Quick Guide for IHPME Faculty:
A Complement to Getting Started with Online Teaching
Faculty Development Webinars offered over June 2020

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Table of Contents

Installing Zoom. It is best practice to install and use “Zoom Client for Meetings”. .......................... 3

Updating Zoom Client .................................................................................................................................................................................. 4

Signing up for a Zoom Account ........................................................................................................................................................................... 5

Zoom Accounts/ Business Plans ........................................................................................................................................................................... 5

Using Zoom for Your Classes ............................................................................................................................................................................. 6

• Admitting participants.................................................................................................................................................................................. 6
• Admit all participants from the Waiting Room ............................................................................................................................................. 6
• Sending participants to the Waiting Room during a meeting ................................................................................................................. 7
• Sending messages to participants in the Waiting Room ......................................................................................................................... 7
• Video for Participants ....................................................................................................................................................................................... 8
• Chat room (Alt +H shortcut key) .............................................................................................................................................................. 8
• Reactions & Raise Hand ................................................................................................................................................................................ 9
• Sharing your screen ..................................................................................................................................................................................... 9
• Sharing your screen for video ..................................................................................................................................................................... 9
• Breakout rooms for small group discussion (Discuss with your PA) .................................................................................................. 10
• Polls ......................................................................................................................................................................................................................... 12
• Assigning Co-Hosts .................................................................................................................................................................................... 12
• Transferring hosts ...................................................................................................................................................................................... 12
• Whiteboard .............................................................................................................................................................................................. 13

Recording Using Zoom .................................................................................................................................................................................. 13

Recording Classes using Zoom ....................................................................................................................................................................... 13

Pre-recording Class Content .......................................................................................................................................................................... 14

Tips & Suggestions .......................................................................................................................................................................................... 14

Resources ......................................................................................................................................................................................................................... 18
Installing Zoom. It is best practice to install and use “Zoom Client for Meetings”.

1. Download Zoom Client for Meetings from zoom.us/download

2. Run the Zoom Client installer (ZoomInstaller.exe) downloaded above.

3. It will open a security warning prompt similar to one shown below, click “run” to continue with the installation.
Updating Zoom Client

Features in Zoom are updated periodically including security features. It is important to ensure that you are using the most recent version of the Zoom Client. If you already have the Zoom desktop client installed, you can check for updates:

- Sign in to Zoom desktop client.
- Click your profile picture (Top Right area) then click **Check for Updates**.

If there is a newer version, Zoom will download and install it.

Source
Signing up for a Zoom Account

To sign up for your own free account, visit zoom.us/signup and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account.

Using Zoom for Your Classes

IHPME uses Educational License for course delivery which accommodates up to 300 participants.

Each program at IHPME has a dedicated Zoom account for classes. Using this account, IHPME's Graduate Program Assistants will schedule your courses in Zoom according to your course's timetable on the website. They will enable the breakout rooms and polls functions as well as telephone and computer audio settings for your online classes.

Zoom Accounts/ Business Plans

- **Free/Basic Account** – This is the free account offered by zoom with certain limitations such as no Breakout Room/Polls or Cloud recording option and a 40 minute limit per meeting/session. This can be used by students or faculty for having a 1 on 1 or a group discussion with up to 100 Participants allowed. More details available on: [https://zoom.us/pricing](https://zoom.us/pricing)

- **Pro Account** – Allows for **100 Participants** as well and is approximately $20 USD per month. It offers additional features that a free account does not such as **Computer and Phone audio options**, breakout rooms, polls, Cloud recording (1 GB total per month only). More details available on: [https://zoom.us/pricing](https://zoom.us/pricing)

- **Business Account** – Same features offered as Pro account with additional 200 participants, so total of **300 participants** are allowed to join a meeting setup using a Business Account. More details available on: [https://zoom.us/pricing](https://zoom.us/pricing)

IHPME does not have Business account, we are using an Educational License that supports up to 300 Participants, and has same features as Business Account, with cloud storage capacity of 0.5 GB per month per user/license.
Using Zoom for Your Classes

Your Program Assistant will schedule your meetings (online classes) on Zoom.

In-class/session interactions:

- Admitting participants to meeting or sending participants to waiting room.
- Video for Participants
- Chat room
- Reactions vs Raise hand (tips: cohost and host do not see raise hand option)
- Sharing your screen/PowderPoint etc.
- Breakout rooms for small group discussion (Discuss with your PA)
- Polls (create, save results discuss with PA .. content here to include how to launch polls, share results, close poll etc. etc.)
- Assigning co-hosts
- Transferring hosts
- Whiteboard

- Admitting participants (Waiting room can be enabled or disabled please discuss with the PA)

Source: [https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room)

As the meeting host/co-host, click Participants.

Click Admit to have the participant join the meeting.

![Participants](image)

- Admit all participants from the Waiting Room

As the meeting host, click Participants.
Click Admit all.

2 people are waiting

LW Lisa Williams
BJ Bob Jones

1 participant in the meeting

• Sending participants to the Waiting Room during a meeting

As the meeting host, click Participants.

1. Click More next to the participant's name and choose Put in Waiting Room.

• Sending messages to participants in the Waiting Room

1. As the meeting host, click Chat.
2. Click the dropdown next to To:

3. Click Everyone (in Waiting Room).

4. Type and send your chat message to the waiting room.

Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:

- **Video for Participants**
  (Meeting Settings to allow participants to have video can be configured by the Program Assistant, please discuss with PA)

- **Chat room (Alt +H shortcut key).**
  Discuss with the PA regarding managing the chat in the meeting. Please visit: [https://support.zoom.us/hc/en-us/articles/203650445-In-meeting-chat](https://support.zoom.us/hc/en-us/articles/203650445-In-meeting-chat) for more
information on Chat management in the meeting. Best practices should include process defined ahead of time and discussed with your participants how the chat will be moderated and what students can do if they have questions etc. related to the session. Such as Raising hand option, reactions etc.

- **Reactions & Raise Hand**
  Reactions is different from Raise Hand feature. Raise hand feature is not available to Co-host, Host or Alternative Host, only participants can use the Raise Hand feature and it’s viewable only in the Participants Tab/window (Alt + U shortcut key).

  Raise hand icon appears in the Participants Panel: ![Raise Hand](image). As a host/cohost you can see someone has raised their hand by looking at participants panel as well, it will appear as below:

  ![Participants Panel](image)

  Reactions appears in the main window by the Share icon. There are two type of reactions Clap and Thumps Up, it’s not same as Raise Hand however, it can be used as well for non-verbal interrupts so it’s important to setup basic rules/guidelines for the zoom sessions with your students.

- **Sharing your screen**
  Best practice includes disabling sharing screen for all participants for the meeting – discuss with the PA to disable share screen for anyone beside the host. During the meeting host can enable and grant participants access to share screen. Instead of sharing entire Screen, it’s best to share only the application such as PowerPoint you wish to show, **note:** make sure you have your PowerPoint open and ready before hitting the Share Screen button.

- **Sharing your screen for video**
  **Important Note:**
  Check **Optimize for full screen video clip (option seen when you click Share Screen at the bottom of the window pop up):** Check this if you will be sharing a
video clip in full screen mode. **Do not check this otherwise, as it will cause the shared screen to be blurry.**

More help available regarding how to Share screen at: [https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen](https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen)

- **Breakout rooms for small group discussion (Discuss with your PA)**
  Pre-assigned breakout rooms can be configured by the PA for your course. If you wish to pre-assign students to breakout rooms for a class or the entire course, you will need to know the email accounts they will use for their Zoom accounts. Your Program Assistant can help you gather this information from the students. Alternatively, you can use the registration function on Zoom. Here is a link to more information about using the registration for meetings: [https://support.zoom.us/hc/en-us/articles/211579443-Registration-for-Meetings](https://support.zoom.us/hc/en-us/articles/211579443-Registration-for-Meetings)

  **Note:** Even if pre-assigned breakout rooms are setup, as a host before opening the rooms you can click Recreate option and use “Recreate all Rooms”

  ![Recreate](image)

  **Note:** Recover to Pre-Assigned Rooms will revert the breakout room to the pre-assigned rooms setup by the PA for the course. It connects with Zoom servers in the back-end and refreshes your breakout room according to what was setup for the meeting on the back-end. You should use this option if you see no one got assigned to any of the rooms.

  Only the Host can manage breakout rooms and can move between various breakout rooms.

  Ensure that you are familiar with the options available (see image below) for the Host before “opening breakout room”. Breakout room options cannot be changed once the rooms have opened.

  - Move all participants into breakout rooms automatically: Checking this option will move all participants into the breakout rooms automatically. If this option is unchecked, the participants will need to click “Join” to be added to the breakout room.
  - Allow participants to return to the main session at any time: If this option is checked, the participants can move back to the main session from their meeting controls. If this is disabled, they need to wait for the host to close the breakout rooms.
Breakout rooms close automatically after x minutes: If this option is checked, the breakout rooms will automatically end after the defined time.

Notify me when the time is up: If this option is checked, the host will be notified when the breakout room time is up.

Countdown after closing breakout rooms: If this option is checked, the participants will be given a countdown of how much time they have left before being returned to the main room.

Once in breakout room recording the breakout session in the room is feasible. A participant in a room must request this option from the host. It will be only “local recording to their computer” not to the cloud.

Move all participants into breakout rooms automatically

Allow participants to return to the main session at any time

Breakout rooms close automatically after: 30 minutes

Notify me when the time is up

Countdown after closing breakout room

Set countdown timer: 15 seconds

More on Management of Breakout rooms at:
https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms

Randomize students even with pre-assigned rooms
If you are using pre-assigned breakout rooms but want to randomize students assignment to the rooms for a session, you can click “Recreate All Rooms”. This will give you the option to recreate the rooms.
To revert back to pre-assigned Breakout Rooms, click “Recover to pre-assigned” to go back to original pre-assigned rooms. The Zoom server will refresh the view. It is also handy if you do not see “Open all Rooms” button or if it’s greyed out.

- **Polls**

  Best Practice is to create your polls ahead of time for the meeting.. Multiple polls can be created and launched from your Zoom session. Discuss with the PA regarding setup of polls. If poll results need to be saved for history/archiving purposes discuss with PA. Previous results are deleted when they are re-created or re-launched for next session etc.  
  More information and a guide for Launching polls is available at:  
  [https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings#h_bdab5a42-600b-4ee0-8f3c-76a87b3f8ef3](https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings#h_bdab5a42-600b-4ee0-8f3c-76a87b3f8ef3)

- **Assigning Co-Hosts**

  Best practice is to assign a co-host for your session. In the event a host is disconnected, the co-host becomes the host. In the absence of a co-host, a random participant will be assigned the host role.  
  More information available at:  
  [https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-adding-a-co-host#h_9c3ee7f2-b70c-4061-8dcf-00dd836b2075](https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-adding-a-co-host#h_9c3ee7f2-b70c-4061-8dcf-00dd836b2075)

- **Transferring hosts**

  Note: **If the original host is a Licensed user**, the meeting will continue to run for an unlimited time, even if the new host is a free or basic user.  
  In Participants panel (Alt +U) you can select a participant to make them a host or co-host.
For more information on various controls and access available to the Host:
https://support.zoom.us/hc/en-us/articles/201362603-Host-Controls-in-a-Meeting

- **Whiteboard**
  Whiteboard is available to anyone who can share screen, be in a breakout room or in the main room. Note: in breakout rooms whiteboards created will not transfer over to main room. Ask your participants to save the screenshot of their whiteboard if you wish to see them when they return from the breakout room. How to use Whiteboard:
  https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard

**Recording Using Zoom**

**Recording Classes using Zoom**
While we are not expecting to routinely post links to all classes after each class, there may be a situation where students will need to access recordings of classes, e.g., in instances where students are unable to attend a class due to an illness or conflict, or when recording access is an accommodation coordinated through Student Accessibility Services.

Recordings may be saved to the Cloud or a computer. Cloud recordings must be regularly purged/deleted from Zoom due to space restrictions. It is recommended that you use U of T’s MyMedia Library to store/upload your video files once recorded. Do not post a Zoom recording link as these are regularly removed/deleted, the previous recordings must be removed regularly. More details on How to use MyMedia Library are provided later in this document.
Pre-recording Class Content

• Why would I pre-record class content? Please visit https://ihpme.utoronto.ca/teaching-online-resources-hub/getting-started-with-online-teaching-ihpme-webinars-other-workshops/ - Session 2 – Using Zoom & Quercus for Teaching.

• Snag It! – Please visit: https://q.utoronto.ca/courses/46670/pages/lecture-capture/ or have a look at Session 2 held on June 15th including the slide deck and recordings available at: https://ihpme.utoronto.ca/teaching-online-resources-hub/getting-started-with-online-teaching-ihpme-webinars-other-workshops/ This has details and instructions on:
  • How to pre-record
  • How to edit
  • How to post a link to Quercus

• Zoom can be used to record sessions to your own computer even with the free basic account https://support.zoom.us/hc/en-us/articles/201362473-Local-recording

Tips & Suggestions

1. Have a Back-up Plan.
   In the event that there are technology issues, e.g., internet disruption, crashed computer etc..

   Suggestions:
   • Write down the phone numbers for your zoom session so you can re-join via the Zoom dial-in number for the meeting.
   • Post slides and content for the session ahead of time on Quercus,
   • Designate someone as a backup person who will download the presentation and share with the group in the event that you must join via telephone. If there is no designated backup person, you can ask the students/participants to follow along on their own systems.
   • If you are the host, assign someone you trust to be a co-host, in the event you are disconnected. Remember when a host disconnects in absence of a co-host “random” person on the session gets assigned as the “Host”. Note: The meeting continues in your absence. You can reclaim the host controls when you log in again.
   • If using a laptop, charge it overnight or prior to your class or ensure it is plugged in
   • In the event of a power disruption, if you have a data plan on your phone, hot spot your phone for internet connectivity to your laptop. Or join the meeting using your phone and its data plan.

2. Improve Connectivity.
   • Move closer to the wifi router.
   • Purchase/use a wifi-extender
- Connect via Ethernet cable to your router/modem if feasible.
- Go to https://speedtest.utoronto.ca/ to test your connection. If the upload speeds are below 1.5 Mbps consider upgrading your internet plan with your provider. Zoom recommends 1.5 Mbps for video and audio.
- Ensure that there are fewer demands on your internet connection during your classes. Ask family members not to stream movies or have video calls at the same time as your class.
- Turn off your video camera during class if your video is choppy or you experience audio delays. You can also ask your students to turn off their videos to help make more bandwidth available for class.
- Suggestion: Students can reserve a study space at the Wallace Room in Gerstein Library if they have wifi/internet issues at home or at their work site. https://gerstein.library.utoronto.ca/spaces/wallace-room

3. When Screen Sharing
   Close all unnecessary applications on your computer (Email, MS Teams, Netflix, etc.) if presenting or sharing your screen, e.g., a PowerPoint presentation. This will help prevent unwanted pop-ups or “dings” and make it easier to locate and quickly share your class material with the group.

4. Test – Test – Test!!
   Always test prior to the session or if doing something new for upcoming session. Connect with your Program Assistant to set up a test Zoom meeting when trying out new things, or reach out to IPME’s IT Coordinator via ihpme.it@utoronto.ca.

5. Your Surroundings when Teaching
   Be mindful of your surroundings if you have your video on. Turn off the video if you have to step away or when unexpected changes happen to your surroundings e.g. someone enters the video view not associated with your course. Consider how the environment is managed when teaching face to face and how interruptions are avoided there – closing the door to a classroom to ensure only students and relevant faculty are involved and external noise is minimized. A Virtual Background may be used if your computer supports it. More information about Virtual Backgrounds: https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background

6. Rules of Engagement
   Before your course begins or at the start of your first class establish rules/guidelines for your students to adhere to during your online classes. Include guidance in your syllabus and post on Quercus. Guidelines/Rules can include asking:
   a. students to mute themselves unless they are asking a question or participating in a discussion
   b. students to raise their hands to ask a question using the Zoom raise hand feature and to wait for their turn to speak. Remind them to unmute themselves when it is their turn to speak.
c. all participants to turn on their video camera when presenting, if feasible and if their connection strength is sufficient.

d. all participants (including guest lecturers) to display their full name instead of initials or nicknames during class.

If you intend to use these Zoom features, plan your breakout rooms, pre-assign students to the breakout rooms and create your polls **prior** to your class. Your Program Assistant can assist you with these tasks.

a. If necessary, set up a practice Zoom session to get familiar with the polls and breakout room functions prior to class.

b. Consider setting up a pre-class practice session (Zoom meeting) for students that would like to test the computer they will use for class.

Your first class using breakout rooms, even when students are pre-assigned, is **unlikely to be flawless**. You may have to manually allocate some students to their respective breakout rooms during class. It is recommended that you have a paper copy listing the first and last names of students and their distribution in the breakout rooms near you during your class. This will allow you to quickly allocate any student who did not move automatically into their breakout room. Please note that only the host has access to manage, open and close breakout rooms and assign students during a meeting.

**If Students don't appear in breakout rooms when opened:**
If you see no one assigned when you open the breakout rooms, you can use the “Recover to pre-assigned rooms” option found under “Recreate”.

8. Some helpful **Zoom Shortcut keys**
More available at: [Zoom Site](#)

ALT + H – opens up chat panel window
ALT + U – opens participants panel.
ALT + Y – raise/lower hands
Alt+V: Start/Stop Video
Alt+A: Mute/unmute audio
Alt+M: Mute/unmute audio for everyone except host **Note**: For the meeting host only
Alt+S: Launch share screen window and stop screen share Note: Will only work when meeting control toolbar has focus

   Guest lecturers, who do not have a UTORid, can sign up for a basic, free Zoom account and create a local recording in a standalone meeting. Note: A poor internet connection while hosting a standalone meeting can result in poorly recorded content.

10. Record to cloud or local recording on Zoom.
   Suggestion: When you record to the cloud (Alt+C shortcut key), it is not prone to ending prematurely if you (as the host) are disconnected. A local recording will stop and may be lost and will have to be re-started.

   Note: Notify your Program Assistant if you want to record to the cloud. The Zoom account used for scheduling the online classes has a limited storage capacity for video and audio files. The files will need to be downloaded and then deleted from Zoom to make room for future recordings from other courses and classes. If during a recording you run out of storage, the cloud recording will continue. However, the next session cannot be recorded until space is made available.

11. Best location to Store and Share recorded video files.
   Video and audio recordings need to be uploaded, processed and saved on a U of T MyMedia account. Here is a link to the MyMedia website: https://play.library.utoronto.ca. Learn more about using MyMedia: https://play.library.utoronto.ca/help

   a. MyMedia library content is never purged/deleted automatically, so it provides an indefinite storage platform.
   b. The MyMedia library has various video controls for play back such as:
      • Speed so viewers can slow down or increase the speed of the video being played.
      • Go back to previous frame or skip to next frame.
      • Download the video file (if the video file option to download is enabled on the back-end in MyMedia Library).
   c. UTORid access only is the default access setting. Students use their UTORid and password to access recorded material from courses.
   d. The link to a video file uploaded in MyMedia Library can be posted within your course on Quercus. Please ensure it is published and therefore visible to students. As long as the file remains saved in the MyMedia account, the link will carry forward to future versions of your course when your content is copied into next year’s course shell on Quercus.
Resources

• Which tool to use and when: https://ito-engineering.screenstepslive.com/s/ito_fase/m/95481/l/1224709-which-webinar-tool-should-i-use-and-when
• Zoom Support/Help Center: https://support.zoom.us/hc/en-us
• TORI: https://ihpme.utoronto.ca/teaching-online-resources-hub
• Download Snagit: https://licenses.act.utoronto.ca/products/1
• Download Zoom: https://zoom.us/download
• Signup Free Zoom Account: https://zoom.us/signup
• IHPME Past Webinar/Sessions: https://ihpme.utoronto.ca/teaching-online-resources-hub/getting-started-with-online-teaching-ihpme-webinars-other-workshops/
• MyMedia Library Help: https://play.library.utoronto.ca/help
• Hands-on/Drop-in sessions can be arranged with your Program Assistant or with IHPME’s IT Coordinator (ihpme.it@utoronto.ca)

This Document Created/Modified by:

Sumeet Sheoran [IHPME - IT Coordinator]
Whitney Berta [IHPME - Graduate Coordinator]
Anita Morehouse [IHPME - HSR/MHSc Program Assistant]
Christine Shea [IHPME - QIPS - Program Director]