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# ZOOM FAQ

## Frequently Asked Questions

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## GENERAL

### **Other Zoom Support**

Zoom - <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

UF Video Support - <https://video.ufl.edu/conferencing/zoom/>

UF eLearning - <https://elearning.ufl.edu/zoom/>

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### **Which sign-in page should I use?**

<https://ufl.zoom.us> - UFL Main Login for all UF Students, Faculty and Staff

<https://ufhshands.zoom.us> - UFH Shands Login for all Shands employees in Gainesville

**NOTE:** If you have Shands and Gatorlink credentials, always use your Shands login

<https://ufhjacksonville.zoom.us> - UFH Jacksonville Login for all Shands employees in Jacksonville


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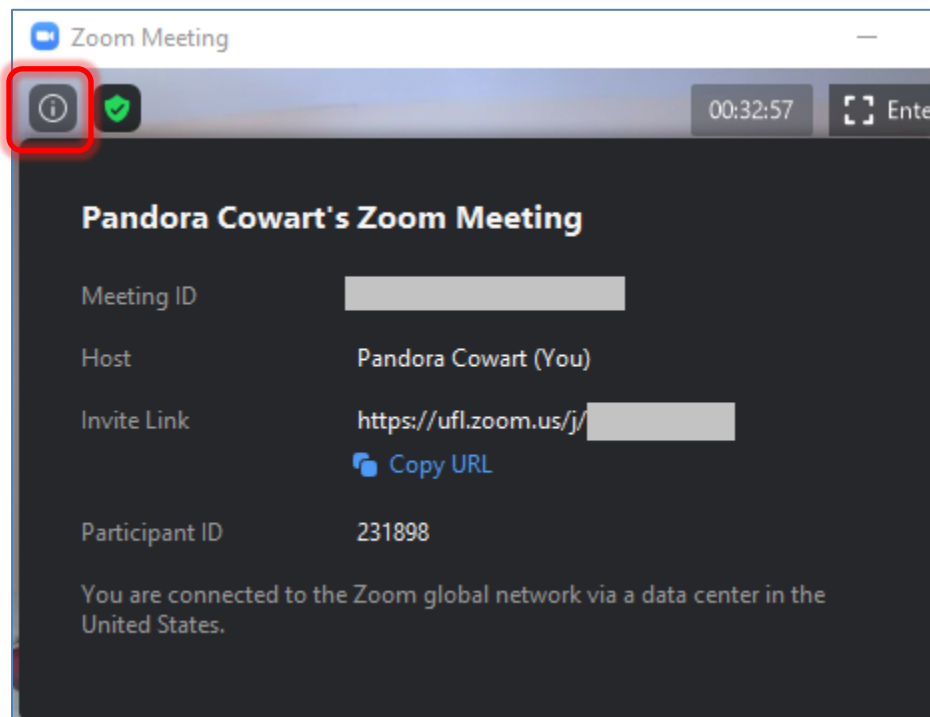
### **Can I use Zoom on multiple devices?**

You can be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign in to Zoom with an additional device while logged into another device of the same type, you will be logged out automatically on the first device.

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### **What is my meeting id? What is my Participant ID?**

The encircled  at the top left of the Zoom Meeting window shows the Meeting ID, Participant ID, invitation link, and password (if used).



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### **Can our department have its own Zoom meeting account?**

Licenses for Zoom are based on individual users, as oppose to a department or unit. Additionally, they are tied to Active Directory domain single-sign on accounts (e.g. GatorLink) linked to specific individuals. While service accounts may be allowed on a case-by-case basis, this practice is highly discouraged and may not be allowed in the future.

One workaround to allow multiple user control is to enable schedule privilege by adding a user's account ("Assign scheduling privilege to +") in your personal Settings in the Zoom web portal. This allows other users to schedule on your behalf. Please note that you may only allow scheduling privileges to users that are in the same instance/domain of Zoom.

Also assign Alternate Hosts for meetings to ensure multiple users have the ability to start the meeting.

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## **REPORTS AND RECORDINGS**

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### **Why am I unable to see who attended a previous Zoom meeting?**

Certain instances, domains, and sub-accounts of Zoom may be blocked from seeing the names, email addresses, etc. due to restrictions that are placed by Zoom as part of a signed agreement. This was done privacy and to prevent accidental disclosure of protected health information (PHI). Please note that such controls may also impact certain administrative functions like Reports and Recordings

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### **What's the difference between "Record on this Computer" and "Record to the Cloud" options?**

Some Zoom users may be presented two different options when enabling recording of a Zoom meeting. "Record on this Computer" processes and saves the recorded file on the local PC, while the "Record to the Cloud" option processes and saves the recording in Zoom's servers. If the cloud option is selected, the meeting host will receive an email with a link to access the recorded meeting. Additionally, the recording will be accessible in the user's account in the Zoom web portal.

Some users may not have the option to record in the cloud if the Zoom instance that the user belongs to has been locked down for security/privacy reasons (e.g. PHI).

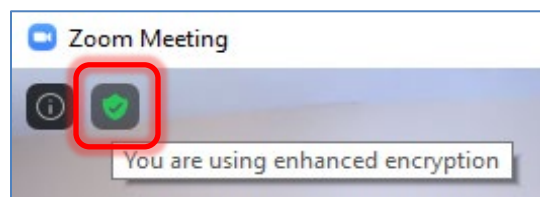
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## **SECURITY**

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### **Is my meeting secure?**

Yes, if you are logged into your work account. During your meeting, you will have a green shield icon. This icon lets you know that your current meeting is using enhanced encryption.



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### **Where is the Zoom UFL-PHI Sign-in option?**

The Zoom UFL-PHI Zoom instance has been consolidated into the main UFL account, and there is a single sign-in option for everyone. User accounts that were previously assigned to the UFL-PHI instance are now assigned to a dedicated 'UF PHI' group inside the main UFL Zoom instance.

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### **What is zoombombing?**

“Zoombombing” is the term of an uninvited guest to appear in a meeting. While some of it may be accidental, some are malicious (e.g. inappropriate displaying of content).

We recommend using the Waiting Room feature when scheduling a meeting or enabling once a meeting has started (under the meeting host’s Security panel). The host will need to allow guests into the meeting from the Waiting Room (and will be notified of new attendees waiting).

Another recommendation is to lock the meeting once it has started. However, this will prevent any users from being able to join including those who accidentally left or got disconnected.

A meeting password can also be used, however, this may not be as secure as it will still be shared in an email (which can easily be forwarded).

## **HOSTING**

### **I am not able to attend my meeting but I need someone to start it for me. What should I do?**

Assign or designate an Alternate Host for your scheduled meeting. The alternate host you select must be in the same instance/domain as you.

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### **I’m not being treated as a host in this meeting even though I am the host.**

It's possible someone else set up the meeting and forgot to make you the host. In this case, contact the person who made the meeting and have them log in and make you the host.

It's possible you are not logged into your work account. Log out of the meeting, log in to Zoom through your organizations zoom page, or using your SSO, and then rejoin the meeting.

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### **Why am I unable to assign an alternative host on some of my meetings?**

When scheduling a Zoom meeting, you may only assign an Alternative Host that is a user in the same Zoom instance of the meeting host. This means that a host in the UFL domain cannot assign an alternative host located in the UFHSHANDS or UFHJAX instances (and vice versa).

Please note, however, that you may add *any* user as a Co-Host once a Zoom meeting has started. This includes guest users who have joined or have not signed-in.

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### **Why are my meetings abruptly ending when I leave?**

In order to leave a Zoom meeting without ending it, you must assign one of the users as a host to maintain and control over the meeting.

Additionally, a Zoom account may only have one meeting run at a time. You cannot host, schedule, host, or participate in multiple meetings simultaneously. (You may, however, be able to leave and join another meeting hosted by someone else’s account, while users are still in your meeting)

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## **BREAKOUT ROOMS**

### **Why are some users not going into their pre-assigned breakout rooms?**

This occurs if users/participants are not signed in to their Zoom client prior to joining the Zoom meeting. From Zoom's perspective, they are just seen as a guest as opposed to a specific, logged-in user.

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### **How is recording handled with breakout rooms?**

If meeting is using cloud recording, only the main room/session will only be recorded (i.e. none of the breakout rooms get recorded), regardless of what room the host is in. If the meeting is using local desktop recording, it will record the room that the participant doing the recording is in.

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### **What happens if a participant leaves a meeting while in a breakout room?**

When participants click on the option to "Leave Room," they are presented with an option to either "Leave Meeting" or "Leave Breakout Room." If "Leave Meeting" is selected, users will leave both the breakout session and the Zoom meeting. Note that users that have left the Zoom meeting will not be placed back into the breakout room that they were just in. If "Leave Breakout Room" is selected, users will be placed back in the main session.

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### **How can participants jump between different breakout rooms?**

Typical participants cannot move between individual breakout rooms on their own. In order to add that capability to certain participants, a host must make a participant a **co-host**. Once a participant is made a co-host, they will see the "Breakout Rooms" button with the option to join individual breakout rooms. Please note that Co-Hosts cannot open up breakout rooms, only the Host can do this.

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### **How many breakout rooms can I have?**

You can create up to **50** individual, separate breakout rooms.

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### **We are trying to place a Zoom Room into a breakout room but cannot**

Unfortunately, participants joining a Zoom meeting from a "Zoom Room" cannot be placed into a breakout room. Please note that a Zoom Room requires a Zoom Room controller and is not tied to a specific individual user/person.











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### **Are there any client limitations with breakout rooms?**

It is always a good idea to have/run the most current Zoom Meeting client version. Certain systems are unable to participate in a Zoom meeting breakout room: Chromebooks, Chrome OS, and Zoom Rooms. Users of the mobile app (iOS/Android) or a SIP/H323 codec endpoint may be placed into a breakout room (but may have reduced functionality).

## MISCELLANEOUS

### What do the Status Icons Mean?

Icon	Status	Description
	Offline	Contact is not signed in to the Zoom desktop client or mobile app
	Online (desktop)	Contact is signed in to the Zoom desktop client Note: If the contact is also signed in to the Zoom mobile app, this status overrides the mobile client status
	Online (mobile)	Contact is signed in to the Zoom mobile client only Note: If the contact is also signed in to the Zoom desktop client, the desktop client status overrides this status
	Away	Contact is signed in to the Zoom desktop client but their computer is inactive or they manually set their status to Away
	Do not disturb / Busy	Contact manually set their status to Do not disturb (Windows or Mac) or Busy (Linux) and won't receive pop-up notifications for chat or Zoom Phone calls in the Zoom desktop client or mobile app
	In a Zoom meeting	Contact has started or joined a Zoom meeting using the Zoom desktop client or mobile app
	Presenting	Contact is sharing their screen while in a Zoom meeting
	On a call	Contact is on a Zoom Phone call using the Zoom desktop client or mobile app
	In a calendar event	Contact is in a calendar event (from a synced calendar) but hasn't joined a Zoom meeting using the desktop client or mobile app
	Chat error	Chat message failed to send (also applies to files and images)