



Zoom Video Conferencing Frequently Asked Questions (FAQs) for Staff

The following questions and answers have been compiled to assist NPS staff in using Zoom video conferencing as a tool in teaching and learning. If you have questions or need assistance, contact your school's ITRT, the NPS HelpDesk, and/or visit <https://zoom.us>. Information regarding Zoom support topics are courtesy of Zoom and are located in the [Zoom Help Center](#).

How do I access Zoom?

- From an NPS device: Access Zoom from the ZEN Window prior to taking the device home, click on the Zoom icon, and it will launch.
- From a personal device: Access Zoom from the NPS website (under the Staff tab). Download the app on a personal device, but use NPS credentials to log in.
- Signing into the platform: Staff must sign-in using the SSO login (NPS credentials) to participate in Zoom meetings, which prevents unauthorized access to the Zoom meeting known as "Zoombombing." This will also allow additional staff members to be assigned as a co-hosts. (Learn more: [Zoom Login Page](#))

What is the difference between "schedule a meeting" and "host a meeting?"

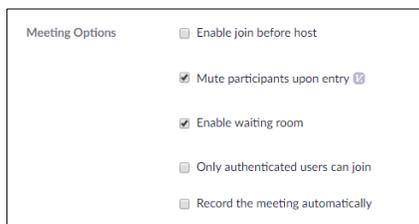
- "Schedule a meeting" means scheduling the meeting for a set date and time. Invitations to the meeting will be created and sent once the meeting is scheduled.
- "Host a meeting" allows the host to start a meeting instantly. Invitations to the meeting must come from the meeting control bar on your screen.

How do I schedule a meeting (virtual classroom)?

Sign into Zoom and click on "Schedule a Meeting." Review the meeting settings (see the screen grab at the end of this question). The required settings are:

- Meeting ID – Generated Automatically
- Meeting Password – Required
- Participant Video – Off (participants can start their videos)
- Audio – Both (telephone and computer), and Mute Participants Upon Entry
- Enable Waiting Room
- Record the Meeting Automatically – should not be selected

When finished, copy the invitation and send it to the students through the preferred method of communication (Synergy, ClassDojo, Google Classroom, etc.). It is advisable to add an alternative host. (Learn more: [Schedule a Meeting](#))



What is a meeting ID?

The meeting ID is the meeting number associated with an instant or scheduled meeting. It is automatically generated for your session. Participants use this ID to join the meeting. Do not use your Personal Meeting ID. (Learn more: [Meeting ID](#))

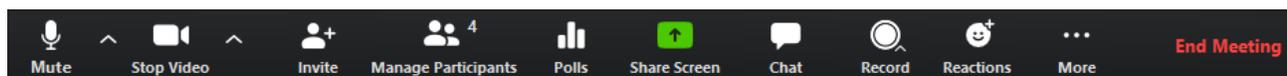
How do I secure my meeting?

- Hosts must use the “Require meeting password” option. The generated password can be changed. (Learn more: [Passwords](#))
- Hosts must use the “Waiting Room” option. This option sends participants to the virtual waiting room where they will be admitted individually or all at once. Hosts must know who all participants are before admitting them from the waiting room. If there is a question about a participant’s identity, use the “Message Waiting Room” feature in “Manage Participants” to determine if the participant belongs in the meeting. (Learn more: [Waiting Room](#))
- Hosts can lock a meeting to prevent others from joining. Once all participants are present, click “Manage Participants” on the meeting control bar, then click the “Lock Meeting” button under the “More” options. (Learn more: [Lock Classroom Session](#))

What are the host and co-host controls?

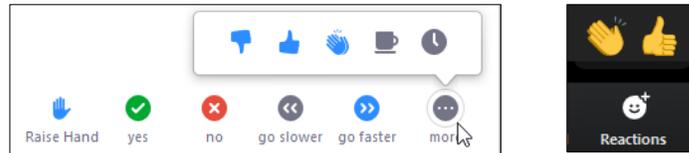
Host or co-host control options grant various functions for the Zoom Meeting (see screen grab below). (Learn more: [Host and Co-Host Controls](#))

- Managing Participants
- Sharing Screen (more options are available once the screen is shared)
- Chat
- Polling
- Breakout Rooms

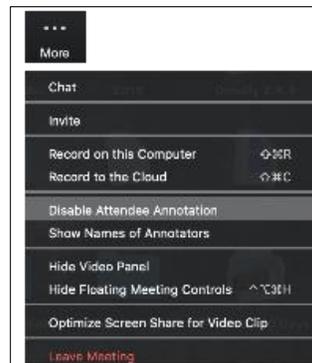


How do I use the options to control my virtual meeting?

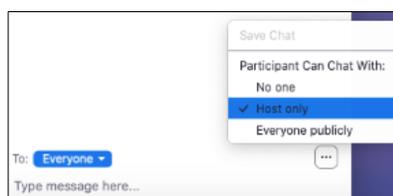
- Participants will be muted upon entrance. Hosts can unmute participants to allow them to speak. Then mute when they are finished. To communicate, participants will use the “Nonverbal Feedback” menu (see screen grab below). (Learn more: [Audio](#) and [Nonverbal Feedback](#))



- Participant “video” is allowed to be started, but must be monitored to prevent distracting or inappropriate content. (Learn more: [Video](#))
- Hosts and co-hosts, by default, control the shared screen content in a meeting. However, the host can allow participants to share their screens with the group using the host controls. (Learn more: [Screen Sharing](#))
- Hosts must “Disable participant annotation” in the screen sharing controls. This will prevent students from annotating on a shared screen and disrupting the meeting (see screen grab below). (Learn more: [Annotation](#))



- Student participants can ONLY chat with the host. This option is accessed from within the “Zoom Group Chat” meeting sidebar in the “More options” (...) controls (see screen grab below). (Learn more: [Chat Option](#))



If participants become disruptive, they need to be removed from the meeting. To remove, hover over their names in the “Manage Participants” menu, and click the “Remove” option. (Learn more: [Remove Student](#))

Important note: Zoom frequently updates its app features. Consequently, the Department of Information & Instructional Technology will update this FAQ [online](#), when necessary. Also, a Zoom video conferencing FAQ for parents and students is also posted in the [FAQ section](#) of the Coronavirus web page.