ASU Arizona State University
Zoom at ASU

Zoom is the enterprise audio and video conferencing solution at ASU

Join a Meeting   Host a Meeting   Log In

zoom   GET STARTED   DOWNLOAD   ZOOM HELP CENTER

Get to know Zoom for
ASU Family programs

Here is a quick guide to help you feel comfortable with the technology.

Zoom Webinar

Webinar sessions are designed for larger events and speaking presentations. Participants will be able to see hosts and panelists, but they cannot see the audience on video or audio.

When you log-on to the Webinar, you will see the following tool bar of meeting controls:

Audio Settings ^   Chat   Raise Hand   Q&A   Leave Meeting
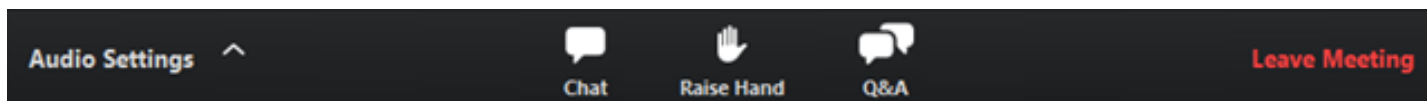
Audio Settings: Change your audio settings. You can click the arrow (^) to change your speaker if you are unable to hear audio.

Chat: Allows you to receive messages from and send messages to ASU staff members, who are here to help. If you are having technology challenges, let us know via Chat.

Raise Hand: Raise your hand to indicate that you need help. An ASU staff member will reach out to you via Chat.

Question & Answer: ASU staff members are available to answer your questions. Click on the Q&A Box to ask a question and see questions from other ASU families. Staff will reply in real time or pose your questions to other university staff members during our ASU Family Panel. They can either reply back to you via text in the Q&A window or answer your question live.

To ask a question:
1. Type your question into the Q&A box. *Click Send.*
2. An ASU staff member will reply to your question as soon as possible. *You will see a reply in the Q&A window.*
3. *We may also answer your question on our ASU Family Panel (live and out loud).* *You will see a notification in the Q&A window if the host plans to do this.*
4. As an attendee you can also "like" or "thumbs-up" a question from another ASU family. *If you have the same or a similar question as another family member, make sure to let us know by indicating with a "like."*

5. You can see how many "likes" a question has by viewing the number to the right of the icon.
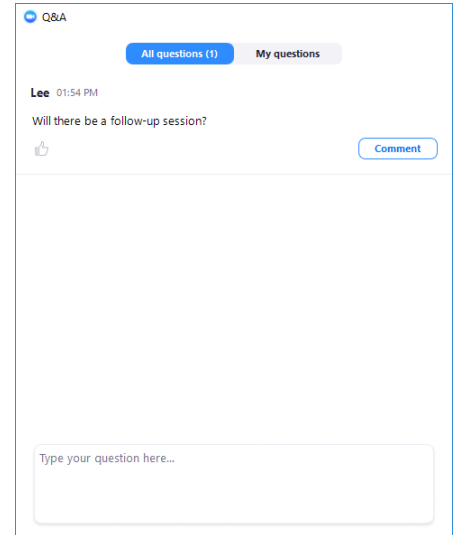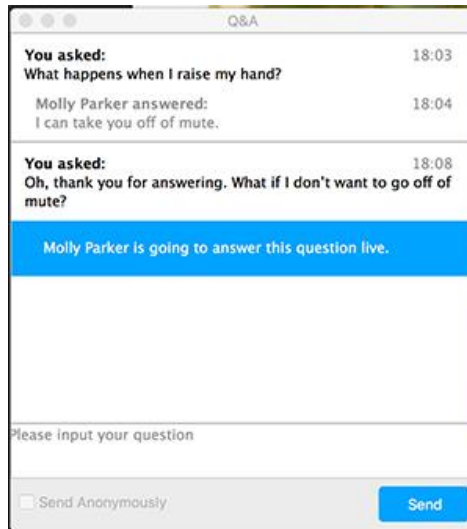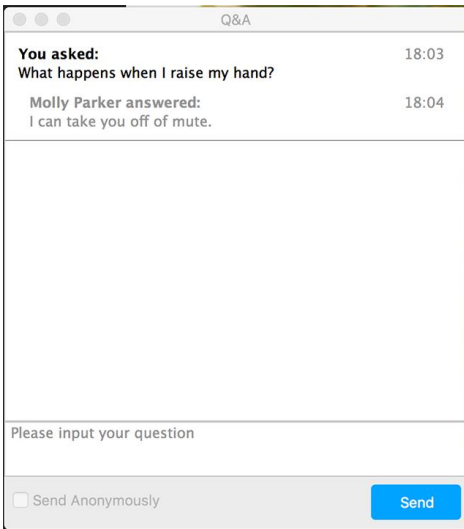

Leave meeting: Click "Leave meeting" to exit the webinar at any time. If you leave, you can rejoin if it is still in progress using the same link that was emailed to you.

Zoom Meetings

Meetings differ from Webinar sessions in that they enable video and audio interaction, typically for smaller or more personal virtual gatherings.

When you log-on to the Meeting, you will see the following tool bar of meeting controls:
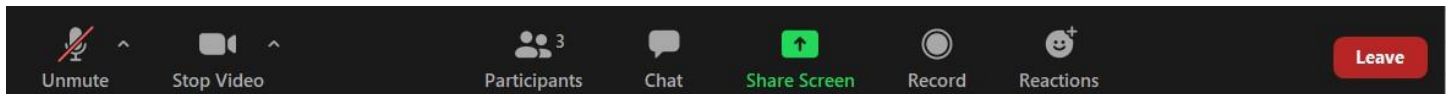
Microphone: You may have the option to mute and unmute your microphone during your session. You will automatically be muted upon entering the room, but will be given the option to unmute during the sessions.

Video: You may have the option to mute and unmute your video. If you feel comfortable, turn on your video so you can "meet" other families and ASU staff.

Participants: If you click on the participant button, a box should appear on the right-hand side of your screen above the Chat function with a list of participants. This will provide you with additional options for providing non-verbal feedback during the session, which you can do by clicking the various icons provided, such as the "Raise Hand" function.

Zoom Group Chat: If you click the Chat button at the bottom of your screen, Zoom Group Chat will open on the right-hand side of your screen. Your presenters will further direct you on how they would like you to use this feature, but this is where you can typically pose questions and respond.

Reactions: Use the "reactions" feature to emphasize anything in the meeting with the "clap" or "thumbs up" icons available.

Other Settings

Breakout Rooms: Meetings that have a larger number of participants can be broken down by hosts into more easily managed "breakout rooms" to ensure these virtual spaces feel friendly and more approachable for families. Your host(s) will be able to manage these rooms in addition to closing rooms to bring participants back together.

Polls: During a session, your hosts may introduce some user polls for participants to provide feedback, vote on important topics for discussion, compete in trivia activities, and more. This is one way that audiences can participate and stay engaged throughout the session, and more details will be provided by your event organizers.

Closed captioning: Most meetings and webinars will have closed captioning enabled by the hosts. If there are issues with the technology in use, please send a chat message to the hosts during the event.

Screen sharing: Participants will be able to see their hosts' screens for various activities and presentations. This feature is disabled for most participants, but may be used in your individual meeting session.

Support & Troubleshooting

Creating a Zoom account: Although not required if only participating in a meeting or webinar, you have the option to create a Zoom account and quickly download the Zoom desktop shortcut to for an easier user experience. Create your free account by visiting https://zoom.us/signup.

Help Center: Visit the help center at https://support.zoom.us/hc/en-us for resources on how to troubleshoot any issues with the platform:
- Search help articles for specific assistance
- Watch video tutorials on becoming familiar on Zoom
- View frequently asked questions