

Learning with Zoom: An Osher at University of Utah Member Guide

What is Zoom?

Zoom is Osher's supported video conferencing platform that provides high definition, interactive collaboration tools, and telephone conferencing to use for communication and collaboration.

[Click here to read Frequently Asked Questions about Zoom](#)

How do I join a class in Zoom?

You are receiving this because your class has been moved to Zoom. You will be receiving a list of your Zoom classes on Tuesday, March 17.

Next to each class moved to Zoom, you will see a link ("Click here to join Class 000"). Move your cursor to the "click here," and click on it. **Every week the class meets, you'll use the same link.**

A Zoom account isn't required to attend a class session. Anyone can attend a class session using their laptop or desktop (Windows or Mac), tablet, smartphone (iPhone or Android) smartphone.

- If you haven't used Zoom before, leave about 5 minutes to set it up before your first use.
- If you are planning on using a **laptop or desktop**, the first time you click on a link it will download a free and secure program to your computer.
- If you are planning on using a **tablet or smartphone**, you'll want to download the free and secure Zoom application from your application store.

[Click here](#) for a 1 minute video about joining Zoom.

What equipment do I need to get started?

At the most basic level, all you need to use Zoom is a telephone, such as a smartphone or landline. However, if you have access to a computer or mobile device you can use the full capabilities of Zoom.

The following equipment will enhance your experience but is **not** necessary:

1. **Web camera:** A camera will increase your connection with your instructor and your peers by allowing you to see each other face-to-face. If you do not have access to a web camera, you will still be able to see the instructor.
2. **Headset with a microphone:** This will let you hear and be heard more clearly. This does not need to be fancy equipment, it can be the same as the headphones you might use with your phone.
3. **Charger:** Charging your device during class will ensure that you do not have an unexpected power outage interrupting your learning.

[Click here](#) for a 1 minute video about testing your equipment.

Check your audio and video before class starts

Here are the top three challenges of using Zoom, and how you can address them before they happen:

- **I can't see:** [Click here step-by-step instructions for "Testing Your Video"](#)
- **I can't hear:** [Click here for step-by-step instructions for "Testing Your Audio"](#)
- **There's background noise or feedback:** [Click here for "Solutions for Audio Echo"](#)

If you're still experiencing trouble, Osher at University of Utah is here to assist you. Call us at 801.585.5442.