

## ZOOM FAQs

Before requesting your Zoom virtual meeting, please review the following FAQ and [other meeting guidelines](#). If you have any other questions about Zoom, please send your questions to [ACRL's Meeting Scheduler](#).

**1. What if I do not have Zoom on my computer?**

- a. When you click on the meeting link it will automatically download the Zoom plugin for installation.

**2. How can I find out what version of Zoom I am running?**

- a. Zoom provides a pop-up notification when there is a new Mandatory or Optional update within 24 hours of logging in. You can check your [zoom version here](#).

**3. Can I check my internet connection before a meeting?**

- a. Yes, we highly recommend that you [test your internet connection](#).

**4. What browser should I use to join a meeting?**

- a. Compatible browsers are-Chrome, Safari, IE/Edge, and Firefox.

**5. What devices are compatible with Zoom?**

- a. Compatible devices are Mac, Windows, and Linux.

**6. Do I need a webcam to join a meeting?**

- a. No, a webcam is optional.

**7. Do I need a headset to join a meeting in Zoom?**

- a. A headset is recommended but not required. If you choose to use a headset for VoIP and are using a machine with a built-in microphone, you will need to disable the built-in microphone and enable the microphone on your headset (a USB headset is best).

**8. Is there a dial-in number to join a meeting?**

- a. Yes, you will receive the dial-in number after logging in to the meeting.

**9. Are there any tips I can review if I have never attended a Zoom meeting?**

- a. Yes, please visit Zoom's website for a quick [overview](#) or the [ACRL Virtual Meeting Best Practices document](#).

**10. What if I hear feedback during a meeting?**

- a. Check to make sure you do not have both the computer and telephone audio active. You will also want to mute your mic, if applicable, when you are not speaking to reduce feedback.

**11. If I registered for the meeting, where is my link to join the meeting?**

- a. "After you register" for the meeting, you will receive a **unique login** link directly from Zoom, to join the live meeting. *{Please do not share your unique login link with others, because your individual email is assigned to this link.}*

**12. I am hosting a meeting. Do I need to register for the meeting?**

- a. If your meeting requires registration, yes, you, all moderators, and presenters/speakers, must register for the meeting. *(Please share the "registration link sent from ACRL staff via LibCal with your presenters/moderators)*

**13. Where is the link to my practice session?**

- a. ACRL no longer offers practice sessions for the meetings hosted in their Zoom rooms.

**14. Can my meeting be recorded?**

- a. Yes, if you are having a discussion forum, it can be recorded.
- b. Committee meetings are not recorded.

**15. How soon can I get the recording from my session?**

- a. ACRL staff will send the recording link to all registrants, including you and your presenters, within 48 hours of your live meeting.

**16. Where can the recording from my session be found after it has been sent to registrants?**

- a. ACRL staff will mount your recording on the [ACRL YouTube](#) site.

**17. What time zone will my meeting be scheduled in?**

- a. All meetings are scheduled in Central Time.

**18. How can I find out how many people have registered for my session?**

- a. Simply send an email to [esharpe@ala.org](mailto:esharpe@ala.org), to obtain the number of registrants for your meeting.

**19. How will the presenter/s for my meeting be able to speak?**

- a. If your meeting is scheduled in Zoom Webinar, ACRL staff will add your presenters as panelists so they will be able to speak?
- b. If your meeting is scheduled in Zoom Meeting, all participants can mute and unmute themselves.

**20. What about closed captioning for my meeting?**

- a. Zoom now has a live transcription feature, simply request this to be turned on when you make your initial meeting request via the virtual calendar.

**21. Will ACRL staff stay in the room for the entire meeting?**

- a. No, ACRL staff will open the room 15 minutes in advance of your meeting and stay in the room a few minutes after it starts to make sure there are no issues. *(If you need assistance after the staff person has stopped listening in, we will be around to help. Simply send an email to the ACRL meeting host)*

**22. Who will monitor the chat for my meeting?**

- a. We recommend that you choose someone from your committee to monitor the chat during the length of your meeting.



**23. Who will start and stop the recording for my meeting?**

- b. The ACRL staff host will start and stop the recording for your meeting.

**24. Can I upload documents in Zoom?**

- a. You will only be able to share your screen in Zoom.

**25. Will my presenter/s be able to share their screen in Zoom?**

- a. Yes, but only one person can share their screen at a time.