



# Student Guide to Zoom at UBC

## What is Zoom?

Zoom is a **video/audio web-conferencing and collaboration tool** that lets you participate in real-time lectures or other classroom interactions in your course. Your instructor will present material and lead activities, and you will be able to engage similar to how you would for an in-person class.

### WHAT YOU NEED TO KNOW ABOUT ZOOM

**Zoom is hosted on servers in the U.S., so your name and data about how you use the system will be stored on servers outside of Canada.** If you have privacy concerns about this data collection:

- Don't create your own account with Zoom, as you can attend Zoom lectures without one
- Join sessions only by clicking the Zoom link your instructor sends
- Provide *only* your first name or a nickname when you join a session
- Keep your camera off and microphone muted
- Don't share any identifying information for yourself or other students in the session (e.g., real names)

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## What do I need to use Zoom?

**You do not need a Zoom account** to attend lectures, but you will need to download and install the Zoom application:

1. To download the software for running Zoom, go to <https://zoom.us/download>, and click **Download** under "Zoom Client for Meetings".
2. Open the **Zoom installer** that downloads, and follow the steps to install the Zoom application.

You will need a working **microphone** and, if you will need to use video, a **webcam**.

### Tips

- Fees may apply when joining a session by calling in on your phone. If you must connect by phone, please check your phone plan first to avoid incurring long distance or international charges.

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## How do I use Zoom?

The easiest way to join a Zoom session is by clicking the link in the invitation sent by your instructor (Option 1 below). Alternatively, you can open the Zoom application directly and enter the meeting ID number (Option 2 below).



## JOIN REAL-TIME SESSIONS

### Option 1: Join from a Zoom Link

1. **Open** the email, calendar invite, or other communication with details for the session.
2. Click the **session link** that starts with “[ubc.zoom.us](https://ubc.zoom.us)”.
3. If you *haven't* downloaded Zoom, follow the prompts to download and install the application.
4. If you *have* downloaded Zoom, click the pop-up prompt to allow your browser to launch the application.

### Option 2: Join from the Zoom Application

1. **Open** the email, calendar invite, or other communication with details for the session and **copy** the meeting ID.
2. **Open** the Zoom application.
3. Click the **Home icon** at the top, if it is not selected already.
4. Click the **Join button** on the screen.
5. In the Join Meeting pop-up, **paste** the meeting ID, and enter the name you'd like to use.
6. Click **Join**.

### Tips

- To avoid interruptions or distractions, use a quiet room with reliable Internet connection, and use headphones to make sure you don't miss anything.
- Use an external microphone (i.e., one that you plug into your computer) to help improve the audio quality.
- Join the session a few minutes early, if your instructor allows, to test your connection, microphone, and camera before the lecture begins. Or visit <https://zoom.us/test> to test your setup ahead of time.

## PARTICIPATE DURING SESSIONS

What you can do during a lecture depends on your instructor's settings. As a participant, the bottom bar of the Zoom application will display the ways of engaging available to you. These options may include:

- Sharing audio by clicking the **microphone icon**.
- Sharing video by clicking the **video icon**. Video will be disabled by default when you first join a meeting.



- Chatting with everyone in the room or with an individual by clicking the **Chat icon**.
- Sharing basic reactions (e.g., giving thumbs-up or applause) by clicking the **Reactions icon**.
- Sharing other non-verbal feedback by clicking the **Participants icon** and selecting from the options (e.g., raise your hand, answer yes or no, go slower, go faster, indicate that you are away from the keyboard).
- Annotating (i.e., marking on) a shared whiteboard or screen by clicking the **Whiteboard icon** or **Annotate icon** in the toolbar that appears at the top.

#### Tips

- Keep your microphone muted unless you're talking, to reduce echoes and background noise from interfering with the class.
- If you share your video, make sure there is nothing behind you that will be distracting or revealing for others to see. You can also enable a virtual background (which replaces your background with an image) for your video by clicking the **up arrow** next to the video icon.
- If you experience lag time when sharing your video, you may need to turn your video off.

## PRESENT YOUR WORK IN SESSIONS

Instructors can temporarily make you the presenter for a session. To share your screen:

1. Click the **Share Screen icon** and select what on your screen you would like to share. Options include sharing a blank whiteboard for group annotation or sharing an application that is open on your computer.
2. If you are sharing video, make sure to click the **Optimize Screen Sharing for Video Clip checkbox**. This will share your screen at a better resolution and enable participants to hear your computer audio.
3. Click **Share**.
4. When you are done, click the red **Stop Share button** at the top of the screen.

#### Tips

- You can pause sharing your screen at any time to make adjustments to your presentation. Click the **Pause Share button** at the top of the screen.
- You can annotate (i.e., mark on) documents, presentations, or applications that you share. Click the **Annotate icon** in the toolbar at the top of the screen.

## PARTICIPATE IN BREAKOUT ROOMS

Instructors can create breakout rooms for you in Zoom. In these rooms, you can share video, audio, slides, whiteboards, and your screen with a smaller group of classmates.

1. The instructor will invite you to a breakout room. Click **Join**.



2. Once you have joined, you will have access to room-specific controls. This may include recording the breakout room on your computer, if your instructor allows it.
  3. If you need assistance in the breakout room, click **Ask For Help** to let your instructor know.
  4. You can leave the breakout room at any time and return to the main session, or you can leave the entire lecture from the breakout room. Click **Leave Breakout Room**.
  5. If your instructor ends the breakout room for you, you will be given the option to return to the main session immediately or in 60 seconds.
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## Where can I get more support with Zoom?

If you have **trouble accessing Zoom** from your current location:

- Contact UBC IT's [Service Centre Help Desk](#)<sup>1</sup>.

See Zoom **support documentation** in the [Zoom Help Center](#)<sup>2</sup>.

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A Guide from UBC's Keep Teaching Website ([keepteaching.ubc.ca](https://keepteaching.ubc.ca))

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<sup>1</sup> <https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk>

<sup>2</sup> <https://support.zoom.us/hc/en-us>