Tech Talk

Zoom 101 FAQs

Table of Contents

Frequently Asked Questions

Getting Started

Are there different types of Zoom accounts?

Yes, there are 2 types of accounts: Academic Zoom accounts and HIPAA compliant Zoom accounts. Most individuals have Academic Zoom accounts. They are often used by faculty and staff to hold meetings and teach classes.

HIPAA compliant accounts are assigned on a request-basis. This type of account is used for any online meetings where personal health information (PHI) needs to be protected. They are often used for telehealth visits as well as some classes. Additional security is also applied to meetings created by HIPAA compliant accounts. You can find more information here. To request a HIPAA compliant account, please submit your request to the help desk at help@miami.edu or at 305-284-6565.

You can only have one type of Zoom account. If you switch to a different type of Zoom account, your Zoom history will be erased, including previous meetings and recordings.

How do I update my Zoom desktop client?

Zoom updates their software regularly. You can check for updates by launching and signing into your Zoom Desktop. Once logged in, click your profile picture or initials in the upper right corner of the window, and then click **Check for Updates**. If there is a newer version available, Zoom will prompt you to download and install it.

What is the difference between a Zoom meeting and a Zoom webinar?

Meetings are designed to be a collaborative event with all participants being able to screen share, turn on their video and audio, and see who else is in attendance. Anyone with a Zoom account can create a Zoom meeting. By default, a meeting created with a UM Zoom account can have up to 300 participants.

Webinars are designed so that the host and any designated panelists can share their video, audio, and screen. A webinar can have more than 300 participants. Webinars allow view-only attendees and are often used for large events like town halls or lectures. Participants can interact via Q&A, Chat, and answering polling questions if allowed by the host. The host can also unmute the attendees. To schedule a webinar, visit it.miami.edu/zmw click Submit your request for Zoom meeting/webinar to fill out the request form.

You can find more information on Zoom meetings vs. webinar here.

Scheduling and Joining a Meeting

Is there a difference between scheduling the meeting using the Zoom web portal and the Zoom desktop client?

The Zoom desktop client syncs your scheduling settings from the Zoom web portal to minimize scheduling differences. However, there are a few small differences when scheduling meetings on the Zoom web portal and the Zoom Desktop Client.

The following features are only accessible when scheduling meetings using the Zoom web portal:
- Saving a meeting as a meeting template
- Adding a meeting description
- Requiring registration
- Assigning breakout rooms

When creating meetings on the Zoom Desktop client, it can auto-create a Zoom meeting invite in a certain calendar service, like Outlook. Once the meeting is created in the Desktop client, the specified service or application will open and display the meeting with the meeting information and join links. You can make any modifications to the email, add your meeting attendees, and send out the meeting invite.

What is the difference between joining a meeting with a meeting ID vs. joining via a Join link?

Joining a meeting with a meeting ID will prompt you for the meeting passcode. When joining a meeting via a join link, the passcode is embedded within the link. By clicking the join link you should be taken directly into the meeting.

Can you join more than one Zoom meeting at a time?

Yes, you can join multiple meetings simultaneously on your Desktop. To do so you will need to enable the "Join different meetings simultaneously on desktop" setting on the Zoom web portal. It can be found in the In Meeting (Basic) section of the Settings tab.

To join multiple meetings simultaneously, you can join the first meeting by:
- Clicking the Join button in the Zoom desktop client
- Clicking the join URL OR
- Navigating to https://zoom.us/join and entering the meeting ID.

For each additional meeting you want to join, you will need to use the join URL in your browser or manually enter the meeting/webinar ID on https://zoom.us/join, and the Zoom desktop client will automatically launch the additional meeting or webinar.

Additionally, you can join a meeting on the desktop client and another using the Zoom mobile device.

Note: You cannot host multiple meetings at the same time.

In-Meeting Features

Are chat conversations recorded?

In-meeting chat can be saved manually or automatically if allowed by the host. Auto-save chat will automatically save your in-meeting chat to your computer. Private messages between participants are not viewable by the host. You can find more information on saving manually saving your chat, auto-saving your chat, and accessing your saved in-meeting chats here.

Where can I find UM provided Zoom backgrounds?

You can find UM Zoom backgrounds here. Additionally, the Lowe Art Museum has a free collection backgrounds of some of the museum's popular artworks from their permanent collection.

Is there an option to prevent participants from chatting privately?

Yes, you can disable Private chat within your Zoom settings. Log in to zoom.miami.edu, click Settings, deselect the toggle next to Private chat under In Meeting (Basic).

Where can I learn more about automatic live transcription?

Zoom recently launched the automatic Live Transcription feature. When enabled by the host, this feature allows participants to read all spoken conversation as captions or a full transcript. To learn more about enabling and using the Live Transcription feature please review the documentation here or visit or Zoom service page at it.miami.edu/zoom.

Additional Features

Can you record a meeting both to the Zoom cloud and to your computer?

Unfortunately, no. You can only record in one location – to the Zoom cloud or locally to your computer. If you choose to record the meeting to the Zoom cloud, the recording can be found in the Recordings section of your account on the Zoom web portal. When recording locally, the meeting's video and audio will be recorded to specific folder on your computer. Zoom will tell you where the files are stored.

How can I share my Zoom recording?

You can share a Zoom recording multiple ways. Cloud recordings can be shared via the recording availability email the host receives or from the Recordings section of the web portal.

When a cloud recording is available, Zoom will send the host an email informing them of the availability and links for viewing the recording. One link is meant only for the host to use and the second link is meant to be shared with your meeting attendees. Copy the second link for meeting attendees and paste it in an email, IM, or your desired sharing method.

Alternatively, you can access your cloud recordings in the Recordings section of the Zoom web portal. Click the **Share** button to the right of the recording you wish to share. If needed, adjust the sharing settings in the window that appears. Click **Copy Sharing Information** in the bottom of the window. Paste the copied information into an email, IM, or your desired sharing method and send it to appropriate individuals.

Local recordings can be uploaded to a third-party video streaming service like Microsoft Stream and then shared from there.

Can you correct the live meeting transcription if it's incorrect?

Yes, you can edit a live meeting transcription. To access the transcript after a meeting, locate the desired meeting recording in the Recordings tab of the web portal and click the Closed Caption file that appears. The transcript will download as a .vtt file. You should be able to open the .vtt file in any text editor program you have like Notepad on a PC or TextEdit on a Mac. Once open, you can make the necessary edits to the transcript. When done, save your changes and you can include them when uploading your recording to a video service like Microsoft Stream.

Is there an attentiveness score feature in Zoom?

As of April 2, 2020, Zoom removed the attendee attention tracker. For more background on this change, please see a note from their CEO, Eric S. Yuan.

Can I use or connect third party apps with Zoom like Calendly?

At this time, only integrations created by Zoom or services the University has a contract or Business Associate Agreement (BAA) with can be enabled. We recommend using Microsoft FindTime as an alternative to Calendly. FindTime has similar functionality and is covered by the University's license with Microsoft.