

A-State Zoom Policy and FAQ

The following information addresses some of the most frequently asked questions regarding A-State's [Zoom](#) site license. You can expand any of the topics by clicking on the arrow.

Online/Hybrid resources for teaching with Zoom

I typically do not teach online/hybrid classes. Are specialized support resources available?

Yes. Zoom has a [COVID-19 support page](#) that contains a plethora of resources for online and hybrid teaching. Topics include:

1. Privacy/security
2. Zoom 5.0 update
3. Remote working
4. Education over Zoom
5. Hosting virtual events
6. Telehealth
7. Home office setups.

Getting started with Zoom

How do I login?

Zoom is integrated with A-State's SSO (single sign-on) for easier login. New and previous users can login through SSO by going to [astatecall.zoom.us](#). Faculty and staff who had licensed Zoom accounts prior to January 1st, can also continue signing in at [zoom.us](#) with the password they previously created.

How is the site license important beyond the additional accounts?

The site license with Zoom greatly enhances our ability to secure web conferences. For example, faculty teaching hybrid classes can enable authentication profiles in their account settings. This setting will allow only participants to join from the A-State domain (@astate.edu and/or @smail.astate.edu). You can find details and step-by-step instructions in the Zoom Help Center under [Authentication Profiles for meetings and webinars](#).

Does my Zoom account still have an expiration date if unused for 3 months?

No. Inactive accounts will not expire.

Can students register for licensed Zoom accounts?

Students should login to the SSO by going to [astatecall.zoom.us](#). If students click a Zoom meeting link in Blackboard

How will students connect to my Zoom class link in Blackboard?

Students will simply follow the Zoom class link. If they are already logged into Blackboard they are authenticated.

Where do I download the latest version of Zoom?

You can download the latest version of Zoom from our [Download Center](#). ([Learn more about downloading Zoom.](#))

How do I use Zoom on my PC or Mac?

After downloading Zoom, [learn how to use the Zoom Desktop Client.](#)

Weekly live trainings

Where can I find live Zoom training?

Join Zoom for [live training](#) to learn the basics of Zoom and ask questions live.

Where can I find general tips and video resources?

You can access the [Zoom Help Center](#) for quick start guides, video tutorials, and support topics.

Joining a meeting

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link or going to [join.zoom.us](#) and entering in the meeting ID. [Learn more about joining a meeting.](#)

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. [Learn more about connecting your audio.](#)

Can I Use a Bluetooth Headset?

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join on Zoom?

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

Scheduling a meeting

How do I schedule a meeting?

You can schedule a meeting on the web, through the Zoom Desktop client or mobile app. [Learn more about scheduling a Zoom meeting.](#)

How do I invite others to join my meeting?

You can invite others to join your meeting by copying the join URL or meeting invitation and sending it out via email. There are many other ways to invite others to join your meeting - [learn more.](#)

Zoom webinars

How can I sign-up for a license to use Zoom webinars?

A-State does not have licenses to use Zoom webinars at this time.

Meeting features

How do I share my screen?

Click Share in your meeting and choose the screen that you would like to share. [Learn more about sharing your screen.](#)

Can I record my meeting?

All Zoom hosts can record locally to their computer. This is the preferred method of recording for non-

classroom meetings. Cloud recording space is limited, so please limit this usage to classroom meetings only. It is much easier for faculty to share recordings to students from the Zoom cloud. Visit the following links to learn more about [local recording](#) and [cloud recording](#).

Where do I find my local recording?

By default, local recordings are saved to your documents folder.

Where can I find my cloud recordings?

Cloud recordings can be found on the [Recording](#) page of your Zoom web portal. [Learn more about locating your recording.](#)

How long can I keep my recording?

If you record to your local device, you may keep the recording as long as you wish. Zoom cloud recordings will be moved to the [A-State media server](#) after two weeks.

How can I access my Zoom recordings once they have been moved to the media server?

You can access your Zoom recordings at <https://media.astate.edu/recordings/index.php>. The website will have a place for you to login with your A-State credentials. Once logged in, you will have access to all of your Zoom recordings on the media server, in addition to previously stored videos. There you can choose whether to play or download the media.

Zoom account

Where can I find my account owner?

You can find your account owner on your [Account Profile](#) page of the Zoom web portal. [Learn more about the Account Profile page.](#)

Troubleshooting

I cannot find where to login for Zoom.

You can login at [A-State's landing page for Zoom](#) or you can go to [Zoom's main login page](#).

My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

If you are still having issues, please [submit a request](#) to Zoom.