



Student Guide to Zoom at UBC

What is Zoom?

Zoom is a video/audio web-conferencing and collaboration tool that lets you, your peers, and your instructor meet in real time. Zoom is an alternative to Collaborate Ultra at UBC because some instructors need a tool that can be used outside of Canvas and/or can accommodate higher numbers of participants and the ability to see more video feeds at once.



WHAT WILL I USE IT FOR?

Your instructor may use Zoom for:

- Lectures
- Office hours
- Group work
- Presentations
- Oral exams
- Proctored exams

The lecture sessions may be recorded by your instructor and made available after the real-time event.

WHAT YOU NEED TO KNOW ABOUT ZOOM

As of July 5, 2020, UBC's Zoom account transitioned from U.S.-based hosting to Canadian-based hosting. This means no data about you will be stored on servers outside of Canada, so long as you do not create or use an account with Zoom. Additionally, UBC has [conducted its own privacy assessment](#)¹ to confirm Zoom meets the university's requirements for a teaching and learning tool.

To make sure your data is only stored in Canada:

- Attend Zoom sessions without creating or using a Zoom account.
- Join sessions only by clicking the Zoom links your instructors send or that you see in Canvas.

If you still have privacy concerns about Zoom:

- Provide only your first name or a nickname when you join a session.
- Keep your camera off and microphone muted, as much as you can.
- Try to avoid sharing any identifying information for yourself or others (e.g., real names).

If you need to make a Zoom account for a course, your instructor will either create a UBC one for you or ask you to [sign up for a free Zoom account](#)² yourself. To sign up, you can use any existing email address that does not end in "@student.ubc.ca".

¹ <https://it.ubc.ca/news/ubc%E2%80%99s-response-zoom-privacy-concerns>

² <https://zoom.us/freesignup/>



What do I need to use Zoom?

The Zoom application:

You do not need a Zoom account to attend lectures, but you will need to install the Zoom application. You can do this ahead of time or follow the prompts when you join your first Zoom session.

Audio/visual equipment:

Web-conferencing uses a microphone (for the best audio experience, use a headset with a microphone) and a webcam (though not required in all cases).

Tips

- **Join sessions through the Zoom application or by clicking the link.** Fees may apply when joining a session by calling in on a phone. Please check your plan first to avoid incurring long-distance or international charges.

How do I use Zoom?

Read on to find instructions and tips for installing Zoom, joining real-time sessions, participating during sessions, presenting, using groups, using breakout rooms, and taking exams.

INSTALL ZOOM

1. Go to zoom.us/download, and click **Download** under “Zoom Client for Meetings”.
2. Open the **Zoom installer** that downloads, and follow the steps to install the application.

JOIN REAL-TIME SESSIONS

The most common way to join a session is from your Canvas course. If you must call in, please contact your instructor ahead of time to ensure you have the required dial-in information.

1. Log in to your Canvas course, and click **Zoom** in the Course Navigation.
 - If you don't see the Zoom option in your Course Navigation, contact your instructor.

Tips

- **Your instructor may send a link to the session**, which is the fastest way to join.
- **You can use your mobile device to join a session**, either by clicking a link or navigating to the course in the [Canvas Student app](#)³.

³ <https://community.canvaslms.com/docs/DOC-4048>



This needs to be enabled in the Canvas course for you to see it.

2. Click **Join** next to the session you want to join.
3. If you *haven't* yet downloaded Zoom, follow the prompts to install the application. If you *have* downloaded Zoom, allow your browser to access it.

- **Close down all background programs before you join the session** for a better connection.
- **Join the session a few minutes early to test** your connection, microphone, and camera. Or visit zoom.us/test to test your setup ahead of time.

PARTICIPATE DURING SESSIONS

What you can do during a lecture depends on your instructor's settings. As a participant, the bottom bar of the Zoom application will display the ways of engaging. These options may include any of the following:

- Share audio by clicking the **Microphone icon**.
- Share video by clicking the **Video icon**. Video will typically be disabled by default when you first join a meeting.
- Chat by text with everyone in the room or with an individual by clicking the **Chat icon**.
- Give basic reactions (e.g., giving thumbs-up or applause) by clicking the **Reactions icon**.
- Send other non-verbal feedback by clicking the **Participants icon** and selecting from the options (e.g., raise your hand, answer yes or no, go slower, go faster, indicate that you are away).
- Annotate (mark on) a shared whiteboard or screen by clicking the **Whiteboard icon** or **Annotate icon** in the toolbar that appears at the top.

Note that, if your instructor chooses to record a session, you will hear a pre-recorded voice alert you to when recording has started and stopped.

Tips

- **If your Internet connectivity, time zone, or other remote issues make it hard to attend at the scheduled time, talk to your instructor** ahead of time. You can figure out together how to best address these issues.
- **Keep your microphone muted unless you're talking**, to reduce echoes and background noise from interfering with the class.
- **If you share your video, make sure there is nothing behind you** that will be distracting or revealing for others to see. You can also enable a virtual background (which replaces your background with an image or video) by clicking the up arrow next to the video icon.
- **If you experience lag time** when sharing your video, you may need to turn your video off.



PRESENT YOUR WORK DURING SESSIONS

Instructors can temporarily make you the presenter for a session. As a presenter, you can share your screen:

1. Click the **Share Screen icon** and select what you would like to share. Options include a blank whiteboard for group annotation or an application that's open on your computer.
 - If you are sharing video, make sure to click the **Optimize Screen Sharing for Video Clip checkbox**. This will share your screen at a better resolution and enable participants to hear your computer audio.
2. Click **Share**.
3. When you are done, click **Stop Share** at the top of the screen.

Tips

- **You can pause sharing your screen at any time.** Click the Pause Share button at the top of the screen.
- **You can annotate (mark on) documents, presentations, or applications** that you share. Click the Annotate icon in the toolbar at the top of the screen.
- **Send a copy of your presentation to your instructor** or a fellow student as a back-up plan.

PARTICIPATE IN BREAKOUT ROOMS

Instructors can create breakout rooms for you during a session. In these rooms, you can share video, audio, slides, whiteboards, and screens with a smaller group of classmates.

1. The instructor will invite you to a breakout room. Click **Join**.
2. Once you have joined, you can access room-specific controls that are similar to what you can do in the main session.
3. If you need assistance in the breakout room, click **Ask For Help** to let your instructor know.
4. You can leave the breakout room at any time and return to the main session. Click **Leave Breakout Room**.
5. If your instructor ends the breakout room for you, you will be given the option to return to the main session immediately or in 60 seconds.

Tips

- **Breakout groups may be used to encourage interaction in many ways**, such as virtual office hours, private one-on-one meetings, or proctored exams.



ACCESS RECORDED SESSIONS

If your instructor records a session that you join from Canvas, it should automatically upload to the Zoom area of your Canvas course.

1. Log in to your Canvas course, and click **Zoom** from the Course Navigation.
2. Click the **Cloud Recordings tab**.
3. Click the **recording** you want to play.

Tips

- **Your instructor may send a link to the recording instead**, in which case you may not be able to see the recording in Canvas.
- **If you don't see the session's recording in Canvas and expect to, contact your instructor.** There may be an issue or another way to access.

TAKE EXAMS

Exams are typically proctored with a breakout room, and it is similar to attending an in-person exam. You will be in a “room” with other students, and an invigilator (e.g., instructor or a teaching assistant) will be available to answer questions and make sure everyone is playing fair.

1. **Join the session using your first and last name** that is on file with UBC, if you are comfortable doing so with Zoom. Joining with this information helps your invigilator quickly check exam attendance.
 - If you are not comfortable using your real name, use only your first name or nickname when you join the session. Register the name you will use with your instructor in advance.
2. At the start of the exam, you may be asked to show your Student ID card to verify your identity. To protect your privacy, **cover the first four digits of your student number** when you show it.
 - If you are uncomfortable doing this in a shared session with other students, ask the invigilator to create a separate breakout room where you can show your ID one-on-one.
3. You will need to keep your camera on throughout the exam, but please **keep your audio turned off** unless the instructor explicitly requests you turn it on.

Tips

- **You may be asked to share your screen during an exam.** You can follow the steps for presenting your work in the section above.
- **You can rejoin the session, if you are bumped out of the exam at any point** (which may happen if you lose your Internet connection). You will rejoin the session in the virtual waiting room. From there, your instructor will re-admit you.



Where can I get more support with Zoom?

TECHNICAL SUPPORT

If you have trouble accessing Zoom:

- Contact the UBC [IT Service Centre Help Desk](#)⁴: 604 822 2008 or fill out the [web form](#)⁵

Learn more

- For more how-to instructions, explore Zoom's [help center documentation](#)⁶.

A Guide from UBC's Keep Teaching Website (keepteaching.ubc.ca)

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⁴ <https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk>

⁵ <https://web.it.ubc.ca/forms/isf/>

⁶ <https://support.zoom.us/hc/en-us>