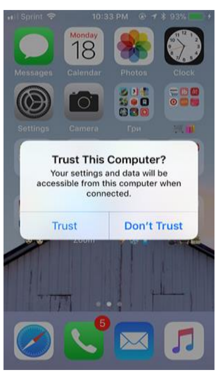


1. In your meeting, click **Share Screen**.

2. Choose **iPhone/iPad via Cable**.

3. (Optional) If you would like to share your phone audio into the meeting, check **Share computer sound**.
4. Click **Share Screen**.





5. Follow the on-screen instructions displayed.
6. Connect your iPhone or iPad via cable.
7. When prompted on the iOS device, select "**Trust**"

8. Enter your passcode if required.
9. our phone is now shared into the meeting.

Streaming a meeting or webinar on Facebook Live

Overview

You can stream a Zoom webinar or meeting live on Facebook to your Facebook timeline or a group or page that you are an admin for. This allows your participants to join via Zoom or viewers to watch and comment on Facebook Live.

Note:

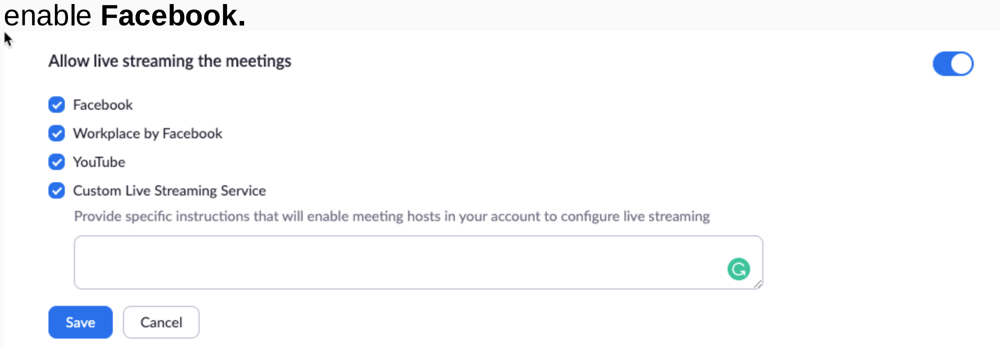
- Zoom does not support the new Facebook Live Producer. If you see a notification to try to the new Live Producer, click **Dismiss**.
- Facebook changed their API as of April 2018 and now prevents some users from live streaming to groups. If you are unable to live stream your webinar to Facebook, you can configure the Facebook Live stream as a custom service.

Enabling Facebook Live streaming for meetings

User

To enable live stream the meetings that you host on Facebook:

1. Sign into the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. Toggle the **Allow live streaming the meetings** under **In Meeting (Advanced)**, and enable **Facebook.**

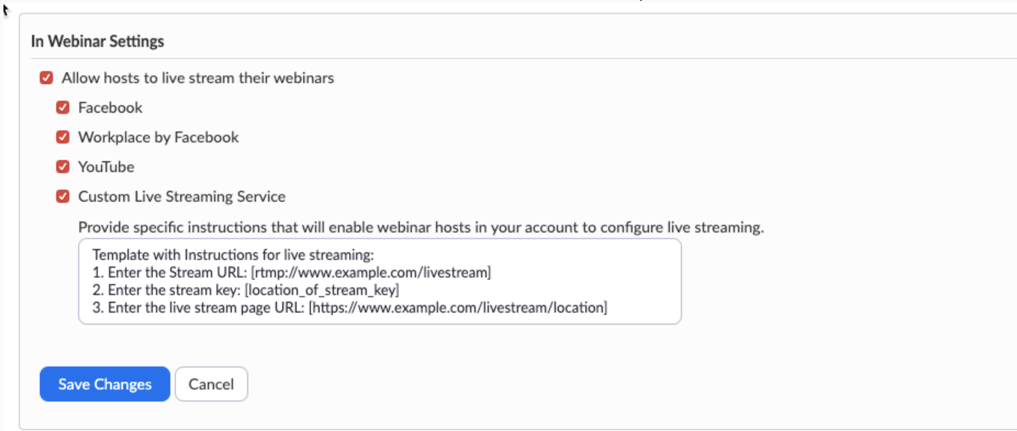


Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator to make changes.

Enable Facebook Live streaming for webinars

1. As an owner or account admin, sign into the Zoom web portal.
2. Click **Account Management**, then **Webinar Settings**.
3. Click **Edit** to the right of **In Webinar Settings**.

4. Enable **Allow hosts to live stream to webinars**, and then enable **Facebook**.



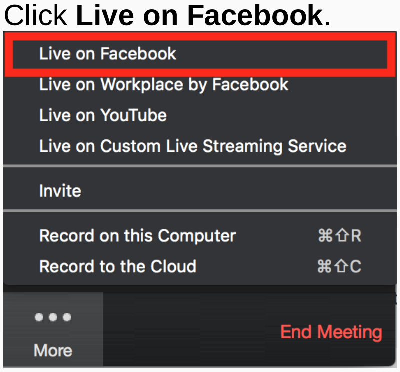
5. Click **Save Changes**.

Initiating a live stream to Facebook

Direct streaming from a meeting or webinar

1. Start your webinar or meeting.
2. In the meeting/webinar controls, click **More**.

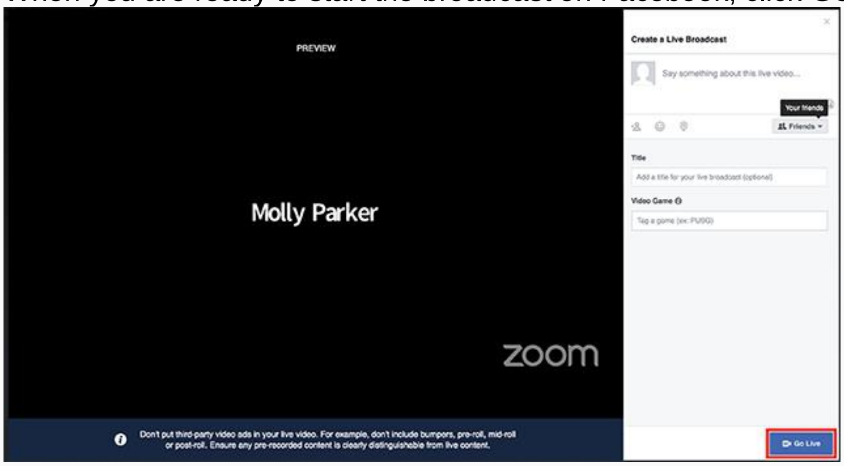
3. Click **Live on Facebook**.



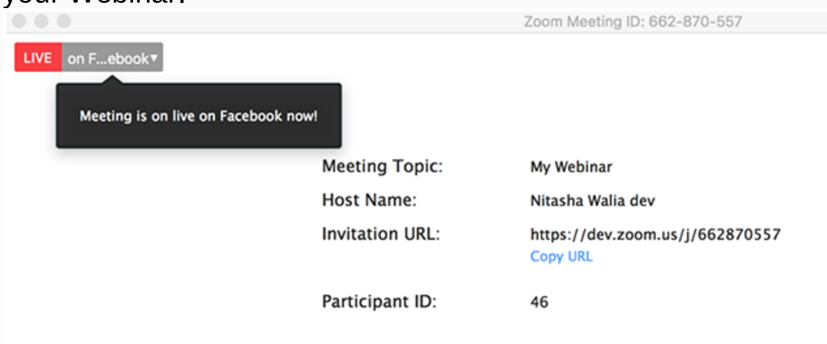
4. Your default browser will open, and you will be prompted to log into Facebook if you aren't already logged in.
5. Sign into Facebook.
6. Choose where on Facebook you would like to Go Live.
7. Click **Next**.

   Note:
   - If you are not able to start the live stream, clear your browser's cache and cookies, then try again.
   - Zoom does not support the new Facebook Live Producer. If you see a notification to try to the new Live Producer, click **Dismiss**.

8. When you are ready to start the broadcast on Facebook, click **Go Live**.



9. Wait for the notification from the Zoom client that your Webinar is Live on Facebook, then begin your Webinar.



10. Streaming stops when you end the webinar or meeting or click the **Stop Streaming** icon on the Zoom client.

Tips for live streaming on Facebook

Processing time

There is a processing time of approximately 20 seconds for Facebook Live, so participants watching on Facebook will see the same content approximately 20 seconds after participants watching on Zoom.

Audio echo

If you have the Facebook window open on your computer, you will hear your audio play back to you approximately 20 seconds delayed. If you need to keep the Facebook window open to view and reply to comments, click the speaker icon at the bottom right of the live stream on the Facebook page to mute the video.

Checking Facebook permissions

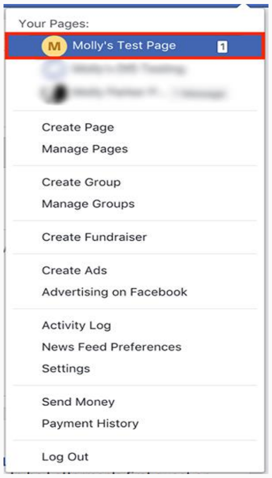
You can stream to your Facebook Timeline or to a Facebook Group or Page, if you have appropriate permissions.

To check your permissions for a Facebook page

You must be an admin or an editor to stream to a Facebook page. If you are a moderator, analyst or advertiser, this page will show up under your Facebook pages, but you will not be able to Live Stream.

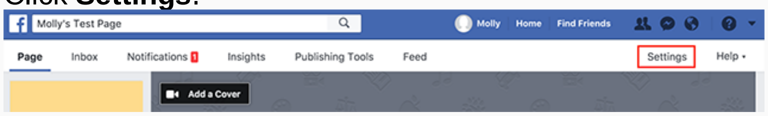
1. Sign in your Facebook account.

2. Click the arrow at the top right and choose the page you would like to stream to.

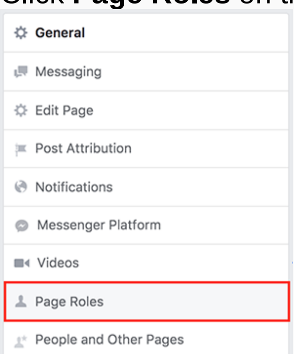


If the page is not listed, click **Manage Pages** and then click the name of the page.

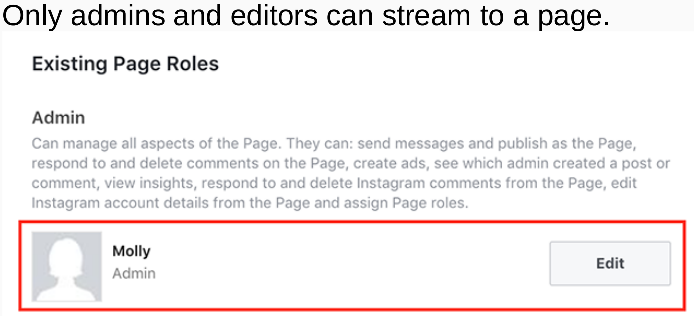
3. Click **Settings**.



4. Click **Page Roles** on the left.



5. Under **Existing Page Roles**, it will list anyone who is assigned a role for this page and their role. Only admins and editors can stream to a page.

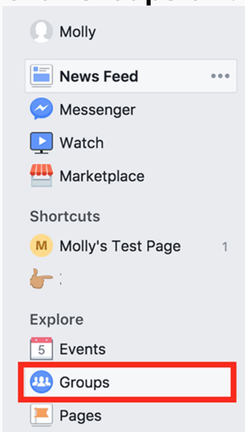


To check your permissions for a Facebook group

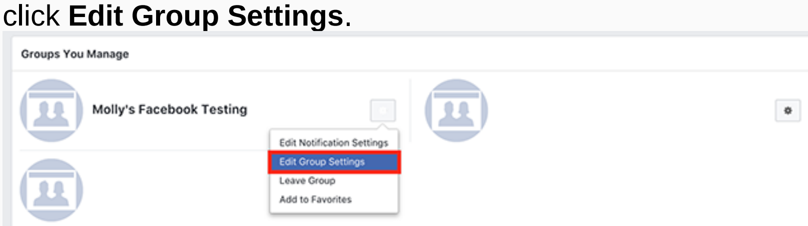
You must have admin permissions for a group to stream. If you have moderator or member permissions, you will not be able to live stream to this Facebook Group.

1. Log in to your Facebook Account.

2. Click **Groups** on the left side.

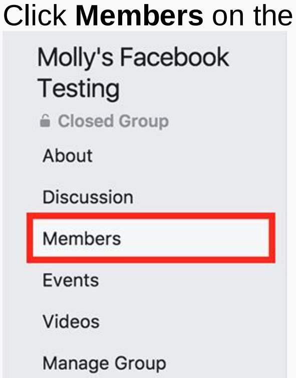


3. Under **Groups You Manage**, click the gear next to the group you would like to stream to and click **Edit Group Settings**.

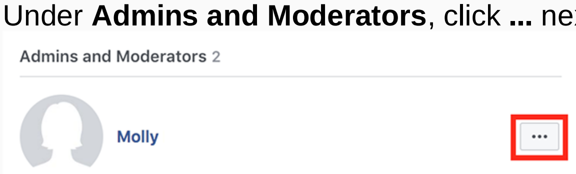


Note: If the group appears under **Your Groups**, not Groups You Manage, you are a member of this group and will not be able to live stream.

4. Click **Members** on the left.



5. Under **Admins and Moderators**, click **...** next to your name.



- If you are a moderator for the group, you will have the option **Remove as Moderator**. You will not be able to live stream.
- If you are an admin for the group, you will have the options **Change to Moderator** and **Remove as Admin**. You will be able to live stream.

Streaming a Meeting or Webinar on YouTube Live

Overview

You can stream a Zoom Meeting or Webinar live on YouTube. This allows participants to join your meeting via Zoom to view it and comment on it via YouTube. During the live event, there will be an approximate 20-second delay between the actual Zoom Meeting or Webinar, and the Live stream.

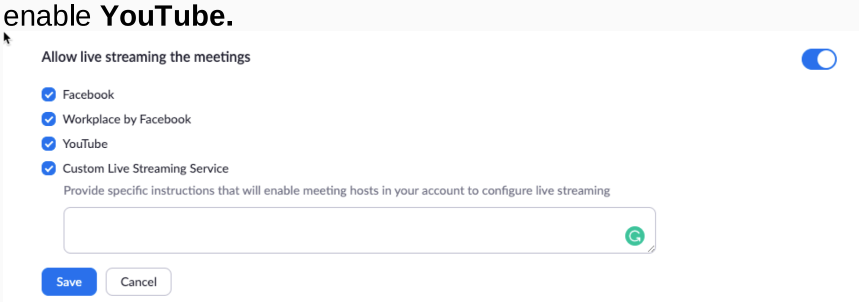
Note: Those viewing on YouTube can only comment via YouTube, and cannot interact directly with other webinar attendees, the same goes for webinar attendees as well.

Enabling YouTube Live Streaming for Meetings

User Level

To enable live streaming for the meetings that you host on YouTube:

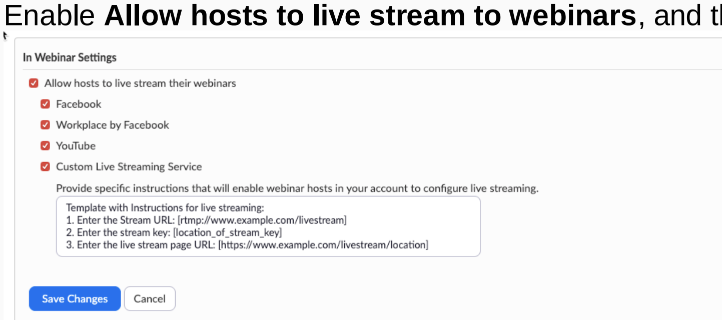
1. Sign into the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. Toggle **Allow live streaming the meetings** under **In Meeting (Advanced)**, and enable **YouTube.**



Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator to make changes.

Enable YouTube Live Streaming for Webinars

1. As an Owner or Account Admin, sign into the Zoom web portal.
2. Go to **Account Management** > **Webinar Settings**.
3. Click **Edit** to the right of **In Webinar Settings**.
4. Enable **Allow hosts to live stream to webinars**, and then enable **YouTube**.

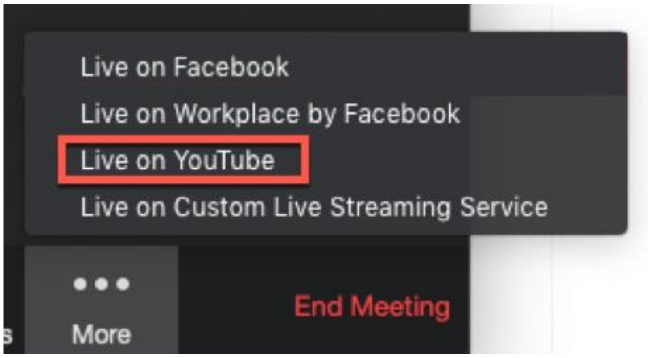


5. Click **Save**.

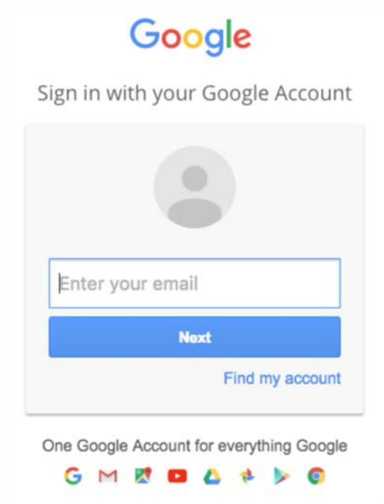
Initiating a Live Stream to YouTube

Direct Streaming from a Meeting or Webinar

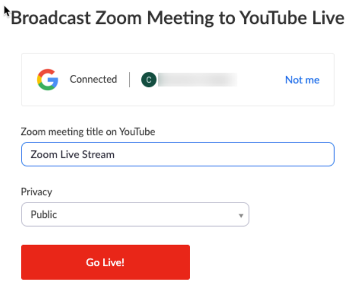
1. Start the Webinar or Meeting.
2. **More** in the Meeting/Webinar Controls.
3. Click **Live on YouTube**.



4. Log in to YouTube.



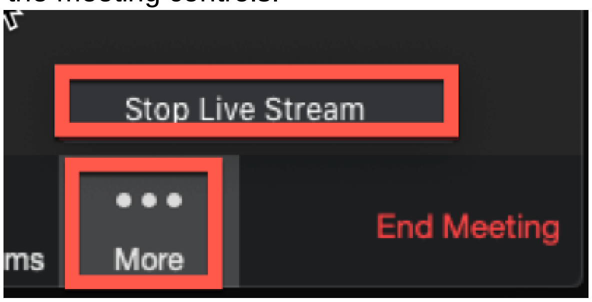
5. After you authenticate successfully, the following page displays:



6. Specify the following settings on the Broadcasting to YouTube Live page:

- **Zoom Webinar title on YouTube**
  Automatically populated with the Zoom Webinar topic. Navigate to the text box to change it.
- **Privacy**
  You can choose Public, Unlisted, or Private.

7. Click the **Go Live!** button.
8. You will now see a progress bar, letting you know that your session is being prepared for streaming.
9. Wait for the notification from the Zoom client that your Webinar is Live on YouTube, then begin your Webinar.
10. Streaming stops when you end the webinar or meeting or click **More** then **Stop Live Stream** in the meeting controls.



Language interpretation in meetings and webinars

Overview

Contact Zoom Support to have this feature enabled. After contacting support, please allow up to 3 business days for the feature to be enabled.

Users that would like to include interpreters in their meetings or webinars now can enable language interpretation. This allows the host to designate participants as interpreters on the web portal or during a Zoom session.

When the meeting or webinar starts, the host can start the interpretation feature, which will allow the interpreters to provide their own audio channels for the language they are translating to. Attendees can then select the audio channel to hear the translated audio in their language of choice, as well as the option to mute the original audio instead of hearing it in a lower volume with their chosen language.

Cloud recordings of interpretation sessions will only record the original audio of the meeting or webinar, *not* the translations. Local recordings of interpretation sessions will record any audio the person recording can hear, but not multiple audio channels.

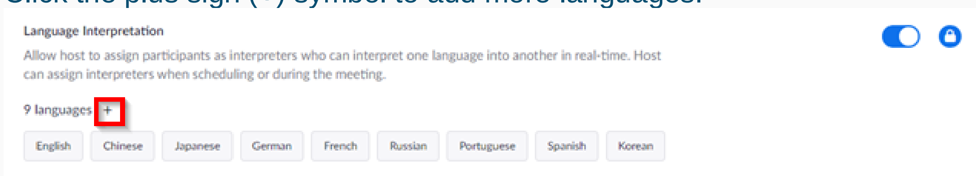
Note: Language interpretation cannot be used with Personal Meeting ID (PMI). To enable language interpretation, choose the option **Generate Automatically** for the Meeting ID.

Note: Language interpretation *cannot* be initiated or managed when using the Zoom mobile app. Participants joining from the Zoom mobile app can only listen to interpretation audio channels and view interpreted text.

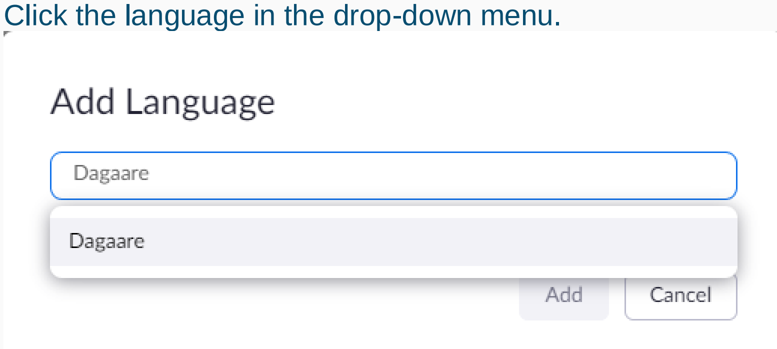
Language interpretation setup

1. Sign into the Zoom web portal and click **Settings**.

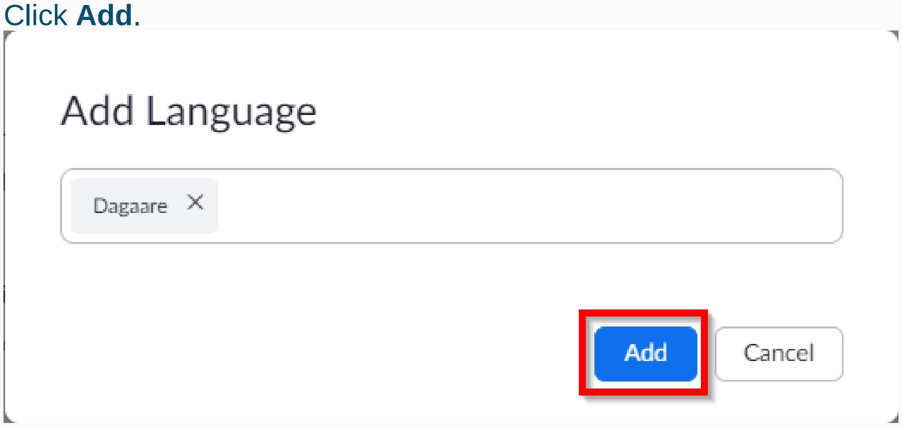
2. Enable **Language Interpretation** under the **In Meeting (Advanced)** heading. **This feature is enabled with our Church account and has been enabled.**
3. Once enabled, the default 9 languages will be displayed.
4. Click the plus sign (**+**) symbol to add more languages.



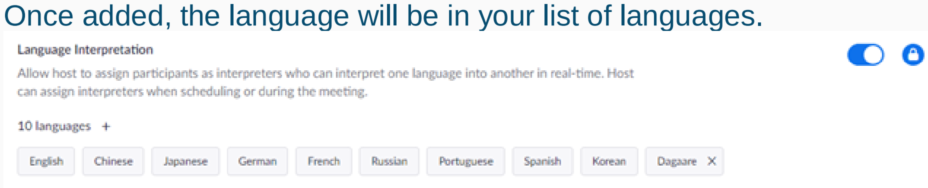
5. Type the name of the language you are adding.
6. Click the language in the drop-down menu.



7. Click **Add**.



8. Once added, the language will be in your list of languages.

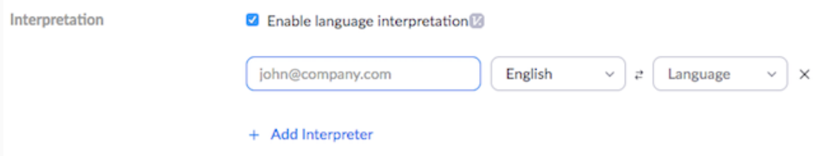


Note: While there is not a limit for how many languages that can be added, only 5 custom languages can be used in a meeting or webinar at the same time.

Adding language interpreters to meetings

1. Navigate to **Meetings** and click **Schedule a Meeting**.
2. Click **Generate Automatically** next to **Meeting ID**. This setting is required for language interpretation.

3. Check the box to **Enable Language Interpretation** for the meeting.

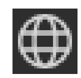


4. Input the information for your interpreter. The languages you select for an interpreter will create audio channels for those languages in your meeting. All of these channels do not have to be used in the meeting.
   Note: The pre-assigned interpreters must be signed-in to the account associated with the chosen email address. If they are not signed-in with that email address when joining the session, they will not be recognized as an interpreter; the host however can manually assign them to be the interpreter within the meeting.
5. Click **Add Interpreter** if you want to add additional interpreters. Click the **X** icon to remove an interpreter.
6. Click **Save** when you are finished.

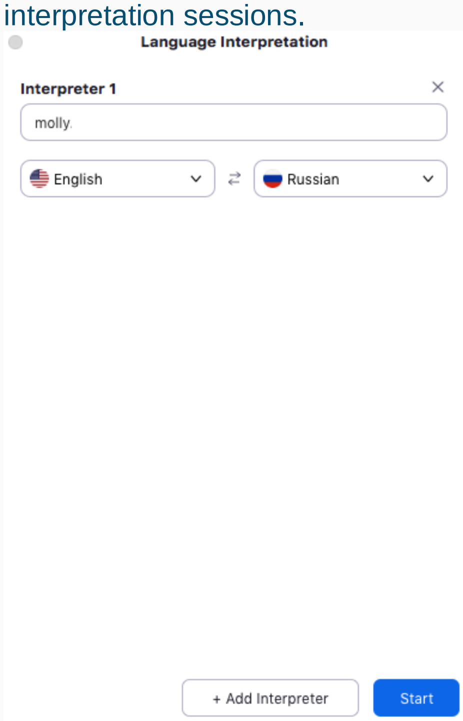
Note: This process is like enabling language interpretation for webinars. Navigate to **Webinars** and click **Schedule a Webinar**, then follow steps 4-7.

Starting language interpretation in a meeting

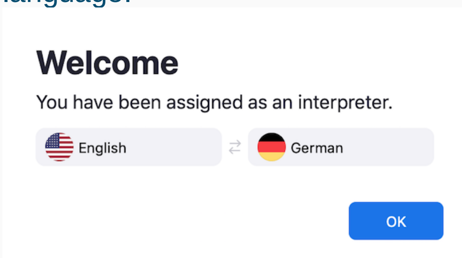
Note: Language interpretation *can't* be initiated or managed when using the Zoom mobile app. Participants joining from the Zoom mobile app can only listen to interpretation audio channels and view interpreted text.



1. Sign into the Zoom desktop client.
2. Once your meeting has started, click **Interpretation** in the meeting controls.
3. You can add or remove interpreters from this menu if necessary. Click **Start** to begin the interpretation sessions.

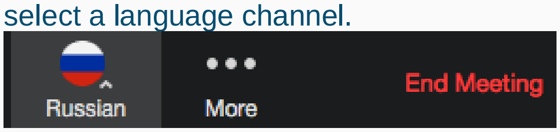


4. After the host clicks **Start**, the interpreters will receive a message they have been assigned a language.

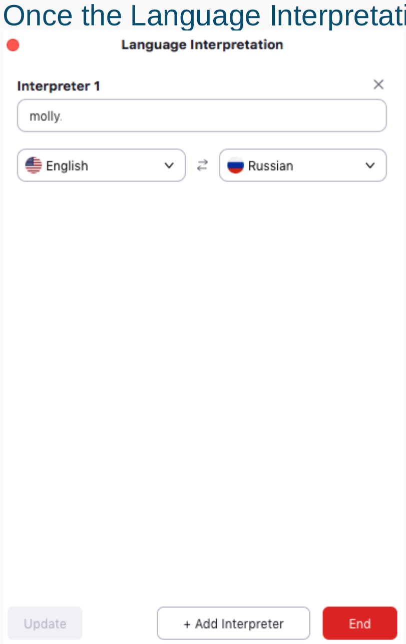


Note: The pre-assigned interpreters must be signed-in to the account associated with the chosen email address. If they are not signed-in with that email address when joining the session, they will not be recognized as an interpreter; the host however can manually assign them to be the interpreter within the meeting.

5. Interpreters and attendees will now be able to click **Interpretation** in the meeting controls and select a language channel.



6. An interpreter in the channel will hear the original meeting audio which they can translate. Participants in a language channel will hear the translated audio and the original audio at a lower volume.
7. To end the interpretation session(s), the host will need to click **Interpretation** in the meeting controls .
8. Once the Language Interpretation window opens, the host can click **End** to stop the sessions.



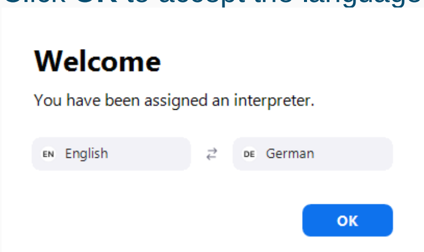
9. The host can also click **Manage Language Interpretation** to make changes to the interpreter settings during a session.

Acting as language interpreter

As a language interpreter, you can only broadcast to one language channel at one time; this eliminates unnecessary language crossover and helps to reduce confusion. You can switch between the native-audio channel of the meeting and the interpretation-audio channel you have been assigned to.

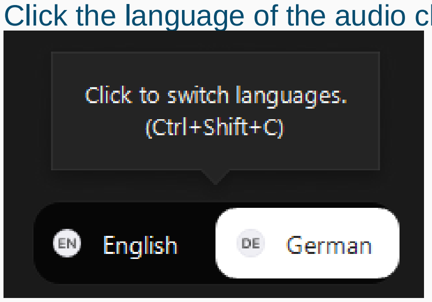
Once a meeting host assigns you as a language interpreter, a window will pop up notifying you which language you are responsible for:

1. Sign in to Zoom desktop client.
2. Join a meeting that you have been assigned as an interpreter by the host.
3. Click **OK** to accept the language you have been assigned to interpret to.



To switch between audio channels during the meeting:

1. Click the language of the audio channel you want to broadcast to.



2. Speak in the language of the audio channel you are broadcasting to.

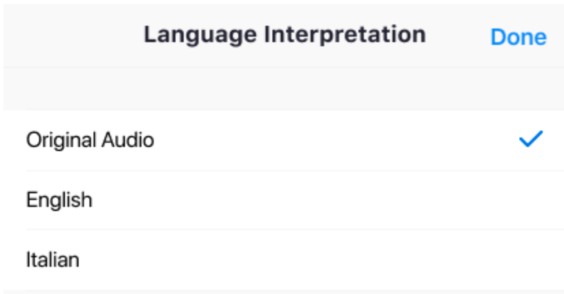
Listening to language interpretation

1. In your meeting/webinar controls, click **Interpretation**.
2. Click the language that you would like to hear.

3. (Optional) To hear the interpreted language only, click **Mute Original Audio**.

Mobile access Android and IOS

1. In your meeting controls, tap the ellipses icon 
2. Tap **Language Interpretation**.



3. Tap the language you would like to hear.
4. (Optional) Tap the toggle to **Mute Original Audio**.

5. Click **Done**.

ASL Translation

This would be best to use Webinar function for Branch / Ward / Stake Conferences, along with Sunday Sacrament meetings.

Have the ASL Translator as a Panelists who will have their video turned on and be able to translate for the hearing impaired
Members/Attendees will be able to view, on their computers, the translations along with what meeting you are broadcasting.

Reporting

Getting started with reports

Overview

The Reports section of the website is a powerful tool that provides account owners and admins with various account, meeting, and webinar statistics to review how your organization is utilizing Zoom. It also allows members of the account the ability to review meeting statistics and attendee reports for their meetings and webinars. Recently ended meetings may take up to 30 minutes to show in reports.
Reports can be retrieved for the last 12 months, with a search range of up to one month at a time. If a meeting is not started in 30 days and is batch deleted by Zoom, the reports for the meeting are also deleted.

Accessing reports for your account

1. Sign into the Zoom web portal.
2. Select **Reports if** you are a member on the account**.** If you are an account Admin/Owner or have access to the Usage Report role, you will need to select **Account Management**, then **Reports**.
3. Click the type of report that you would like to pull. You can also click the **User Activity Reports** tab to view additional types of reports.

Types of reports for our License

- **Usage**: The Usage report option, allows you to view a list of meetings

- List of participants
- Meeting minutes (how long the meetings are and how long viewers were on) for meetings you have hosted.

- **Meeting**: The Meetings report option allows you to search for Poll Reports, which Displays each attendee poll result if you had any Polls for a meeting.
  - Select the type of report you need
  - Search by a date range to find the meeting
  - Click **Generate**.
  - **The only report we can get is Poll Reports since we do not have Registration**
- **Webinar**: The Webinar report option allows you to search and Select the type of report you need, search by date range to locate the webinar and then generate the report.
  - **Attendee Report**
    Displays details about each attendee.
  - **Performance Report**
    Displays engagement statistics on registration, attendance and feedback.
  - **Q&A Report**
    Displays questions and answers from the webinar.
  - **Poll Report**
    Displays each attendee poll result.
  - **Survey Report**
    Displays survey result of each attendee.
  - Attendee Report, Performance Report, Q&A Report, Poll Report and Survey Report are available after the webinar has ended.
  - **The only report we cannot get is Registration since we do not have Registration**

Meeting Reports for Usage and Polling

Overview

The polling report contains the following information of participants that answered a poll question:

- Username and email address
- Date and time, they submitted their answer
- The poll question and the participant's answer

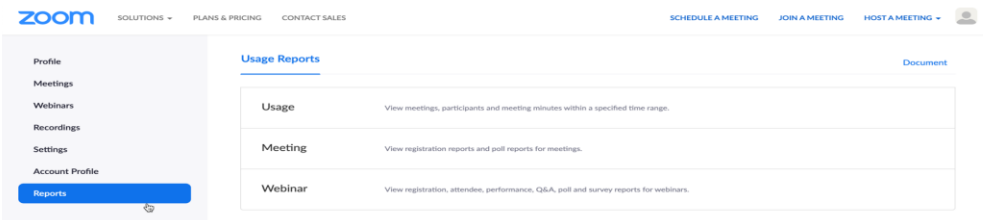
Note:
Meeting reports are automatically deleted 30 days after the scheduled date. This is also when the meeting is removed the from the **Previous Meetings** page in the web portal.

- If you delete a meeting from your **Meetings** list in the web portal, you cannot generate reports for that meeting. You can still download any reports you generated before deleting the meeting.
- You should generate meeting reports after your meeting has ended. If generated a report before starting the meeting, you should re-generate the report to obtain the data collected during the meeting. Only polling reports can be generated during the live session, after the poll has ended.
- If a poll is relaunched in a meeting, the poll report will only display the last poll occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a 2nd poll with the same questions as the original to avoid relaunching.
- Poll reports can be generated and downloaded during the live session. Host must be on desktop client version **5.4.7** or higher
- See Polling in this document for more information

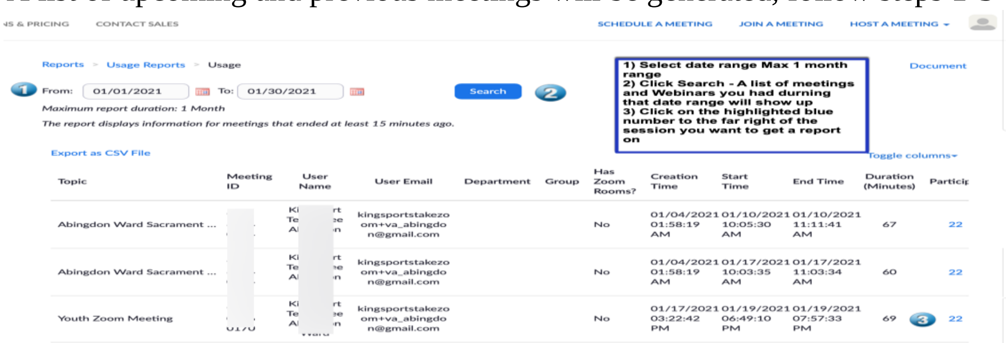
Instructions

Usage Report

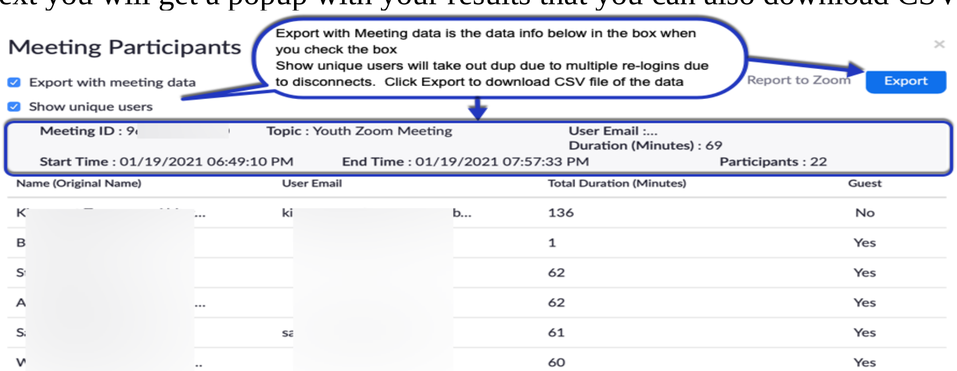
1. Sign into the Zoom web portal.
2. Select **Reports.** If you are an account owner or admin or have access to the Usage Report role, you will need to select **Account Management**, then **Reports**.
3. Select the **Usage** tab, click **Usage**.



4. A list of upcoming and previous meetings will be generated, follow steps 1-3



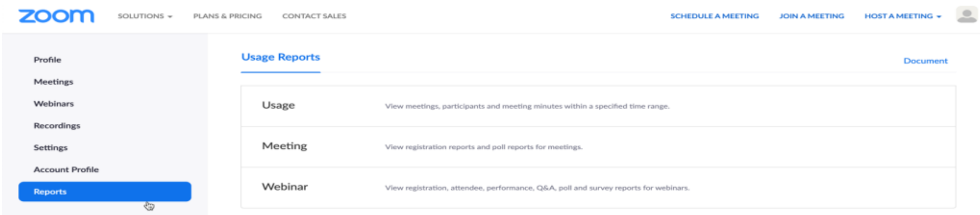
5. Next you will get a popup with your results that you can also download CSV output



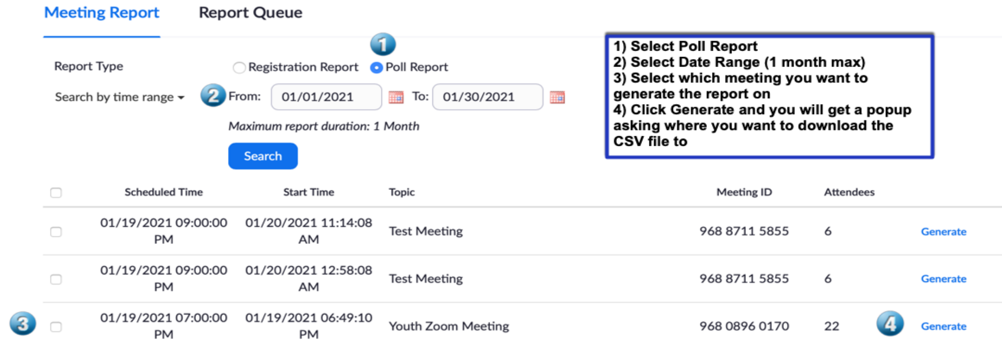
Meeting Poll Report

1. Sign into the Zoom web portal.
2. Select **Reports.** If you are an account owner or admin or have access to the Usage Report role, you will need to select **Account Management**, then **Reports**.

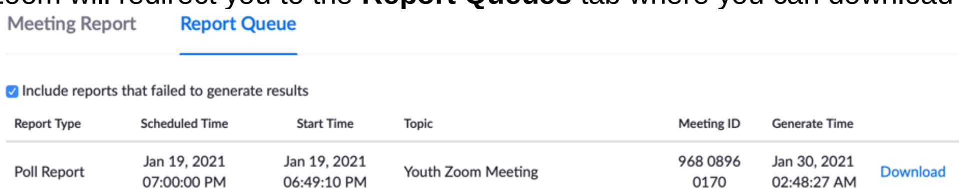
3. In the **Meeting** tab, click **Meeting Report,** click **Poll Report**.



4. Click Meeting Report and follow steps 1-4



5. Zoom will redirect you to the **Report Queues** tab where you can download the report as a CSV file.



6. Sample CSV output of Polls within Meetings

	A	B	C	D	E	F	G	H	I	J
1	Poll Report									
2	Report Gene	1/25/21 10:09								
3	Topic	Meeting ID	Actual Start Time	Actual Duration (minutes)						
4	Youth Zoom	968[illegible]0	1/19/21 23:49	69						
5	Poll Details									
6	#	User Name	User Email	Submitted Date/Time						
7	1	Anonymous	Anonymous	1/19/21 19:24	I achieved all or some of my goals	Two of them	I know my goals for 2021	yes	I set goals for 2020.	yes
8	2	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
9	3	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
10	4	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	yes	I set goals for 2020.	yes
11	5	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	no	I set goals for 2020.	yes
12	6	Anonymous	Anonymous	1/19/21 19:22	I achieved all or some of my goals	Three of them	I know my goals for 2021	yes	I set goals for 2020.	yes
13	7	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Two of them	I know my goals for 2021	no	I set goals for 2020.	yes
14	8	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	One of them	I know my goals for 2021	yes	I set goals for 2020.	yes
15	9	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	Three of them	I know my goals for 2021	no	I set goals for 2020.	yes
16	10	Anonymous	Anonymous	1/19/21 19:22	I achieved all or some of my goals	Three of them	I know my goals for 2021	yes	I set goals for 2020.	yes
17	11	Anonymous	Anonymous	1/19/21 19:23	I achieved all or some of my goals	None of them	I know my goals for 2021	yes	I set goals for 2020.	yes

Webinar reporting

Overview

Webinar reports allows users to generate different metric and information reports including:

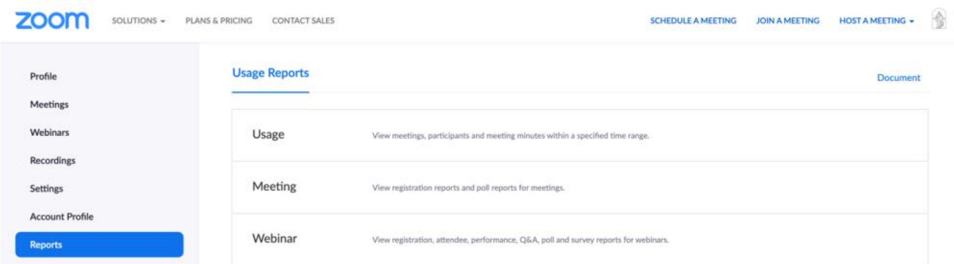
1. Registration: Displays a list of registrants and their registration details.
2. Attendee: Displays details about each attendee.
3. Performance: Displays engagement statistics on registration, attendance, and feedback.
4. Q&A: Displays questions and answers from the webinar.
5. Polling: Displays each attendee poll result.

Notes:

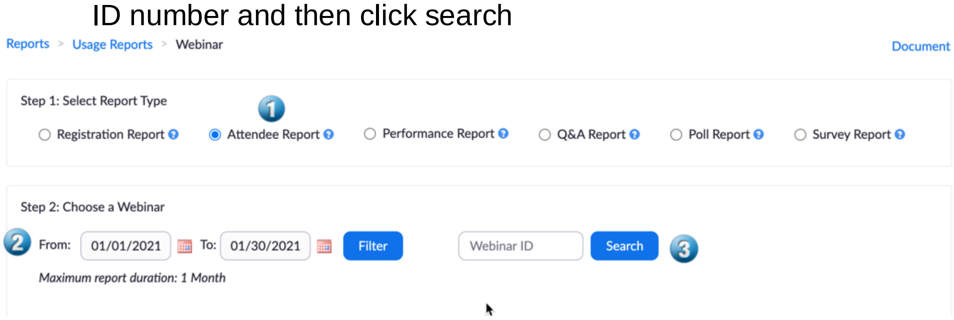
You should generate meeting reports after your webinar has ended. If generated a report before starting the webinar, you should re-generate the report to obtain the data collected during the webinar. Only polling reports can be generated during the live session, after the poll has ended.
If a poll is relaunched in a webinar, the poll report will only display the last poll occurrence. If you know you will need to launch the same poll twice and want both sets of data, consider creating a second poll with the same questions as the original to avoid relaunching.
These reports can be exported in a .CSV format for further analysis. Reports are available for the previous year. If an attendee changes their name in a webinar, the updated name will be shown in the attendee report.

Instructions

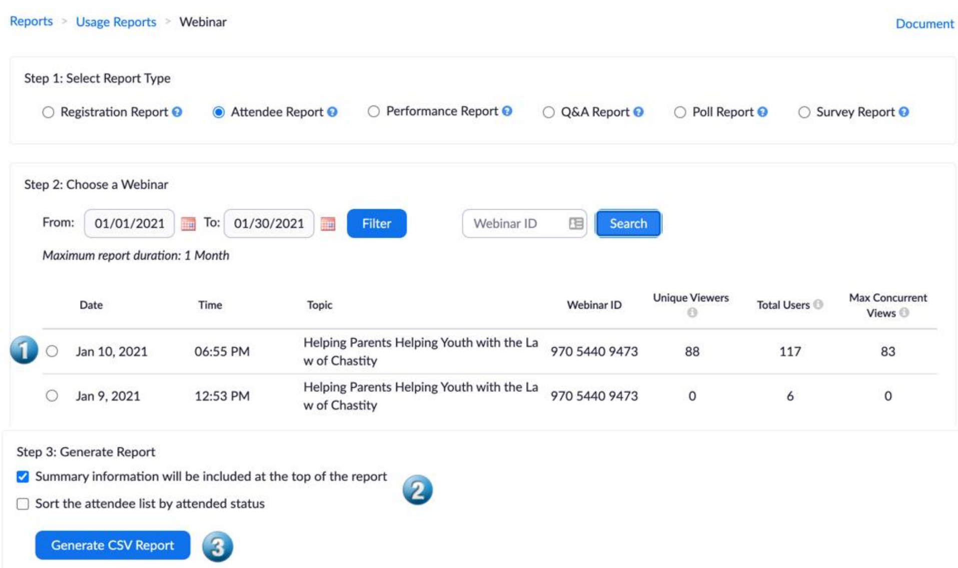
1. Sign into the Zoom web portal and select Reports.
2. If you are an account owner or admin or have access to the Usage Report role, you will need to select Account Management, then Reports.
3. Click Webinar



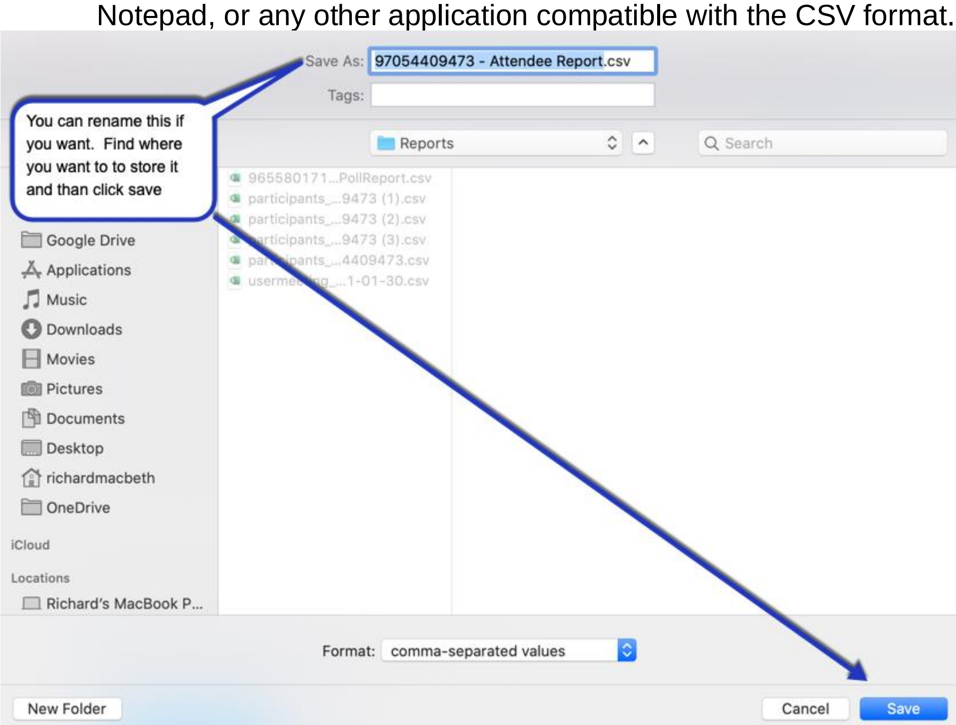
4. Select the Report Type and enter the date range for the webinar and select Filter, or enter the Webinar ID number and then click search



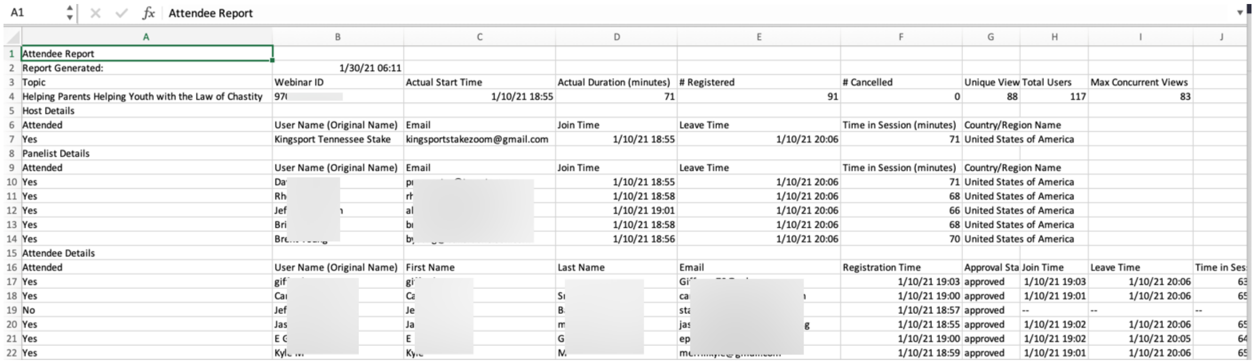
5. Select the Select the webinar, select if you want Summary info or Sort the attendee and than click Generate CSV Report.



6. Once the report has been generated, it will automatically download and can be opened in Excel, Notepad, or any other application compatible with the CSV format.



7. Sample output of Webinar Attendance Report



A1 Attendee Report

	A	B	C	D	E	F	G	H	I	J
1	Attendee Report									
2	Report Generated:	1/30/21 06:11								
3	Topic	Webinar ID	Actual Start Time	Actual Duration (minutes)	# Registered	# Cancelled	Unique View	Total Users	Max Concurrent Views	
4	Helping Parents Helping Youth with the Law of Chastity	97	1/10/21 18:55	71	91	0	88	117	83	
5	Host Details									
6	Attended	User Name (Original Name)	Email	Join Time	Leave Time	Time in Session (minutes)	Country/Region Name			
7	Yes	Kingsport Tennessee Stake	kingsportstakezoom@gmail.com	1/10/21 18:55	1/10/21 20:06	71	United States of America			
8	Panelist Details									
9	Attended	User Name (Original Name)	Email	Join Time	Leave Time	Time in Session (minutes)	Country/Region Name			
10	Yes	Da	p	1/10/21 18:55	1/10/21 20:06	71	United States of America			
11	Yes	Rh	rh	1/10/21 18:58	1/10/21 20:06	68	United States of America			
12	Yes	Jef	al	1/10/21 19:01	1/10/21 20:06	66	United States of America			
13	Yes	Bri	b	1/10/21 18:58	1/10/21 20:06	68	United States of America			
14	Yes	Bre	b	1/10/21 18:56	1/10/21 20:06	70	United States of America			
15	Attendee Details									
16	Attended	User Name (Original Name)	First Name	Last Name	Email	Registration Time	Approval Sta	Join Time	Leave Time	Time in Ses
17	Yes	gif	gi		Gi	1/10/21 19:03	approved	1/10/21 19:03	1/10/21 20:06	63
18	Yes	Ca	Ca	S	ca	1/10/21 19:00	approved	1/10/21 19:01	1/10/21 20:06	65
19	No	Jef	Je	B	sta	1/10/21 18:57	approved	--	--	--
20	Yes	Jas	Ja	m	jas	1/10/21 18:55	approved	1/10/21 19:02	1/10/21 20:06	65
21	Yes	E G	E	G	ep	1/10/21 19:00	approved	1/10/21 19:02	1/10/21 20:05	64
22	Yes	Kyl	Ky	M	m	1/10/21 18:59	approved	1/10/21 19:01	1/10/21 20:06	65

Cloud recording

Note: Cloud recordings generally take about 2 times the meeting duration to process. Due to unusually high volume during the COVID-19 pandemic, cloud recordings may require extra processing time that may take up to 24 to 72 hours.

Overview

Cloud recording is automatically enabled for all paid subscribers. When you record a meeting and choose Record to the Cloud, the video, audio, and chat text are recorded in the Zoom cloud. The recording files can be downloaded to a computer or streamed from a browser.

Note:

- You can also start cloud recordings on iOS and Android.
- You can record the meeting in different recording layouts including active speaker, gallery view, and shared screen.
- If you're have issues with cloud recording, see our frequently asked questions about recording.
- Zoom also offers local recording, which saves the recording files to your computer.
- Cloud recordings cannot be embedded on websites, to protect the security of the recording

Enabling cloud recording

1. Sign into the Zoom web portal.
2. In the navigation panel, click **Settings**.
3. Navigate to the **Recording** tab and verify that the **Cloud Recording** setting is enabled.
   Notes:
   - If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
   - If the option is grayed out, it has been locked and must be changed at either the group or account level. Contact your Zoom administrator for assistance.

Changing cloud recording settings

After enabling cloud recording, you can change these settings. These settings can be applied at an account, group, or user level:

- Record active speaker with shared screen: Record both active speaker view and shared content on the same video.
- Record gallery view with shared screen: Record both gallery view and shared content on the same video.
- Record active speaker, gallery view and shared screen separately: Select the recording layout types that you want to record as separate videos.
  Note: By selecting this option for cloud recordings, you will see the shared screen recording beside the active speaker / gallery view when viewing a cloud recording using the Zoom web portal.
- Record an audio only file: Only receive an M4A file with a recording of the audio.
- Save chat messages from the meeting / webinar: Receive a TXT file with the transcript of in-meeting chat messages.
  Note: For meetings, the chat transcript saved on the cloud will only include chat messages sent to everyone. For webinars, the saved chat will only include messages from the host and panelists to all participants. Messages sent between individuals are not saved on the cloud.

Advanced settings

- Add a timestamp to the recording: Add a timestamp of the meeting to your cloud recordings. The time will display in the host's time zone, set on their Zoom profile.
- Display participants' names in the recording: Add participants' name to the bottom-right corner of their video.
- Record thumbnails when sharing: Include a thumbnail of the presenter when screen sharing.
- Optimize the recording for 3rd party video editor: Generate your cloud recording video files with a standard format that is compatible with 3rd party video editors. This may increase file size.
- Audio transcript: Automatically transcribe your cloud recordings.
- Save panelist chat to the recording: The messages sent by panelists during a webinar to either all panelists or all panelists and attendees will be saved to the recording.

Other settings

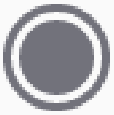
- You can also enable or disable these features by clicking the toggle.
- IP Address Access Control: Only allow specified IP address to playback shared cloud recordings. This setting applies to cloud recordings that are shared publicly or to authenticated users. If a cloud recording is shared to authenticated users, signed-in users in the same account will still need their IP address allowed to view the recording.
- Record meeting as WORM state (write once, read many): After enabling this setting, cloud recordings cannot be edited or deleted in the web portal. If a retention time range has been configured, recordings can't be edited or deleted until the retention period expires.
  Note:
  - This setting needs to be enabled by Zoom. After contacting support, please allow up to 3 business days for the feature to be enabled.
  - If you set a recording to auto delete, the time to auto delete will only apply after the retention period expires.
  - Auto delete cloud recordings after days: Delete cloud recordings after the specified number of days.

Starting a cloud recording

Note: Only hosts and co-hosts can start a cloud recording. If you want a participant to start a recording, you can make them a co-host or use local recording. Recordings started by co-hosts will still appear in the host's recordings in the Zoom web portal.

To record a meeting to the cloud:

1. Start a meeting as the host.
2. Click the **Record** button.

   
3. Select **Record to the Cloud** to begin recording.
4. To stop recording, click **Pause/Stop Recording** or **End Meeting**.

   Once the recording has been stopped, the recording must be processed before viewing. Zoom will send an email to the host's email address when the process is completed. There will be two links in the email, the first will be for the Host-only, to manage the recording. The second link will be for the participants.
5. Manage your cloud recordings:
   - Download, share, or delete cloud recordings.
   - Trim the playback range of a shared recording.

Cloud recording playback

Overview

When you click a video recording on the **My Recordings** page, the playback video launches in a new browser tab, which includes controls for **Download** and **Share**. You can also set a playback range for the shared video so that it starts and ends at the times you specify, removing unneeded portions from the beginning and end.

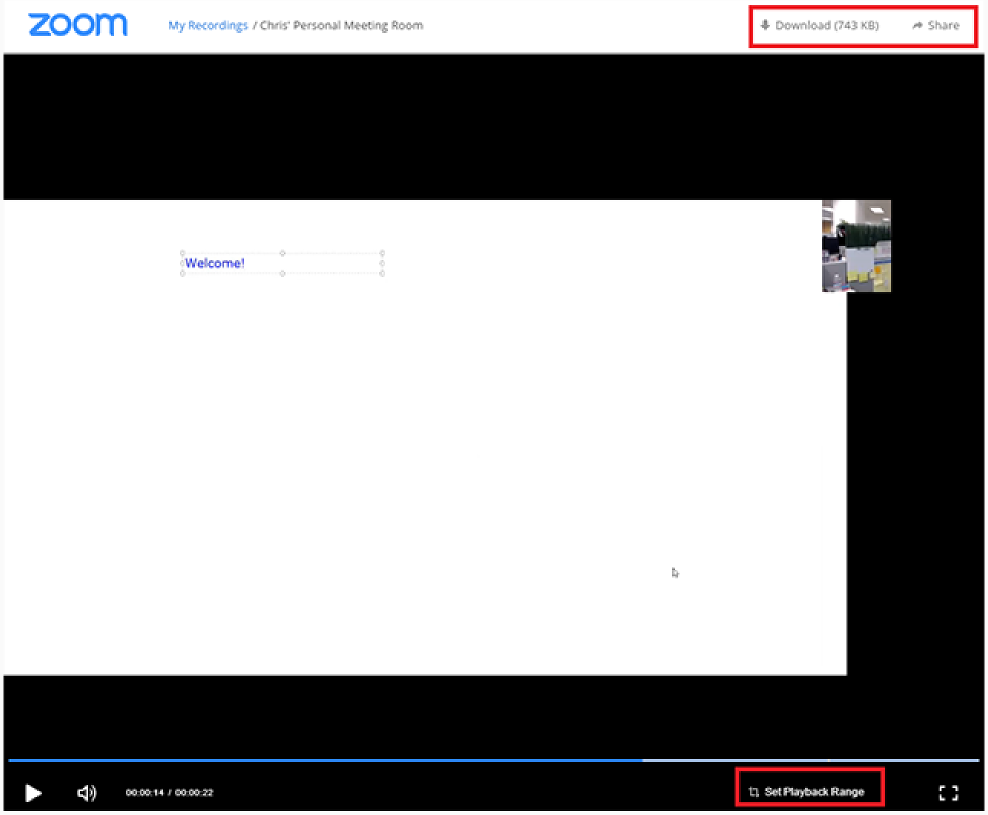
Playback range does not trim your recordings. If the recording is downloaded, it will still be the original length, regardless of the playback range you set.

Note: Playback range will not apply to users viewing cloud recordings on Internet Explorer, Safari, or on mobile devices, if they view the recording using low bandwidth mode.

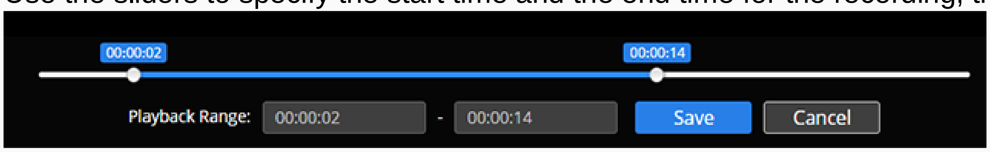
Instructions

1. Log into your Zoom account on the web and click **My Recordings**.
2. Click the meeting topic for the session that you want to play, then click the thumbnail of the video. A new browser tab opens, showing the recording playback and the available controls.

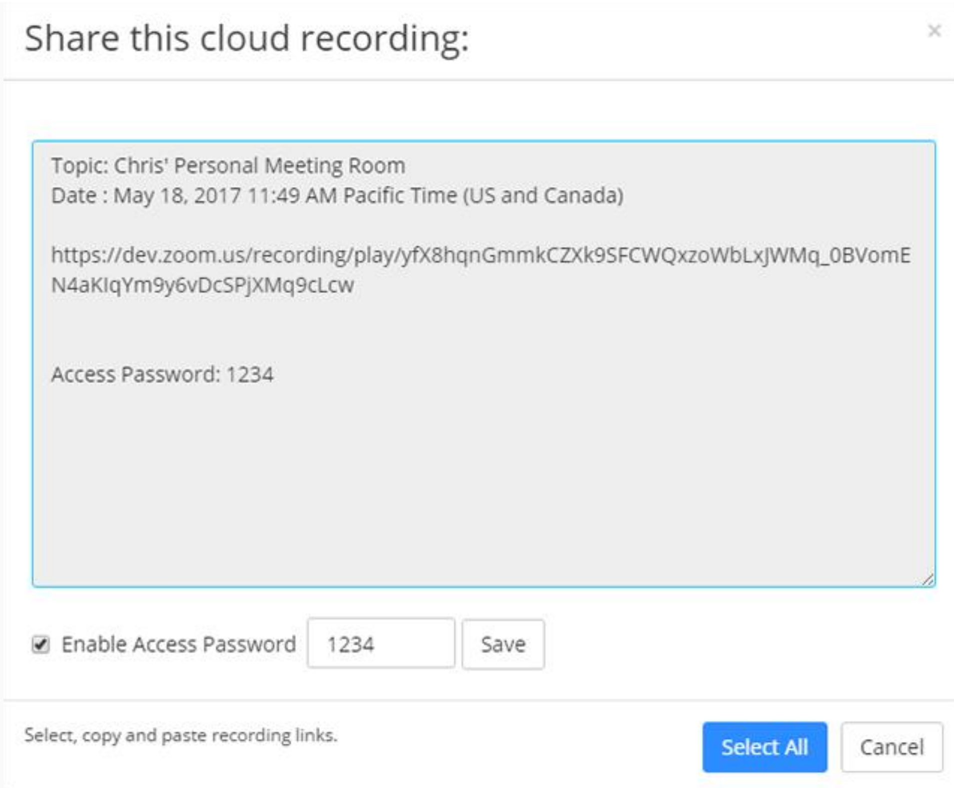
3. Click **Set Playback Range**.



4. Use the sliders to specify the start time and the end time for the recording, then click **Save**.



5. Click **Share**.
A message displays, showing the meeting topic and time along with a link to the recording, and the Access Password, if you enabled that option.



The share link provides access to the recording, which plays only the specified time range.

Managing and sharing cloud recordings

Overview

Recording management allows account owners and admins to manage their users' cloud recordings, including view, delete, and share the video, audio, transcript, and chat files.

If you're a user, recording management allows you to view, delete, and share your own cloud recordings.

Accessing recording management

1. Sign into your Zoom web portal.
2. In the navigation menu, click **Recordings**.
   You will see a list of cloud recordings that you started.
3. Adjust the date range and status, then search by host, meeting ID, topic, or keyword.
   Note: There is no limit on the date you can specify.

Viewing cloud recording settings

1. Access recording management.
2. Find the recording you want to view and click the topic.
   Note: If your meeting has not finished converting, the recording will show in the list with a **Processing Recording** label. Once the recording has finished converting, you will be able to

view, share, download or delete your cloud recording.
You will see the recording files and options:

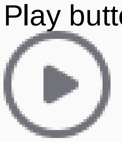
File types

- **Shared screen with speaker view**: MP4 file with audio and video showing both active speaker view and shared content.
- **Shared screen with gallery view**: MP4 file with audio and video showing both gallery view and shared content.
- **Active Speaker**: MP4 file with audio and video showing the active speaker view only.
- **Gallery View**: MP4 file with audio and video showing the gallery view only.
- **Shared Screen**: MP4 file with audio and video showing the shared screen only.
- **Audio only**: M4A file with a recording of the audio.
- **Audio transcript**: VTT file with a transcript of the audio only.
- **Chat file**: Text file with the transcript of in-meeting chat.

See recording layouts to learn more.

Settings for recording

- Pencil/edit button: Allows you to rename the meeting topic or recording display names

- **This recording will be deleted in __ days**: If you enabled auto-deletion, this displays the number of days before the recording is deleted. You will receive an email notification 7 days before the recording is deleted.
- **Recording Analytics**: View metrics for the recording.
- Play button: Play the video or audio file in your browser.

- **Download**: Downloads the recording file to your local computer.

Settings for sharing

Click **Share** to display the recording link information and sharing settings, such as disabling downloads from viewers and requiring a password to view.

- **Share this recording**: Allows the recording to be shared publicly or internally. Switch the toggle off if you want the recording to be private. If you share the recording, Zoom will create a web page where visitors can view the cloud recording.
- **Add expiry date to the link**: Allows you to set number of days or specific date when the link will expire for viewers.
- **Viewers can download**: Allows viewers to download the video in addition to viewing it online.
- **Viewers can see transcript**: Allows viewers to see the auto transcript if Zoom was able to process one.
- **On-demand (Registration Required)**: Requires users to enter their name and email address before viewing or downloading the recording. The host will be able to download a report with this information.

- **Password protection**: Requires users to enter a password before viewing or downloading the recording. After toggling this to on, enter a custom password and click **Save**.
- **Copy sharing information to clipboard**: Copies the link and password (if enabled) to your cloud recording. Share this information to allow others to view the cloud recording.

Recordings with screen share, chat, or audio transcript

If you recorded a meeting that contained screen sharing, you'll see an additional recording file called **Shared screen with speaker view**, which contains the screen share portion of your recorded meeting.

Click the link to play it. You can also hover over it to display for icons to download the file, copy the shareable link, or delete the file:

If your cloud recording has audio transcript or chat enabled, you'll also see the same icons for the transcript and chat files:

Protecting cloud recordings with a password

You can password protect the recording to limit who can download or view your cloud recording

1. Access recording management.
2. Click **Share** next to the recording you want to password protect.
3. Enable **Password protection** by clicking the toggle.
4. Enter the password you want to use and click **Save**.

Viewing cloud recording analytics

You can view analytics (page views and downloads) for a cloud recording that you have shared internally or externally.

1. Access recording management.
2. Find the recording you want to view and click the topic.
3. Click **Recording Analytics**.
4. Use the drop-down menus at the top to specific a date range, then click **Search**.
5. Click one of the tabs to view a summary or filter data by view/downloads. You will see these metrics for the recording:

- **Views**: The number of times that someone viewed the recording page. This metric does not track the number of times the recording was played. Also, this metric does not count unique page views. In other words, if someone reloads the page, it will count as another view.
- **Downloads**: The number of times that someone clicked **Download** in the cloud recording page. This metric does not track the number of times that the download

was completed. In other words, if the user clicked **Download** but didn't finish downloading, it still counts toward this metric.

- **Note**: The metrics will not reset if you change the sharing settings for the cloud recording. For example, if you change it from private to public.

You will also see the following information and options:

- **Export as CSV file**: Export data in the current tab as CSV file.
- **Name**: If a Zoom user is signed-in to their account on the web and views or downloads the recording, this column displays their profile name. This column displays **Guest** for all other visitors.
- **Email**: If a Zoom user is signed-in to their account on the web and views or downloads the recording, this column displays their email address. This column is left blank for all other visitors.

Exporting a list of cloud recordings

You can export a CSV file with recording details, including the host's email, meeting ID, meeting topic, start date and time, and file size.

1. Access recording management.
2. Enter the search criteria you would like to download a report on.
3. Click **Export**.

Deleting cloud recordings

As a user or admin, you can delete cloud recordings. This will move the files to the trash, and you can permanently delete them from the trash manually. If you don't permanently delete them manually, they will be deleted in 30 days. Files in the trash don't count towards your cloud recording storage.

Recording layouts

Overview

There are several recording layouts for local and cloud recordings depending on the video layout of your meeting.

The recording layout follows the video layout of the participant or host that started the recording. For example, if the host grants permission to a participant to record, and the participants starts a local recording while in active speaker view, the recording layout will be in active speaker view.

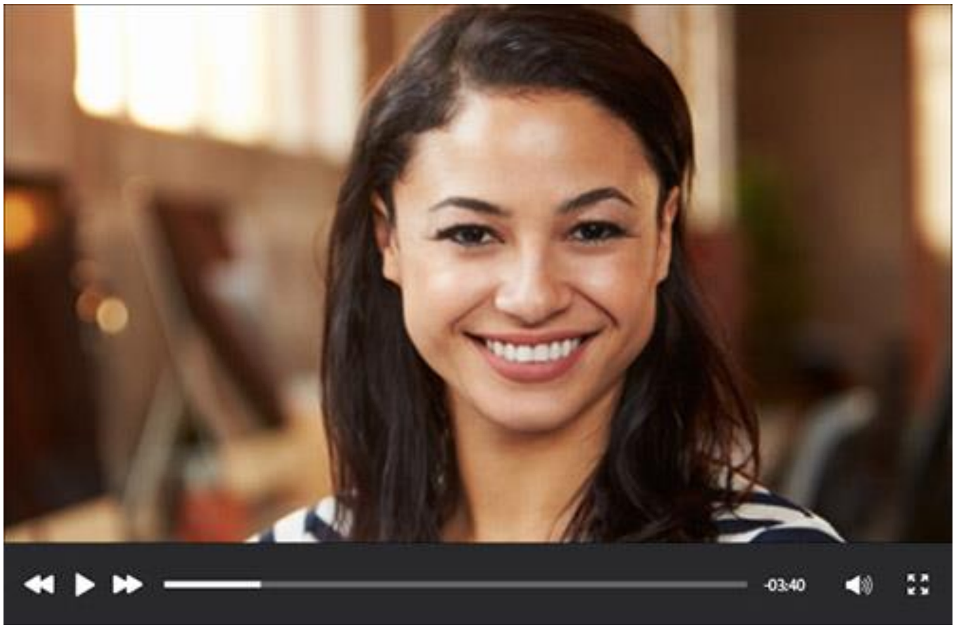
Local or cloud recording layouts (desktop client)

These recording layouts can be accomplished with local or cloud recordings:

Active speaker

If you are in active speaker view, the recording will only display the video of the active speaker.

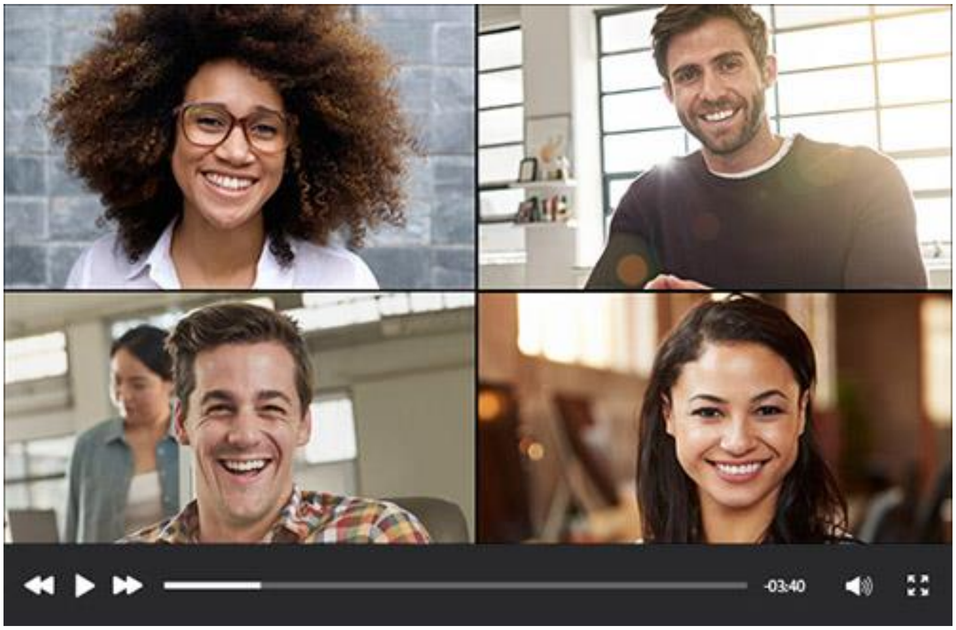
Note: You can only display participants' names in cloud recordings.



Gallery view

If you are in gallery view, the recording will be like the meeting client and display a grid layout of participants' video. The gallery view recording can display a maximum of 25 participants.

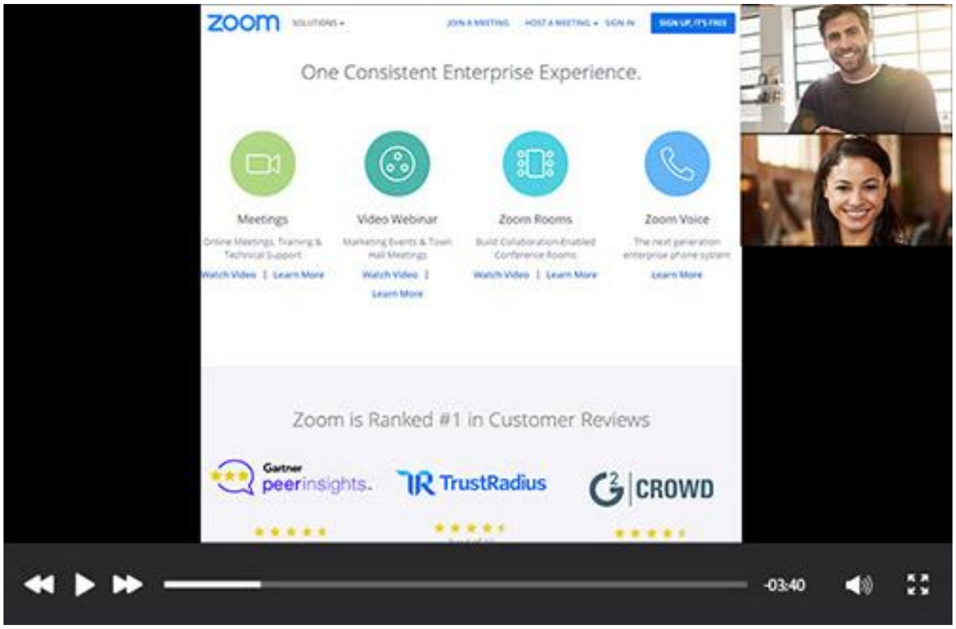
Note: You can only display participants' names in cloud recordings.



Shared window

If you shared a window that doesn't take up the entire screen, you will see black bars to the right and left of the window in the recording. Participants' video will still appear in the top-right corner if you enable the active speaker thumbnail or gallery view while sharing the window.

Tip: This recording layout can be useful if you're sharing a window and don't want the active speaker window to overlay on top.

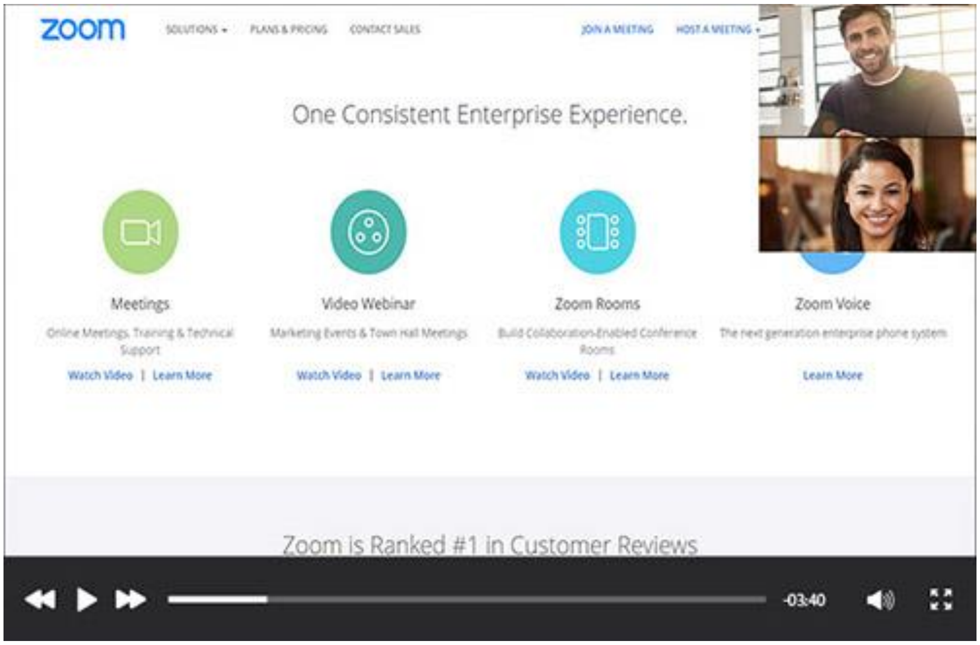


Local recording layouts (desktop client)

This recording layout is only supported by local recordings:

Shared screen with thumbnail gallery view

If a participant shares their screen, participants' video will appear in the top-right corner. If you drag or minimize the thumbnails, it will still appear in the top-right corner in the recording.

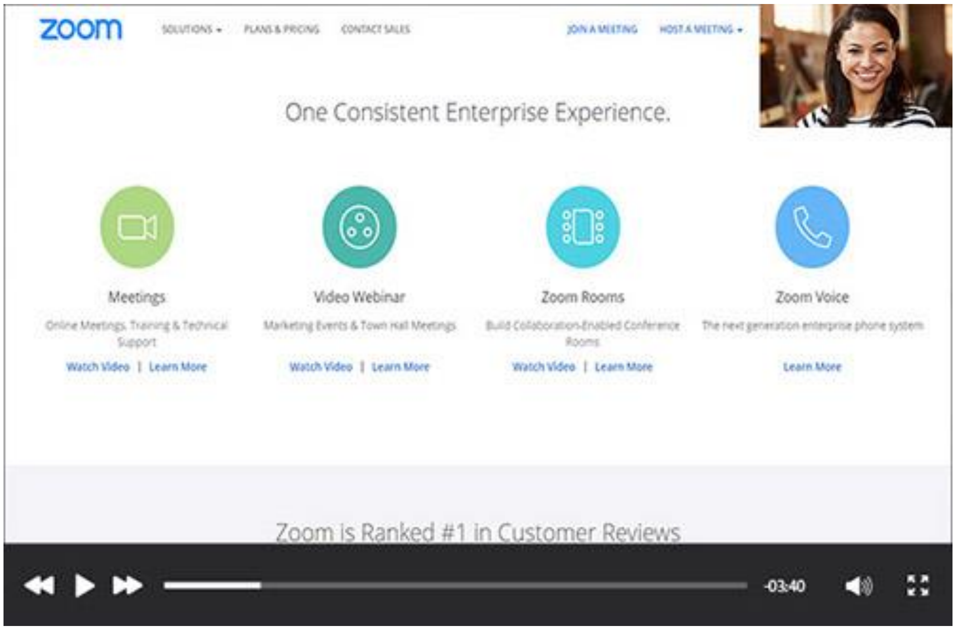


Cloud recording layouts (desktop client)

These recording layouts are only supported by cloud recordings:

Shared screen with active speaker

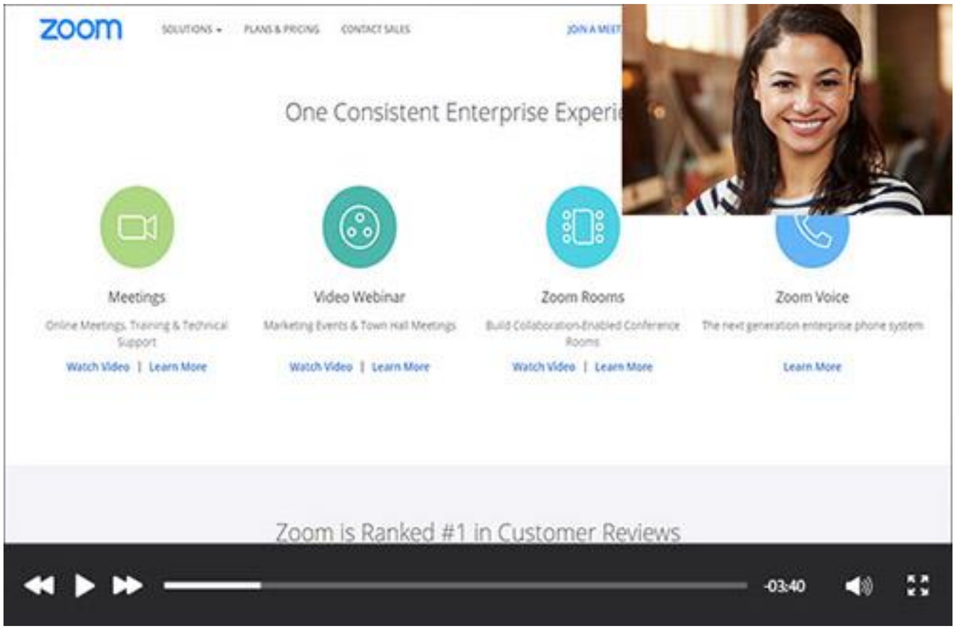
If you share your screen with the active speaker thumbnail, the recording will display the active speaker thumbnail in the top-right corner. If you drag the active speaker thumbnail to another location during the meeting, the recording will still display it in the top-right corner.



Shared screen with large active speaker thumbnail

If you share your screen with the active speaker thumbnail and enlarge it, the local recording will also display a larger active speaker thumbnail in the top-right corner. If you drag the active speaker thumbnail to another location during the meeting, the recording will still display it in the top-right corner.

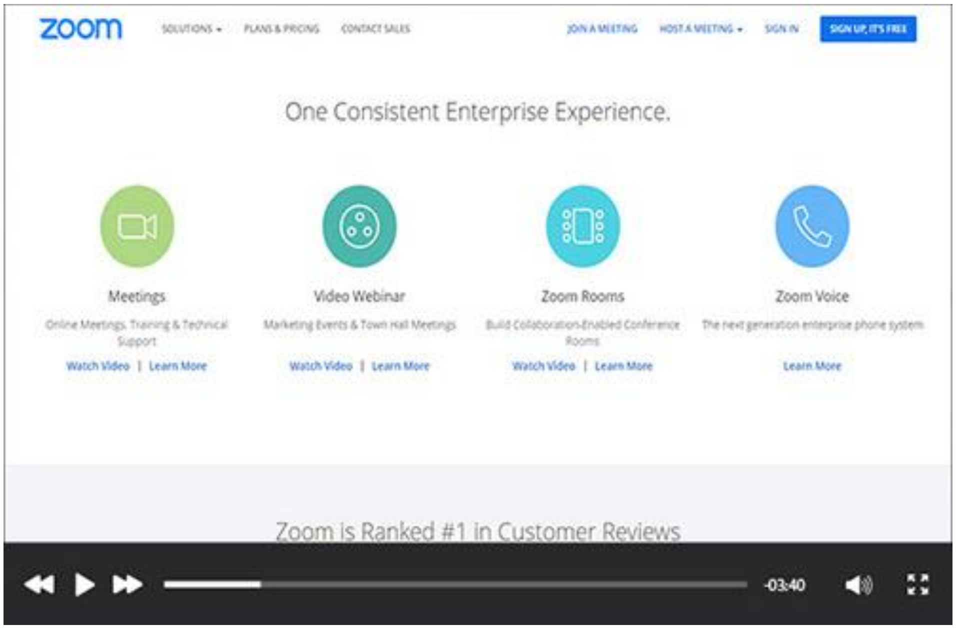
Note: This recording layout is not supported for cloud recordings. Cloud recordings will only display the standard active speaker thumbnail size.



Shared screen without active speaker or gallery view

If you share your screen without the active speaker thumbnail or disabled the **Record thumbnails while sharing** option in your cloud recording settings, the recording will only display the shared screen.

Note: If you enabled the option to **Record active speaker, gallery view and shared screen separately**, you will see the active speaker video beside the recorded shared screen when viewing the recording in the Zoom web portal.



Cloud recording layouts (mobile app)

If you start a cloud recording on the Zoom mobile app, only the following recording layouts are supported.

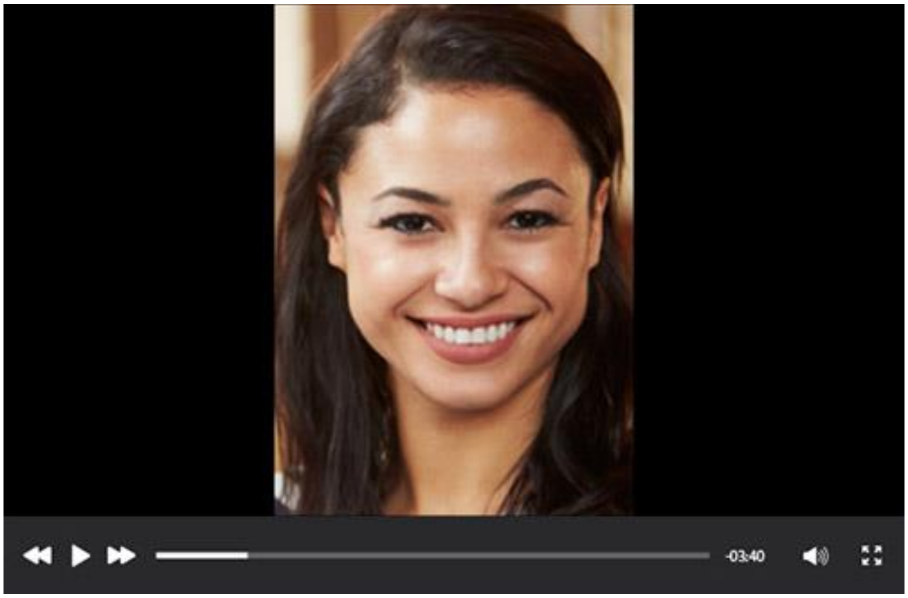
Note: The Zoom mobile app only supports cloud recording.

Active speaker

If you are in active speaker view, the recording will only display the video of the active speaker.

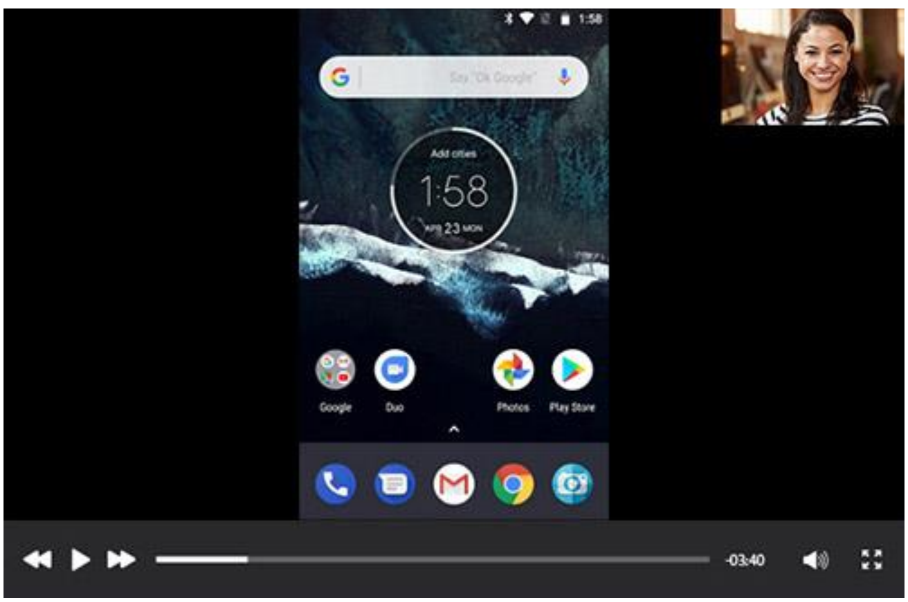
Note:

- The gallery view recording layout is not supported on the mobile app. If you are in gallery view during the meeting, the recording will still display the video of the active speaker.
- If the active speaker is using a mobile device, you might see black bars to the right and left of the video depending on the supported aspect ratio of the camera and whether the device is in portrait or landscape mode.



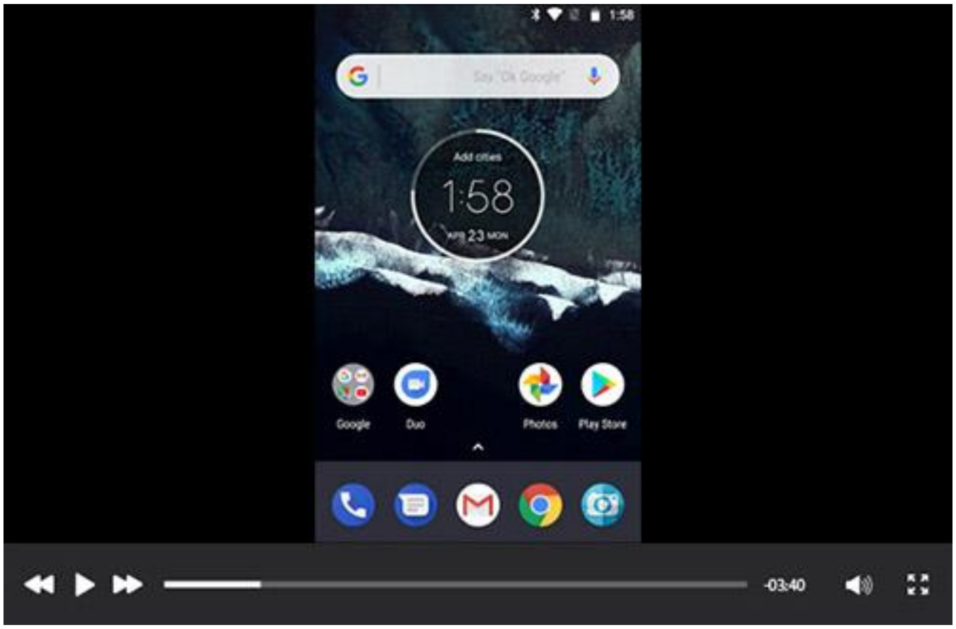
Shared screen with active speaker

If you share your screen with the active speaker thumbnail, the recording will display the active speaker thumbnail in the top-right corner. Annotations are also recorded.



Shared screen without active speaker

If you share your screen and disabled the **Record thumbnails while sharing** option in your cloud recording settings, the recording will only display the shared screen.



Frequently asked questions about local and cloud recording

Overview

Local and cloud recording allows you to record your meeting's video, audio, and chat text. Read this article for common questions and suggested solutions.

Cloud recording layouts

Why is my cloud recording not showing my video when screen sharing?
Enable the cloud recording option, **Record thumbnails when sharing**. You can also select a recording layout type if you want to record video and shared as separate videos.

The video thumbnail size in the shared screen recording is too small. Can I increase the size?
The resolution of the video thumbnail is fixed to 224 by 126 pixels. If the shared screen resolution is very large (for example, 4K resolution), the thumbnail will be small in comparison.

Can I move the location of the video thumbnail from the top-right corner?
The position of the video thumbnail is fixed to the top-right corner. Learn more about recording layouts.

The host had pinned a video during the meeting, but why does the cloud recording show active speaker view?
Pinning a video does not affect the cloud recording. Spotlight a video to only show a specific participant's video in the cloud recording.

Why is the cloud recording showing active speaker view when the meeting was in gallery view?
There need at least two or more attendees with their video camera on for gallery view to display in the cloud recording. If only one camera is on, the cloud recording will show the active speaker view.

Why is there a green box around the shared screen in the cloud recording?

The green box is used to indicate the shared area during the meeting. The green border only appears in cloud recordings when you have a 2-core computer and enable the option to optimize for full screen video.

Playing cloud recordings

Why is there a video icon before the cloud recording starts playing?
When viewing a cloud recording online, the camera icon is used as a loading indicator for the video. This icon is not present if you download the cloud recording and view it locally on your computer.

When playing the cloud recording using the share link, this error message shows: "The media could not be loaded, either because the server or network failed or because the format is not supported."

The original recording was deleted or in the trash bin. Contact the owner of the recording so they can try to recover the recording from the trash bin.

Why is the cloud recording showing the wrong timestamp for displays for in-meeting chat messages?

The timestamp of chat messages is based on the duration of the meeting. They are not based on the duration of the recording.

I can't access or download the cloud recording using the share link. How can I get access?

The recording host may have restricted access to download the recording, meaning you can't download the recording even if you use a tool to search the URL for a download. Contact the host to gain access.

The recording URL link is invalid. How can I get access?

The recording owner may have moved the recording to the trash. Recordings in the trash will be deleted in 30 days. Contact the owner of the recording so they can try to recover the recording from the trash bin.

Managing your cloud recordings

Why are my cloud recordings not displaying in the Zoom web portal?

If this account enabled on-prem cloud recording, cloud recordings are not accessible in the Zoom web portal. Contact your Zoom admin for help.

Why is the download icon disappearing in recording share page?

Make sure your browser window is set to a minimum width of 1024 pixels. Maximize your browser window and set your monitor resolution to at least 720p (1280 by 720 pixels).

Are private messages included in cloud recordings?

No. Zoom only records public chat messages during the recording session. You can save private messages locally by enabling the **Auto save chats** setting in the web portal.

There's bad audio quality in my recordings. How can I improve audio quality?

Most of audio quality issues are related with high CPU usage. Make sure you use a 2-core CPU and meet the system requirements for Zoom.

Why is there no share option when viewing my cloud recording?

Contact your Zoom admin. They need to use role management to enable the privilege to edit recordings.

Cloud recording admin

In the active host usage report, what does a blank entry mean for the recording consent column?

Zoom only marks **Y** (yes) for users who accept the recording consent dialogue. A blank entry means the user did nothing, meaning the recording didn't include that user.

Why does the auto delete date for cloud recordings not being applied to some users?
If a user set their own setting to auto delete cloud recordings, it would take effect, not the group-level setting.

How do I control the ability for admins to disable auto delete for users' cloud recordings?
Account owners can change the privilege to edit recordings using role management. If an account owner enables the privilege to edit recordings, the associated users can edit users' cloud recordings including the ability to disable the auto delete setting. There isn't a privilege for specifically disabling the auto delete setting.

Local recording

Why is auto local recording not working on the mobile app?
Local recording is only supported in the desktop client. The mobile only supports cloud recording.

How do I prevent my local recording file from getting damaged?
Do not use external or network storage for local recordings; for example, an external hard drive or network-attached storage. These storage methods can result in data loss.

Why are there large variations in the sizes of my recording files? For example, some are under 1GB while others are several GBs.

There are several factors that affect the file size of recordings including resolution, duration, and shared content in the recording. As a result, you might notice variations in recording files.