Table of Contents

Table of Contents 1
Video Conferencing 2
- Zoom and Blackboard 3
- Share a Zoom Recording 4
- Downloading a Zoom Cloud Recording 5
- Zoom at ECSU - Consolidating Existing Accounts 6
- FAQ on Web Conferencing Tools 7

Zoom can be used in conjunction with Blackboard by one of two methods.

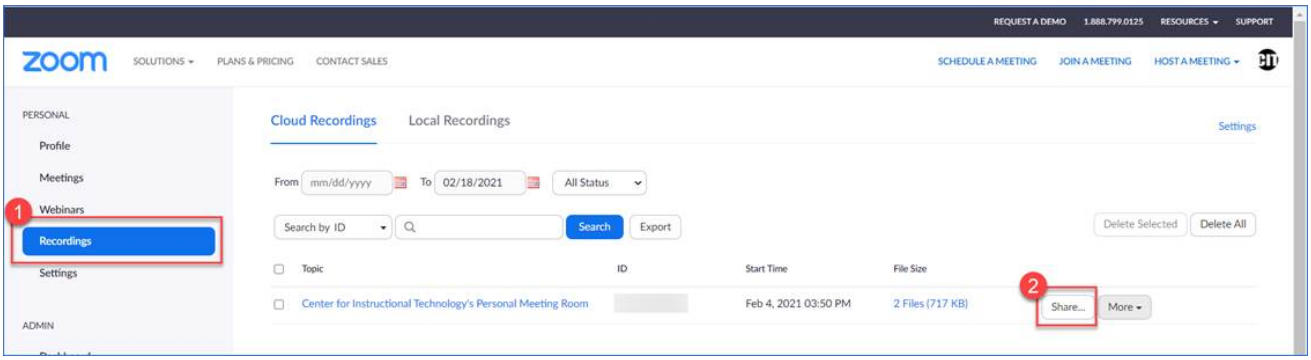
1. Faculty can take their Zoom meeting invitation link and past it into a Web Link or Announcement or other Blackboard content. You can learn how to get the invitation link at the following link: https://support.zoom.us/hc/en-us/articles/201362773-Where-can-I-find-the-meeting-invitation-text-
2. Alternately faculty can use the blackboard integration tool to connect their course to their Zoom account. Students will see a simplified view when they open the Zoom tool. They will not be able to use it to access cloud recordings. To add Zoom to your course this way, create a Tool Link on the menu and make it available to students. If you are not familiar with how to make a Tool Link refer to Article 618: Create a Tool Link

Note: The Blackboard integration only works with Zoom accounts that have been licensed to Eastern. Free or personally owned accounts won't work with the integration (they can still use method 1).

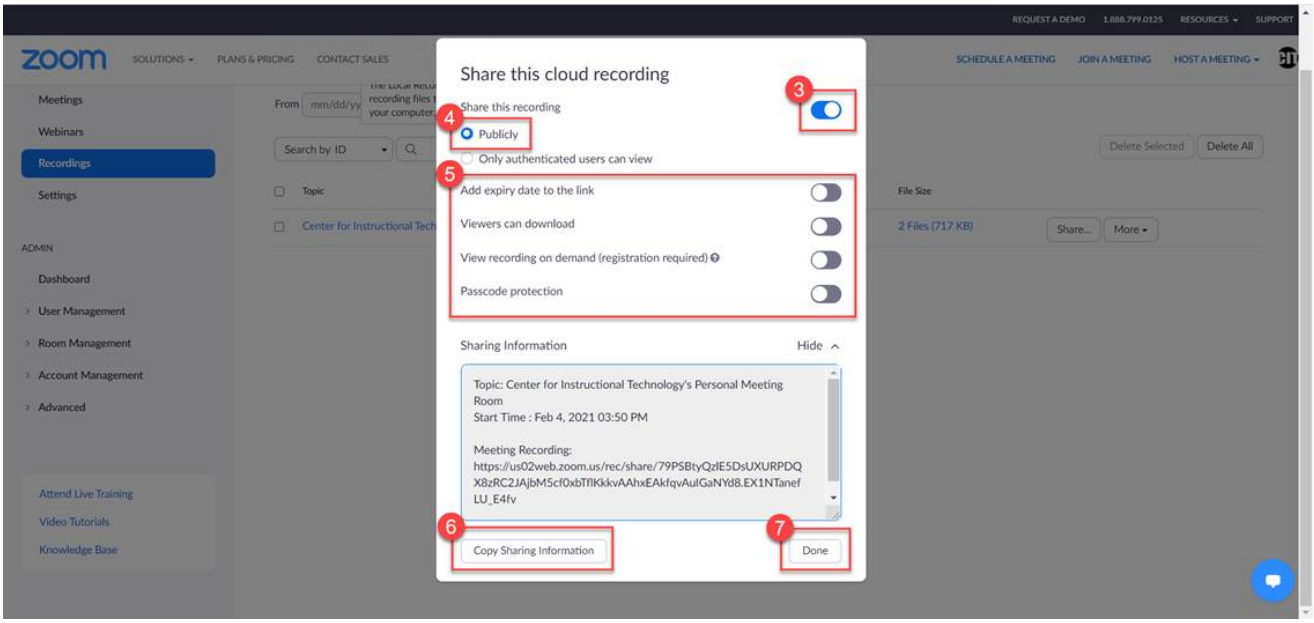
Other general Zoom help center information: https://support.zoom.us/hc/en-us

To Share a Zoom recording, log into your Zoom account and follow the steps below.

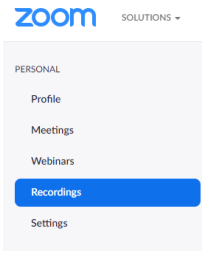
1. Click the **Recordings** menu option
2. Click the **Share** button of the recording that needs to be shared



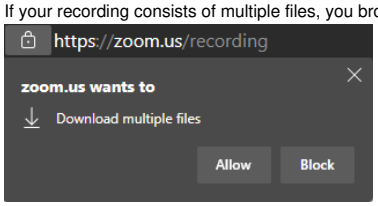
3. Click the **Share this recording** toggle button so it's blue
4. Click the **Publicly** radio button.
5. Adjust the share settings
   - **NOTE:** A blue toggle button indicates the setting is set to be used.
6. Click the **Copy Sharing Information** button
   - **NOTE:** The copied information can be pasted to the Team site for members of the team to view the recording.
7. Click **Done**



1. Log into your University Zoom account at the link below.
   Sign In - Zoom
2. On the left-hand side, click **Recordings**.



3. Under the **Cloud Recordings** tab, click the **More** button beside the recordings you would like to save and choose **Download**.
   a. If your recording consists of multiple files, you browser may ask you to allow Zoom to download multiple files.



   Click **Allow.**

Eastern Connecticut State University will now offer Zoom licenses for faculty and staff who wish to use the platform. If you previously signed up for Zoom using your Eastern email address, you will be prompted to either merge it into the Eastern institutional Zoom account or update your personal account with a different email address.

This guide outlines the consolidation process.

Key Benefits of the ECSU Zoom Account

Personal Free Zoom Account	Eastern Zoom Account
40-minute maximum group meetings	Up to 30 hours per group meeting
Separate login credentials required	Single Sign-On with ECSU username and password
Covered only by Zoom's consumer terms	Protected under ECSU's enterprise license and terms

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What information transfers?

Migrates automatically:

- Scheduled meetings and links
- Personal Meeting ID
- Most personal Zoom settings
- Cloud recordings
- Meeting templates

Does not migrate:

- Polling data and reports
- Meeting registration reports
- Note: Export any data you need before your account is consolidated.

To log into Eastern's Zoom instance:

- Access ECSU Zoom at https://easternct-edu.zoom.us/
- Sign in using Single Sign-On with your ECSU username and password
- Devices logged in with your old account will be signed out automatically

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Consolidating Your Account

1. Navigate to https://easternct-edu.zoom.us/ and click **Sign in**.
2. Choose your ECSU account from the Microsoft sign-in menu.
3. You will be prompted to join ECSU's managed account or update your email.
4. Accept the prompt to complete consolidation.

Tips:

- If you get an error, first log in at https://zoom.us to authorize the account migration.
- Zoom desktop users may need to log out of the old account and log back in via ECSU SSO.

Refund Process for Existing Licenses

If you have a paid Zoom license associated with your Eastern email, you will be prompted to request a refund during the consolidation process. Once the refund request is submitted, a confirmation page will appear, and you will receive an email when the refund process is complete. (Zoom Support)

Troubleshooting

Still logged into old account:

- Sign out of the desktop app and log back in at https://easternct-edu.zoom.us/.

Login error:

- Log in at https://zoom.us first to authorize the migration, then retry the link to Eastern's Zoom portal above.

Resources

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

If you need further assistance or have additional questions, please contact the DTS Help Desk at helpdesk@easternct.edu.

***Please note this article is currently under review.**

Frequently Asked Questions on Web Conferencing Tools

Q: What web conferencing tools are supported by Eastern?

A: Blackboard Collaborate and MS Teams

Q: What are the minimum hardware equipment requirements?

A: The minimum requirements for web conferencing tools such as Blackboard collaborate, MS Teams, and Webex is a mobile device. Students/faculty can access web conferencing tools using downloaded applications and show their video feed if needed. However, if the user needs to share their screen, a computer whether desktop or laptop is required.

Q: What if I am having computer audio issues, but need to share my screen?

A: This is still possible. Use your computer to share your screen, and your mobile device to call in. See the question below to learn how to use the dial-in numbers.

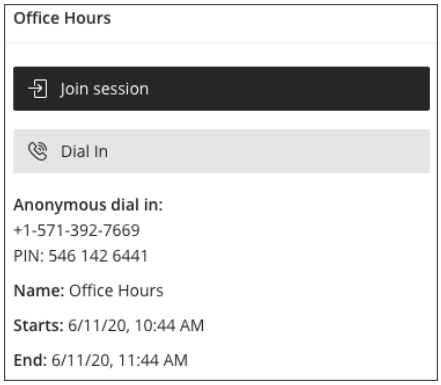
Q: I am accessing the conferencing tools, but no one can hear me?

A: If you are experiencing issues with audio, there are calling numbers available for all Eastern supported web conferencing tools.

- **Blackboard Collaborate:**

  - From in the session: If you have joined a session on a browser and want to use your phone for audio, open the Session menu and select Use your phone for audio. Select the number listed and enter the temporary personal identification number (PIN). With this personal PIN, you appear as yourself in the session. This PIN is associated with your personal account. Don't share it with anyone.

  - From the list of sessions: Select the name of the session you want to call into. Select the Anonymous dial-in information from the menu. Your device calls into the session. You appear as an anonymous caller to other attendees in the session.



- **MS Teams:**

  - Desktop: In Teams, you can call in to a meeting by going to the Calendar Meetings button on the left side of the app, selecting the meeting you want to join, and dialing the phone number provided in the meeting details.

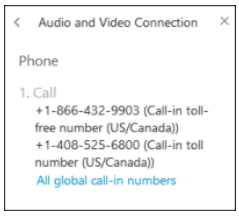
  - Mobile: Instead of joining online, you can call in to a meeting with your phone. To get the phone number, tap the meeting or meeting notice, and select **See details**. You'll see a phone number that you can use to dial in.

  If you're not a member of Teams, you can still join a Teams meeting from an invitation you received in Outlook or another email application. Use the phone number provided to dial in to the meeting.

- **Webex:**

  - **Check your Email Invitation:** Under the section to join the audio conference, look for a link to access the Global call-in numbers. Click the link to view the global call-in numbers.

  - To get the global call-in numbers when you join your meeting: An Audio and Video Connection prompt will appear when you join your meeting. Select *I Will Call In* in the drop-down. The 'Audio Connection' dialog box appears. Click on the link for *All global call-in numbers.*



  The 'global call-in numbers' will appear in a pop-up window.

Q: How do I set up my audio and video?

A: You must complete audio and video set up at least once before you can use them by giving the browser permission to use audio and video to participate in a session. This is necessary so that you are seen and heard. Note: Some browsers need access to your microphone to play audio, even if you don't plan to speak. To hear others in the session, give the browser permission to access the microphone.

Follow these steps to run the audio and video set up:

- **Blackboard Collaborate:**

1. Open *My Settings*. Select your profile pictures and select your name. Or open the *Collaborate panel* and select *My Settings*.
2. Select *Set Up your Camera and Microphone*.
3. Choose the microphone you want to use. Collaborate tells you that you sound great when it is receiving your audio. Select *Yes, it's working* to proceed.
4. Choose the camera you want to use. Collaborate tells you that you look great when it is receiving your video. Select *Yes, it's working* to proceed.

  After you are set up, select the microphone and video camera icons any time during a meeting to turn them on or off. With your keyboard, press Alt + M to turn your microphone on and off. Press Alt + C to turn your camera on and off.

  Collaborate remembers your choice. You don't have to do this again from the same device or browser unless you clear your cache.

- **MS Teams:**

1. To change your speaker, microphone, or camera settings when you're on a call or in a meeting, select More options .

2. Show device settings in your meeting controls.
3. Then, select the speaker, microphone, and camera options you want.
4.

- **Webex:**

  1. From the *Select Audio Connection* drop-down list, select your audio connection.

     Audio and Video Connection.

  2. From the *Select Video Connection* drop-down list, select your video connection.

  3. Select *Connect Audio, Start My Video, or Connect Audio and Video.*

     If you selected *Call My Video System* for the audio connection, it may take 5-10 seconds from the time you answer the call until the connection is established. For the 5-10 seconds, the call is put on hold.

     Your audio and video selections are saved for your next meeting on this site.

Q: How do I troubleshoot MS Teams microphone issues on a Mac?

A: If you're using a Mac and you're having trouble getting your microphone to work, you might need to change one of your privacy settings.

Here's how to check:

1. Open *System Preferences*
2. Select *Security & Privacy*
3. Under *Privacy*, choose *Microphone* (Check off *Accessibility* as well and whatever else it might be asking for access to) on the left
4. Make sure Microsoft Teams is selected
   [missing screenshot]

   Note: After installing and allowing access, you usually need to reboot for the settings to take effect.

Q: MAC users are having some difficulty sharing their screen on Webex.

A: The issue can depend on how their accessing Webex. If they're using the Webex web app version, it may be related to their security settings and/or the browser they're using. For users who have downloaded the desktop app, there aren't any known issues with screen sharing.

The following guide can be shared with students to assist them on how to make the proper adjustments: https://help.webex.com/en-us/n0rqd8g/Cisco-Webex-Web-App-Known-Issues-and-Limitations#:~:text=With%20macOS%20Catalina%20(10.15)%2C,to%20the%20Screen%20Recording%20permission

Below are some key points in the guide that prevent a user from sharing their screen.

Content sharing is currently only supported in Chrome and Firefox. Note: To enable content sharing in Chrome version 71 or earlier, you must install the Cisco Webex and Cisco Webex Teams Content Sharing extension. This is not required in Chrome version 72 or later.

With macOS Catalina (10.15), Apple introduced new security and privacy features for Mac devices. To share your screen in the Webex Meetings web app, you have to ensure that your browser is granted access to the Screen Recording permission (the guide includes the steps to grant access).

Q: How can I present with everyone being able to hear and see my screen?

A: You must use a computer whether desktop or laptop to be able to share your screen.