

Student Troubleshooting

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Student Emergency Services

Student Emergency Services provides assistance, intervention, and referrals to support students navigating challenging or unexpected issues that impact their well-being and academic success.

Personal Emergency Situations

In an instance of family emergency, medical or mental health concern, or academic difficulty due to crisis or an emergency situation please visit:

- <https://deanofstudents.utexas.edu/emergency/>

Emergency Tech Support

UT Student Emergency Services will provide emergency tech support to students who need a computer, phone or high speed internet to access remote classes. If you need such assistance, please submit a request at:

- <https://deanofstudents.utexas.edu/secure/emergency/fundrequestform.php>
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Known Issues

The Annotate Feature

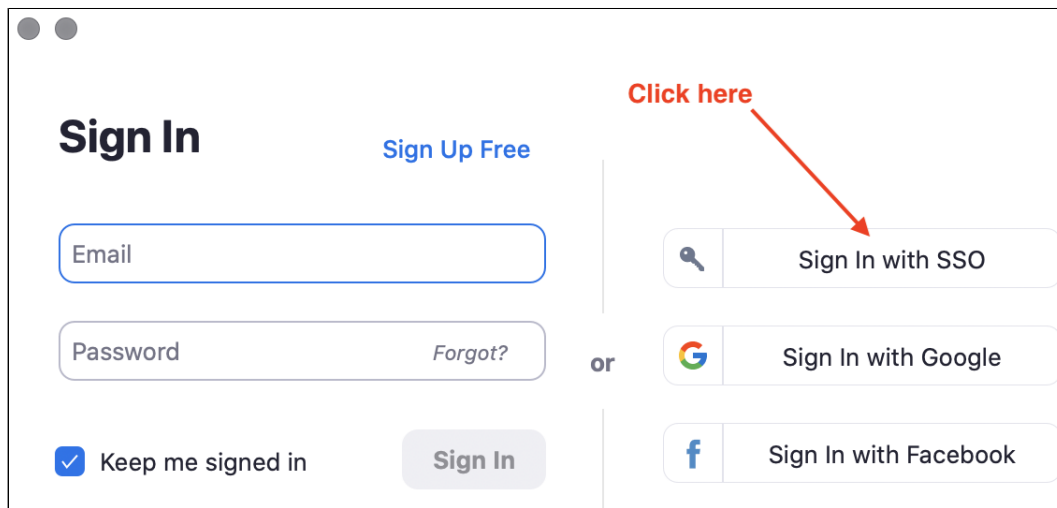
- UT has changed the default settings for all of our UT Zoom accounts to prevent individuals not affiliated with the university from interrupting meetings by using features like Annotate. However, Annotate can be re-enabled for your use. To retrieve the Annotate button please visit [The Annotate Feature](#)
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Having Trouble Installing Zoom on Your Computer?

- Please visit the following page of our step-by-step wiki for details on this: [Getting Started with Zoom](#)
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Zoom Does Not Open to my UT Account on my Computer

- Open Zoom
- If you are signed in, sign out (click on your Avatar, select sign out)
- Now DO NOT USE THE EMAIL OPTION, click on the Sign in with SSO button



The image shows the Zoom Sign In page. On the left, there is a 'Sign In' section with fields for 'Email' and 'Password', a 'Forgot?' link, a 'Keep me signed in' checkbox, and a 'Sign In' button. On the right, there is a 'Sign Up Free' link and three SSO options: 'Sign In with SSO' (with a red arrow pointing to it and the text 'Click here'), 'Sign In with Google', and 'Sign In with Facebook'. The word 'or' is placed between the password field and the SSO options.

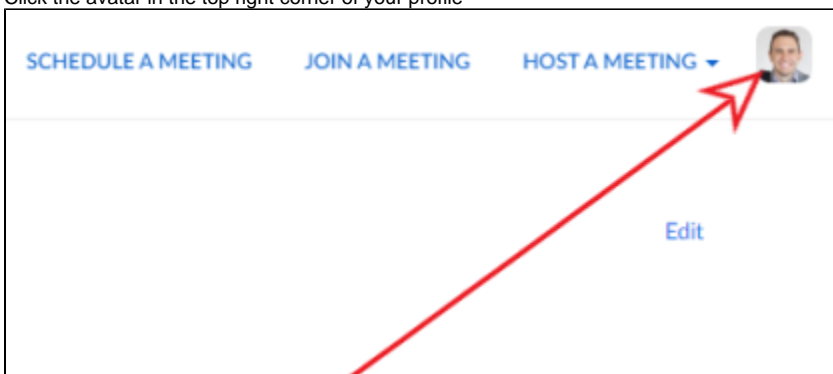
- Go through the authentication process, now zoom will use your UT account.

Zoom Login Verification

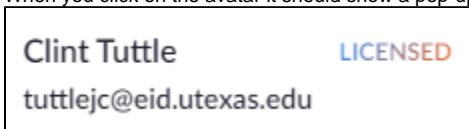
To verify that you are logged into your UT licensed Zoom Account please visit [Zoom Login Verification](#)

How do I make sure I'm using my UT Zoom Account

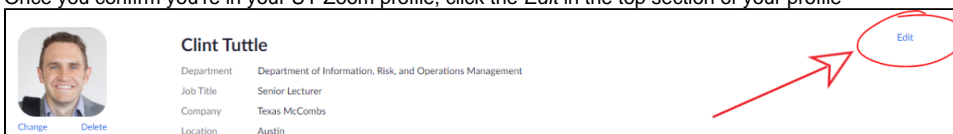
1. Log into your <https://utexas.zoom.us/profile> and make sure you log in with your UTEID and password.
2. Click the avatar in the top right corner of your profile



3. When you click on the avatar it should show a pop-up like the below that identifies you're using an "licensed" account



4. Once you confirm you're in your UT Zoom profile, click the *Edit* in the top section of your profile



5. Add " - UT" to the end of your last name and then save.



Now run a test - Now the next time you log into a meeting, turn on your camera and it should show your name in the bottom left corner of your camera window. It should read FirstName LastName - UT (e.g. Clint Tuttle - UT). If you don't see the " - UT" then you've probably logged in with your non-UT account.

Problems Signing in to UT Zoom Account

- If you run into problems signing in to your UT Zoom Account, jump to [How Do I Delete my Free Zoom Account and Sign in With my UT Zoom Account](#)

Recommended Hardware

If you need audio or video hardware, here are some recommendations depending on your needs. If you cannot find these items in stock, try to find something similar that is available.

- **Headphone/Microphone with echo cancellation**
Logitech Over-The-Head Wireless Headset H600
- **Webcam with Microphone**
Logitech HD Pro Webcam C920, Widescreen Video Calling and Recording, 1080p Camera, Desktop or Laptop Webcam
- **Usb Table Top Microphone**
Blue Snowball iCE USB Mic for Recording and Streaming on PC and Mac

Exams, Quizzes and Proctorio

- Exams and quizzes will be administered through Canvas. Your instructor will give you further information
- Proctorio is a secure exam monitoring platform that integrates with Canvas and **ONLY** works within the **Chrome** web browser on a laptop or desktop computer. Tablet and phone support is not available. Please visit [Exams](#) for more information about Proctorio including downloads and support

Keep Meeting Controls Visible at all Times

- You can keep your meeting controls visible at all times by enabling that feature in the Zoom Settings. Go to Settings/Accessibility/Meeting Controls /and click Always Show Meeting Controls
- Here is more information on meeting controls from Zoom: <https://support.zoom.us/hc/en-us/articles/360021921032-In-Meeting-Controls>

Using Virtual Backgrounds in Zoom Meetings

The virtual background feature allows you to display an image or video as your background during a Zoom Meeting. Please visit this [Zoom article](#) on virtual backgrounds for more information:

- <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

There are McCombs and UT-related images that may be used as virtual backgrounds available at [Zoom Backgrounds](#) on the Communications wiki

Can I Create a Zoom Meeting with Other Students?

Students can create their own Zoom meetings. Please visit this link for instructions on creating and managing a meeting: [Can I Create a Zoom Meeting with Other Students?](#)

Zoom Student Group Meetings

The best way to create a series of student group meetings is to create a recurring meeting. By doing this the meeting ID never changes and you do not need to send out invites for every meeting. This creates meetings that repeat as often as you choose. For more information please visit [Zoom Student Group Meetings](#)

Basics of PowerPoint Screen Sharing

- Please visit [Basics of PowerPoint Screen Sharing](#) for information on screen-sharing your PowerPoint presentation in Zoom
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How to Enable Your iPad or iPhone as a Second Display in Zoom

- If you would like to use a second display in Zoom but do not own one, you can use your iPad or iPhone for that purpose by purchasing and installing Duet. Duet is a software solution that allows you to use your iPad or iPhone as a second monitor. Please visit <https://www.duetdisplay.com/> for more information
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How Do I Delete my Free Zoom Account and Sign in With my UT Zoom Account?

1. Login to your **free** (public) Zoom account at <https://zoom.us/signin> (i.e. **Not** UT Zoom site)
 2. Follow these instructions: [Delete/Terminate Your Zoom Account](#).
 3. Once you have deleted your free public account, sign in to Zoom through the UT Zoom portal at <https://utexas.zoom.us/> with your UT EID
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Having Issues with Slow Internet or Videos in Zoom?

- Please visit this page to view troubleshooting tips for slow internet or lags in your Zoom video meetings [Internet Connection Tips](#)
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How to Ask for Help When in a Zoom Breakout Room

- When in a Zoom Breakout Room you may ask for help by clicking on the "Ask For Help" button at the bottom of your Zoom screen. More information on Breakout Rooms may be found at [Managing Breakout Rooms](#) on the Zoom support site
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A Zoom Participant Can't Raise Their Hand

Click on the "Participants" button at the bottom of your Zoom conference screen to access the "Raise Hand" feature. If you still do not have the option, it is possible that you are logged into Zoom through your free public Zoom account and not your UT Zoom account. To avoid confusion please take the following actions to delete/terminate your free (public) Zoom account and then sign in with your UT Zoom account:

- **NOTE:** Students must be signed into Zoom with their licensed UT Zoom account to access the "Raise Hand" feature. Please visit [How do I Make Sure That I'm Using My UT Zoom Account](#) in the Troubleshooting section of the student Zoom wiki if you cannot "Raise Hand" in class
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My Picture and Name Appear Differently Than My Account Setup

Since it is easy to "Join a Meeting" with a Meeting ID with a free Zoom account it is possible that you are logged into Zoom through your public Zoom account and not your UT Zoom account. To avoid confusion please take the following actions to delete/terminate your free (public) Zoom account and then sign in with your UT Zoom account:

1. Login to your **free** (public) Zoom account at <https://zoom.us/signin> (i.e. **Not** UT Zoom site)
 2. Follow these instructions: [Delete/Terminate Your Zoom Account](#)
 3. Once you have deleted your free public account, sign in to Zoom through the UT Zoom portal at <https://utexas.zoom.us/> with your UT EID
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I Cannot See the Nonverbal Icons in the Participants Window

- You must click the "Participants" tab in the bottom control bar of your Zoom meeting in order to access the "Nonverbal Icons" and "Raise Hand" features of Zoom. If you cannot see the nonverbal icons in the "Participants" window, it is possible that you are logged into Zoom through your public Zoom account and not your UT Zoom account. Please visit [How do I Make Sure That I'm Using My UT Zoom Account](#) in the Troubleshooting section of the student Zoom wiki if you cannot see the "Nonverbal Icons" in class
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Problems with Polling in Class

- **NOTE:** Students must be signed into Zoom with their licensed UT Zoom account to participate in polls. Please visit [How do I Make Sure That I'm Using My UT Zoom Account](#) in the Troubleshooting section of the student Zoom wiki if you cannot see polls in class
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How do I Get IT Support While Off Campus if I Have a Computer or Software Problem?

Please email techsupport@mcombs.utexas.edu for computer or software problems

Still need help?

For McCombs students, please contact Media Services via email or phone:

- Email ZoomHelp@mcombs.utexas.edu
- Call 512-232-6679 (GSB/CBA) and 512-232-4646 (RRH)

For all other UT students, please contact your respective college or school