

Zoom at Columbia University:

Frequently Asked Questions

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1. Using Columbia University Zoom

How can I request a Zoom Pro account?

To request a Zoom pro account, please email askcuit@columbia.edu. Please note that only faculty, researchers and non-student staff including administrators, are currently eligible for Zoom Pro accounts.

How do I access Columbia University Zoom?

You can access Zoom by navigating to <https://columbiauniversity.zoom.us/>. Shared accounts are accessed at a different link, at <https://zoom.us/>.

How do I access Columbia University Zoom using a Shared Account?

If you are using a shared account to log into Columbia University Zoom log in at <https://zoom.us/>. Enter the shared account email address and the password setup when the shared account was activated to log in. If you need to reset the password click Forgot Password on the zoom.us sign in page.

How do I join a meeting?

There are two ways to join a Zoom meeting:

Using a Zoom Link

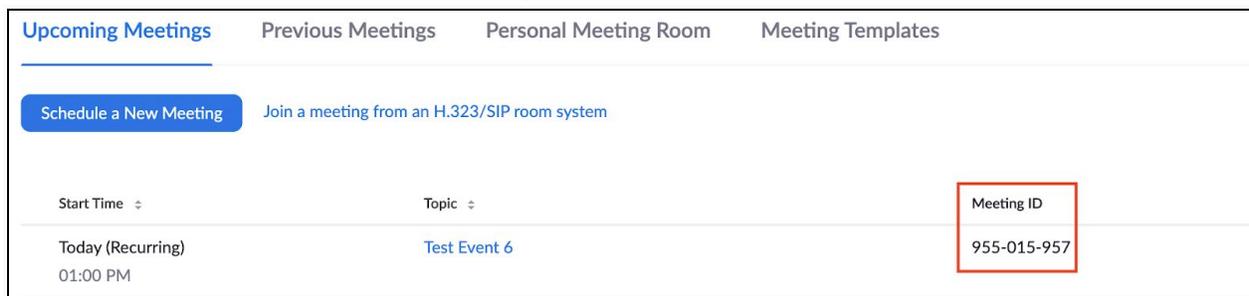
If the Host has provided you with a Zoom meeting link, simply click the link to begin the session. The end of Zoom links/URLs are the meeting ID for the meeting. Here is an example: <https://columbiauniversity.zoom.us/j/52537343..>

CourseWorks: Zoom Class Sessions

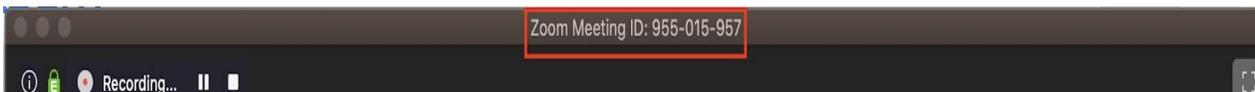
1. [Log in to CourseWorks](#).
2. Navigate to the section of your upcoming class.
3. Click the **Zoom Class Sessions** button found in the left-hand navigation pane. If you do not see a button for Zoom Class Sessions, please follow the [Conferences instructions](#).
4. Once you click on **Zoom Class Sessions**, you will see a list under **Upcoming Meetings** of future class sessions. If you do not see a session listed under Upcoming Meetings, please follow the [Conferences instructions](#).
5. Click **Join** to enter a class at the appropriate time.

I created an event. How do I find my meeting ID?

Your meeting ID is a 9 or 10 digit number unique to your meeting. You can view upcoming or previous meetings IDs in the [Meetings](#) page in the Zoom web portal. If you're using CourseWorks, you can find your meeting ID in the Zoom Class Sessions tool.



During a meeting, the Meeting ID is displayed on the top center of your Zoom meeting window. If you are in full screen mode, press Esc to see the meeting ID:



Can TAs also request a Zoom Pro account?

TAs from Arts & Sciences have already been provisioned Zoom Pro accounts. All other TAs can request Pro accounts with written permission from their professor and/or department.

Do meeting participants need a Zoom account in order to participate in Zoom meetings?

Participants do not need a Zoom account in order to join and participate in Zoom meetings. This is the default setting for all Zoom accounts.

If I have guest lecturers, do they need a basic or Pro Zoom account?

Guest lecturers do not need Zoom accounts in order to join and speak during your meeting. Attendees only need the Zoom meeting link, which looks something like: <https://columbiauniversity.zoom.us/j/52537343>.

If your guest lecturer intends to present through screen sharing, we recommend you [make them a Co-Host](#) so they have the necessary privilege to share screens.

Do I need to be present in the classroom to host a Zoom meeting, or can I be remote as well?

You have the ability to Host a Zoom meeting from anywhere you'd like. Defer to your school's rules on where you should be during this time.

2. Zoom in CourseWorks – Zoom Class Sessions

Is my Zoom account connected to CourseWorks?

The following schools have enabled Zoom in CourseWorks:

- ❖ Columbia Law School
- ❖ School of Arts and Sciences
- ❖ School Of Nursing
- ❖ Graduate School of Journalism
- ❖ School of International And Public Affairs
- ❖ School of Public Health
- ❖ Graduate School Of Architecture
- ❖ Barnard College
- ❖ School of Social Work

If your school has enabled Zoom in CourseWorks, then you will see the 'Zoom Class Sessions' tool at the Course-level view.

Once I set up a recurring meeting for class meeting times, do I need to send a new link each week to students?

Recurring meetings will share the same Meeting ID, so the Zoom meeting link will be the same as well. You may instruct students to use the same link for the duration of the course for recurring meeting times.

If my school has already set up my class meeting times in Zoom, do I still need to create an event in Zoom for my courses?

No, you do not need to create an event in Zoom for your courses if your school has already set up meeting class times. Students and instructors only need to log into CourseWorks and click "Zoom Class Sessions" to access meetings for your course. You may also share meeting links with students if you like.

3. Recording

How do I record my Zoom meetings or online class sessions?

There are two ways to enable recording for your Zoom meeting, you can set up recording when creating a meeting instance in the meeting settings, or you can turn recording on and off manually during your meeting:

- While setting up a Zoom meeting via the “Schedule a Meeting” link, you can enable Zoom to automatically record the meeting. To do so, scroll down to Meeting Options, check the box labeled “Record the meeting automatically”, and select whether you want to save the recording to your local computer or to the Cloud. Please defer to your school’s recommendations and requirements on where to save your Zoom recording.
- As the Host of a meeting, you can turn recording on and off. To do so, hover your mouse over your Zoom window, click the Record button at the bottom of the screen, and select Record to begin recording.

Does the university require that we record our classes?

Please defer to your specific school’s policies, requirements, and recommendations.

Should I record meetings to the cloud or locally?

The recommendation from certain schools has been to save locally. CUIMC does not currently allow saving to the cloud per HIPAA policy.

Does recording only work when people are active in the Zoom meeting?

If you have set up automatic recording, Zoom will begin recording the meeting either when the first participant joins the meeting or when the Host begins the meeting, and will stop recording when the Host ends the meeting. The Host can also manually turn recording on and off during the meeting.

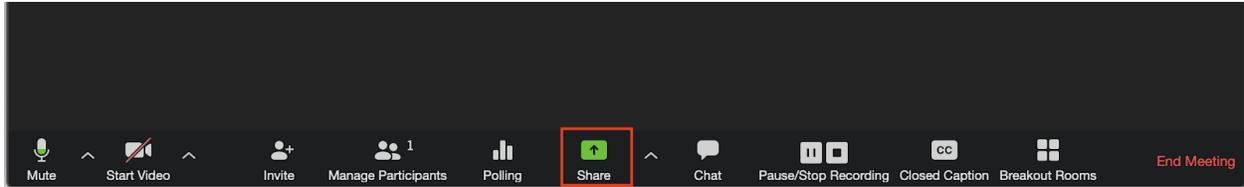
How do I delete a meeting I recorded?

If you recorded locally, you can delete from your device. If you recorded to the cloud, you can delete from your Zoom account on the web, on the Recording Management page in your Zoom settings: <https://columbiauniversity.zoom.us/recording/management>

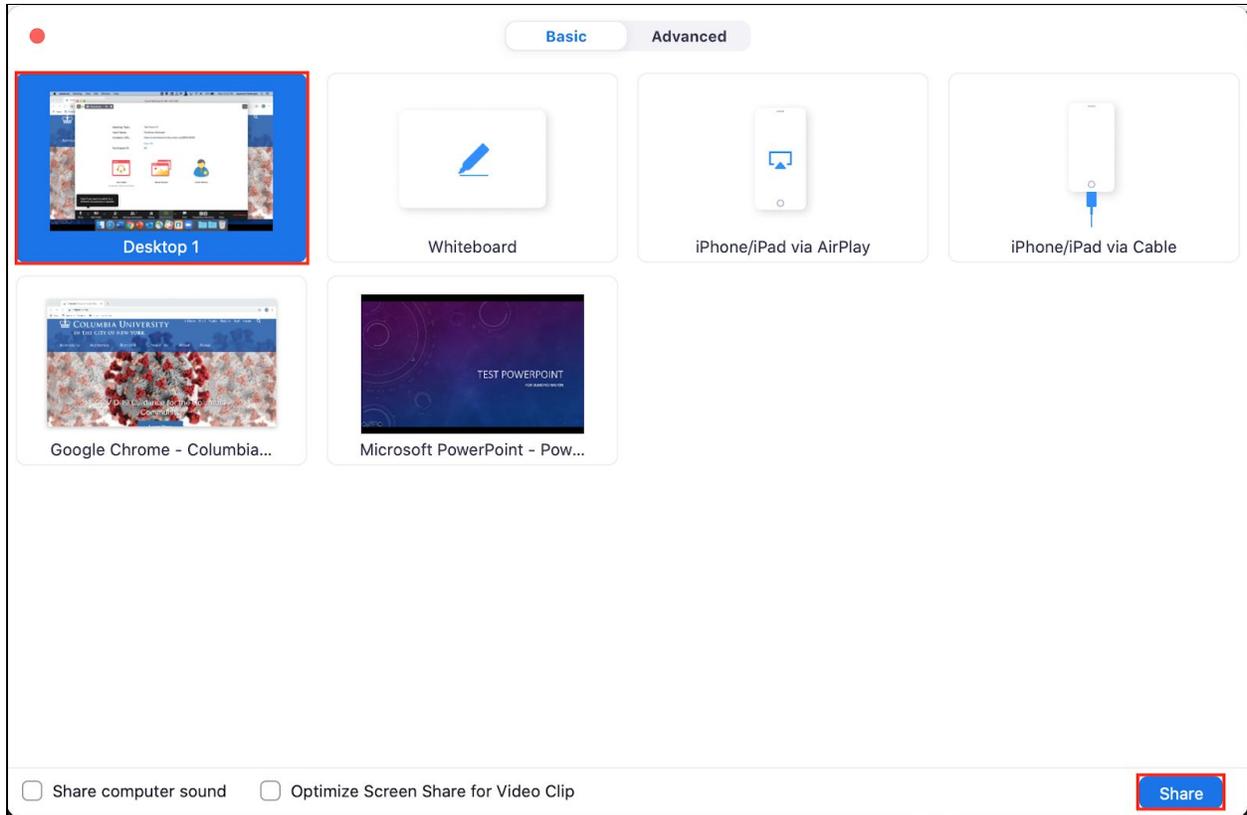
4. Screen Sharing

How do I share my screen?

As a meeting Host or Co-Host, you can share your screen by hovering your mouse over the Zoom meeting window and clicking the green “Share” button.

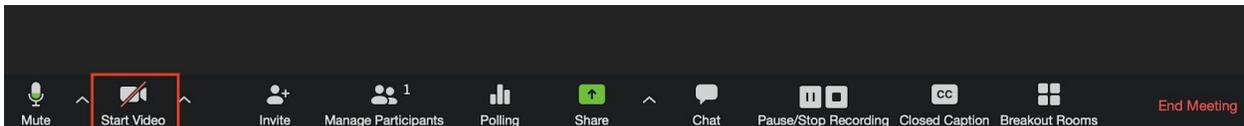


Click on the screen or application you would like to share with your participants, and press “Share” at the bottom of the screen. Or, just double click on the desired screen to begin screen sharing.



Can I share my screen and video at the same time, or only one?

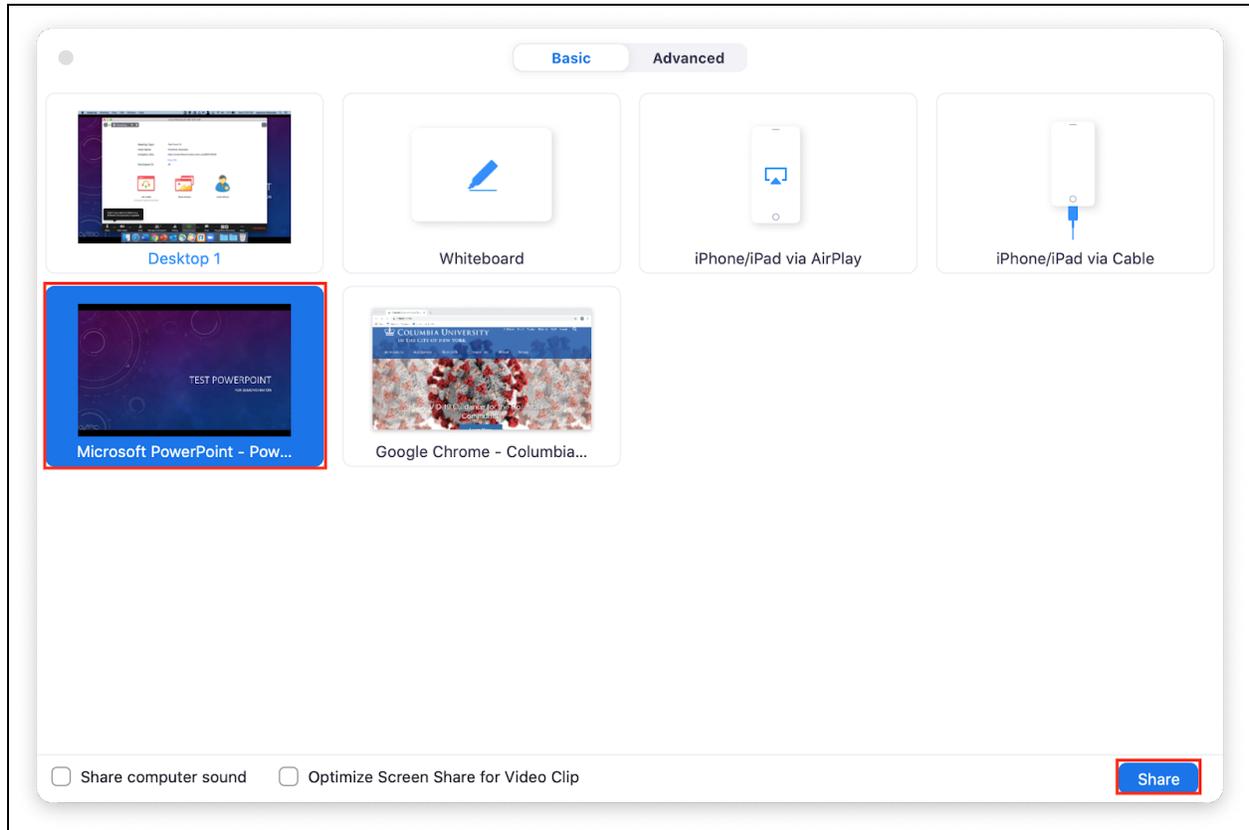
While sharing your screen, your video will remain available to view by all your participants. You can share your screen by following the above steps. If you need to turn on your video feed, you may do so by hovering your mouse over the Zoom meeting window and clicking “Start Video”.



How would I present my Keynote or PowerPoint presentations via Zoom?

You can share Keynote, PowerPoint, or any other application on your screen by using the Share button.

To do so, start your Keynote or PowerPoint presentation as normal on your computer. Then hover your mouse over the Zoom meeting window and press 'Share'. From the screen share selection window, select the Keynote or PowerPoint presentation that you'd like to share, and press "Share" at the bottom of the screen. Or, just double click on the desired screen to begin screen sharing.



Can guest lecturers share their screen?

If your guest lecturer intends to present through screen sharing, we recommend you [make them a Co-Host](#) so they have the necessary privilege to share screens.

How do I allow other participants to share their screens?

You can add someone as a Co-Host to your Zoom meeting in the Manage Participants tab of your meeting window. Adding a participant as a Co-Host will enable them to share their screen. The default setting for Zoom is to only allow Hosts and Co-Hosts to use the Share screen feature.

Is there a pointer or highlighter so students will know where we are on the screen?

The Annotate feature has a pointer that you can use to indicate where your mouse is on the screen.

5. Host and Co-Hosts

How are the Host and Co-Host roles different?

Each Zoom meeting is owned by a Host. For any meeting you set up, you are the Host. As Host, you administer the meeting and have access to manage participants and other controls in Zoom that participants do not have access to. The Host can end a meeting, assign Co-Hosts, and remove participants from the meeting.

Here is a list of major Host controls:

- Start a meeting
- End meeting for all participants
- Make another participant a Co-Host
- Start breakout rooms

A Co-Host is an optional role that the Host can assign to someone to assist the Host in moderating a meeting. A Co-Host can use most of the Host Controls including Mute/Unmute All, Screen share, Mute on Entry, Stop Video, Remove, and some others.

If I schedule a meeting, am I automatically a Host?

Yes, scheduling a meeting with your Zoom account makes you the Host, as long as you begin the meeting from the same account you used to schedule the meeting.

Can an instructor and TA switch who is the Host?

During a meeting, the Host can give up their privileges to another participant in the Manage Participants tab. Another option would be to add the TA as an Alternative Host when creating your meeting.

Do my guest lecturers get added to be Alternative Hosts?

Adding a guest lecturer as an alternative Host would allow them to share their screen, take over sharing, mute all participants, and all other abilities of a Host.

How do I add a Co-Host to my meetings?

During a meeting, Hosts can promote a participant to the role of Co-Host in the Manage Participants tab. To do so, hover your mouse over the desired participant, and click "More". Then click "Make a Co-Host". You can add as many Co-Hosts in a meeting as you would like.

6. Settings & Features

Can I set up Breakout Rooms ahead of time?

Breakout Room pre-assignment requires all meeting participants to have Zoom accounts. Currently, Columbia students have not been assigned a Zoom account.

If I create Breakout Rooms, will I have visibility into them as the Host?

As the Host, you can “fly” through Breakout rooms to check in on, guide and chat with your participants.

How can I see all my participants on one screen?

You can switch your view to Gallery View in order to view up to 49 participants. Click Settings, and then click Video to display the video settings page. Enable the option Display up to 49 participants per screen in Gallery View. In your Zoom meeting, click Gallery View in the top-right corner.

Will I be able to hear multiple students speak at the same time? Does a participant need to raise their hand to be allowed to speak?

Any participant will be heard as long as they are unmuted. Depending on your connection quality and the number of participants, sound clarity may differ. Participants do not need to raise a hand to be allowed to speak.

As Host, how can I mute all the participants?

The Host can mute all participants in the Participants window, which you’ll find on the right side of your screen above the chat bubble.

How does the ‘Raise Hand’ feature work? Will the meeting Host or Co-Host get notifications when students raise their hands?

When a participant raises their hand through the ‘Raise Hand’ feature, all participants will be able to see the raised hand next to that participant’s name. This feature does not send a notification to the chat or to the Hosts.

More About Zoom

Do I need to have access to my @columbia.edu email in order to activate my account for Zoom Class Sessions?

In order to activate your account, you would need to have email forwarding set up from your @columbia to your preferred email address.

As a student without a zoom account, is there a time limit on the amount of time I can use zoom as a participant?

No, there is no limit on how long you can participate in Zoom calls.

When I logged in through columbiauniversity.zoom.us, I was sent the following email:

"You are currently a member of the Zoom account , and you are trying to sign into the new Zoom account Columbia University Central IT (columbiauniversity.zoom.us). If you want to switch to become a member of the account Columbia University Central IT, click the button below within 24 hours."

Do I need to click this?

Yes, in order to be a part of Columbia University's Zoom instance, you need to click the button. This process will link your existing Zoom account to Columbia's Zoom instance.

If you don't require passwords and are using CourseWorks, does this ensure that only registered students participate? What if students send out a link to others?

If you use Zoom Class Sessions through CourseWorks, only students who are enrolled in your course will have access to your meeting ID. However, students could still send out a link to other unenrolled students.

How does screen share work if you have dual screens?

Pressing Share will allow you to select the screen you'd like to share, and Zoom will number your dual screens 1 & 2.

Is there a way to connect a regular video camera (not webcam) to Zoom?

If you have a video camera connected to your laptop/desktop, you can select it from Advanced Share.

If I schedule a meeting for a professor as an administrator, would I have to login as a Host for the meeting to start? Or could I add a TA as an "Alternative Host" too, and they could manage the class?

You can add a TA as an Alternative Host, being sure that they also have a Zoom Pro account. They would then be able to manage the class.

Can I change my PMI (Personal Meeting ID)?

Yes, you can customize your PMI by logging into columbiauniversity.zoom.us/, clicking on Profile, and pressing Edit next to your Personal Meeting ID.

Are closed captions available for my meeting?

As the Meeting Host, you can assign a participant or Co-Host to type closed captions in real time. Unfortunately, Zoom does not have an automated captioning tool.

Can students chat with each other or are we able to prevent that?

By default, students can private chat with each other, or chat to everyone publicly. You can disable this setting when creating the meeting, as well as during the meeting.

How do I save a copy of the chat?

You can save the chat transcript by navigating to your Zoom chat window, hitting the button marked “...” next to ‘File’, and then pressing ‘Save Chat’.

Can I use my laptop and iPad in a single meeting?

Yes, you can, but you would need to create a separate basic Zoom account for your iPad. Our recommendation is to Host the meeting from your laptop, and join the meeting from your iPad as a participant. You can then make your second account a Co-Host and grant the ability to share screen.