Getting Started for Faculty/Staff

Sign Up for a Zoom Pro-Level Account
Getting Started with Zoom
How to Use Zoom's Desktop Client

Frequently Asked Questions

Getting Started for Students
Login Here (Coming Soon!)
Using the Desktop Client

Training

Weekly Training Webinars
Zoom Video Tutorials
Watch Recorded Training Sessions
Meeting/Webinar Best Practices & Resources

Still need help?
If you require technical assistance, you can reach Zoom at 888-799-9666 (option 2) for their 24/7 support. If the matter is less urgent, please fill out a Support Request. Please contact the Johns Hopkins Zoom Support Team at zoom@jhu.edu for other support needs.

Zoom "Support Hours" are 24 x 7, including Public Holidays, where agents or technical engineers are available for email or live support.

For information on incidents and outages, please see the Zoom Service Status page.

Before the Meeting:
• Test your Audio and Video
• Have the content you intend to share prepared ahead of time
• Close applications that have pop ups

Hosting a Meeting:
• Mute your microphone if others are presenting/speaking
• Use Gallery View for group/team meetings
• Share your screen
• Share specific applications to control displayed content
• Use “New Share” to seamlessly transition between shared applications
• Use the Annotation feature to grab and direct attention

Turn the Camera On
• Position your webcam at eye level or higher – experiment for best angles
• Use the gestures and mannerisms that you would typically use in person
• Make eye contact – try to look at your webcam as often as possible

Scheduling
How Do I Schedule Meetings?
Desktop Client Calendar Integration
Alternative Host
Scheduling for Executive Assistants
More on Scheduling...

Audio
How Do I Join or Test My Computer/Device Audio?
Join by Telephone
Audio Echo In A Meeting
More on Audio...
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