

Zoom Best Practices

1. **Download and/or Update Zoom Client Application**

All contributing participants should download or update the Zoom application to latest version onto their devices. It is recommended to join the meeting through the application rather than the browser to limit technical issues as the browser has limited functionality.

a) If you do not have the Zoom application, click the link below to download:

<https://zoom.us/download>

b) If you have the application already downloaded to your computer but need to update the app to the most recent version, click the link below for further instructions:

https://uoft.service-now.com/utm_iits?sys_kb_id=9ee3c3c5db411c100b6d735a8c961974&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=a8d84b3d1b9bd854942754a51a4bcfdc

2. **Log into Zoom account before joining webinar session**

Each contributing participant will need to log into their Zoom account before joining the webinar so that the Zoom software recognizes their assigned credentials. Skipping this key step will cause participants enter the webinar as an unidentified attendee or encounter restrictions joining the session. External guest speakers are required to log into the Zoom account associated with the email address that was provided to the University as their email address have been registered as panelists. If an account does not exist, create a free account through <https://zoom.us>

3. **Defer from using company devices**

Any external panelists using an organization/work computer may encounter restrictions from their company's firewall settings which may prohibit the ability to download the Zoom application or join the Zoom session. The alternative option is to use a personal device or contact their company's I.T. department.

4. **Set correct audio and video settings**

When you enter the Zoom session, be sure to enable the correct audio and video settings so that attendees within the session would be able to hear and see your connection; in turn you would be able to hear and see the participants within the session. Keep microphone and camera disabled; only unmute when requested to limit any disturbances during presentation.

Click on link for further instructions:

Configuring Audio Setting: https://uoft.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0010869

Configuring Video Settings: https://uoft.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0010953

5. **Attend test session**

It is imperative to join the scheduled test session 30 minutes before the virtual event so network connections, audio/video settings, and log in capabilities is thoroughly tested to minimize technical issues during the live Zoom session. If you are not able to attend test session 30 minutes before the event, please contact our technicians Alison Dias (alison.dias@utoronto.ca) or Jermaine Ingram (Jermaine.ingram@utoronto.ca) to schedule an urgent test meeting.

6. For further reference, visit the Zoom index for access to more information on Zoom settings, options and features.

Zoom Index: https://uoft.service-now.com/utm_iits?sys_kb_id=a57cbbd8dbe754d0f0d18d6d1396199f&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=fb261cf51b67d810942754a51a4bcb50