Frequently Asked Questions
Virtual Classes
Spring 2020

What will I need to attend virtual classes?

To attend virtual classes you will need the flowing equipment:

1) Laptop, desktop, or tablet with microphone and webcam inputs
2) A strong, consistent, high-speed internet connection. To test your connection visit zoom.us/test
3) The materials listed in your courses description

When I click on the URL to my class, I get a pop-up asking me to run a program, is that supposed to happen?

Yes, the pop up is asking you to run the Zoom desktop application. Click open zoom.us and you will enter the waiting room for your class.

After launching the application, it says that I'm in a waiting room; how do I get into the class?

You are in the right place, the teacher will admit you into the classroom as soon as they are ready to start the session.

In the classroom, I can only see a grid of people and not the teacher's demonstration; is there a way to switch my view?

Yes, there should be a circular icon that looks like a 3x3 grid. If you click on that icon, it will change the view on your screen. If you are joining through a smartphone, you can swipe left or right to scroll through the different screens.

I was successfully admitted into the class, but nobody can see or hear me; how can I fix that?

Please check your microphone and webcam settings. On your zoom screen, there is an icon that looks like a microphone and a camera. If you have a red line through either of these icons your device is on

mute. Simply click the icon to turn it on. Please note the teacher may mute the class to reduce background noise during demos.

If you do not see a red line through your microphone or camera icons, click on the up arrow next to the icon and make sure that the correct camera and microphone inputs are selected. If the right devices are selected, you are not on mute, and your picture and audio are still not functioning, please contact your computer manufacturer's tech support.

If I turn on my microphone or webcam can everyone in the class see me or just the teacher?

Everyone will be able to see and hear you unless the teacher places you in a 1:1 breakout room.

A pop up came on to my screen saying join breakout room, now I can't see the rest of the class; how do I go back?

This occurs when an instructor has assigned you to a breakout room. Breakout rooms are separate meetings within a main meeting. This allows for group work or 1:1 feedback. The instructor will call all students back to the main session when they are done with group or 1:1 meetings.

I am trying to get my teachers attention, but our microphones are on mute; what should I do?

There are two options to indicate to your instructor you have a question. The first method is to go into the participant's panel and click the raise hand icon, this will notify the teacher that someone has a question. The second method is to type your questions in the chat feature.

I would like to send progress photos of my work to the teacher, is there a way to do that?

Yes, you can send your work directly to the teacher through the chat feature. The default setting is for messages to go to everyone. Make sure you select your recipient before sending.

When I join my meetings the image is pixelated and it's hard to see and hear what the instructor is doing, why is this happening?

For Zoom to function properly you need to have a strong high-speed internet connection. To test your connection before entering a session test your connection by visiting zoom.us/test.