



# CONTINUING EDUCATION PROGRAMS

DEPARTMENT OF ENVIRONMENTAL & OCCUPATIONAL HEALTH SCIENCES

School of Public Health

## Virtual Classroom Zoom FAQ

Joining a meeting & connecting audio/video:

- How do I login with my computer plus phone for just audio?
- What do I do when I join a meeting, but my audio doesn't work?
- How do I find the phone number to use when my audio doesn't work?

Tools within Zoom:

- How do I raise my hand in Zoom?
- Why can't I chat with the other students in the course?
- Can I share files in the Chat?
- How do we ask a question of the instructor while in the breakout room?

General Zoom questions:

- What security measures have been installed and why are there multiple steps to join a meeting?

## Joining a meeting & connecting audio/video:

### **How do I login with my computer plus phone for just audio?**

When you join a Zoom meeting, you will see a pop up window asking you how you would like to join the meeting audio. To join audio by phone, click on the gray 'Phone Call' section at the top left to access call-in numbers for the meeting.

Choose ONE of the audio conference options

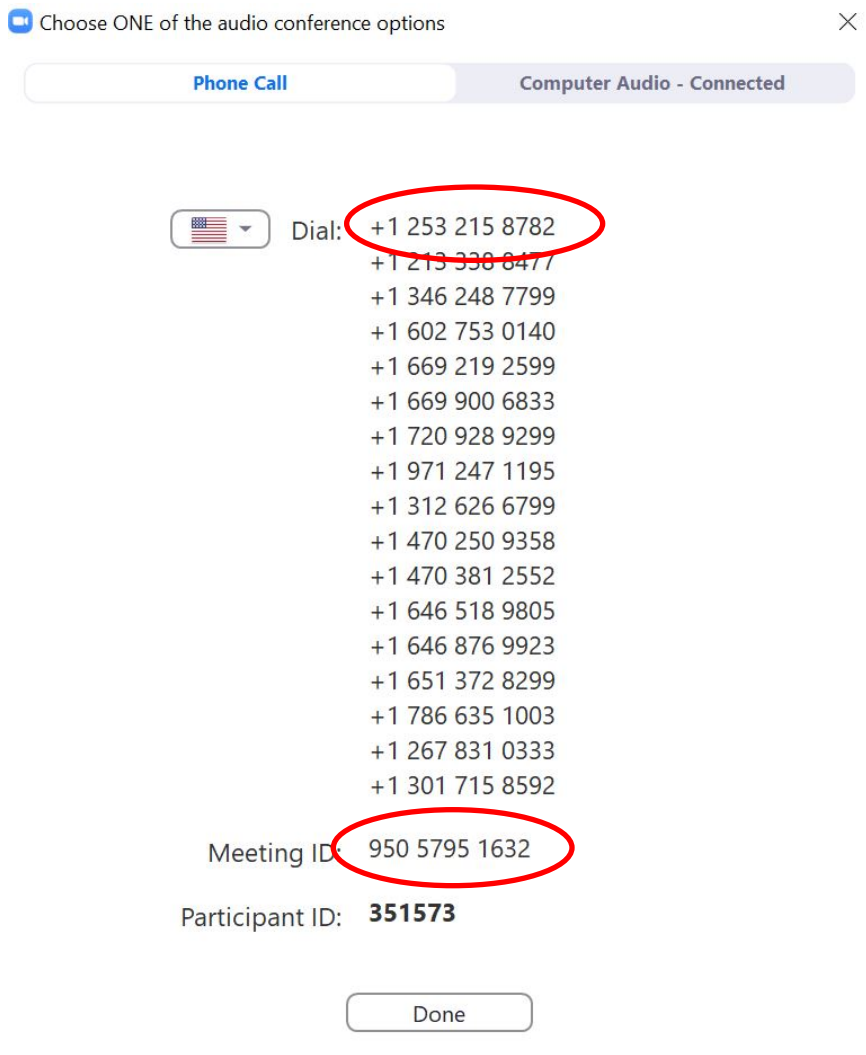
Phone Call  Computer Audio

**Join with Computer Audio**

[Test Speaker and Microphone](#)

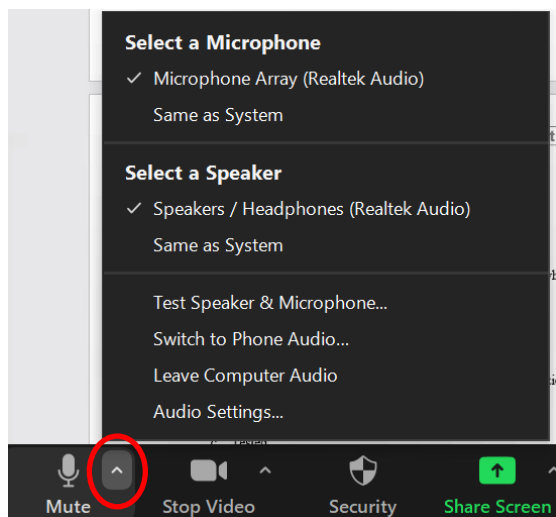
Automatically join audio by computer when joining a meeting

Dial the first phone number on the list. After you have connected, enter the Meeting ID that is below the phone numbers when prompted.



### What do I do when I join a meeting, but my audio doesn't work?

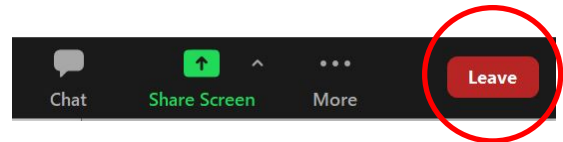
If you have joined a Zoom meeting with your computer and you have trouble connecting your audio, you can start to trouble shoot the issue by hovering in the bottom left corner of the Zoom window and clicking the carrot next to the 'Audio' tool.



Make sure your microphone is listed under the microphone options and selected. You can also run a test with your microphone in this menu. If you are not hearing audio correctly, you can use this menu to specify a speaker and test your speaker.

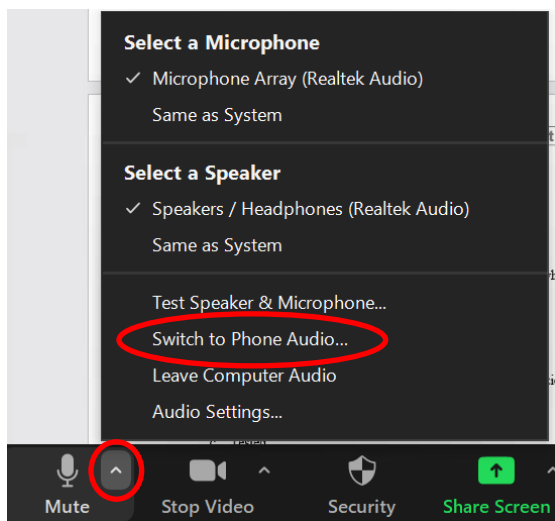
If you are still not able to connect using your computer audio tools, you can also join the Zoom course using your telephone. See 'How do I find the phone number to use when my audio doesn't work?' to connect audio using your telephone.

Lastly, if your audio connection is still not working, it may help to leave the meeting and rejoin Zoom. You can leave the meeting by clicking the red Leave button at the far right of the Zoom toolbar.



### How do I find the phone number to use when my audio doesn't work?

If you have joined a Zoom meeting with your computer and you have trouble connecting your audio, you can call in to the meeting using your phone. Hover in the bottom left corner of the Zoom window and click the carrot next to the 'Audio' tool.



A pop up will provide a list of phone numbers and a Meeting ID. Dial the first phone number on the list. After you have connected, enter the Meeting ID that is below the available phone numbers when prompted.

Choose ONE of the audio conference options

Phone Call Computer Audio - Connected

USA Dial: +1 253 215 8782  
+1 213 338 8477  
+1 346 248 7799  
+1 602 753 0140  
+1 669 219 2599  
+1 669 900 6833  
+1 720 928 9299  
+1 971 247 1195  
+1 312 626 6799  
+1 470 250 9358  
+1 470 381 2552  
+1 646 518 9805  
+1 646 876 9923  
+1 651 372 8299  
+1 786 635 1003  
+1 267 831 0333  
+1 301 715 8592

Meeting ID: 950 5795 1632

Participant ID: 351573

Done

Alternatively, if your computer connection isn't working after the above steps, you can also find the phone number to connect to Zoom by phone in your Zoom registration confirmation email.

Go back to your Zoom registration confirmation email and scroll down to the information on joining the meeting. Scroll down to the line that says "Or telephone:" Dial the first phone number on the list. After you have connected, enter the Meeting ID that is below the phone numbers when prompted.

Or iPhone one-tap

US: +12532158782,,91269692585# or +19712471195,,91269692585#

Or Telephone:

Dial (for higher quality, dial a number based on your current location):

US: +1 253 215 8782 or +1 971 247 1195 or +1 213 338 8477 or +1 346 248 7799 or +1 602 753 0140 or +1 669 219 2599 or +1 669 900 6833 or +1 720 928 9299 or +1 301 715 8592 or +1 312 626 6799 or +1 470 250 9358 or +1 470 381 2552 or +1 646 518 9805 or +1 646 876 9923 or +1 651 372 8299 or +1 786 635 1003 or +1 267 831 0333

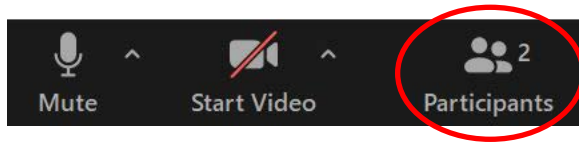
Meeting ID: 912 6969 2585

International numbers available: <https://washington.zoom.us/j/91269692585>

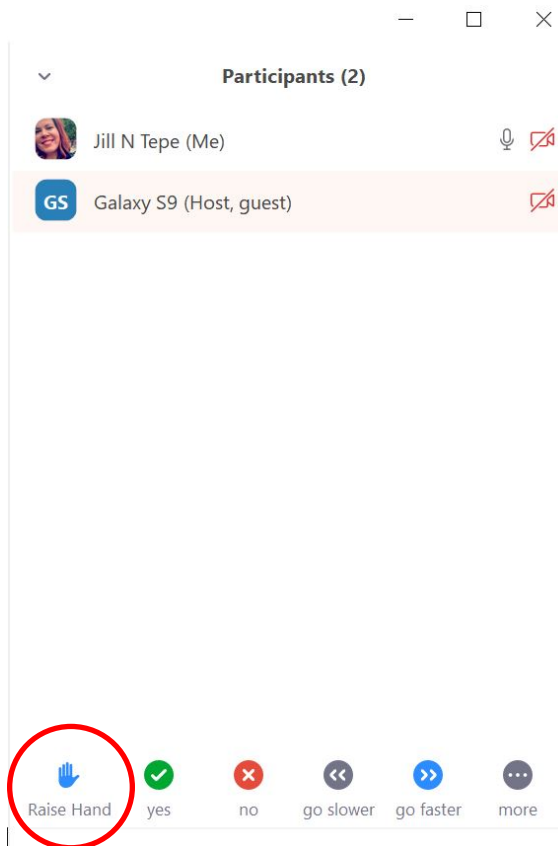
## Tools within Zoom:

### How do I raise my hand in Zoom?

To raise your hand, hover over the bottom of the window, over the Zoom toolbar and click on 'participants'.

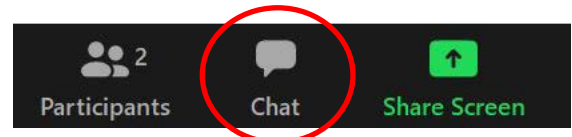


The participants window will pop open. At the bottom of the participants window, you will see a 'Raise Hand' option at the bottom, left.



The Raised Hand icon will appear next to your name. To lower your hand icon, click on 'Raised Hand' again.

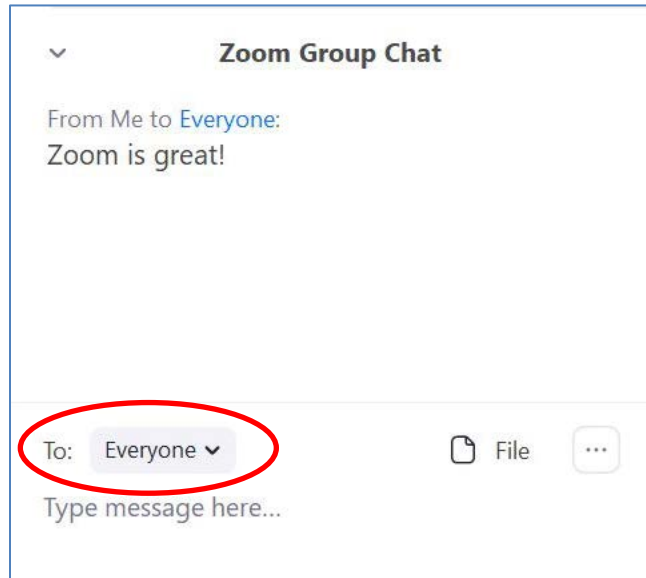
Alternatively, please use the chat box to pose a question. You access the chat box by hovering at the bottom of the Zoom window and clicking chat. You can direct the chat to all participants or to the instructor using the drop down menu.



### Why can't I chat with the other students in the course?

Chat is a great function to communicate with the instructor, facilitator, or with the group during a Zoom session. You access the chat box by hovering at the bottom of the Zoom window and clicking chat (see image above). You can direct the chat to all participants ('Everyone') or to the instructor using the drop down menu next to 'To:'.

The feature for participants to chat with each other one-on-one has been disabled for CE courses. While Zoom does offer this capability, keeping chat conversations visible to all participants ensures the safety of participants. The CE instructor and facilitator can monitor and address any inappropriate communications and help keep all participants safe.

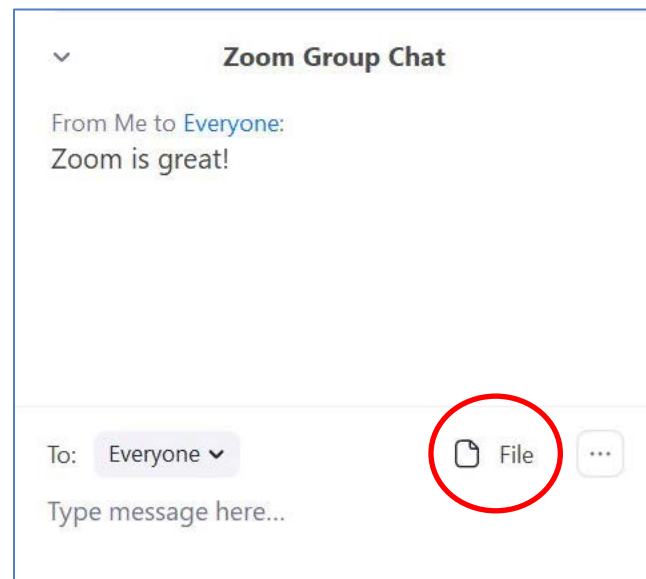


### Can I share files in the Chat?

Sharing files within the chat box is a featured that may be enabled by the CE instructor or facilitator within the host settings.

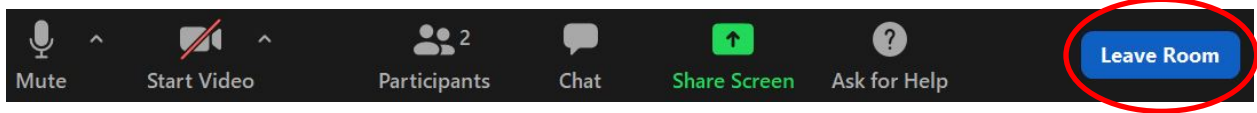
To share files, click on the 'File' icon in the bottom, right corner of the chat box. A drop down will appear for you to navigate to select a file. File sharing can also be directed to all participants ('Everyone') or to the instructor using the drop down menu next to 'To:'.

If the file sharing is not visible, you can send a chat to the instructor or facilitator to enable this feature during the session.



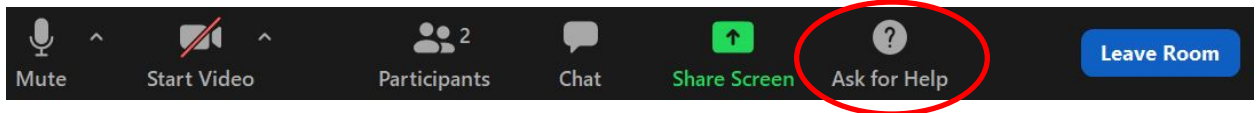
### How do we ask a question of the instructor while in the breakout room?

While you are in the breakout room, you will be able to interact with the members of your group only. The instructor may pop in and out of the breakout rooms to check on your progress. You may also see messages broadcast to all of the groups from the instructor while you are in the breakout rooms, but you will not be able to answer these. If you have a question for the instructor, you can have someone leave the breakout room to go speak with the instructor or the facilitator in the main Zoom room. Leave the breakout room by clicking the blue 'Leave Room' button on the right side of the Zoom tool bar.

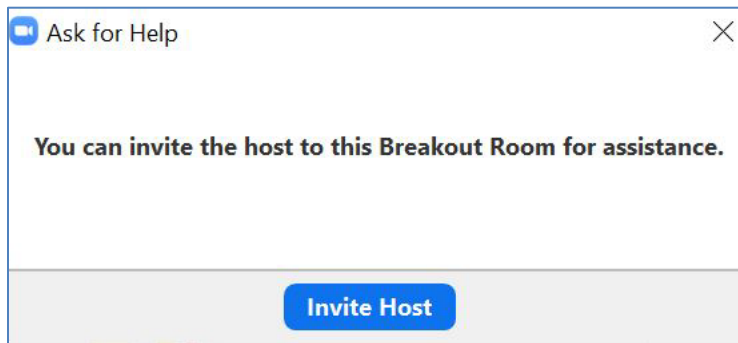


The host can return you to your breakout room after they have addressed your question.

Alternatively, if you would like to stay in your breakout session room and request the host come to your breakout room, you can ask the Zoom host to join your breakout room by clicking the 'Ask for Help' button on the center-right of the Zoom toolbar.



You will see the pop up below. Click on 'Invite Host' to send the host an alert to join your breakout room.



### General Zoom questions:

#### **What security measures have been installed and why are there multiple steps to join a meeting?**

Over the past number of weeks, Zoom has made efforts to increase security of Zoom meetings by adding features such as passwords, waiting rooms requiring host permission to enter a meeting, and the ability for a Zoom meeting host to remove unauthorized guests. One of these steps is adding a Zoom registration step where you may be asked to enter your name and email address when registering in advance or joining a Zoom meeting. Using these identifiers helps CE staff, identify any unauthorized users.