

# Getting Started with Zoom

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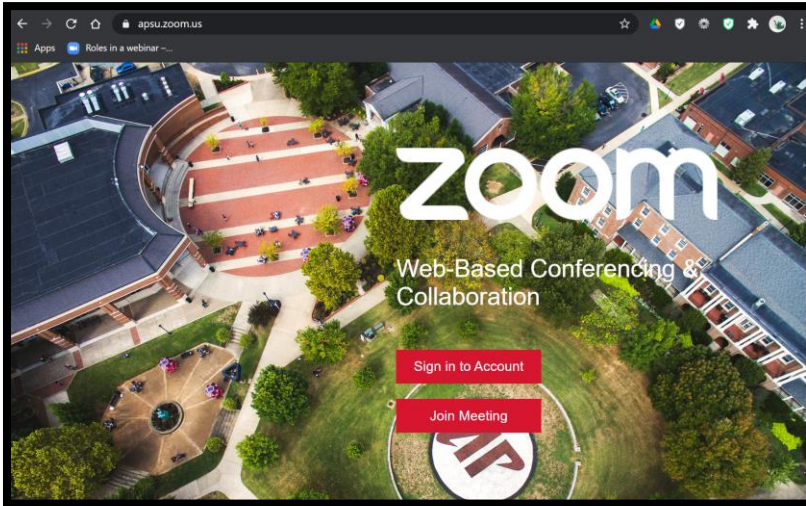
## Zoom Resources

If you need additional assistance, please check out the [Zoom Help Center](#). Zoom maintains this online resource meaning it is frequently updated as features change or new features are released. The resource is easy to search and provides step-by-step guides and videos. You can also sign up to receive the [Zoom Blog](#) newsletter.

Additional resources are also available on the [APSU Distance Education Zoom website](#). You can contact Distance Education Support Monday through Friday from 8:00am-4:30pm Central at [online@apsu.edu](mailto:online@apsu.edu) or 931-221-6625.

## Creating an APSU Zoom Account

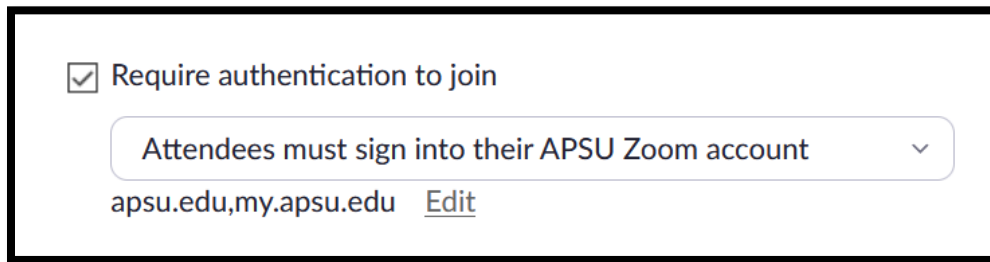
An APSU Zoom account is required to host meetings. APSU Zoom uses your single sign-on credentials just like your email, but ***you still must claim your APSU Zoom license first before you can use APSU Zoom to host a meeting.*** To claim your license, simply go to <https://apsu.zoom.us> and log in with your single sign-on credentials.



### Notes:

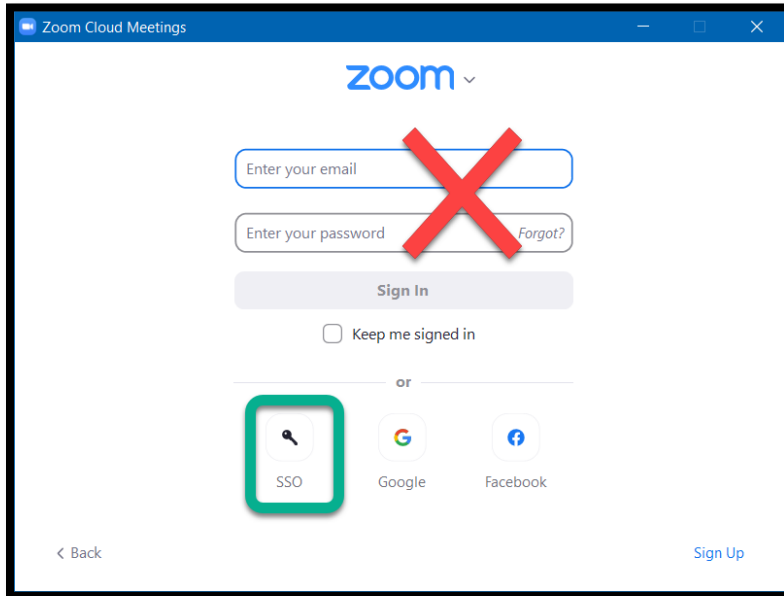
- A Zoom account created directly with Zoom using your APSU email is not the same as an APSU Zoom account created at <https://apsu.zoom.us>. A free account created directly with Zoom will have limitations (length of meeting, length of recordings, etc.). You can still create an APSU Zoom account at <https://apsu.zoom.us>, but you may receive a notice that Zoom needs a few days to transfer your account so do this well in advance of your next meeting.
- In general, an APSU Zoom account is not required to *attend* meetings unless the meeting host is using additional settings to secure their meeting. If a host uses the “Require authentication to join setting” attendees will be required to log in with an APSU Zoom account to attend the meeting. ***Attendees must have already gone to <https://apsu.zoom.us> to claim their APSU Zoom account before they attempt to join a meeting.***

Hosts: if you plan on using the “Require authentication to join” setting, you should notify attendees in advance so that they have time to claim their APSU Zoom account before joining your meeting.



## Accessing Zoom

Users can access Zoom through the APSU Zoom website at <https://apsu.zoom.us> or by [downloading the Zoom application](#) onto their computer or mobile device. When accessing Zoom through the desktop or mobile apps, you must select to “Sign in with SSO” and then enter your single sign-on credentials.

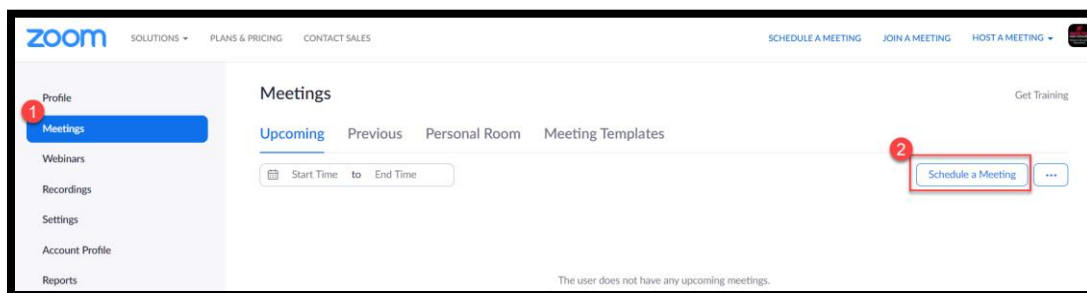


The website and Zoom application are not equivalents. The Zoom application is great for launching your meetings and provides more in-meeting features. The website provides complete Zoom account settings, access and editing of your recordings, and even more settings when scheduling a meeting; however, the “join from your browser” option to host or attend a meeting may have reduced features. A couple notes:

- If you are using an APSU issued computer, it should already have Zoom installed. If it does not, you will need to contact [GOVSTECH](#) to have it installed since installation requires administrator permission.
- If you need additional assistance with downloading, please view this [Downloading the Zoom App on a Desktop Computer guide](#).

## Schedule a Meeting

1. Log into APSU Zoom at <https://apsu.zoom.us>
2. Select “Meetings” and then “Schedule a Meeting.”



3. Go line by line to complete the Schedule a Meeting form. Choices include:
  - a. Topic
  - b. Optional description
  - c. Date, time, duration, and time zone.
  - d. Recurring meeting
  - e. Registration
  - f. Meeting ID (Recommend “Generate Automatically” to improve security)
  - g. Passcode (Recommend you check to improve security)
  - h. Waiting Room (Recommend you check to improve security)
  - i. Require authentication to join (This requires attendees to 1. Have already created an APSU Zoom account and 2. Use that account to attend the meeting. Attendees do not know if a meeting requires this in advance. Host must inform them in advance. We have received reports of users having issues joining meetings with this feature.)
  - j. Video (Recommend off, host and participants can turn on video during the meeting)
  - k. Audio (Recommend set to Both)
  - l. Allow participants to join anytime
  - m. Mute participants upon entry (Recommend you check, host and participants can still unmute during the meeting)
  - n. Breakout Room pre-assign
  - o. Automatically record meeting
  - p. Approve or block entry for users from specific countries/regions
  - q. Alternative Hosts (Must have an APSU Zoom account)
4. Save

*Resource continues on next page.*

[My Meetings](#) > Schedule a Meeting

Topic

Description (Optional)

When

Duration  hr  min

Time Zone

Recurring meeting

Registration  Required

Meeting ID  Generate Automatically  Personal Meeting ID 931 221 7259

Template

Security  Passcode   
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

Require authentication to join

Video Host  on  off  
Participant  on  off

Audio  Telephone  Computer Audio  Both  
Dial from United States [Edit](#)

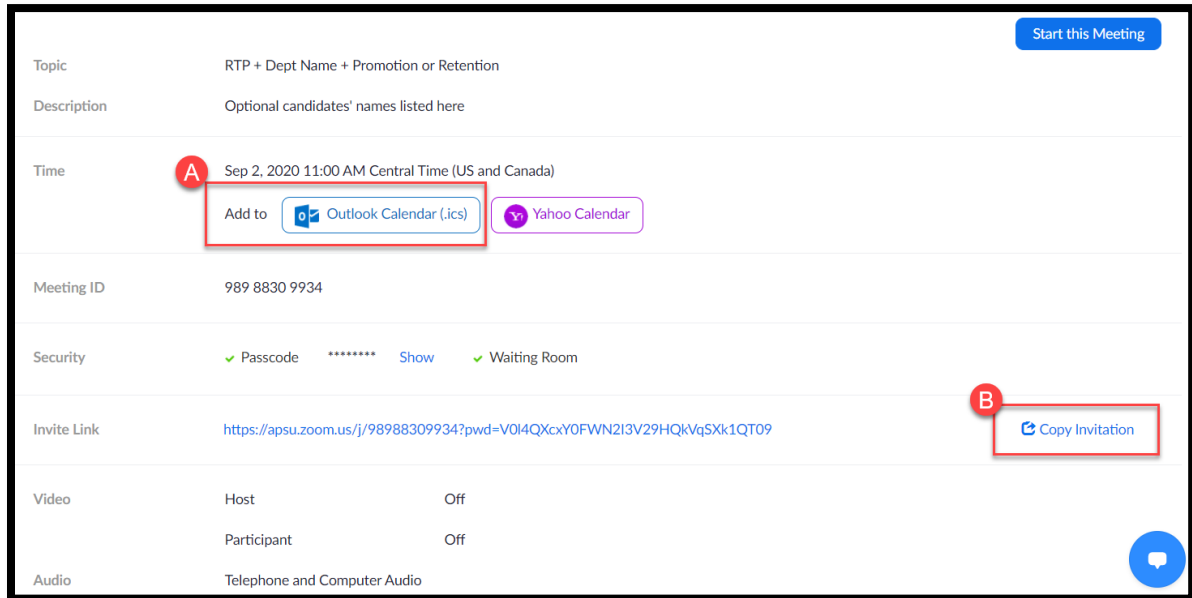
Meeting Options  Allow participants to join anytime  
 Mute participants upon entry   
 Breakout Room pre-assign  
 Automatically record meeting  
 Approve or block entry for users from specific countries/regions

Alternative Hosts

## Sharing Meeting Information

After saving, you will see the confirmed meeting information. From this page, you can:

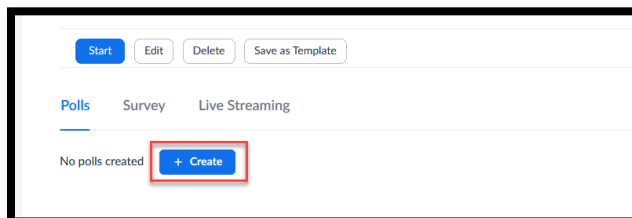
- Use the “Add to Outlook Calendar” option to open an Outlook meeting appointment.
- Use “Copy Invitation” to copy the meeting information and paste it into an Outlook meeting invitation.



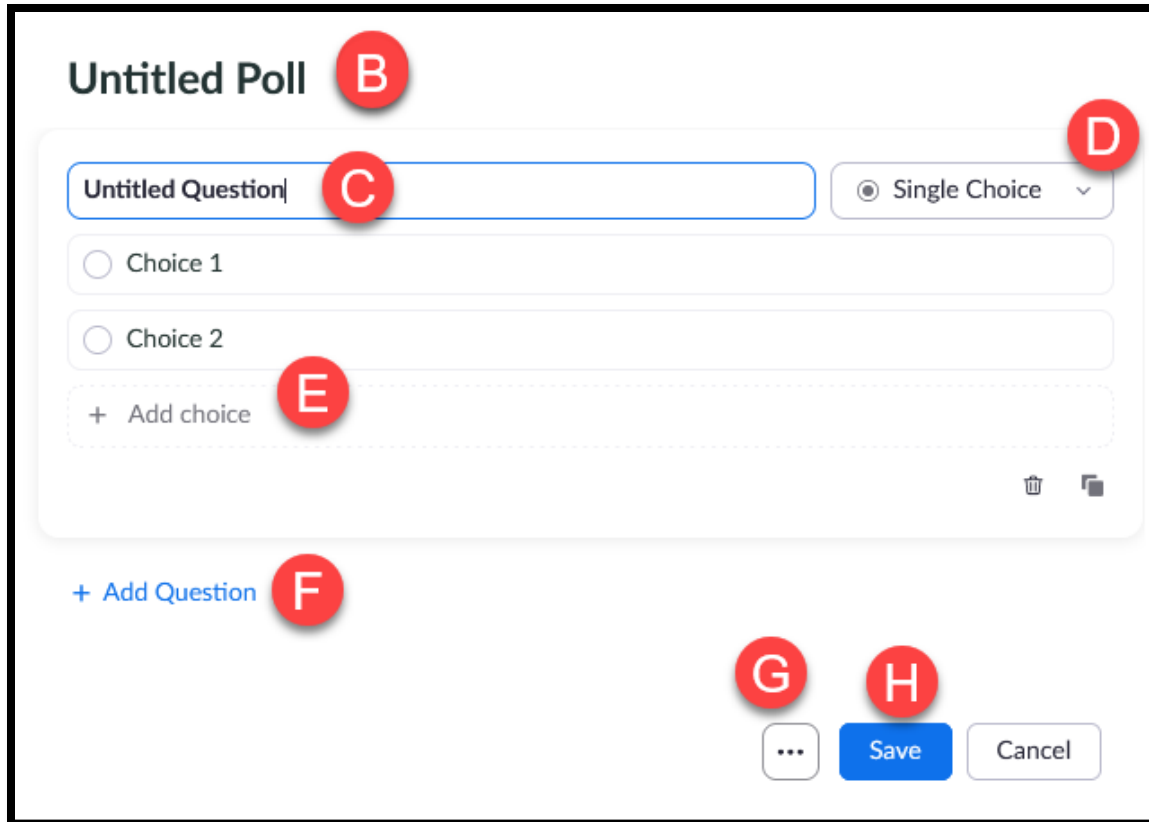
## Adding Polls

The host must create the polls. It is recommended you do this in advance following the steps below. The host or a co-host can start a poll, but only meeting attendees can respond to polls. The host and co-hosts can not respond to the poll.

- Scroll to the bottom of the page and select “+ Create” under Polls.



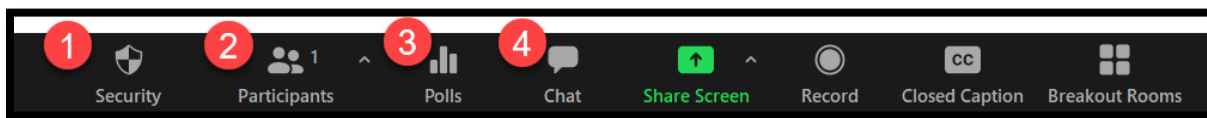
- Select “Untitled Poll” and give your poll a name so that you know which poll to launch during the meeting
- Select “Untitled Question” to enter your question text.
- Use the drop down to select between Single Choice and Multiple Choice question type.
- In the choices area, add the options for your question. You can select “+ Add Choice” to add more options.
- Select “+ Add Question” to add more questions to your poll.
- If you would like your poll responses to be anonymous, select the ellipsis button (...) and check “Allow participants to answer questions anonymously.”
- When you are done, select “Save.”



You can select “+ Create” again to add additional polls to an individual meeting. There is a limit of 25 polls per meeting. This applies to recurring meetings as well, 25 polls across all recurrences not 25 polls per recurrence.

## Host/Co-Host In-Meeting Controls

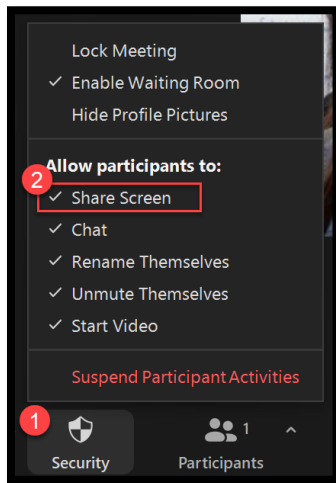
A complete resource for [host and co-host in-meeting controls](#) is available on the Zoom website. Below are some special considerations.



### 1. Security

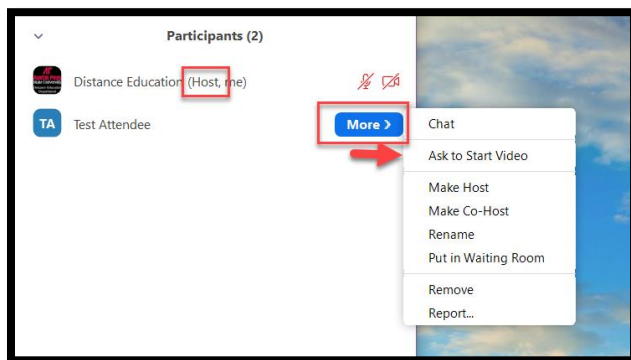
- a. Use the “Security” button to help manage your meeting security and participants’ permissions. This includes locking the meeting, enabling/disabling the waiting room, hiding profile pictures, suspending activity, ejecting participants, etc.
- b. The meeting can be locked to keep people from joining. Please note, this will impact people that are supposed to be in the meeting as well including those that were in the meeting and were kicked out due to tech issues.

- c. Your meeting may default to where participants cannot share their screen. If you want to change this, check “Share Screen” any time during the meeting.



## 2. Participants

From the Participants list, you can see who is the host, co-hosts if applicable, and participants. Hover over a participant’s name and select “More” to open additional settings. “More” settings include making someone the host (you will lose host privileges), co-host, renaming them, put them in a waiting room, remove them, or report them.



If “Waiting Room” was enabled during meeting set up. Meeting participants will be filtered into the waiting room for your admittance. Use this time as a “staging area” to prepare the meeting before you allow in attendees. Anyone you listed as an Alternative Host will come into the meeting as a co-host as long as they are logged into their APSU Zoom account when joining the meeting. If you are new to waiting rooms, review this resource on [Using Waiting Rooms](#).

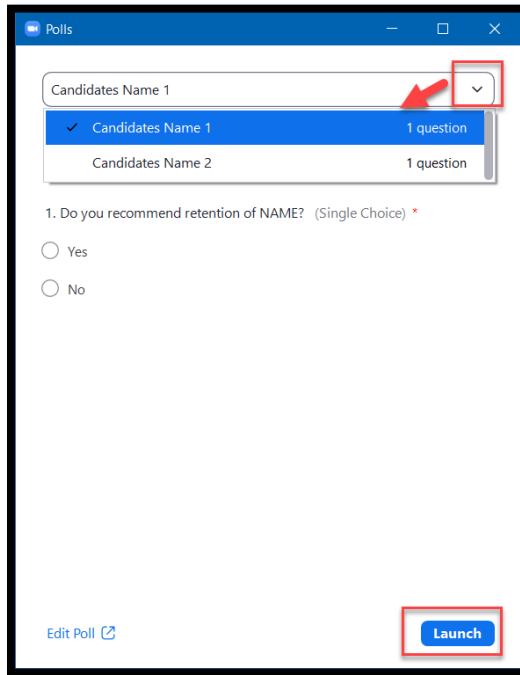
## 3. Polls

The host and co-hosts can launch polls but only attendees can vote. The **host must** be logged into their APSU Zoom account **and** use the Zoom desktop app to see the Poll button. Attendees that join from their browser can participate in polling; however, it is recommended that they still join with the Zoom desktop or mobile app and use their APSU Zoom account for the best overall experience. To launch a poll:

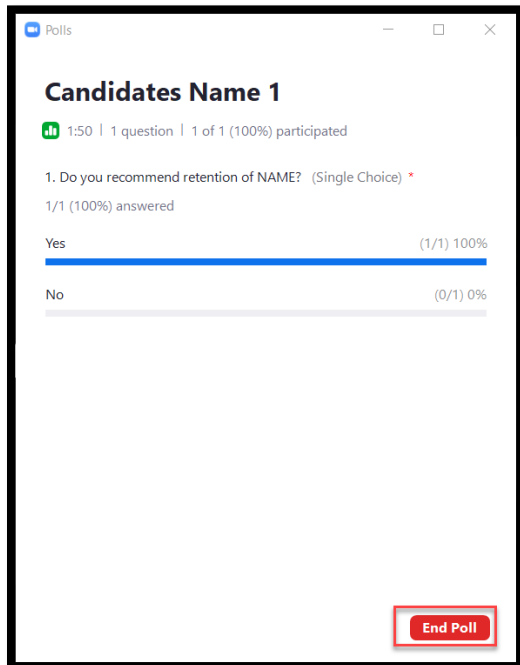
- a. Select the Polls button on the Zoom menu bar



- b. Use the down arrow button to open a list of available polls and select “Launch Polling.”

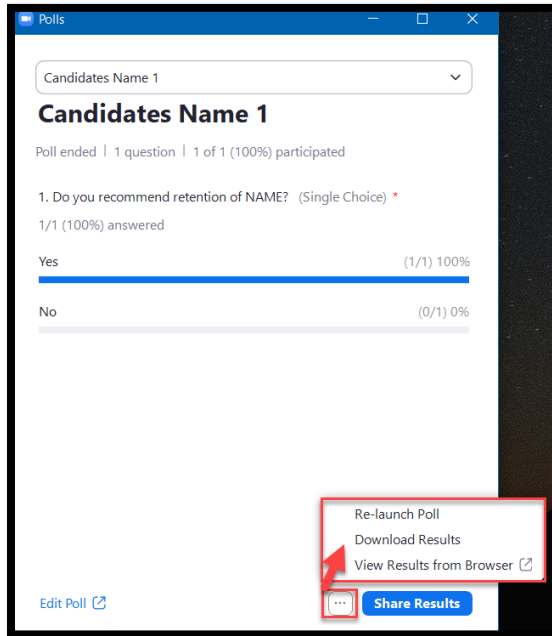


- c. The poll will be sent out to the meeting attendees. As votes come in, the votes will tally and it shows how long the poll has been open. This information is only viewable to the host/co-hosts at this time. Select “End Polling” once everyone has voted.

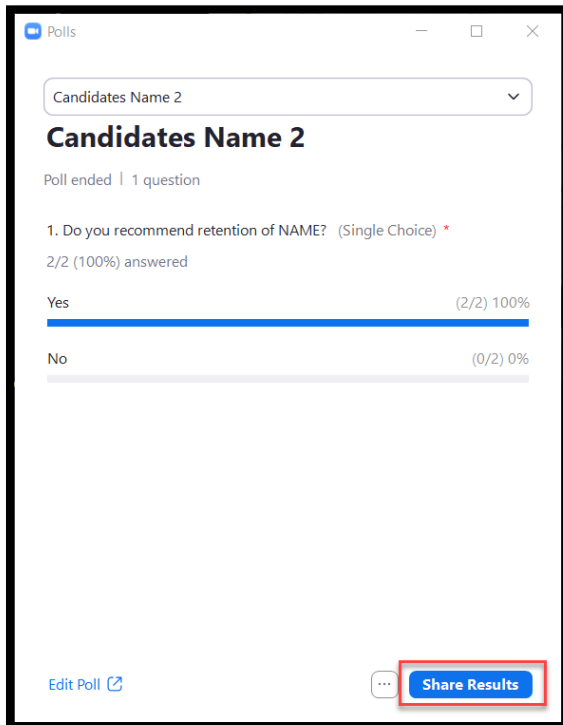


- d. The host will then see a screen with the poll results. Select the ellipsis “...” button for more options:

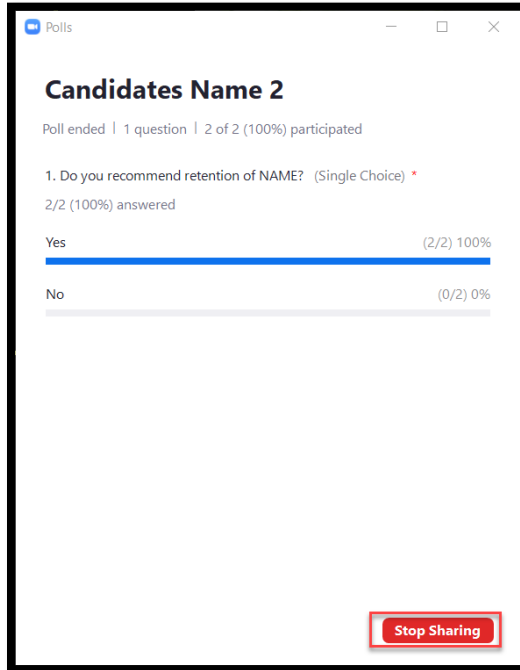
- Re-launch Poll – this will re-launch the poll and permanently delete the previous poll results.
- Download Results – downloads the poll results as an Excel file, a poll report can also be run after the meeting ends.
- View Results from Browser - opens the visual poll results in a browser.



- e. The host can also “Share Results” out to the meeting attendees.



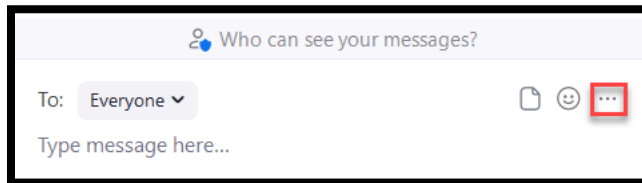
- f. If the results are shared, select “Stop Sharing” when done.



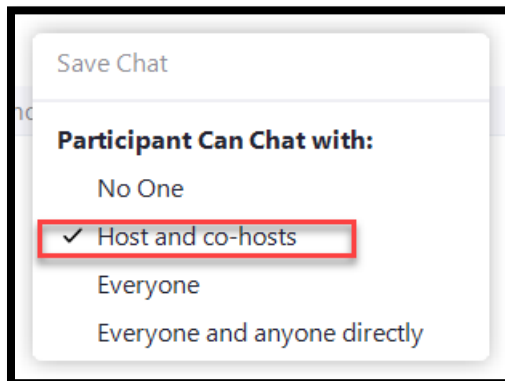
#### 4. Chat

The host can determine who attendees have permission to chat with during the meeting.

- a. Open Chat and then select the ellipses button (...).



- b. Review the choices (No One, Host and co-hosts, Everyone, and Everyone and anyone directly) and make a selection if desired.



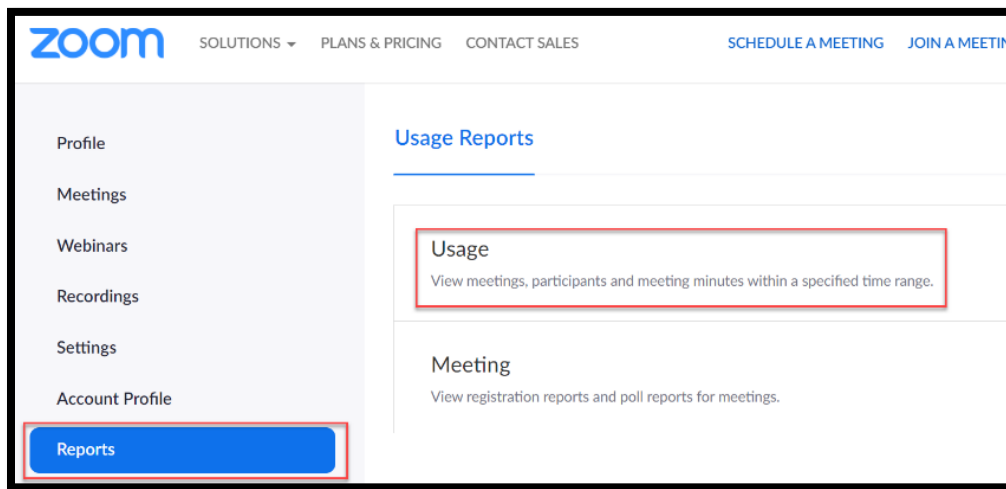
## Reports

After the meeting, the host that scheduled the meeting can access reports on the meeting. It may take 5 minutes for reports to be available.

### Usage Report

The usage report allows you to see your meetings, participants, and duration. Use this report to get a list of attendees.

1. Log into APSU Zoom at <https://apsu.zoom.us>
2. Select “Reports” and then “Usage”



3. Use the search feature if necessary to find the meeting. Here you can view the meeting information and “Export as CSV file” if desired. To see the list of participants, select the number of participants under the Participants column.

From: 09/01/2020 To: 09/02/2020 [Search](#)

Maximum report duration: 1 Month

The report displays information for meetings that ended at least 15 minutes ago.

[Export as CSV File](#) [Toggle columns](#)

Topic	Meeting ID	User Name	User Email	Department	Group	Has Zoom Rooms?	Creation Time	Start Time	End Time	Duration (Minutes)	Participants	Source
Zoom Security Review Training	98522082790	Distance Education	online@apsu.edu	Distance Education		No	08/06/2020 10:07:27 AM	09/01/2020 10:45:23 AM	09/01/2020 12:00:38 PM	76	11	Zoom

- Here you can adjust the report (“Show unique users”) and adjust the export (“Export with meeting data”). You can review the report on screen or “Export” it.

Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
Distance Education	online@apsu.edu	09/01/2020 11:24:40 PM	09/02/2020 12:10:44 AM	47
moto g stylus		09/01/2020 11:42:35 PM	09/01/2020 11:44:03 PM	2
Test Attendee (moto g stylus)		09/01/2020 11:44:03 PM	09/02/2020 12:10:43 AM	27

- If you export it, you can open the report in Excel.

	A	B	C	D	E
1	Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)
2	Distance Education	online@apsu.edu	3/13/2020 10:08	3/13/2020 10:12	5
3	moto g stylus		3/13/2020 10:11	3/13/2020 10:12	2
4	Test Attendee (moto g stylus)				

## Meeting Report

Use the meeting report to view registrations and polls. For registration information, you must have required registration when scheduling the meeting. If you are just looking for a list of meeting attendees, please see Usage Report above.

The steps below are specifically to obtain poll information since this can be tricky.

- Log into APSU Zoom at <https://apsu.zoom.us>
- Select “Reports”
- Select “Meeting”

4. Check the bubble next to “Poll Report.” **You must select “Search” after selecting “Poll Report” even if you do not adjust the date range.**
5. Adjust the date range as needed. **You must select “Search” after selecting “Poll Report” even if you do not adjust the date range.**
6. Select “Generate” next to the appropriate meeting

**Meeting Report** Report Queue

Report Type:  Registration Report  Poll Report

Search by time range: From: 08/31/2020 To: 09/02/2020 **Search**

Maximum report duration: 1 Month

<input type="checkbox"/>	Scheduled Time	Start Time	Topic	Meeting ID	Attendees	
<input type="checkbox"/>		09/01/2020 11:24:40 PM	Distance Education's Personal Meeting Room	931 221 6625	2	<a href="#">Generate</a>
<input type="checkbox"/>		08/31/2020 09:44:20 PM	Distance Education's Personal Meeting Room	931 221 6625	3	<a href="#">Generate</a>
<input type="checkbox"/>	08/31/2020 01:00:00 PM	08/31/2020 01:29:43 PM	RTP Test	964 3476 7875	2	<b>6</b> <a href="#">Generate</a>
<input type="checkbox"/>		08/31/2020 01:17:40 PM	Distance Education's Personal Meeting Room	931 221 6625	2	<a href="#">Generate</a>
<input type="checkbox"/>	08/31/2020 01:00:00 PM	08/31/2020 12:47:43 PM	RTP Test	964 3476 7875	9	<a href="#">Generate</a>

7. After the report processes, select “Download”

**Meeting Report** Report Queue

Include reports that failed to generate results

Report Type	Scheduled Time	Start Time	Topic	Meeting ID	Generate Time	
Poll Report	Aug 31, 2020 01:00:00 PM	Aug 31, 2020 01:29:43 PM	RTP Test	964 3476 7875	Sep 2, 2020 12:19:59 AM	<b>Download</b>
Poll Report	Aug 31, 2020 01:00:00 PM	Aug 31, 2020 12:47:43 PM	RTP Test	964 3476 7875	Aug 31, 2020 01:13:04 PM	<a href="#">Download</a>
Poll Report	Aug 31, 2020 01:00:00 PM	Aug 31, 2020 12:47:43 PM	RTP Test	964 3476 7875	Aug 31, 2020 01:10:39 PM	<a href="#">Download</a>
Poll Report		Aug 26, 2020 03:36:04 PM	Distance Education's Personal Meeting Room	931 221 6625	Aug 26, 2020 03:48:31 PM	<a href="#">Download</a>
Poll Report		Aug 26, 2020 03:36:04 PM	Distance Education's Personal Meeting Room	931 221 6625	Aug 26, 2020 03:47:27 PM	<a href="#">Download</a>

8. Then you can open the report in Excel

#	User Name	User Email	Submitted Date/Time		
1	Anonymous	Anonymous	8/31/2020 13:04	Do you recommend tenure for NAME?	Yes
2	Anonymous	Anonymous	8/31/2020 13:04	Do you recommend tenure for NAME?	No