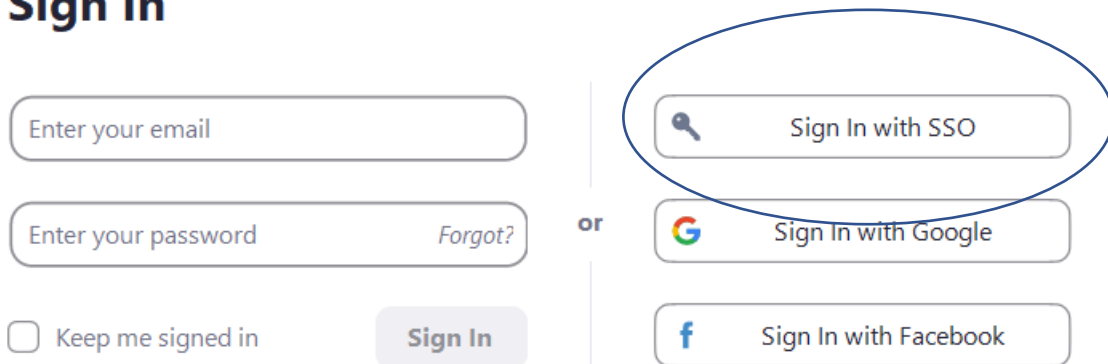


Student Zoom Information

1. Sign up and activate your Rutgers Zoom account using the link on this page:
<https://it.rutgers.edu/zoom/>
2. Download and install the appropriate Zoom client for your device from the Zoom downloads page:
<https://zoom.us/download>
*You can use Zoom without downloading and installing the client, but it is recommended that you use the client.
3. Once the install is finished, you can sign in through the client using the Sign in with SSO option:

Sign In



The screenshot shows the Zoom Sign In interface. On the left, there are two input fields: "Enter your email" and "Enter your password" (with a "Forgot?" link). Below these is a checkbox for "Keep me signed in" and a "Sign In" button. On the right, separated by a vertical line and the word "or", are three social sign-in buttons: "Sign In with SSO" (with a key icon), "Sign In with Google" (with the Google logo), and "Sign In with Facebook" (with the Facebook logo). The "Sign In with SSO" button is circled in blue.

The Sign in with SSO option should be Rutgers.zoom.us and then press continue

Sign In with SSO



The screenshot shows the Zoom Sign In with SSO interface. A large input field contains the text "rutgers" followed by ".zoom.us". Below the input field, there is a link that says "I do not know the company domain" and a blue "Continue" button.

You will then be prompted for your NetID and NetID password.

Once you login to the client, there is a gear on the top right that allows you to get to the settings area where you can adjust your video and audio settings, as well as your

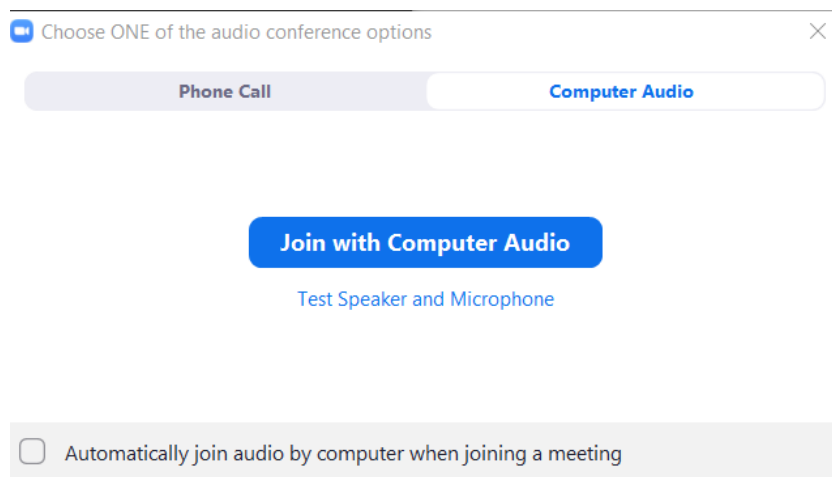
background and filters. Those settings can also be adjusted while in a meeting as described below.

4. Next, sign out of the client and use the link below to Test your settings and to test that the client is working properly with your browser. You can do that using the Zoom test meeting site:

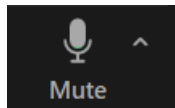
<https://zoom.us/test>

*Please note that you may need to install a plugin depending on the browser being used

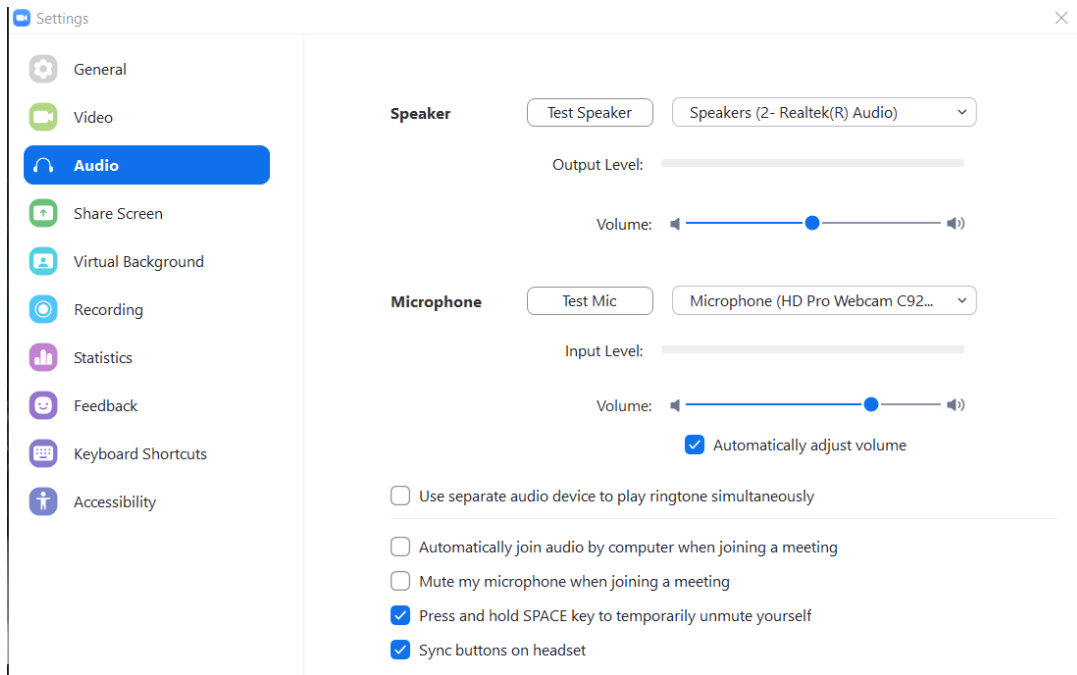
5. When joining a meeting, you have the option of using computer audio or through the phone. You can also test your speaker and microphone from that page:



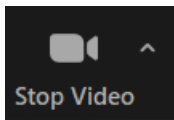
6. You should mute your microphone when connected to class sessions and unmute when you need to speak. To mute your microphone, click on the microphone icon on the toolbar:



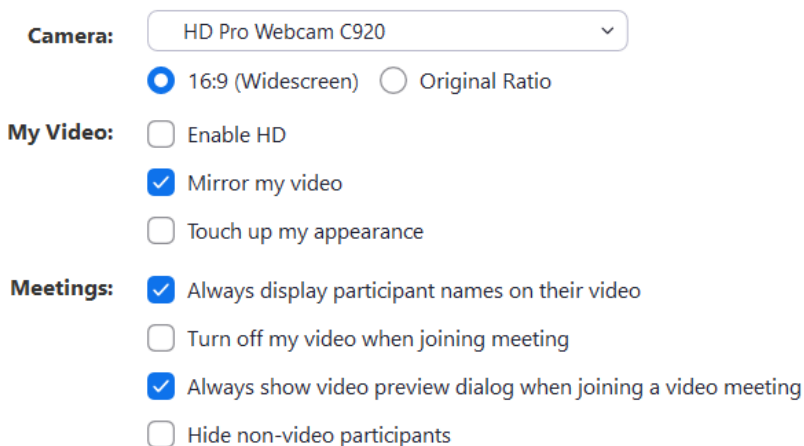
You can also use the up arrow to get to the audio settings.



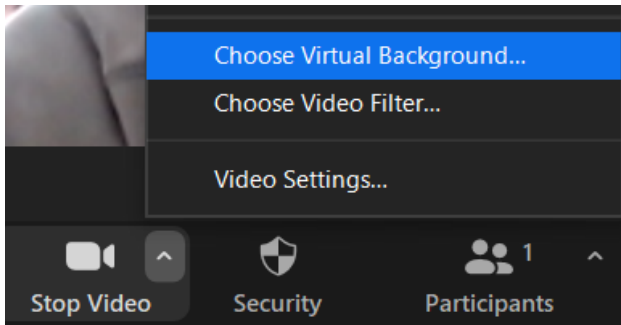
You also have the ability to turn your webcam on or off using the Stop/Start video icon:



You can use the up arrow to adjust video settings.



The video option also allows you to set a virtual background:



7. Login to your Rutgers Zoom account and update your profile picture using the configure your account link (optional):

Login using this link: <https://rutgers.zoom.us/>



On the top left, select profile and use the Change link under your default profile picture and then then upload your picture.

Troubleshooting

1. If you have audio problems that prevent you from hearing the host, or if you need to participate in the meeting and your microphone is not working properly, please use the dial in number and call into the meeting on your phone.
2. If you continue to have microphone problems and you are using Windows 10, please check your microphone and/or webcam privacy settings. You can access these settings by searching for privacy settings, or by going to **Start > Settings > Privacy >** and then camera or microphone and make sure you are allowing apps to access these devices via the toggle switch for each respective device.
3. If you continue to have problems with Zoom, please try using a different browser. You can also check this page for additional guidance: <https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

Using Zoom on Mobile Devices

If you will be using a smartphone or tablet, go to the app store for your specific device and install the Zoom App. For more information on installing and using Zoom with mobile devices, please see these links:

iPhone:

<https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>

Android:

<https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

After installing the app on your mobile device, Test Zoom on your device using the Zoom test meeting site: <https://zoom.us/test>

You can find additional information about Zoom at Rutgers here:

<https://it.rutgers.edu/zoom/>

If you need further help, please contact us at help@ejb.rutgers.edu