

Zoom Frequently Asked Questions

Q: Where can Faculty & Students find the Zoom link for their course?

A: moodle.jessup.edu, click your course in Moodle and click the Zoom link under the Announcements section.

Q: Will Zoom be installed on my computer?

A: No, but you can click the option “open in browser” and it will open in your web browser (Safari, Firefox, Chrome).

Q: Do I need to send students a link to join a zoom meeting?

A: No, all Zoom links will be posted on your Moodle course.

Q: How can students view the powerpoint on zoom?

A: Any Zoom participant can click “share screen” to share their screen with all other Zoom meeting participants.

Q: My camera on Zoom is not working. Where can I start troubleshooting?

A: <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

Q: My audio on Zoom is not working. Where can I start troubleshooting?

A: <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

Q: Where can I view the Zoom System Requirements?

A: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

Q: Does Zoom work on any device?

A: Yes, any laptop, tablet, or phone that has an internet connection can join a Zoom meeting.

Q: Does IT have any tips for using Zoom?

A: All Zoom information can be found here: my.jessup.edu/it/zoom-info