



Zoom Support Guide

Thank you for volunteering to support the Osher Lifelong Learning Institute (OLLI) online events. Click on an item in the Table of Contents or use the Ctrl+F keyboard shortcut to find a specific term.

Access Zoom by visiting: <https://maine.zoom.us/>

Select “Sign in” at the bottom of the screen. You may be asked to enter your maine.edu account name and password.

Share [step-by-step support Tip Sheets](#) from the Maine Senior College website with students and instructors.

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Your Role as Zoom Support

Before Class

Always check that your UMaine account password and your Zoom application are up to date and active. UMaine passwords must be changed every 180 days. See our Faculty Information page on our [website](#) for detailed instructions.

Updating the Zoom App

On Desktop (Windows/Mac):

1. Open the Zoom desktop app
2. Click on your profile picture in the top right
3. Select "Check for Updates"
4. If an update is available, click "Update" and follow the prompts
5. Restart Zoom after the update completes

On Mobile (iOS/Android):

1. Open the App Store (iOS) or Google Play Store (Android)
2. Search for "Zoom"
3. If an update is available, tap "Update"

When you are matched with an OLLI instructor, connect with that instructor well in advance of the class date to determine how much support the instructor may need. Some instructors are more comfortable teaching online than others. Here is a list of questions you might want to ask:

- *Would you prefer to create the Zoom meeting?* Your instructor may ask that you create the meeting and then share the link with either just the instructor or the entire class. If sending to the entire class, we recommend sending the Zoom link

2 to 3 days prior to the start of class, and then again on the morning of the first class.

- *Will you be using a PowerPoint slide show or other visuals on your screen?* If the instructor is using a presentation, we encourage you to get a copy in advance of the class so you can share the slides in case the instructor has technical problems.
- *Will you be showing a video (full or portions of movies, YouTube videos, etc.)?* If yes, please ask the instructor to speak with an OLLI staff member so we can review copyright and streaming options. Be sure to get a copy of any links so you can share your screen if needed.
- *Do you plan on using breakout rooms, polling, or whiteboard apps?* It's best practice to create breakout rooms and polls prior to the start of class so they're ready when needed.
- *Are you planning to share any handouts with the class?* Handouts are generally sent to the class in advance, but sometimes students won't have the download available. It's nice to have a copy so you can send it to a student who may be asking.
- *Will you want the class recorded?* You will need to start the recording and send the recording link to your instructor after the session is complete.

During Class

Try to log in 15 minutes prior to the start of class so you can be available to troubleshoot questions from both the instructor and the students.

- Open any documents or video links related to the course so they are ready - even if you're not planning to share your screen, this is a great backup plan. Close out any applications you do not need open for the class.
- Watch the chat and your email inbox for students who are either unable to access the meeting or having trouble with their camera and microphone.
- You may need to share your screen for the instructor.

- Be ready to manage breakout rooms, video streaming, and other in-class activities.
- Don't forget to start the recording if the instructor requested it.

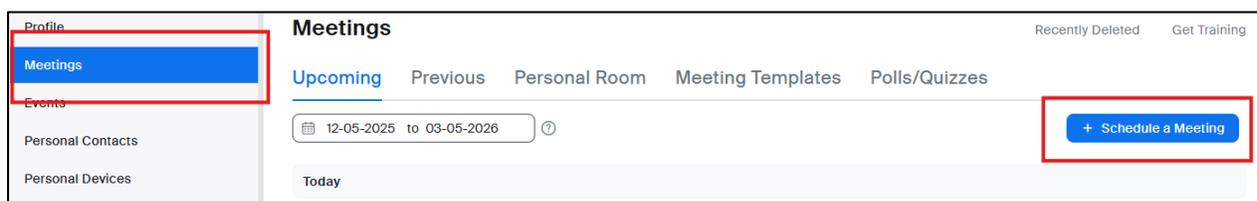
After Class

If you recorded the session, you should send the link to the instructor and/or the class participants.

Scheduling, sharing, and joining meetings

Scheduling a Meeting

1. In the left-hand menu, click **Meetings**. Here you will see a list of any meetings you may already have scheduled.
2. Click on **Schedule a Meeting** in the upper right.



3. Complete the fields.
 - a. Topic: Class name
 - b. Date: First day of class and start time
 - c. Duration: Length of a single class session
 - d. Time Zone: Eastern
 - e. Recurring Meeting: If this is a multiple-session class, click the checkbox for **Recurring meeting** and complete the fields that pop up. ****Double check you have the right dates and times.**
 - f. Invitees: Leave blank. Participants will receive the Zoom link in an email from either you or the instructor.
 - g. Registration: Not required (leave box empty)
 - h. Meeting ID: Generate Automatically
 - i. Whiteboard: You can add a Whiteboard if the instructor requested it.

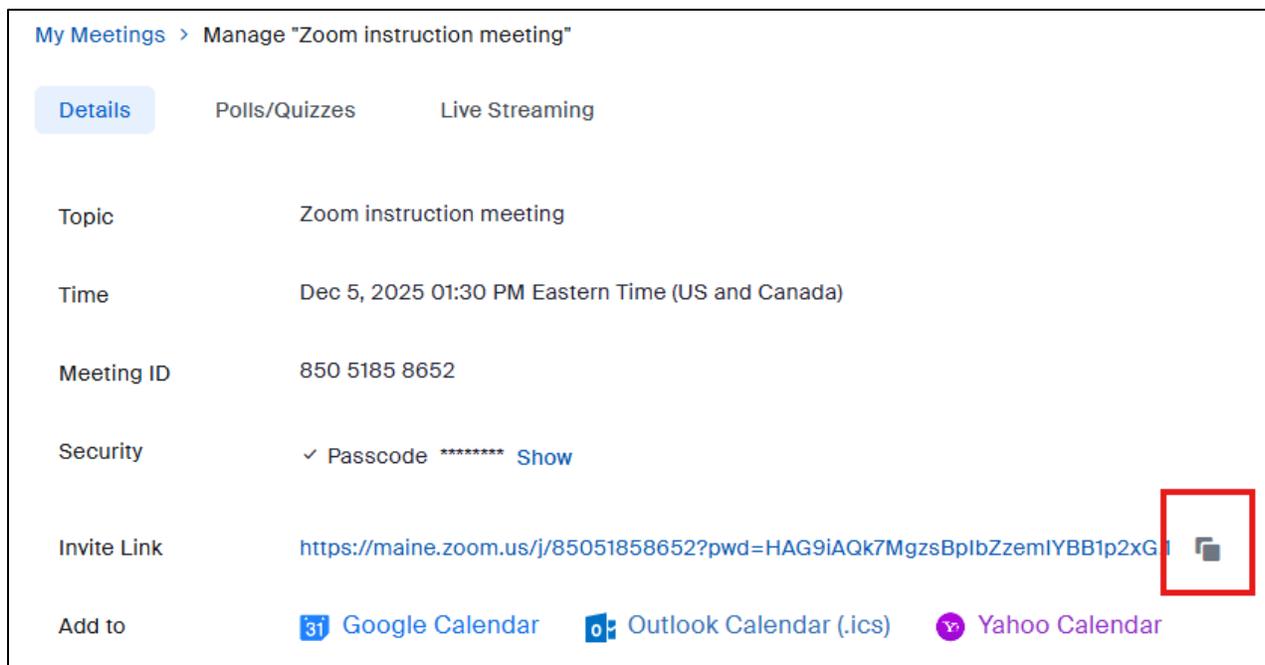
- i. Click on **Add a Whiteboard**.
 - ii. On the pop-up screen, click **New** in the upper right.
 - iii. Click **Add to Event** in the bottom right.
- j. Security:
 - i. Leave the Passcode checked.
 - ii. Do not use a Waiting Room or Require Authentication to join.
- k. AI companion is up to your instructor.
- l. Video and Audio: Default selections.
- m. Options:
 - i. Keep the “Allow participants to join anytime” box checked so late students can join in (this is the default).
 - ii. You may choose to Automatically Record Meeting. Be aware, this will start the recording when the meeting is opened, so any pre-class discussion will be recorded. Alternatively, you can select to Record during the meeting - see [Recording](#).
 - iii. Leave others blank.
- n. Alternative Host:
 - i. Enter your instructor’s maine.edu email address.
 - ii. Enter the email for an OLLI staff member
(robert.hyssong@maine.edu).
- o. Save
- p. Email the Zoom link to the list of participants. Your instructor will be able to share a link to the full participant list. (See Sharing a Meeting Link below.) We recommend sending the link up to one week prior to class and resending the day before class. Please cc Rob Hyssong (robert.hyssong@maine.edu) so the OLLI office also has the link.

If you need to edit a meeting you already created, you can do it from the Meetings page. Hover your mouse over the meeting title and you will see the Edit button appear.

Sharing a Meeting Link

To share a link to the Zoom meeting:

1. Log into your USM Zoom account.
2. Click on Meetings on the upper left-hand column and click on the title of the meeting you wish to share.
3. You will see “Invite Link” part way down the page with blue text next to it. Click the double (copy) box to the right to copy the link.



4. You can now paste the link into an email to anyone you wish to invite.

Starting a Meeting

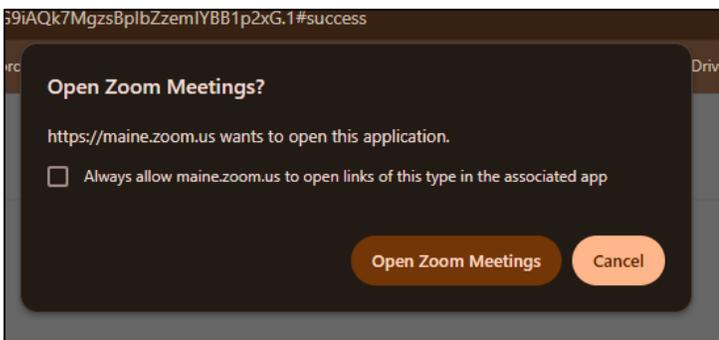
As the meeting host, you will need to start the meeting from the USM Zoom page.

1. From the maine.zoom.us webpage, click on **Meetings** in the left-hand column.
2. Hover your mouse over the meeting you need to start.
3. Click **Start**.
 - If you only see “Join” you are not logged into the account that created the meeting and are not a meeting host. If you have another Zoom account, log in with that.

- If your instructor created the meeting, the instructor will want to make you a co-host. This can be done when they created the meeting (see “Scheduling a Meeting” above) or it can be done during the meeting itself.
 1. Click the **Participants** button in the tool bar.
 2. Hover over the person’s name who needs to become a host.
 3. Click **More** and select **Make Host**.

Joining a Meeting

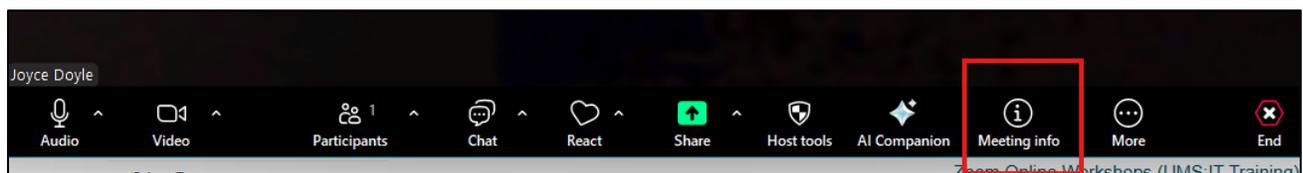
Participants can join the meeting by clicking on the link you shared with them. They may see a pop-up box asking to Open Zoom Meetings.



When you start Zoom, you may be asked if you would like to start AI Companion with the meeting. If your instructor wishes to have an AI summary, you can turn that on. Otherwise, click Close.

To share a link when already in the meeting or provide a student with a call-in phone number:

1. Click on Meeting Info in the bottom tool bar.



2. Copy the Invite link as directed above.
3. Scroll down to view the telephone numbers and Meeting ID. Anyone calling in to the meeting will need the Meeting ID.

Seeing Zoom Controls in the Meeting

Zoom defaults to hide controls. In order to see the buttons:

- On a desktop: wave your mouse over the Zoom screen.
- On a phone or tablet: tap the screen.

Microphones and Cameras

Turn a Microphone or Camera On/Off

Unless you set it otherwise, microphones will be automatically turned on when participants join Zoom. Once in the meeting and they confirmed their microphones are active, we suggest muting unless speaking to reduce background noise.

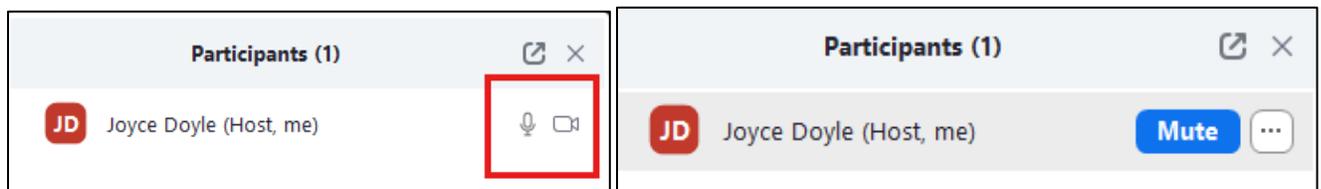
Participants can turn their own microphones and cameras on and off by clicking on the Audio or Video buttons in the bottom tool bar:



Alternatively, if their microphone is on mute, they can hold down the space bar to temporarily unmute.

To turn a participant's microphone on or off for them:

1. Click on Participants in the bottom tool bar. A window will pop up showing the list of current and invited participants.
2. Each participant will have 2 icons to the right of their name: a microphone and a camera. Hover over the icons and you will see an option to Mute the participant.

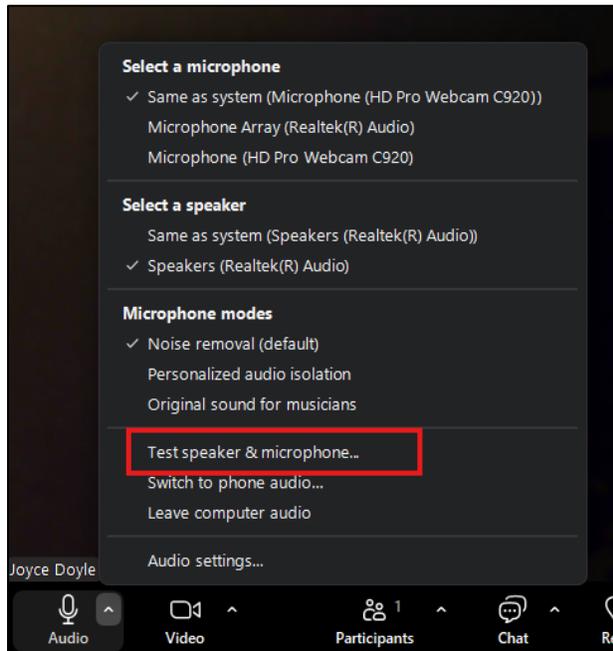


Trouble Shooting Audio

Testing speakers and microphones

Participants can test their speakers and microphone while in the meeting.

1. Click on the caret ^ to the right of the Audio button in the tool bar.



2. Click on Test speaker and microphone.

Switching to Phone Audio

If the test fails and the participant needs an alternative way to hear the class, they can call in via phone.

1. Click the “Switch to phone audio” directly below the Test in the menu. The phone numbers and meeting ID will be displayed.
2. The participant can call one of the numbers and enter the Meeting ID.
3. Once connected by phone, be sure to either:
 - Click the Computer Audio toggle in the audio options menu used above and “Leave computer audio” or
 - Mute the computer speakers.

Echoing and Feedback

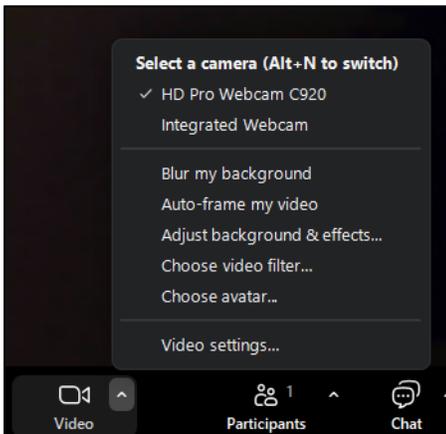
Echoing is usually the result of a participant who has more than 1 audio method open - a computer and a phone, or 2 computers logged into the meeting. If there are 2 people the same physical space taking part in the class on their own devices, they cannot both use the audio. To avoid echoing:

- Ask if anyone is using two methods and to turn off the sound and microphone on one of them.
- Ask everyone to remain muted unless speaking, and to re-mute when done.

Change Your Background

Zoom offers the ability to change the background and hide the space behind the participant.

Click the caret ^ to the right of the Video icon in the tool bar



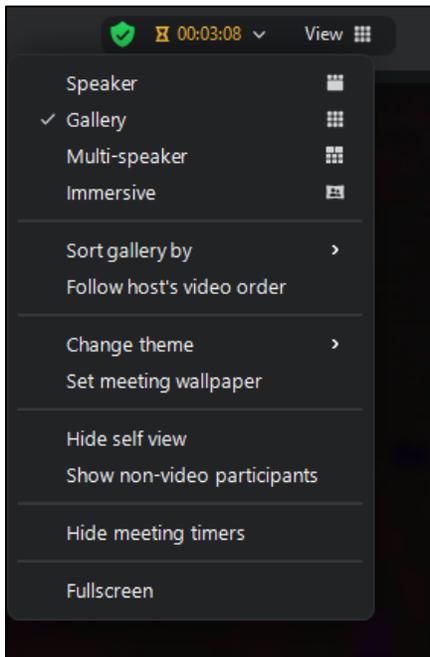
1. Here you can select to Blur the background or Adjust background effects to select a background picture or to turn an existing background effect off.

Participating in Class

Change Your Screen View

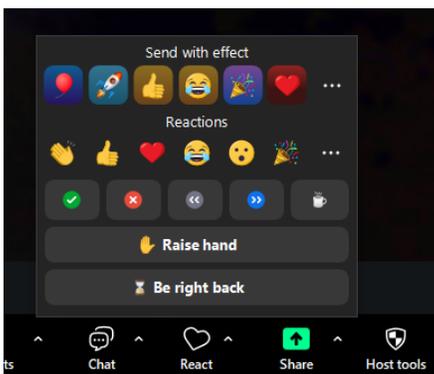
Each participant can choose to see the camera of whoever is speaking, or the cameras of all participants.

1. Click on View in the upper right corner.
2. Select the view you wish. Most common are Speaker or Gallery (all participants).



Raise Your Hand and Reactions

Participants can raise their hands and react to the content of the course. Click on **React** in the tool bar and select Raise Hand, or react with a thumbs up, clapping, a heart, etc. When a participant's hand is up, a button will appear toward the bottom of the screen so they can lower it again. (Users often get confused between the Raise Hand bar and the "clapping" icon.)



Chat

Remember you can direct message someone without sharing with the rest of the class so there is no distraction. Click on Chat in the bottom tool bar so the Chat window

appears. You can use the dropdown menu to select who to chat with, or you can chat the entire group.

Rename Participants

1. In the Participants list, hover over the person you wish to rename. You will see an option to Mute appear with an ellipsis (...) next to it.
2. Click the ellipsis and you will see an option to rename the person.



Participants can rename themselves following the same steps.

Closed Captioning

To activate Closed Captioning:

1. Click on **More** in the tool bar.
2. Click Captions.
3. You will now see a button labeled **Show Captions** in the tool bar. Click to activate Closed Captioning.

Sharing a Screen

Sharing

*When you share a screen, your view of the class participants will be minimized and set off to the side. If you wish to see more participants, expand that view by clicking on the double arrows in the upper right corner:

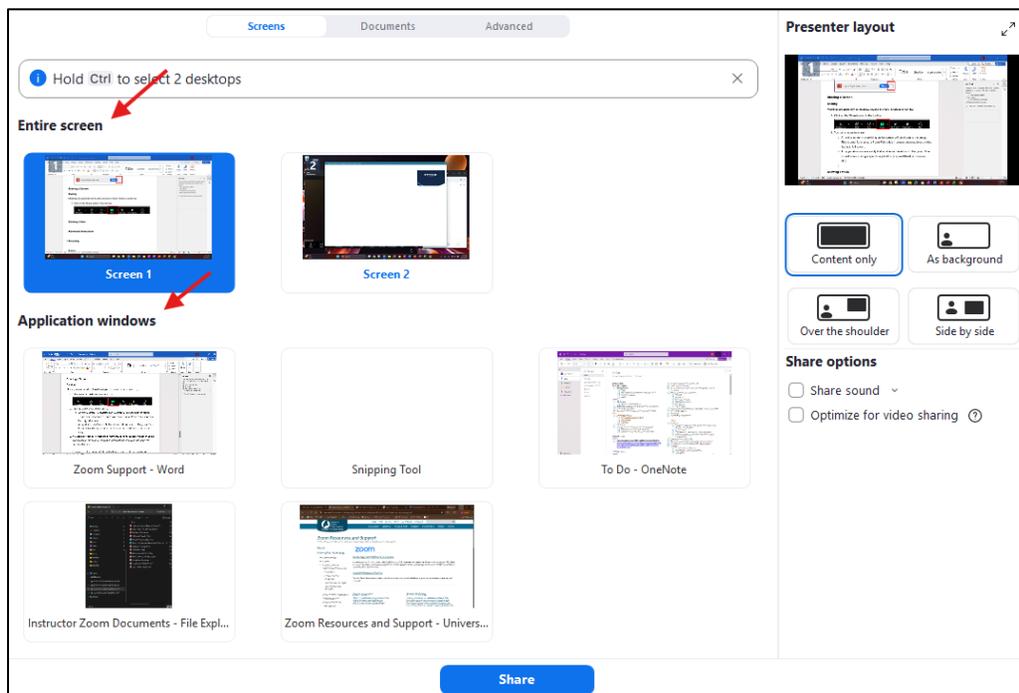


Meetings are generally set to allow anyone to share. To share a screen:

1. Click on the Share button in the tool bar

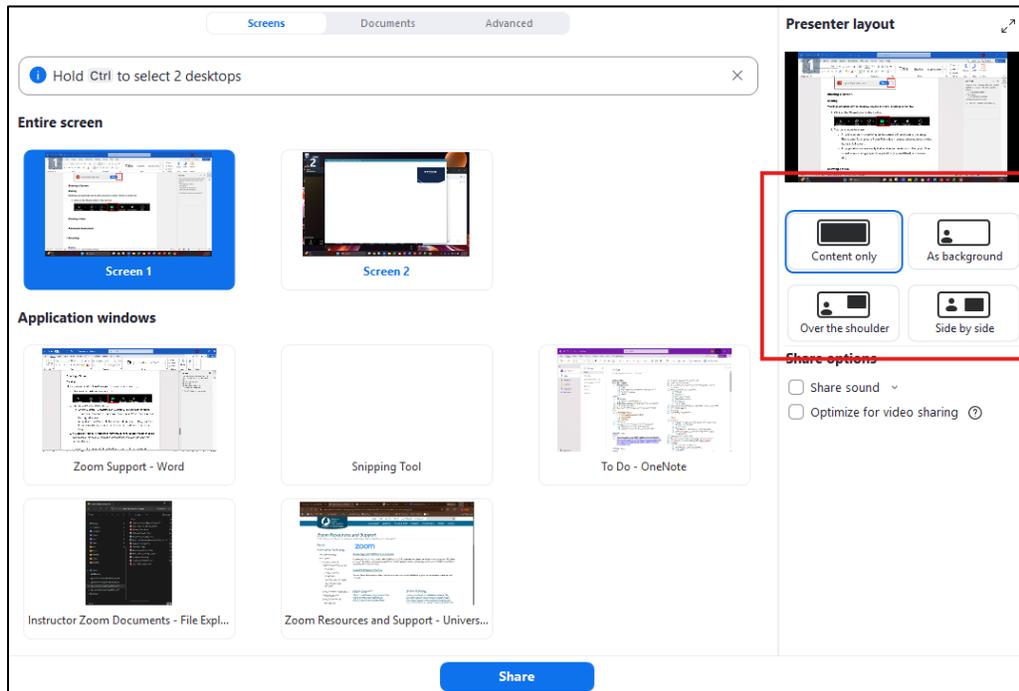


2. Click the content you wish to share. A blue box will appear around your selection.
 - a. **Entire screen** - Everything on the screen will be shown to the group. This is great for sharing a PowerPoint slide in presentation mode or a video that is on full screen. *Be aware anything you open will be seen by the group.
 - b. **Application windows** - Only the window you select will be shown to the group. This is best when sharing a specific application (a spreadsheet, a document, etc.) while you see other items on your own screen that are not shared.

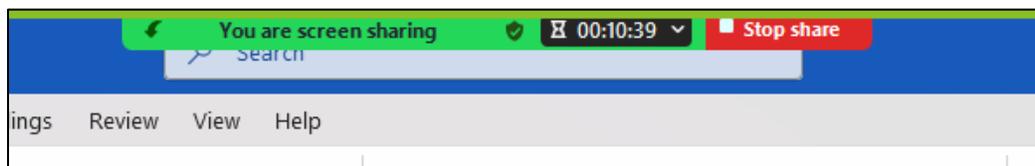


3. You can also choose to share the content only, to have the content appear as the background of the speaker, and other configurations by selecting them in the

right-hand column.



4. Click Share at the bottom of the screen.
5. The box around your shared content will be a bright green and you will have an option to **Stop share** at the top.



6. The view of the speaker and class will appear as a small pop-up box. You can adjust this box using the resize buttons.
7. If you lose your Zoom window, look for the Zoom icon in the computer task bar.

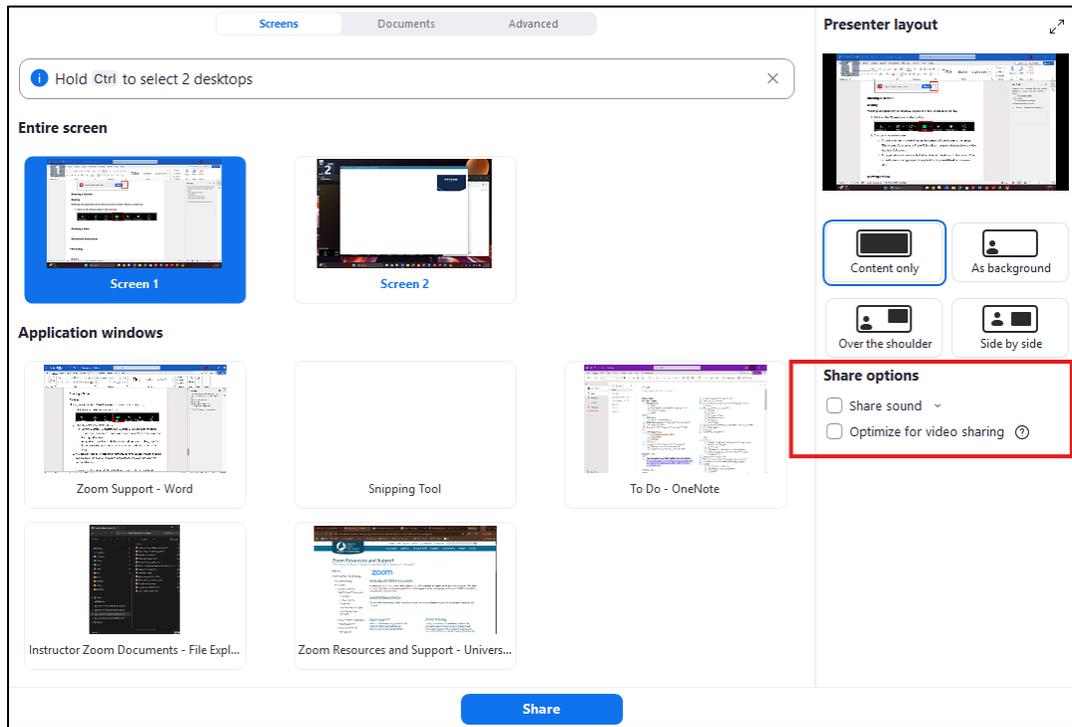


Showing a Video

If you are sharing a video:

1. Click on **Share** and select the screen or application you want to show.
2. Click on the **Share Sound** checkbox in the right-hand column.

3. Do not select to Optimize for video sharing - this will slow down streaming of the meeting.



Additional Tips

[Find some additional tips on sharing your screen during a Zoom class here.](#)

Advanced Instruction

Recording

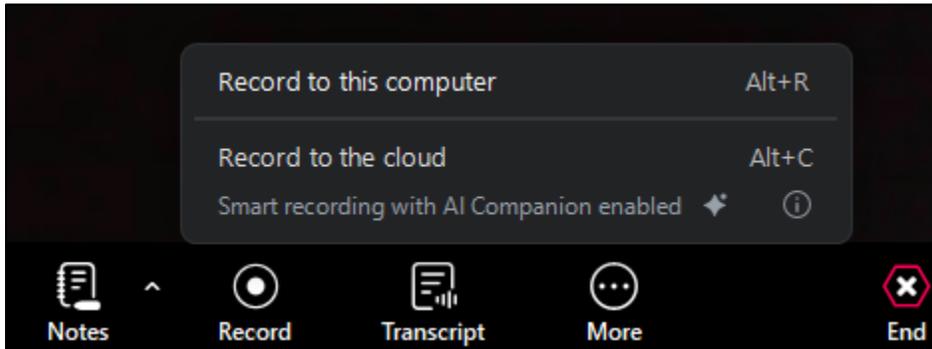
You can record your class and share it with students who may miss the session. We recommend:

- When you create your Zoom meeting, you can elect to automatically start recording for every class. However, be aware that the recording will start when the Zoom meeting is opened – which may mean 10 to 15 minutes of chatting before class begins.
- Be sure to pause recording during the class break, and restart recording when you return to session.

To start recording:

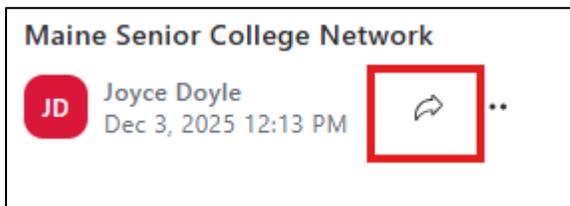
OLLI at USM

1. Announce to everyone in the meeting that you are going to start recording.
2. Click on the **Record** button in the bottom menu. (If you don't see it, click on the **More** button in the tool bar.)
3. Hover over **Record** in the menu and select **Record to the Cloud**.



To share the recording after class:

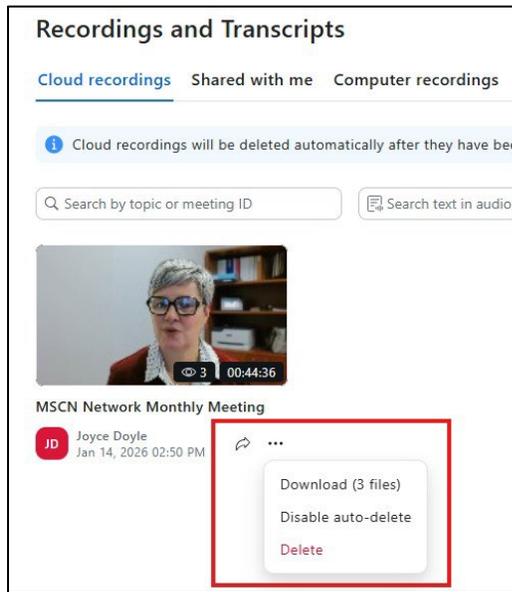
1. Log into your Zoom account.
2. Click on **Recordings & Transcripts** in the left-hand menu.
3. Look for the recording you want to share.
4. Click the arrow to share.



5. You can share with specific individuals, or you can select to share with **All meeting invitees**.
6. If you wish to include a message, add that in. And click **Add as viewers**.

Recordings automatically delete after 14 days. To keep your recording longer:

1. Click on the 3 dots to the right of the share button and select “Disable auto-delete.”



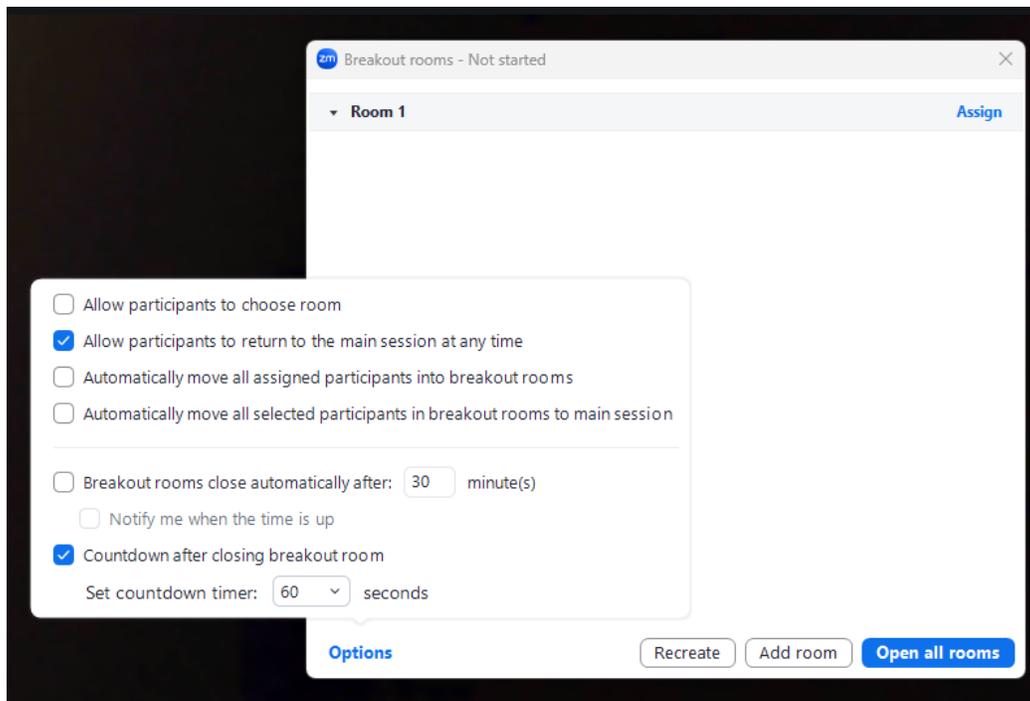
2. Be sure to return to your recording list after class is complete and delete any recordings you no longer need to store.

Breakout Rooms

You can send participants to their own workgroups by using Breakout Rooms.

1. Click on **Breakout Rooms** in the tool bar.
2. Enter how many rooms you want. For example, if you have 20 students and you want them in groups of 4, you will need 5 rooms.
3. Zoom will assign students automatically - or you can manually assign rooms or allow the students to select their own room.
4. Click **Create**.
 - a. You can move participants to different rooms as desired.
 - b. If you're unhappy with the combination of participants in each room you can **Recreate** them or **Add room** using the buttons on the bottom of the pop-up window.

- c. **Options** allows you to change the settings of your rooms, and set a timer to close out the rooms. You can still close the rooms any time manually.



5. Students will not go to the rooms until you **Open all rooms**.
- If you need to send a message to everyone while they're in their rooms, use the **Broadcast** button and the message will appear at the top of all participants' screens.
 - You can join different Breakout Rooms by clicking **Join** next to the room you want to attend.
 - To leave the Breakout Room without ending the meeting, click on **Leave Breakout Room**. You will be returned to the Main Session.
 - If someone doesn't go to their Breakout Room or joins class after the rooms are created, you will see them listed as Unassigned and will have an option to assign them or use the **Recreate** button. (If the rooms are already open and participants are in them, the **Recreate** button will not impact the rooms but will assign the newcomer to a room.)
6. When ready to bring everyone back to the Main Session, click on **Close All Breakout Rooms**. There will be a 60-second countdown before all rooms are closed and participants are sent back to the main Zoom meeting.

Polling

If the instructor wishes to poll the group, you will have to create the poll.

Prior to the Meeting

We recommend creating a poll prior to the meeting, if possible, to save time.

1. After you have created the meeting, go to the meeting in your account and click on **Polls/Quizzes**.



2. Click **Create**.
3. You can title the poll and add questions.
4. Click **Save** in the upper right; select **Save as a meeting poll**.

In the Meeting

1. Click on **Polls** in the menu bar.
2. If there is no poll already created, click **Create**. Or, select the poll you created in advance.
3. When ready to ask the participants to complete the poll, you can launch it by hovering over the poll name and clicking **Launch**.
4. The poll results will show on your screen.
5. When done, click **End poll**.
6. You can **Share results** and then **Stop sharing** if desired.
7. X out of the poll app when finished.

Whiteboard

Access **Whiteboards** in the tool bar menu. Whiteboards allow everyone in the meeting to draw or write just like it's chalkboard.

- If you created a Whiteboard when you set up the meeting, you can **open existing Whiteboards**.
- If you want to create a new one, select **New Whiteboard**.
- Please note: Whiteboards will not be available after class unless the participant has a maine.edu account.

iPhone and iPad Users

Zoom tools and screens appear differently on phones or tablets. Students asking for help may see tools in different places. Be sure to review the following before class:

[iPad User Guide to Zoom](#)

[iPhone User Guide to Zoom](#)

Online support

[Zoom Support online](#)

Shortcuts

These shortcuts are available to help you move rapidly around Zoom.

Meeting

Ctrl+Alt+Shift: Change focus to Zoom

Meeting controls (on top when sharing screen)

PageUp: View the previous page of video participants in gallery view

PageDown: View the next page of video participants in gallery view

Alt: Toggle the option Always show meeting controls in General settings

Alt+F1: Switch to Speaker view

Alt+F2: Switch to Gallery view

Alt+F4: Close the current window

Alt+V: Start/stop video

Alt+A: Mute/unmute audio

Alt+M: Mute/unmute audio for everyone except host (for host only)

Alt+S: Open share screen window or stop screen share if already sharing

Note: This will only work when meeting control toolbar has focus.

Alt+Shift+S: Show/hide windows and applications available to share

Note: This will only work when meeting control toolbar has focus.

Alt+T: Pause or resume screen share

Note: This will only work when meeting control toolbar has focus.

Alt+R: Start/stop local recording

Alt+C: Start/stop cloud recording

Alt+P: Pause/resume recording

Alt+N: Switch camera

Alt+F: Enter or exit full screen mode

Alt+H: Show/hide in-meeting chat panel

Alt+U: Show/hide participants panel

Alt+i: Open invite window

Alt+Shift+i: Copy invitation link

Alt+Y: Raise/lower hand

Alt+Q: Display prompt to end or leave meeting

Alt+Shift+R: Begin remote control

Alt+Shift+G: Revoke/give up remote control permission

Ctrl+2: Read active speaker name

Ctrl+Alt+Shift+H: Show/hide floating meeting controls

Ctrl++: Increase chat display size

Ctrl+-: Decrease chat display size

Team Chat

Alt+Shift+T: Screenshot

Ctrl+W: Hide current chat session

Ctrl+Up: Go to previous chat

Ctrl+Down: Go to next chat

Alt+Left: Back in chat history

Alt+Right: Forward in chat history

Ctrl+N: Start a new chat

Ctrl+L: Focus to list of all chats and channels

Ctrl+U: Focus keyboard to latest message in current group chat or channel

Ctrl+Alt+i: Add member to current group chat or channel

Alt+N: Jump to start of new messages in the current group chat or channel

Ctrl+K: Insert a hyperlink

Note: There are also additional [shortcuts for editing chat messages](#).

Phone

Ctrl+P: [Call highlighted phone number](#)

Ctrl+Shift+A: Accept inbound call

Ctrl+Shift+E: End current call

Ctrl+Shift+D: Decline inbound call

Ctrl+Shift+M: Mute/unmute call

Ctrl+Shift+H: Hold/unhold call

Ctrl+Shift+T: Transfer call

General

Alt+F4: Close current window

Ctrl+F: Search

F6: Navigate among Zoom popup windows.

Ctrl + Tab: Switch to next product tab.

Ctrl + Shift + Tab: Switch to previous product tab.

Ctrl + 1-8: Switch to the specified product tab.

Ctrl + 9: Switch to the last product tab.

Alt+L: Switch between Portrait and Landscape views

Ctrl+Alt+Shift+D: Start network diagnostic