

# Zoom Frequently Asked Questions

Authored by [Zoom.com](https://zoom.us)

## How do I join a meeting?

1. Click the invite link provided by the host, for example in a calendar or email invitation, and follow the on-screen instructions.
2. Alternatively, open the Zoom desktop client.
3. Click the **Home** tab. 
4. Click the **Join** icon. 
4. Enter the meeting ID provided by the meeting host.
5. If prompted, enter the meeting passcode.
6. Click **Join**. You will then join the waiting room until the host admits you.
7. Resource link: [https://youtu.be/pAMDxH\\_H\\_Cs](https://youtu.be/pAMDxH_H_Cs)

## How do I connect to audio?

Upon joining the meeting, you will be prompted to connect to audio.

1. Click **Join with Computer Audio**.
2. Other options may appear, such as calling in to the webinar or being called into the webinar, but this depends on which audio options the host has provided.
3. Click **Mute / Unmute** in the bottom-left corner of the meeting controls toolbar as needed to control your microphone.
4. (Optional) Next to **Mute / Unmute**, click the up arrow icon  to change any of your audio settings, such as your microphone or speaker selection.

## How do I turn on video and add a virtual background?

1. If the host has requested video be on by default, you will be prompted with a video preview. This allows you to see your current video and decide to join the webinar with or without video. Click Join with Video.
2. While you're in a meeting, click Start Video / Stop Video in the bottom-left corner of the meeting controls toolbar as needed to control your video.
3. (Optional) Next to Start / Stop Video, click the up-arrow icon  to change any of your video settings, such as picking a different camera or choosing a virtual background. If you select a new background, it will automatically change in the meeting.

## How do I chat with others?

1. In the meeting controls toolbar, click the Chat icon. The Chat panel will open.
2. Click in the text input box and enter your message.
3. Click the To: drop-down menu to select who you want to send your message to. Your available options may be restricted by the host.
4. Press Enter or click the send icon  To send your message.

## How do I view captions?

If the host has the manual or automated captions features enabled on their account, participants can view them in a meeting.

1. In the meeting controls toolbar, click the Show Captions icon.
2. If prompted, select the speaking language, then click Save.
3. (Optional) Click-and-drag the captions to move their position in the meeting window.

## How do I share my screen?

1. In the meeting controls toolbar, click the Share Screen icon.
2. Select an entire desktop or screen, one or more specific opened programs, or the classic Whiteboard. You can also switch to the Advanced tab for other sharing options, such as slides as a Virtual Background, computer audio only, a local video file, or content from a 2nd camera.
3. (Optional) Select the check boxes next to Share sound and/or Optimize for video clip to enable either immediately at the start of your sharing.  
These options can also be enabled/disabled during the share.
4. Click Share to begin sharing your screen or content.
5. To stop sharing, click Stop Share.

## Technical considerations for Meetings via [Zoom.us](https://www.zoom.us)

- Be sure you have a high-speed internet connection (in our experience, a hot spot may not work) on a desktop or laptop computer in a private space where you will not be disturbed during the training. If you have not previously used Zoom on your device, we ask that you download the software before the Meeting.
- If you have used Zoom on your device, be sure you have installed the most recent version of the software as it might take up to 15-20 minutes to download and install.
- If the link doesn't work, go to the Zoom website ([www.zoom.us](https://www.zoom.us)), click on Join a Meeting, and enter meeting ID and passcode listed below.
- You may also test your microphone and camera by clicking on [this link](#).
- If you have trouble accessing the meeting:
  - Clear your cookies and cache. (Do an Internet search to find out how to do this for the browser you are using.)
  - Then restart your computer as this often does the trick.
- Please be advised that starting February 3, 2025, Zoom Phone customers must add their phone numbers to an approved 10DLC campaign in order to use SMS/MMS capabilities on their numbers.