

Hold Office Hours with Zoom

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Verify Your Hardware

Confirm that you have your [microphone and webcam](#) properly installed and setup.

Check your [System Requirements](#) for compatibility with Zoom.

Installing Zoom

Check if you already have the Zoom application installed on your computer:

1. **Windows:** Navigate to Start > Scroll Start Menu to Zoom folder > Click "Start Zoom".
2. **Macintosh:** Launch Finder > navigate to your Applications Folder > Zoom application will be listed.



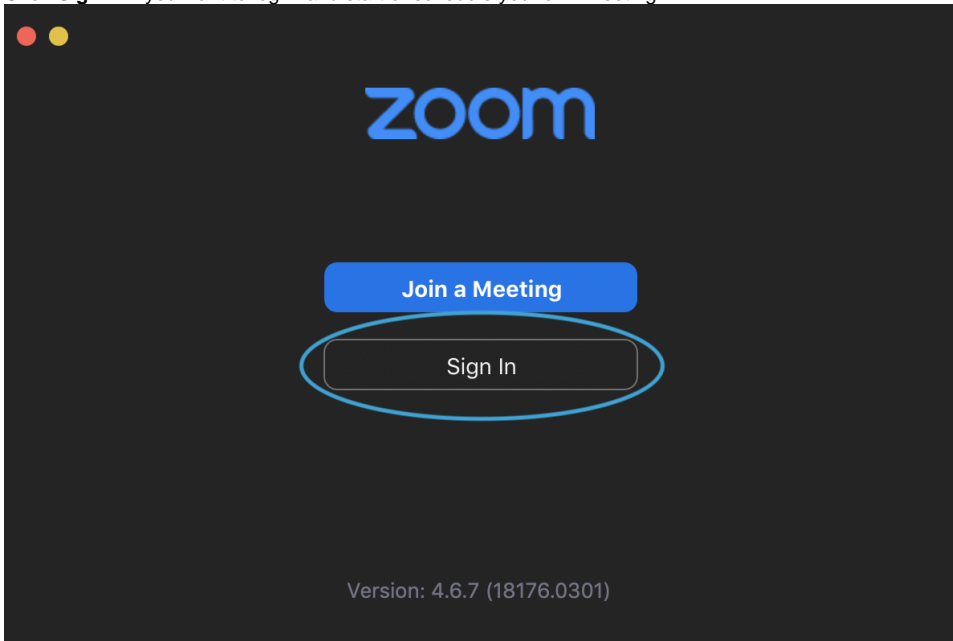
If you have a University-owned laptop, you might need Admin permission on your computer to install Zoom applications, plugins, and extensions.

Download Zoom directly from any of the following links:

- a. <https://zoom.us/support/download>
- b. <https://zoom.us/download>
- c. <https://zoom.us/download2>

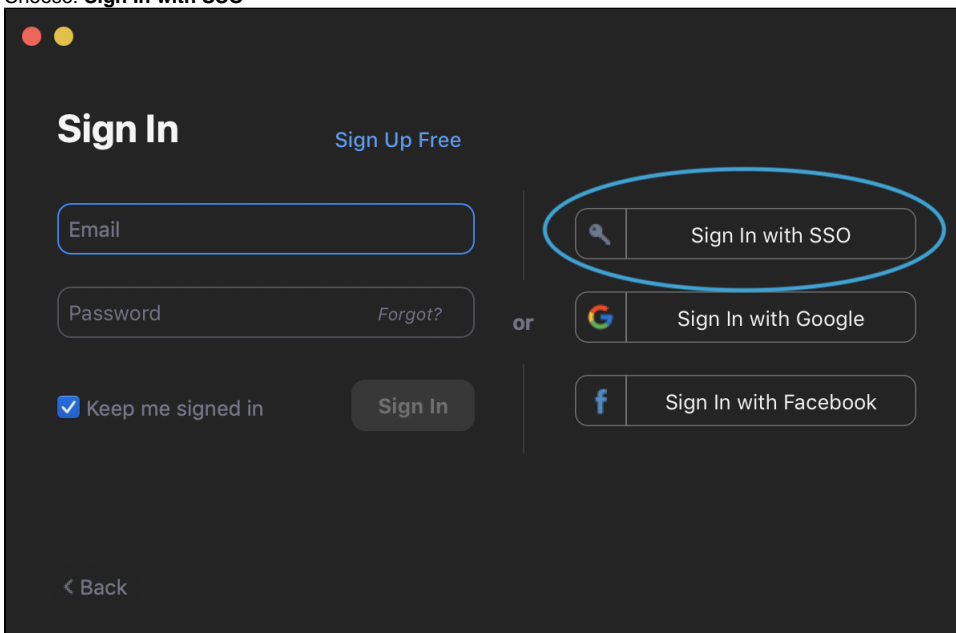
Sign into the Zoom Desktop Client

1. Click **Sign In** if you want to log in and start or schedule your own meeting.

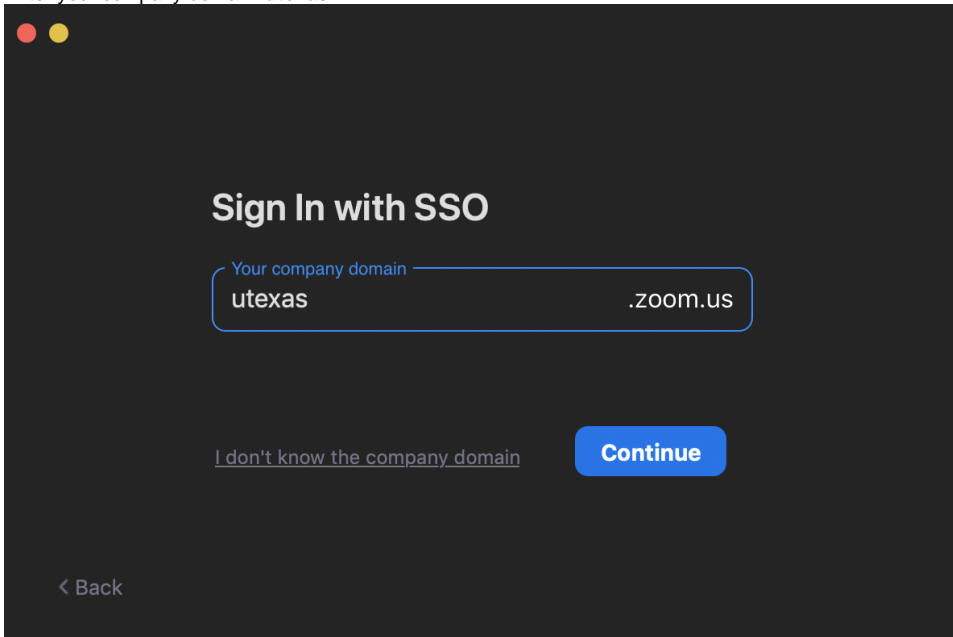


a. 'Join a Meeting' will be used by participants (students).

2. Choose: **Sign In with SSO**



3. Enter your company domain: **utexas**



Sign In with SSO

Your company domain

utexas .zoom.us

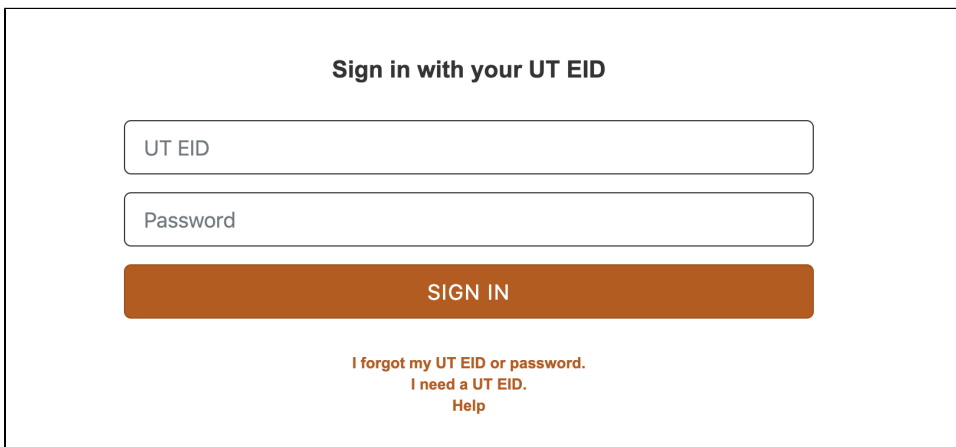
[I don't know the company domain](#)

Continue

[< Back](#)

4. Click continue

5. A browser window will open, then **Enter** your UT EID and Password.



Sign in with your UT EID

UT EID

Password

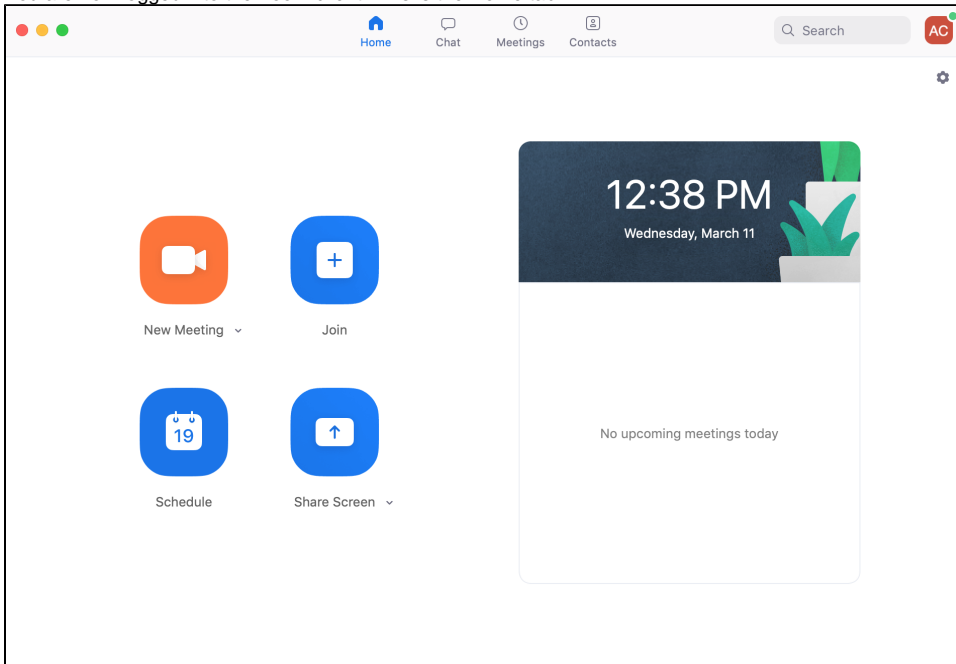
SIGN IN

[I forgot my UT EID or password.](#)

[I need a UT EID.](#)

[Help](#)

6. You are now logged into the Zoom client! This is the Home tab.



7. From here you can join, schedule, and start Zoom meetings.

Install the Zoom App for Mobile (iOS or Android)

1. Zoom is also available for your mobile device, you can download it here:
 - a. [Zoom Download in the Apple Store](#)
 - b. [Google Download in the Google Play Store](#)

Authorizing Zoom in Canvas

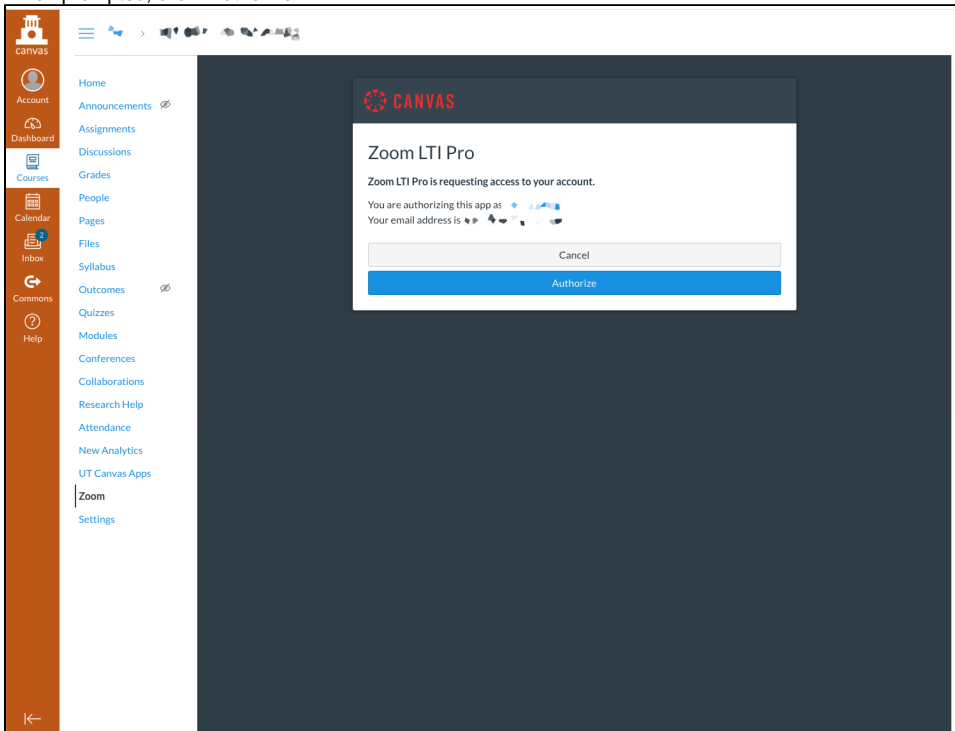
Zoom provides an integration with Canvas that makes it very easy to set up class sessions, whether they be lectures, discussion sections, or any other meeting. These sessions are then automatically placed on participants' calendars within Canvas.

To begin using Zoom through Canvas, you'll first have to authorize it. This will only need to be done once (the first time you use the Zoom integration).

To authorize Zoom to be used in Canvas:

1. Open any one of your courses in Canvas.
2. From the sidebar, select "Zoom".

3. When prompted, click "Authorize".



Recommendations for One-on-One Office Hours

It is recommended, should you or a student need to meet privately for a one-on-one discussion about sensitive topics, that you coordinate them according to the following guidelines:

- Publish a schedule or itinerary of when you will be available for private office hours
- Instruct students to contact you to reserve time during your availability window
 - Perhaps in 15 minute increments, though the duration of these slots should be at your discretion
- Respond to the student's request as appropriate
 - If there is available time in that window, reply to them with a Zoom invite to a meeting set at the agreed-upon time
 - If there is no available time during that window, inform the student that they will need to choose another time

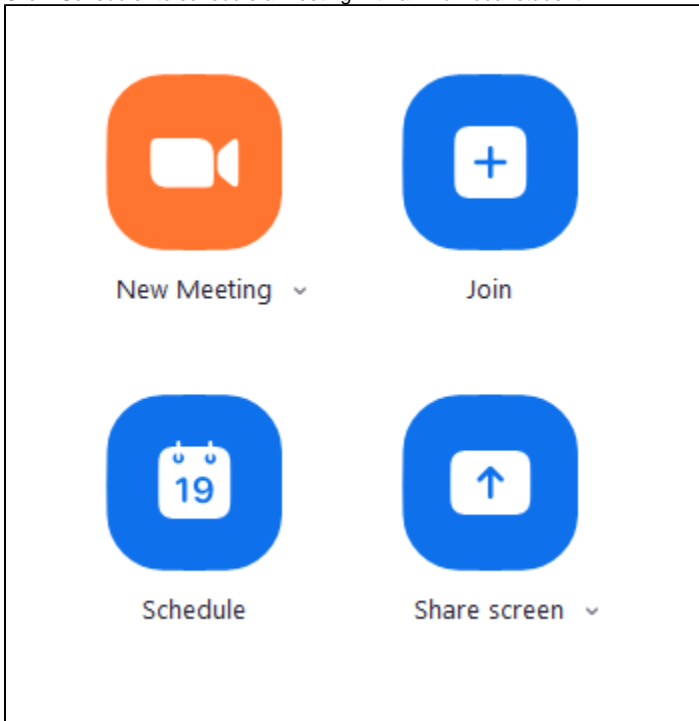
For instructions on scheduling meetings with Zoom for this purpose, please see below.

Scheduling One-on-One Office Hours with Zoom

For office hours and meetings with individual students, you can use Zoom's meeting scheduler.

1. Open the Zoom desktop application on your computer

2. Click "Schedule" to schedule a meeting with an individual student



- Schedule meeting

×

Schedule Meeting

Topic

Office Hours Meeting

Start:

Mon March 16, 2020

▼

03:00 PM

▲▼

Duration:

March 2020

◀ ● ▶

☐ Recurring

Time (US and Canada) ▼

Meeting ID

☒ Generate a new meeting ID

9101

Password

☒ Require meeting password

15161718192021

22232425262728

Monday, March 16, 2020

2930311234

Video

Host: ☐ On ☐ Off

Audio

☐ Telephone ☐ Computer Audio ☒ Telephone and Computer Audio

Dial in from United States [Edit](#)

Calendar

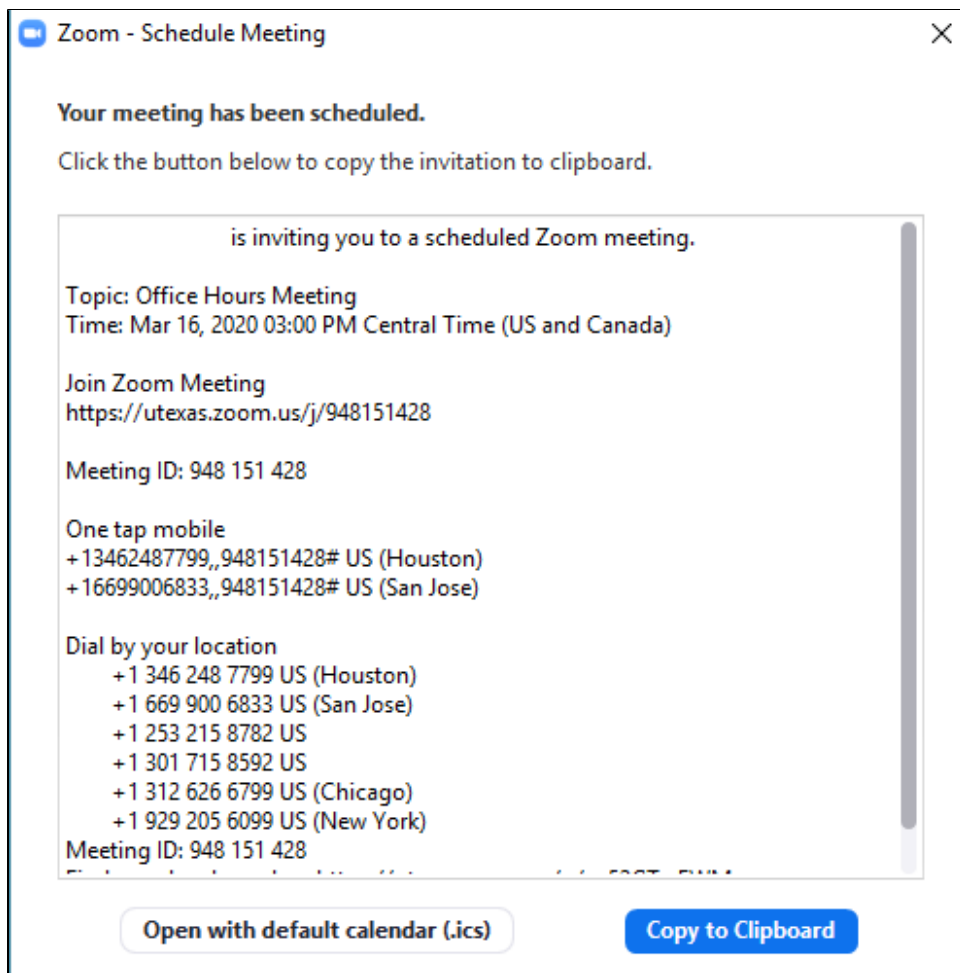
☐ Outlook ☐ Google Calendar ☒ Other Calendars

Advanced Options ▼

Schedule

Cancel

- a. For more information on your [Meeting Options](#)
4. Select "Other Calendars" and then "Schedule"
 - a. A dialogue box with all the information your student needs to join your meeting at the scheduled time will appear, click "Copy to Clipboard" so you can share it with the student



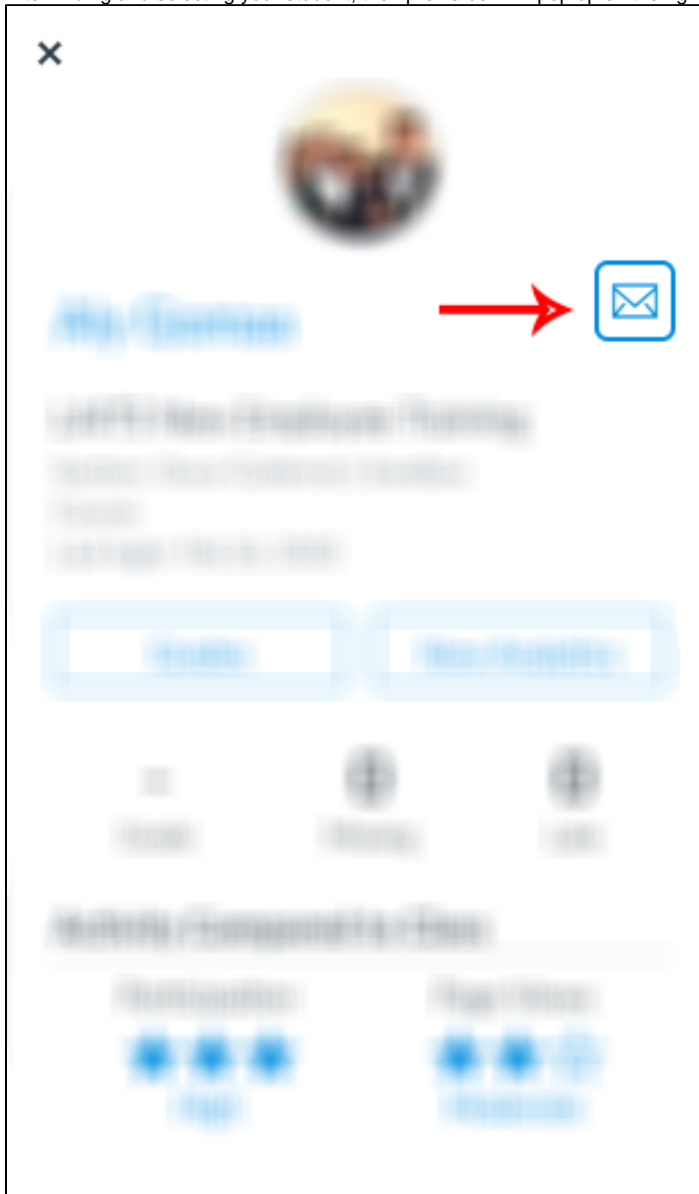
Sharing Zoom Invite via Email

If the student contacted you via email, you can reply to them via email and paste the invite copied in the above steps. At the time of the meeting, they will be able to use the link found therein to access the meeting and speak with you one-on-one.

Sharing Zoom Invite via Canvas

1. Go to your course in Canvas and select "People" on the left-hand panel

a. After finding and selecting your student, their profile box will pop up on the right with a Messaging icon.



- b. Select the messaging icon and in the message fill in the Subject and paste the Zoom Meeting information into the body of the message.

Send a message

To

Student

Subject

Office Hours Meeting

Body

is inviting you to a scheduled Zoom meeting.

Topic: Office Hours
Time: Mar 16, 2020 04:00 PM Central Time (US and Canada)

Join Zoom Meeting
<https://utexas.zoom.us/j/286715780>

Meeting ID: 286 715 780

One tap mobile
+13462487799,,286715780# US (Houston)
+16699006833,,286715780# US (San Jose)

Dial by your location
+1 346 248 7799 US (Houston)
+1 669 900 6833 US (San Jose)
+1 253 215 8782 US
+1 301 715 8592 US
+1 312 626 6799 US (Chicago)
+1 929 205 6099 US (New York)

Meeting ID: 286 715 780
Find your local number: <https://utexas.zoom.us/j/286715780>

Close Send Message

- c. Once sent, the student now has the meeting information and can join the Meeting with the **Meeting ID** or the **link** provided at the scheduled time.

Open Meeting Office Hours

Office Hours in Zoom follow the same structure as hosting a lecture

1. Open your course in Canvas.
2. From the sidebar, click "**Zoom**".
3. Click the blue "**Schedule a New Meeting**" button.
4. Fill out the settings for your lecture as desired. You can provide a topic, description, choose the start time and duration, and more.
 - a. Your meeting time and duration should be set to that of your Office Hours.
 - i. In our below example, the class meets for an hour at 1:00 pm.
 - b. By selecting "Recurring meeting", you can automatically schedule your Office Hours to repeat each week. Use the "Weekly" option and select the days on which your Office Hours occur.
 - c. "Passcode" is unchecked by default.
 - i. This option is not necessary and may complicate the process of joining for your students.
 - d. **Be sure to check the "Mute participants upon entry" option.**
 - i. This will prevent background noise from students or other participants from being immediately broadcast when they enter the meeting.
 - e. "Enable waiting room" will be set on by default, to restrict unauthorized or unwanted access by parties external to UT.
 - i. This is, in part, a security measure meant to decrease potential disruption of Zoom meetings.
 - f. "**Only authenticated users can join**" is enabled by default for security. This restricts outside users without Zoom accounts from accessing your meetings.
 - i. If you plan to have a non-UT attendee to this meeting, click the dropdown box and select "Sign in to Zoom". This will allow your guests to join your meeting with a free Zoom account.
 - g. **Alternative hosts:** Enter the email address (the-users-EID@eid.utexas.edu) of another UT Zoom user - or the email address used for the Zoom account of an outside participant - to allow this user to start the meeting in your absence. [Read more about Alternative Hosts.](#)
5. When configured to your liking, click "Save" to save your meeting. It will automatically be added to your Canvas calendar, as well as to your students' calendars.



[Course Meetings](#) > Schedule a Meeting

Topic

Lecture 1

Description (Optional)

Enter your meeting description

When

01/11/2021



12:00



PM



Duration

1



hr

0



min

Time Zone

GMT-06:00 Central Time (US and Canada)



☐ Recurring meeting

Registration

☐ Required

Security

☐ Passcode

Only users who have the invite link or passcode can join the meeting

☒ Waiting Room

Only users admitted by the host can join the meeting

☒ Require authentication to join

UT Austin



*.utexas.edu,utexas.edu [Edit](#)

Video

Host



on



off

Participant



on



off

Audio

☐ Telephone

☐ Computer Audio



Both

Meeting Options

☐ Enable join before host

☒ Mute participants upon entry

☐ Use Personal Meeting ID 6501062950

☐ Record the meeting automatically

Alternative Hosts

Example: john@company.com, peter@school.edu

Save

Cancel

Waiting Room Feature

Zoom's Waiting Room feature allows

the host to send attendees to a waiting room before joining a meeting. This setting gives hosts added security by not admitting everyone to the meeting automatically. By default, the Waiting Room setting is enabled and will send Only Guests (Non-EID accounts) to the waiting room. You can configure your meetings to send All Participants to the waiting room, but you will be responsible for admitting users before they can participate in the meeting. One thing to note is the "Only authenticated users can join" setting. This setting cannot be disabled and requires users to have a Zoom account (either an EID account or Non-EID account) to join a meeting hosted on the utexas (main) Zoom tenant. This was set to ensure maximum security for all meetings.

Read the matrix below to determine which Waiting Room setting option works best for your needs. See below to configure your Waiting Room setting.

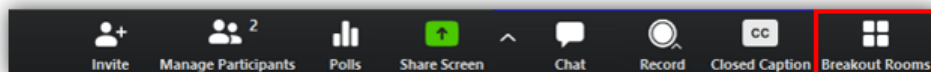
	Waiting Room (Guests Only)	Waiting Room (All Participants)	Waiting Room Disabled
Only Authenticated Users Can Join - UT Austin (Default)	<p>Recommended for: Academic classes/Meetings</p> <ul style="list-style-type: none"> We strongly recommend leaving this as your DEFAULT setting and only changing the setting for a particular meeting as needed. 	<p>Recommended for: Advising and Office Hours</p> <ul style="list-style-type: none"> This setting will send everyone to the Waiting Room. You can admit one participant (or more) at a time from the Waiting Room to meet with you. 	<p>NOT RECOMMENDED</p> <ul style="list-style-type: none"> Disabling the Waiting Room substantially increases your risk of uninvited guests entering your meeting. (ie. "Zoombombing") Do not use for classes.
Only Authenticated Users Can Join - Sign in to Zoom (Guest)	<p>Recommended for: Academic Classes with guest lecturers/Meeting with external users</p> <ul style="list-style-type: none"> Should be used when non-EID accounts (guests) will be joining your meeting. Guests will be placed in the waiting room and can be admitted by the host. 	<p>Recommended for: Advising guests (non-EID accounts)</p> <ul style="list-style-type: none"> Should be used when non-EID accounts (guests) will be joining your meeting. All participants (EID accounts and non-EID accounts) will be placed in the waiting room and can be admitted by the host. 	<p>NOT RECOMMENDED</p> <ul style="list-style-type: none"> Disabling the Waiting Room substantially increases your risk of uninvited guests entering your meeting. (ie. "Zoombombing") Do not use for classes.

Enabling the Waiting Room

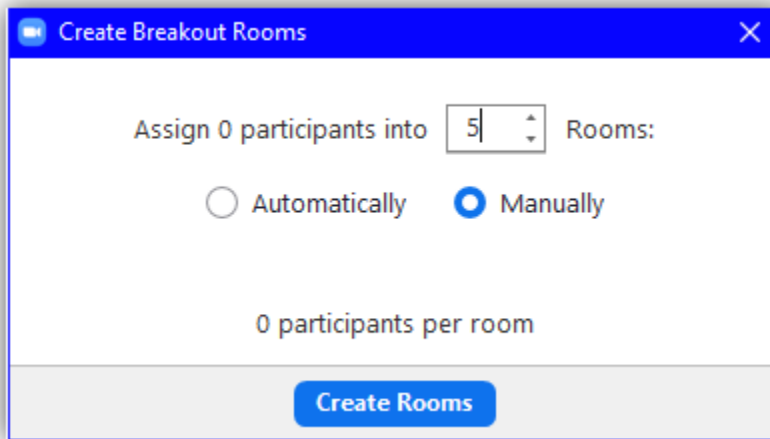
1. Sign in to the [Zoom web portal](#)
2. Click "Settings" from the navigation menu on the left
3. In the "Meeting" tab, click "In Meeting (Advanced)", then navigate to the "Waiting Room" option.
[blocked URL](#)
 - a. If this setting is disabled, click the toggle to enable it. If you receive a verification dialog, click "Turn On" to verify the change.
4. Select who you want to be admitted to the waiting room.
 - a. **All Participants:** All participants joining your meeting will be admitted to the Waiting Room
 - i. This includes those users who are using accounts associated with UT
 - b. **Guest Only:** Only participants who are not associated with UT will be admitted to the waiting room.
 - i. If **Guest only** is enabled, you can additionally allow internal participants (that is, UT-affiliated users) to admit guests from the waiting room into the meeting if the meeting host is not present

Using Zoom Breakout Rooms for Office Hours and/or Advising

1. Launch Zoom meeting. Hosts can assign users as Co-Hosts to help with meeting management (i.e., check-in)
2. You can **Share** a slide/message directing students to "check-in" by adding their name to **Chat** once they arrive.
 - a. If the Host leaves the main meeting space (to go into a Breakout Room), this disrupts Screen Sharing.
3. Click **Breakout Rooms** (lower right). **Note:** Only the Host sees the Breakout Room option.

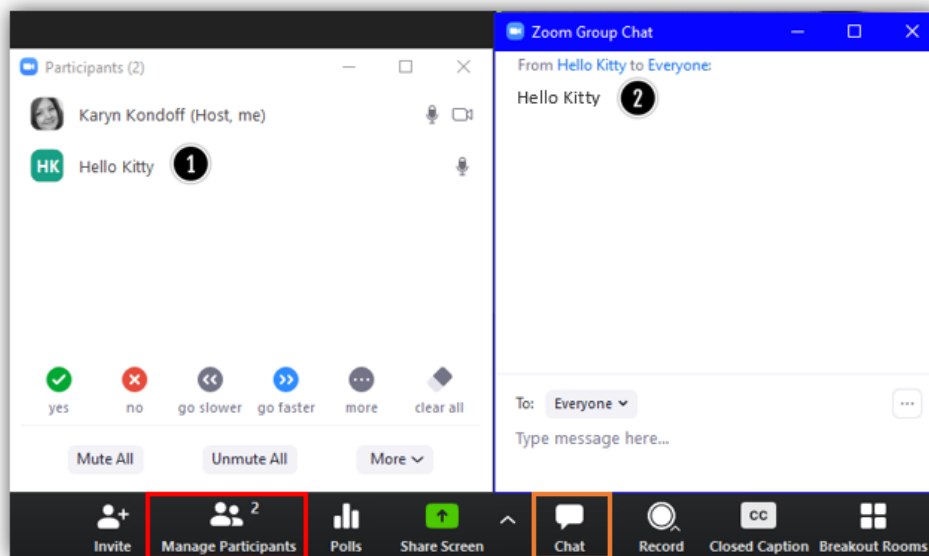


4. Configure the number of rooms needed and select **Manually** assign. Click **Create Rooms**



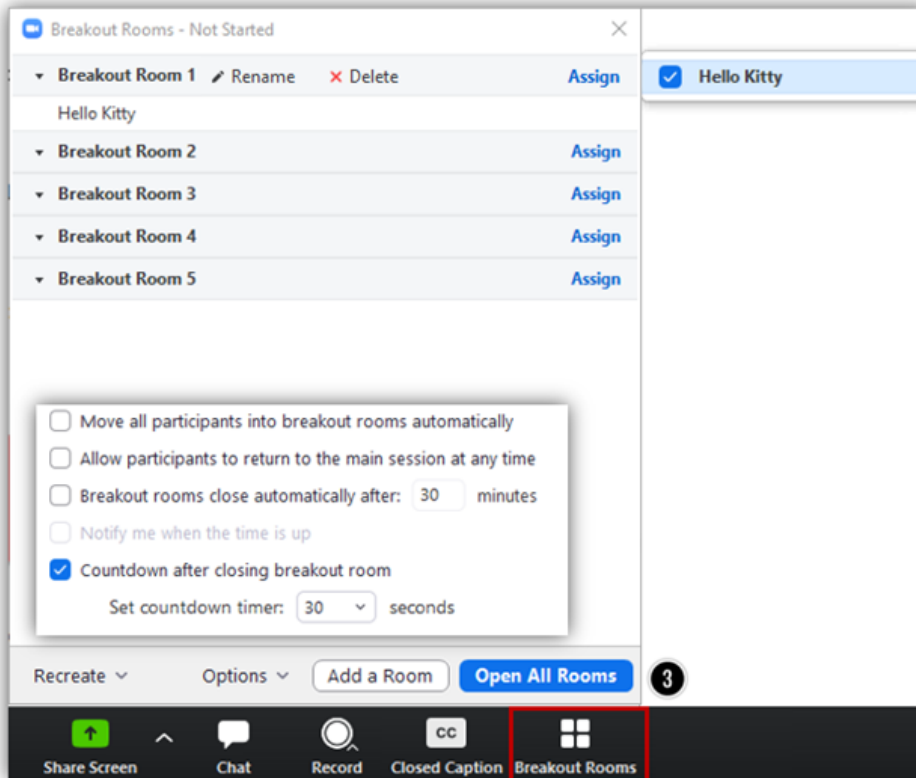
The 'Create Breakout Rooms' dialog box has a blue header with a close button. The main area is white and contains the text 'Assign 0 participants into' followed by a numeric input field with the value '5' and a 'Rooms:' label. Below this are two radio buttons: 'Automatically' (unselected) and 'Manually' (selected). At the bottom, it says '0 participants per room' and a blue 'Create Rooms' button.

5. Hello Kitty arrives (**Manage Participants** indicates 2 users [1]) and enters her name in **Chat** [2].



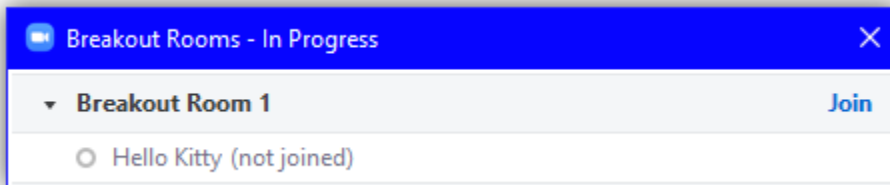
The Zoom interface is split into two main panes. The left pane, titled 'Participants (2)', shows a list of participants: 'Karyn Kondoff (Host, me)' and 'Hello Kitty' (with a green 'HK' icon and a badge '1'). Below the list are buttons for 'yes', 'no', 'go slower', 'go faster', 'more', and 'clear all', along with 'Mute All', 'Unmute All', and 'More' options. The right pane, titled 'Zoom Group Chat', shows a message from 'Hello Kitty to Everyone:' with the text 'Hello Kitty' and a badge '2'. Below the chat area is a 'To:' dropdown set to 'Everyone' and a text input field 'Type message here...'. At the bottom is a dark toolbar with icons for 'Invite', 'Manage Participants' (highlighted with a red box), 'Polls', 'Share Screen', 'Chat' (highlighted with an orange box), 'Record', 'Closed Caption', and 'Breakout Rooms'.

6. Click **Breakout Rooms** and click **Assign** to move users into Breakout Room(s). **Note:** If you designate users to act as Co-hosts, you will need to assign them to a room. Co-hosts are unable to **Join** by themselves.

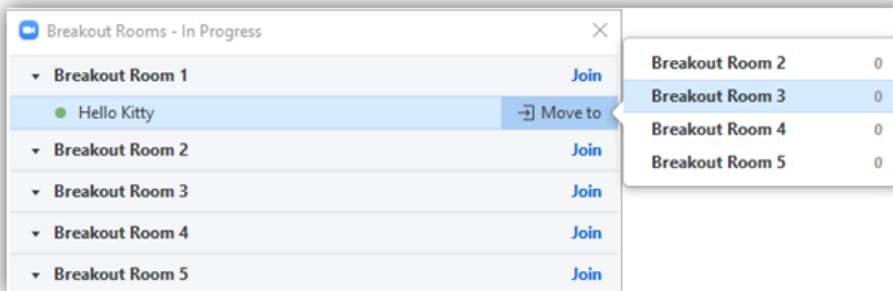


- a. You can click **Options** to edit all Breakout Room settings
- b. Click to **Open All Rooms** [3]

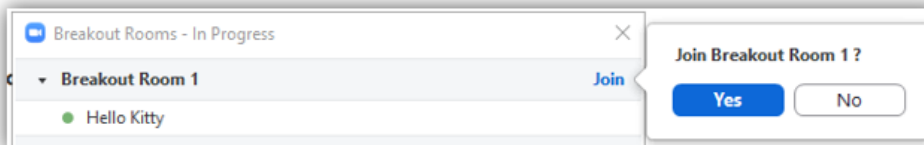
7. Students will need to **Join** the Breakout Room:



8. You can move a user to a different room by hovering over their name and clicking **Move to**:

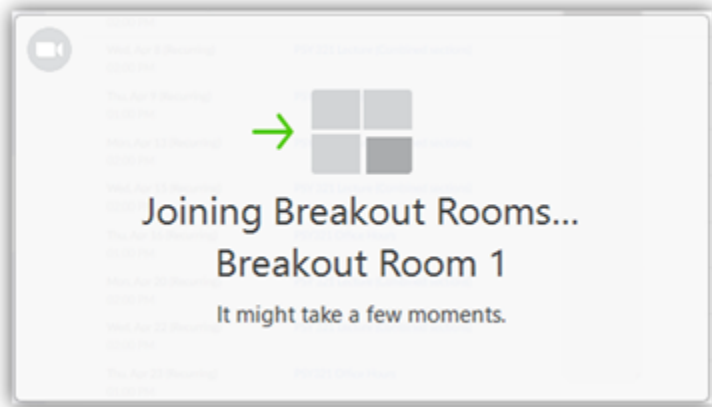


9. Hosts can join a Breakout Room by clicking **Join**. *Co-hosts are unable to Join by themselves.*



- a. If the Host leaves the Main meeting space (to go into a Breakout Room), this disrupts the Screen Sharing (e.g., PowerPoint slide) and the Host will no longer be able to Chat with the Main meeting room.

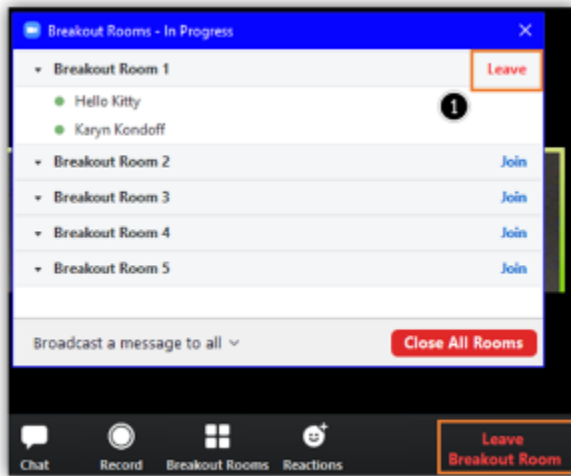
10. Zoom will connect you to the Breakout Room.



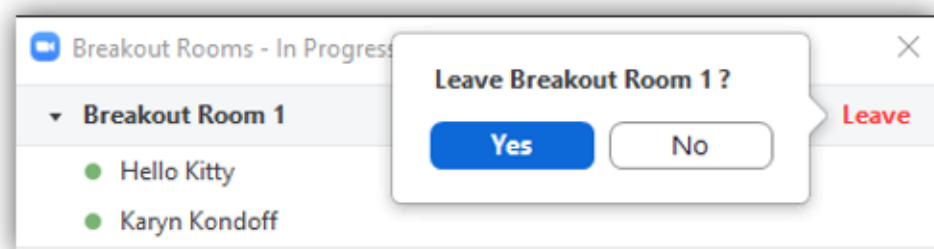
11. Once in the Breakout Room, users will have full controls similar to the meeting (Share Screen, Chat, etc.).



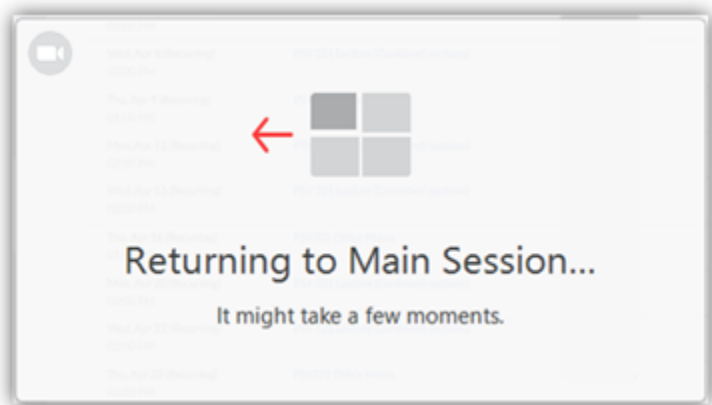
12. The Host can leave by clicking **Leave** [1] from the Breakout Room panel or by clicking **Leave Breakout Room** in the lower right corner:



13. Zoom will verify that you want to leave the Breakout Room:



14. Zoom will return you to the Main session:



15. When finished, students can click **Leave Meeting** in the lower right corner:

