Zoom Support Tips for ITSS

- Audience
- *NEW Zoombombing
  - When a faculty member contacts us about preventing Zoombombing
    - When a faculty member contacts us about a Zoombombing incident
      - In a live Zoom session and are in need of assistance
      - Not in a live Zoom session and are in need of assistance
  - *NEW Passwords for Zoom session
  - When Supporting Zoom, Support Staff Should Be Able To:
    - Look up & provide meeting name and Zoom link to end user
    - End meeting upon request
    - Provide drop-in assistance in a meeting upon request
    - Provide general information and Help Guides for using Zoom to the end-user as needed
    - Locate documentation for specific vc/ web conferencing rooms and provide guidance to end-user
    - Remote Support Session: This setting has been enabled for the Zoom "Support Staff" Role. It must be set up in the meeting, and doing so eliminates the option of using breakout rooms in that meeting. More information is available here:
    - Assist with Updating the Zoom Client
  - Escalating Unresolved Zoom Issues
  - Training Resources
  - Dashboard Data
  - Zoom Status
  - Providing Support via meeting drop-in

Audience

- Support Staff T1, not including student employees

*NEW Zoombombing

**When a faculty member contacts us about preventing Zoombombing**

- Share with them the [Instructions for what can you do to Prevent Zoombombing?](#)
- They may also set a Waiting Room for their meetings
  - Instructions to Enable a Waiting Room

**When a faculty member contacts us about a Zoombombing incident**

**In a live Zoom session and are in need of assistance**

You may need to join the session to assist the instructor with locking down the meeting.

- In dashboard
  - Locate meeting
  - Click on the meeting ID
  - Click on "Join Live as Assistant"
  - You become the co-host when you drop-in
  - When you leave the meeting click "Leave Meeting" and NOT "End Meeting for ALL"

If you don't feel comfortable joining the meeting, you may reach out to T2 to assist the instructor.

- [Instructions for Managing Participants](#)

**Not in a live Zoom session and are in need of assistance**

- Share with them:
  - [Instructions for what can you do to Prevent Zoombombing?](#)
  - Make sure their Zoom software on their computer is up to date. There have been numerous updates to the software.
  - [Information about the latest security update](#)
  - Escalate to T3 CABS and add Information Security.

*NEW Passwords for Zoom session

As of Thursday April 9, all maine.edu Zoom accounts will have the following a default setting requiring passwords for meetings scheduled after the change. The change will also embed an encrypted password in the link and can also be found in the invitation for the meeting. Please note, the change is not being applied to those meetings/users who have set a Personal Meeting ID (PMI) for their meetings.

- [Instructional Guide to Zoom Passwords](#)
- Instructions for if they need to add a password for an existing Zoom meeting
When Supporting Zoom, Support Staff Should Be Able To:

Look up & provide meeting name and Zoom link to end user

- Class/meeting must be in progress
- Need name of class/meeting
- What time did it start
- Who is the professor/meeting holder
- When giving out the Meeting ID you must give them one of the links below
  - https://maine.zoom.us/j/(meeting number)
- If a student/professor calls in for real time sharing
  - zoom.us/share
- Once they load this page there is a box for them to input the meeting number for them to be able to present

End meeting upon request

- Locate meeting
- Click on meeting ID
- Click on "End Meeting"

Provide drop-in assistance in a meeting upon request

- Locate meeting
- Click on the meeting ID
- Click on "Join Live as Assistant"
- You become the co-host when you drop-in
- When you leave the meeting click "Leave Meeting" and NOT "End Meeting for ALL"

Provide general information and Help Guides for using Zoom to the end-user as needed

- To be the host of a meeting, you have to be logged into Zoom before meeting starts
- Know how to Share Screen from device
- Know how to record, Meeting Controls
- Know how to use Breakout Rooms
- Know how Polling for Meetings work
- Know how to mute and unmute all participants, Meeting Controls
- Help Guides are linked below, and available on public Zoom Resources & Support Confluence page.
  - Configuring Your Zoom Account for Kaltura
  - Creating a Zoom Meeting In Blackboard
  - Screen Sharing with Zoom
  - Using Zoom Host Controls With a Computer in a VC Room
  - Zoom Student Guide
  - Using Zoom in UMS Web Conferencing Rooms
  - QUICK TIP - Log into ZOOM on Polycom Systems
  - VC - ZOOM Manual Connect_Polycom_GroupSeries
  - VC - ZOOM Manual Connect_Polycom_HDX

Locate documentation for specific VC/web conferencing rooms and provide guidance to end-user

- Campus Specific Instructions

Remote Support Session: This setting has been enabled for the Zoom "Support Staff" Role. It must be set up in the meeting, and doing so eliminates the option of using breakout rooms in that meeting. More information is available here:

- https://support.zoom.us/hc/en-us/articles/208072316-Remote-Support-Session

Assist with Updating the Zoom Client

Escalating Unresolved Zoom Issues

- Create a Ticket in Service Desk
For Zoom issues related to classrooms or hardware, escalate to T2 A/V Media Services as indicated here.
For Zoom issues related to users' accounts, escalate using Service Desk to the T3-CABS team.

Training Resources

Zoom Video Tutorials:
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Link to Recorded Zoom VC Training for Tier I Support Session (1.17.20):
https://maine.zoom.us/rec/share/y-NOMZqvzY9oKe50GbTfKw_Earoeaa8h3IYr6ULnUYK2FTK9rE2Dz4mJndPdHzB
Slides: https://docs.google.com/presentation/d/1u3OFsCIZPCst9eiQpzaHKZxOL0A7BDG5qw_ejQU7Q/edit#slide=id.p

Link to Recorded Support Staff Session with Zoom (2018)
https://video.maine.edu/media/UMS+Zoom+Dashboard+and+Service+Status+Training/1_d8whfdzp

Link to Recorded Dashboard Review Session with Zoom (10.25.19)
UMS | Zoom Dashboard Review
Dashboard Article (from Zoom): https://support.zoom.us/hc/en-us/articles/204654719-Dashboard

Dashboard Data

- Here are common things you should look for when troubleshooting meetings from the Dashboard:
  - Bitrate is just the amount of data processing for the audio or video feed. So, this is purely consumption/utilization on the network. For standard video (Non-HD), the bitrate would be around 500kpbs. For HD Video (720p) the bitrate would range from 1.5mbps - 3.0mbps.
  - Latency: You will see some minor issues if this hits 1000ms for a brief time (1 second). However, if this delay is consistent (200-500ms) or the latency is larger than 1000ms, there will be noticeable problems in the meeting.
  - Packet Loss: Problems will occur under the following conditions:
    - 40% once
    - 20% frequent
    - 10% consistent
  - Jitter: Problems will occur under the following conditions:
    - 1000ms that occur once in session
    - 500ms that is somewhat frequent
    - 250ms that is consistent throughout the entire meeting.
  - CPU Usage: Problems will occur when system max CPU usage is >90%

Zoom Status
https://status.zoom.us
Outages, scheduled maintenance, client updates, web patches, etc.

Providing Support via meeting drop-in
Access to the dashboard does allow for you to drill down and view specific details about individual meetings. As part of this, there is the option to “Join as an assistant.” This feature allows you to join any meeting in progress to assist the meeting host and participants with any technical issues that they may be happening. Given this heightened level of access, as with other systems and services we support, this access should be treated with a corresponding level of responsibility.