

# Zoom at Columbia University:

## Frequently Asked Questions

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## Using Columbia University Zoom

*How do I access Columbia University Zoom?*

You can access Zoom by navigating to <https://columbiauniversity.zoom.us/>.

*How can I request a Zoom Pro account?*

Email [askcuit@columbia.edu](mailto:askcuit@columbia.edu) to request a Zoom Pro account. Note that only faculty, researchers and non-student staff including administrators, are currently eligible for Zoom Pro accounts.

*Can TAs also request a pro account?*

TAs from Arts & Sciences have already been provisioned Zoom Pro accounts. All other TAs can request Pro accounts with written permission from their professor and/or department.

*How do I find a meeting ID?*

You can find your Meeting ID in your event details page.

*Do meeting participants need a basic or Pro Zoom account in order to participate in Zoom meetings?*

By default, participants do not need a Zoom account in order to join and participate in Zoom meetings.

*If I have two guest lecturers, do they need a basic or Pro account?*

Guest lecturers do not need Zoom accounts in order to join and speak during your meeting. They just need the Join URL, which looks something like:

<https://columbiauniversity.zoom.us/j/52537343>

*Do we need to host in the classroom, or can we be remote as well?*

You have the ability to host a Zoom meeting from anywhere you'd like. Defer to your school's rules on where you should be during this time.

## 1. Zoom Class Sessions — Courseworks

*Is there a way to connect Zoom to Courseworks?*

Certain schools have enabled Zoom in Courseworks. If your school has enabled it, then you will see the 'Zoom Class Sessions' tool at the Course-level view.

*Do I need to email my meeting link to class participants if done on Courseworks?*

No, any student who is enrolled for your course will see Zoom Class Sessions in Courseworks and can join from there.

*Once I set up a recurring meeting, do I need to send a new link each week?*

You can instruct students to use the same link for the duration of the course. Recurring meetings will share the same Meeting ID, so the Join URL will be the same as well.

*If my school has already set up Zoom Class Sessions for me in Courseworks, do I still need to create an event in Zoom?*

No, if your courses have already been scheduled via Courseworks, then you only need to log into Courseworks and click "Zoom Class Sessions" for your course.

*Do I need to have access to my @columbia.edu email in order to activate my account for Zoom Class Sessions?*

In order to activate your account, you would need to have email forwarding set up from your @columbia to your preferred email address.

## 2. Recording

*Does CU require that we record our classes?*

Defer to your specific school's policies, requirements, and recommendations.

*Should I record meetings to the cloud or locally?*

The recommendation from certain schools has been to save locally. CUIMC does not allow saving to the cloud.

*Does recording only work when people are active in the Zoom meeting?*

By default, recording begins either when the first participant joins the meeting or when the Host begins the meeting, and ends when the Host ends the meeting.

*How do I delete a meeting I recorded?*

If you recorded locally, you can delete from your device. If you recorded to the cloud you can delete from your account on the web.

### 3. Screen Sharing

*Can I share my screen and video at the same time, or only one?*

You can share your screen and your video at the same time.

*Can guest lecturers share screen?*

Based on your meeting settings, you can allow anyone to share their screen, or limit the ability to just yourself.

*How would I use Keynote or PowerPoint presentations on the screen?*

You can press 'Share' and select the Keynote or PowerPoint presentation that you'd like to share.

*Is there a pointer or highlighter so students will know where we are on the screen?*

The Annotate feature has a pointer that you can use to indicate where your mouse is on the screen.

*How do you allow other participants to share their screens?*

During a call, you can enable all participants to share their screens via Settings.

### 4. Host and Co-Hosts

*How are the host and co-host roles different?*

A host is the "owner" of a meeting or webinar and is the person who can administer the meeting via the host controls. The host is the only person who can end a meeting or make someone else the host.

A co-host is an optional role that can be assigned to someone to assist the Host in moderating a meeting. A co-host can use most of the Host Controls including Mute/Unmute All, Lock Screen sharing, Mute on Entry, Stop Video, Remove, etc.

*If I schedule a meeting, am I automatically a host?*

Scheduling a meeting does make you the host as long as you begin the meeting from the same account you used to schedule the meeting.

*Can an instructor and TA switch who is the host?*

Yes, the Host can give up their privileges to another participant. Another option would be to add the TA as an Alternative Host when creating your meeting.

*Do my guest lecturers get added to alternative hosts?*

Adding a guest lecturer as an alternative host would allow them to share their screen, take over sharing, mute all participants, and all other abilities of a Host.

*How do I add a Co-host?*

Hosts can add a Co-host during a meeting in the Manage Participants tab. Hover your mouse over the desired participant, and click "More". Then click "Make a Co-host".

## 5. Settings & Features

*Can I set up breakout rooms ahead of time?*

Breakout room pre-assignment requires all meeting attendees to have Zoom accounts. In most cases, this isn't possible.

*If I create Breakout Rooms, will I have visibility into them?*

As the Host, you can "fly" through Breakout rooms to check in on and guide your attendees.

*How can I see all my participants on one screen?*

You can switch your view to Gallery View in order to view up to 49 participants. Click Settings, and then click Video to display the video settings page. Enable the option Display up to 49 participants per screen in Gallery View. In your Zoom meeting, click Gallery View in the top-right corner.

*Will I be able to hear multiple students speak at the same time? Or does a participant need to raise their hand to be allowed to speak?*

Any attendee will be heard as long as they are unmuted. Depending on your connection quality and the number of attendees, sound clarity may differ. Participants do not need to raise a hand to be allowed to speak.

*How does the host mute all the participants?*

The Host can mute all participants in the Participants window, which you'll find on the right side of your screen above the chat bubble.

*How does the 'Raise Hand' feature work? Will the instructor get notifications when students raise their hands?*

When a participant raises their hand through the 'Raise Hand' feature, all participants will be able to see the raised hand next to that participant's name. This feature does not send a notification to the chat or to the hosts.

## 6. More About Zoom

*As a student without a zoom account, is there a time limit on the amount of time I can use zoom as a participant?*

No, there is no limit on how long you can participate in Zoom calls.

*When I logged in through columbiauniversity.zoom.us, I was sent the following email:*

*"You are currently a member of the Zoom account , and you are trying to sign into the new Zoom account Columbia University Central IT (columbiauniversity.zoom.us). If you want to switch to become a member of the account Columbia University Central IT, click the button below within 24 hours."*

*Do I need to click this?*

Yes, in order to be a part of Columbia University's Zoom instance, you need to click the button.

*Do I need a pro account or more to support faculty in my school?*

You do not need a pro account.

*If you don't require passwords and are using Courseworks does this ensure that only registered students participate? What if students send out a link to others?*

If you use Zoom Class Sessions through Courseworks, only students who are enrolled in your course will have access to your meeting ID. However, students could still send out a link to other unenrolled students.

*How does screen share work if you have dual screens?*

Pressing Share will allow you to select the screen you'd like to share, and Zoom numbers dual screens 1 & 2.

*Is there a way to connect a regular video camera (not webcam) to Zoom?*

If you have a video camera connected to your laptop/desktop, you can select it from Advanced Share.

*If I schedule a meeting for a professor as an administrator, would I have to login as a host for the meeting to start? Or could I add a TA as an "alternative host" too, and they could manage the class?*

You can add a TA as an alternative host, being sure that they also have a Zoom Pro account. They would then be able to manage the class.

*Can I change my PMI (Personal Meeting ID)?*

Yes, you can customize your PMI by logging into [columbiauniversity.zoom.us/](https://columbiauniversity.zoom.us/), clicking on Profile, and pressing Edit next to your Personal Meeting ID.

*Are closed captions available for my meeting?*

As the Meeting Host, you can assign a participant or co-host to type closed captions in real time. Unfortunately, Zoom does not have an automated captioning tool.

*Can students chat with each other or are we able to prevent that?*

By default, students can private chat with each other, or chat to everyone publicly. You can disable this setting when creating the meeting, as well as during the meeting.

*How do I save a copy of the chat?*

You can save the chat transcript by navigating to your Zoom chat window, hitting the button marked "..." next to 'File', and then pressing 'Save Chat'.

*Can I use my laptop and iPad in a single meeting?*

Yes, you can, but you would need to create a separate basic Zoom account for your iPad. Our recommendation is to host the meeting from your laptop, and join the meeting from your iPad as a participant. You can then make your second account a Co-host and grant the ability to share screen.