

ZOOM FAQs

How do I join a meeting?

- You can join by simply clicking on the link sent to you. Follow the directions and Join with Video. Sometimes you will be asked to add an ID. This number is shared with you when you get the invitation to the meeting.

Do I need an account or do I have to buy anything?

- You **do not need** a Zoom account in order to join a meeting. You need a Zoom meeting if you want to Host a meeting. Both are free, although a personal account is free and limited to meetings only 40 minutes long.

Do I need a special computer to join a meeting?

- No. You can join a meeting on your computer, a tablet and even your phone.

What if I don't have a video camera on my computer?

- You do not need to have a camera to join a meeting. You will not be seen by others in the meeting but you can still see and hear them. And, they can hear you.

What if my camera isn't working?

- Read these troubleshooting tips on getting your camera to work. <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>
Scroll down to choose solutions for Mac or Windows

Why is there an echo in the meeting?

- This can be caused by many things but most often it is because a participant has more than one device on at the same time or two people are in the meeting from the same location, but on different devices. Turn off all other devices to be sure you aren't creating an echo.

Why do I get a psychedelic effect behind me when I try to use a background?

- Your computer processor is not strong enough to handle both the background and your video. This is a known issue with Zoom and they are working on it for future Meetings. It is best to keep the Virtual Background on None.

Is Zoom safe? What about Malware and Zoom bombing?

- While there have been reports of some Zoom bombing (people joining your meeting with nasty photos, for example), but this is rare and can be prevented with settings by the Host of the meeting. This does not ensure that there won't be a Zoom bomb, however, it makes it harder for anyone to join without permission. This is why you are given an ID to the Meeting.

There are other options at the base of the screen, like Share Screen and Manage Participants. Should I do anything with these?

- No. Those are used when you are Hosting a meeting or are collaborating with the Host. You can ignore them for our ICL meetings.

How do I leave or end my visit when the Meeting is over?

- There is a link at the base of the screen on the lower right that says Leave Meeting. Just click on that when you want to go.