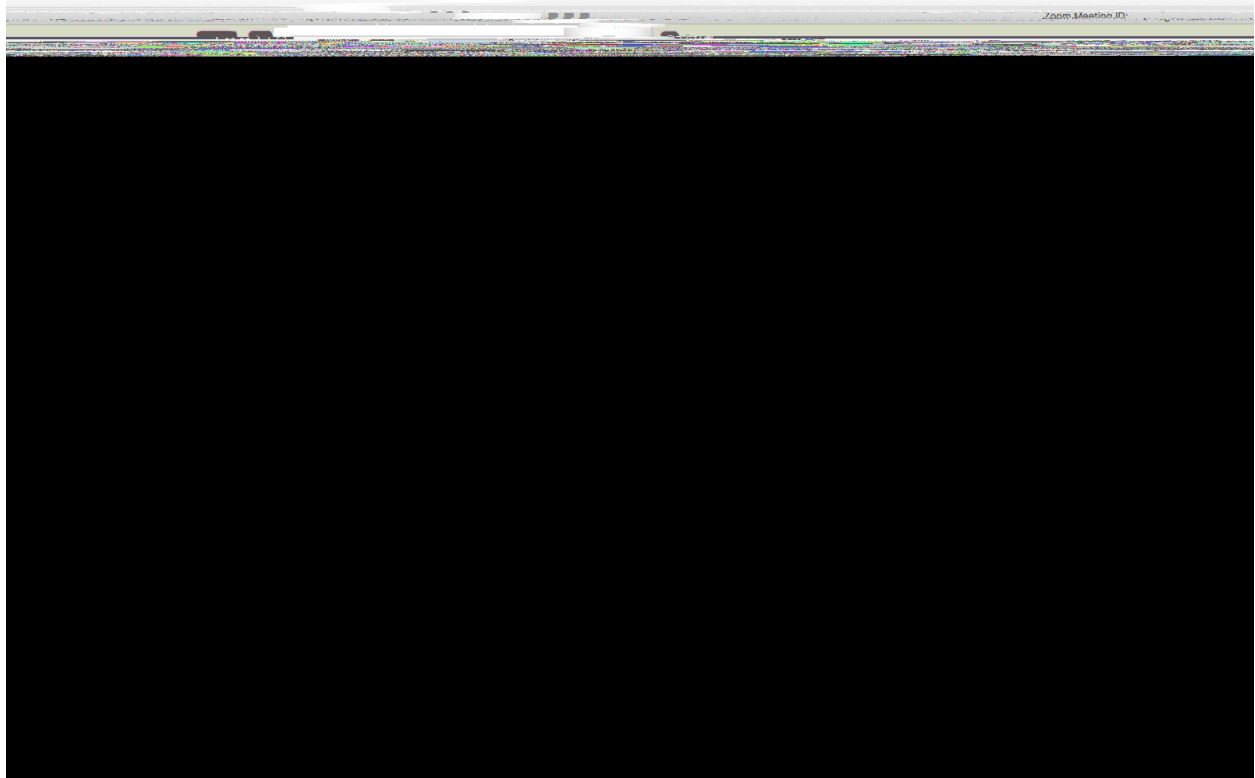


## Zoom FAQ

What type of account do I have?

[Confirm whether or not your account was upgraded by your institution](#) by logging into your Zoom account online and checking the "Profile" link on the left hand side of the page. Under "User Type," it should list you as a "Licensed" user. If you are listed as "Basic," your account has not been





### How do I record my session?

When you launch a meeting as a host, select record in the bottom meeting controls bar. This will prompt you to either [record the session to the cloud](#) (licensed users only) or [on your desktop](#). Note that cloud recordings processing time is dependent on Zoom usage, so these will not be immediately available after the recording was made. You can also set your meetings to automatically record in our settings options.



### How do I conduct small group conversations and activities?

When you launch a meeting as a host, you can [break students out into small group conversations](#) using breakout rooms. This feature needs to be enabled in your meeting room settings before beginning the session. Using the meeting tool bar at the bottom of the screen, select the Breakout Room icon. You will be prompted [to create rooms manually or automatically](#). You can host up to 50 breakout rooms at a time. In your meeting settings, you can also turn on [the option to create breakout groups before the meeting begins](#).



After rooms are launched, you can travel between groups to monitor and participate in their conversations. You can also prompt students to return to the main room. They will be given a warning before they are automatically brought back.

### Can my meeting be captioned or transcribed?

If a student in your course requires live captioning, you can [turn on the Closed Captioning feature during your meeting](#). This prompts you to have a student in the classroom type live captions along with your session, or your institution may use a third-party captioning service.



Sessions recorded to the Zoom Cloud will [can an automatic transcript](#). This transcript can be shared with your attendees alongside your recording. The transcript is about 90% accurate but can be edited by the owner of the recording for accuracy.

### What if my students don't have a computer or strong internet access?

Students can [access Zoom through mobile phone](#) like iOS, Android, and BlackBerry. Through these apps, they can share both their face and their voice. As an alternative option, students can also [call into a meeting](#) if their internet connection is weak. Students with a smart phone can also review recording sessions with their mobile device if they are recorded and shared.

### I'm Concerned About the Privacy of My Zoom Session

[Create a waiting room](#) so you can monitor who joins and lock down your room if someone enters who does not belong.

[Disable Join Before Host](#) so people can't enter your meeting space until you arrive.

[Enable Co-Host](#) so you can assign others to help moderate while you are presenting

[Disable File Transfer](#) so there's no digital virus sharing.

[Disable Allow Removed Participants to Rejoin](#) so removed attendees cannot re-enter the meeting.

### Zoom Testing & Tutorials

Zoom test site for practice: <https://zoom.us/test>

Zoom Tutorial Videos: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Zoom Help Center: <https://support.zoom.us/hc/en>

Zoom FAQ: <https://support.zoom.us/hc/en/articles/206175806-frequently-asked-questions>