zoom in canvas

Zoom video conferencing is available in all NMSU Canvas courses.

Frequently Asked Questions

I tried to activate my account and it says that my invitation link has expired. Can you resend it?

Your Zoom invitation link expires when your account is successfully activated.

Where do I find Zoom in Canvas?

You can log in to your Zoom account through Canvas by going to your course and looking for the Zoom tile in your course navigation menu.
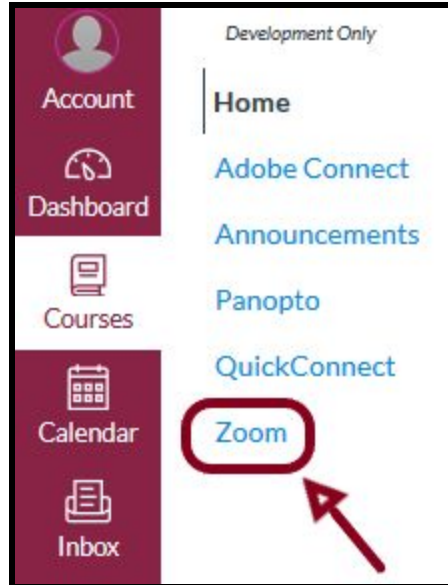
## I've never used Zoom before; how do I know it will work on my computer/phone/tablet?

You can use the [Zoom Test Meeting](#) to make sure you will be able to participate in a Zoom meeting.

Why should I use Zoom in Canvas to meet with my students?

You should always schedule a class meeting through Canvas so that students will be able to easily find and attend your course Zoom meeting(s). Use the **schedule a meeting button in Canvas** and view the [Zoom in Canvas Faculty Guide](#) for instructions.

Should I schedule a new Zoom meeting each time?

In Canvas you should schedule **one recurring meeting for your class lectures**. You may also choose to schedule **one recurring meeting for office hours**.
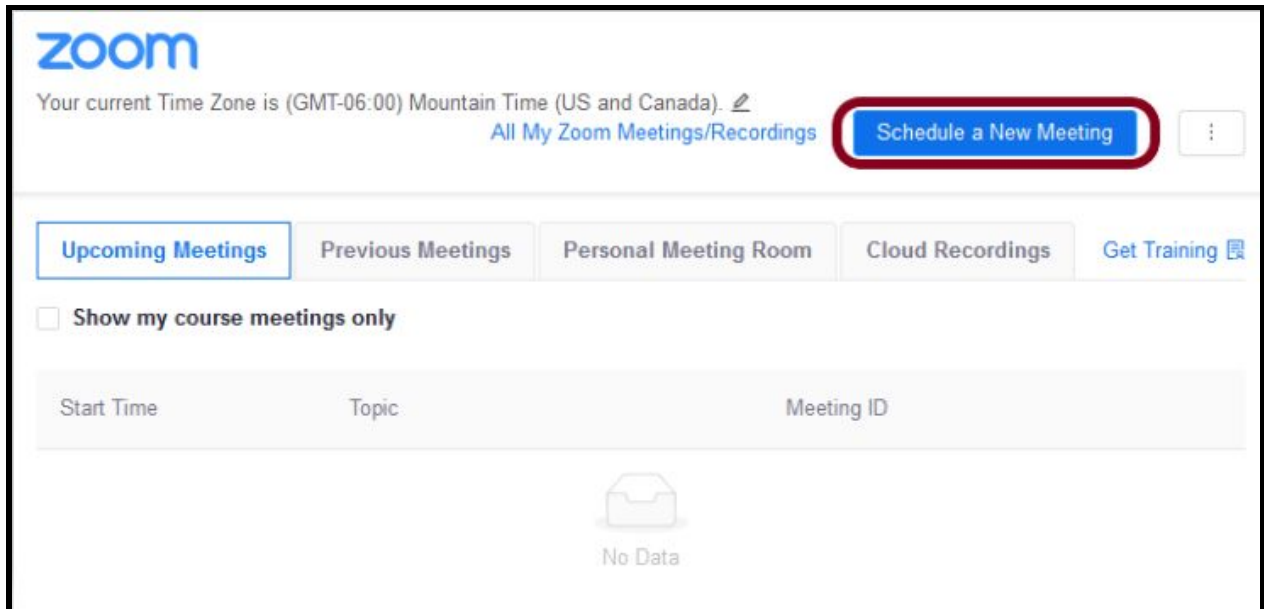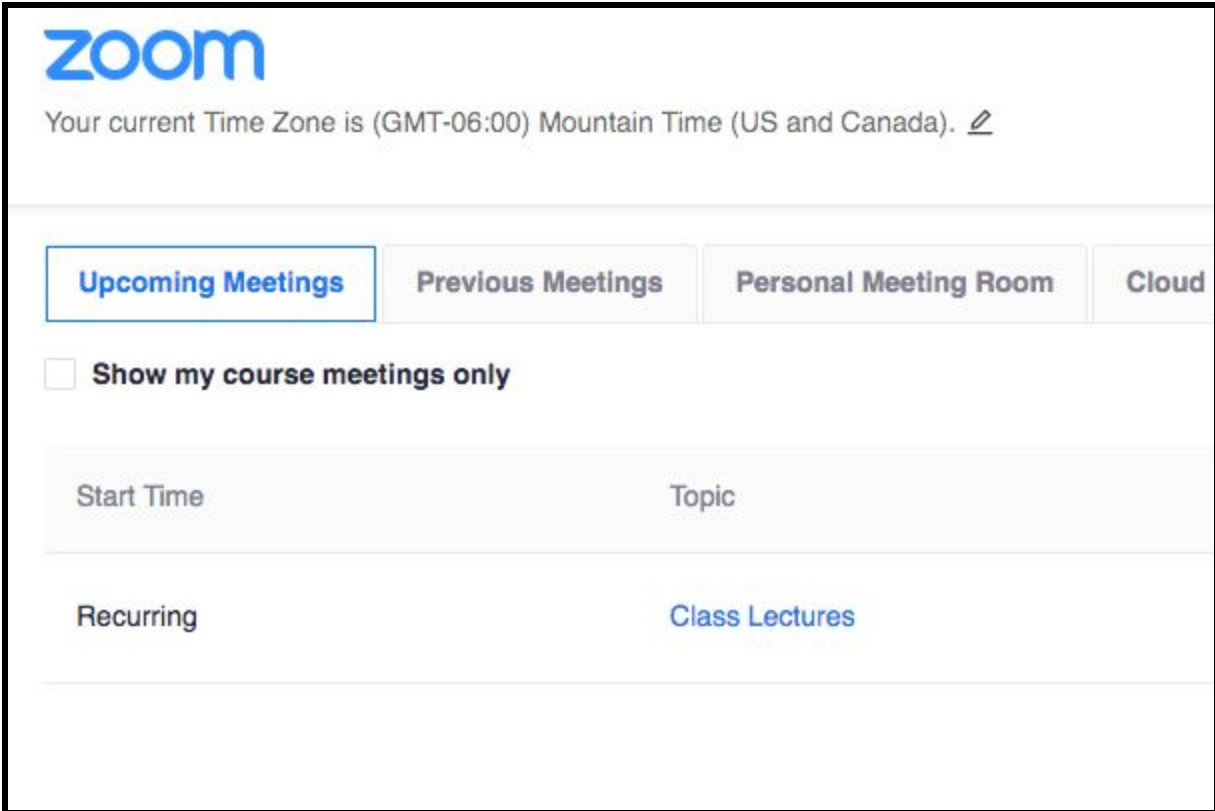

Schedule a Recurring Meeting with No Fixed Time

If you choose a Recurring meeting with No Fixed Time you do not have to specify the dates and times of class meetings in the Zoom meeting scheduler.
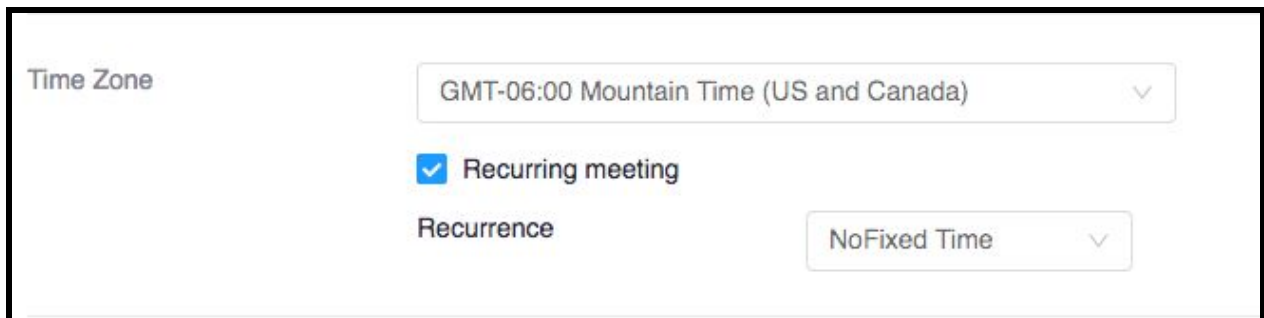
A recurring meeting with No Fixed Time will appear in your upcoming meetings list like this:

Schedule a Recurring Meeting with Specified Dates

If you choose a recurring meeting with a specific date and time you can use the calendar feature to set the recurrence frequency and number of meetings/end date

Why can't I just use my Personal Meeting ID?

Do not use your Personal Meeting ID for scheduled course meetings/scheduled office hours. Your Personal Meeting ID should be used for unscheduled/on-demand student meetings or meetings outside of Canvas that are not pre-scheduled.

Your Personal Meeting ID is permanent so the meeting ID will not change. Zoom is available for you to use inside Canvas for your students and as a stand-alone application. If you use your Personal Meeting ID for class lectures and share your Personal Meeting ID with others not enrolled in the course, then people not in your course will have access to your meeting room. This may be a FERPA violation. You can only hold one live meeting at a time. You should avoid overlapping scheduled meetings.

I want to set up my class breakout rooms when I schedule the meeting. How do I use Pre-Assigned Breakout Rooms?

The ability to pre-assign breakout rooms manually or from a CSV file is available for your Zoom account, however there is one additional step that you need to take to access this option. After you schedule your Zoom meeting in Canvas, you will need to log in to nmsu.zoom.us and navigate to your upcoming meeting. Click on the name of your meeting in the Topic column, and then click the "edit this meeting" button near the bottom of the page.
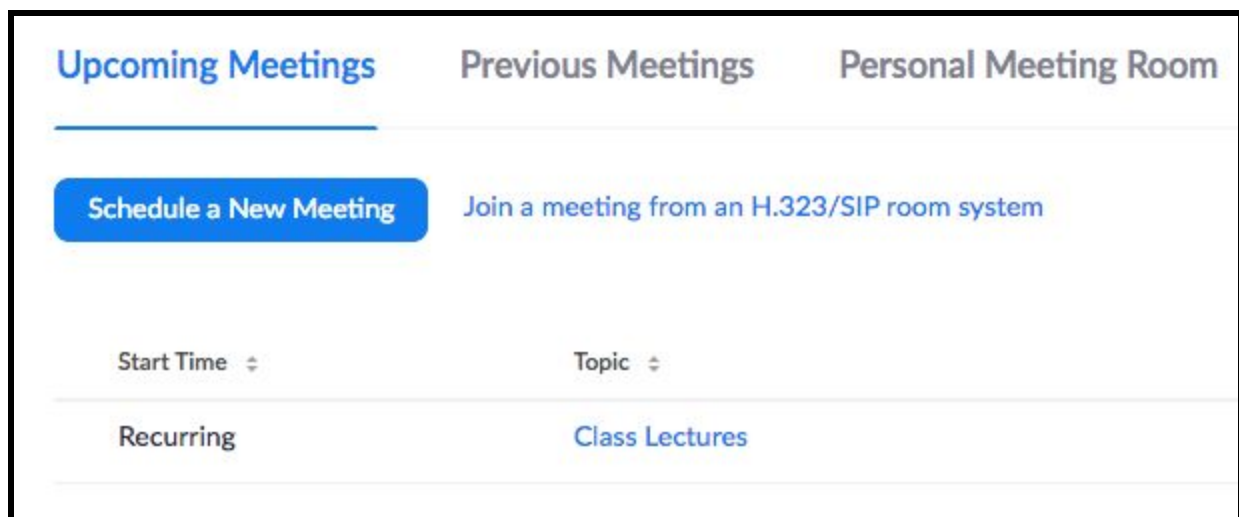
Once you are in edit mode for your upcoming meeting you will have the option to enable "Breakout Room pre-assign" and import your breakout room assignments from a CSV file. Here is a sample CSV file that you can use to start: breakout_room_sample.csv
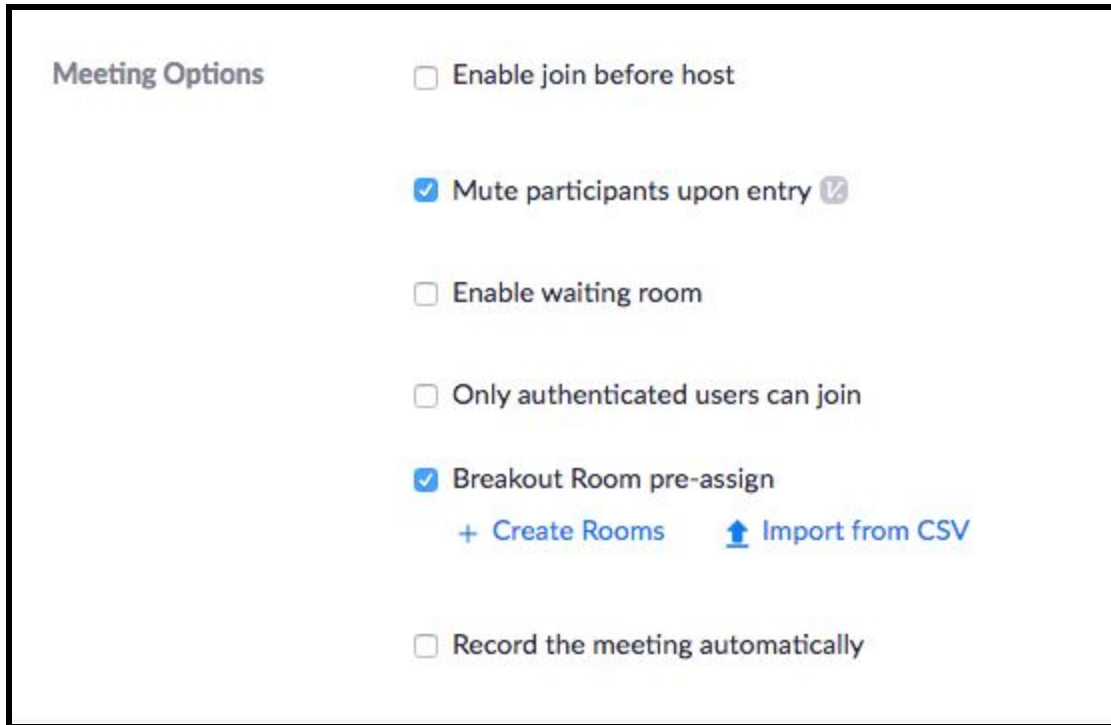
More information about using Zoom Breakout Rooms:

[Pre-assigning participants to breakout rooms](#)
[Managing Breakout Rooms](#)

# I don't see all of the Zoom meeting features like Polling and Reactions. Is there something wrong with my account?

You will need to download and install the [Zoom app for your computer or mobile device](#). It is important to use the Zoom App/Zoom Desktop Client so that you will be able to use all of the features available in a Zoom meeting. You will still access and start your Zoom meeting through Canvas, but once

you start the meeting the Zoom App/Zoom Desktop Client will launch and open the meeting in the Zoom App/Zoom Desktop Client.

## I can't hear anything and I don't think my microphone is working. What do I do?

Before you click Join with Computer Audio you should use *Test Speaker and Microphone* to test your computer audio to make sure that your speakers and microphone are working correctly.
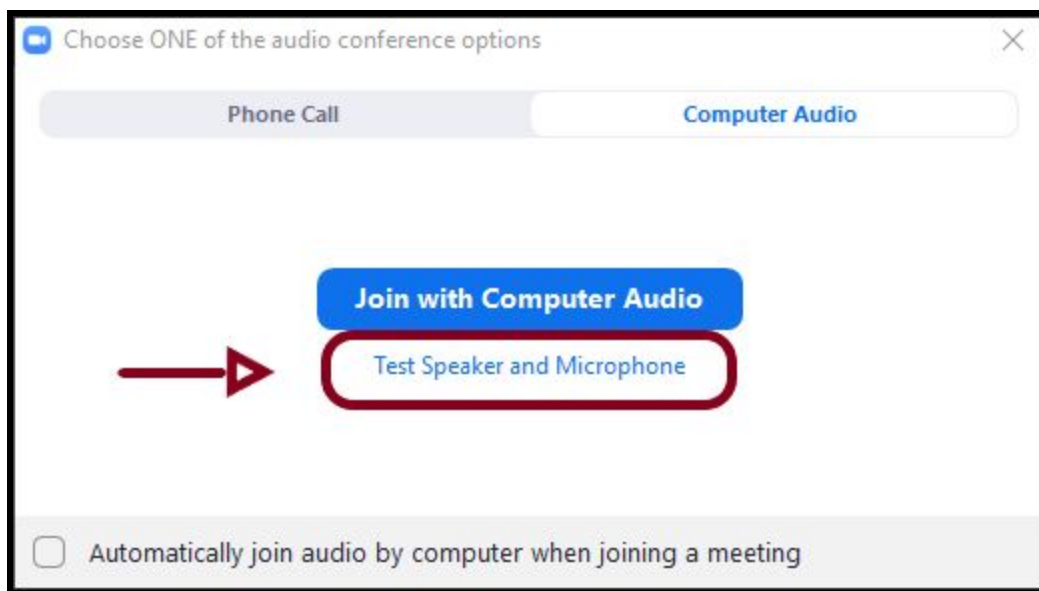
- Once you have tested your speaker and microphone you will need to click *Join with Computer Audio* twice.
  - If needed, you can mute yourself by clicking once on the microphone icon in the bottom left corner of the Zoom window. Your microphone icon will show a red slash mark while you are

muted. Click again to unmute yourself when you are asked to speak.
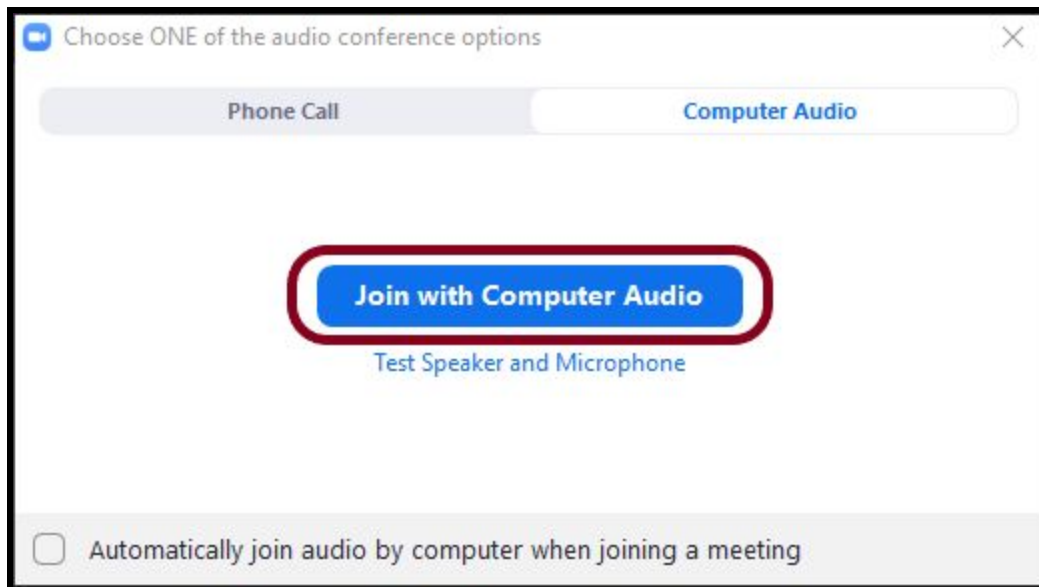
Instructor Best Practice: Make sure you are in a well-lit and quiet location with a strong internet connection. Use of a headset or earbuds is highly recommended as this will prevent distracting background noise and potential feedback noise.

Student Best Practice: require your students to mute their microphones until called upon to speak. This will prevent distracting background noise and potential feedback. Use of headsets or earbuds is highly recommended.

How do I use the Host Meeting Controls in my Zoom class meeting?

The host controls will appear at the bottom of your screen when you are not in screen sharing mode.

- **Mute/Unmute**: This allows you to mute or unmute your microphone.
  - Audio Controls (click **^** next to **Mute/Unmute**): The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
- **Start/Stop Video**: This allows you to start or stop your own video.
  - Video controls (click **^** next to **Start/Stop Video**): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
- **Invite**: With Zoom in Canvas **there is no need to invite your students to the meeting**. Students are automatically invited to any meeting you create using Zoom in Canvas. If you need to invite a guest lecturer or guest speaker you can use the Invite others feature to join your meeting. **Again, do not use the *Invite* feature for students**. *Always keep FERPA in mind when inviting someone who is not enrolled in your Canvas course.*
- **Manage Participants**: Opens the *Participants* window.
- **Polling**: Allows you to create, edit, and launch your polls. The options to create or launch polls will open up the Zoom web portal in your default browser.
- **Share Screen**: Start sharing your screen. You will be able to select the desktop or application you want to share.
- **Screen Share** controls (click **^** next to *Share Screen*): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing.

- **Chat**: Access the chat window to chat with the participants.
- **Record**: Start or stop a cloud or local recording. Choose cloud recording to make the recordings automatically available to students in your course. Audio transcription (captioning) is available automatically only for cloud recordings.
- **Breakout Rooms** (only available to the host): Start breakout rooms.
- **End Meeting** (only available to the host): This will end the meeting for all participants. If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

When you are screen sharing, the controls will appear at the top of your screen, but you can drag it to another location. Learn more about screen share controls.
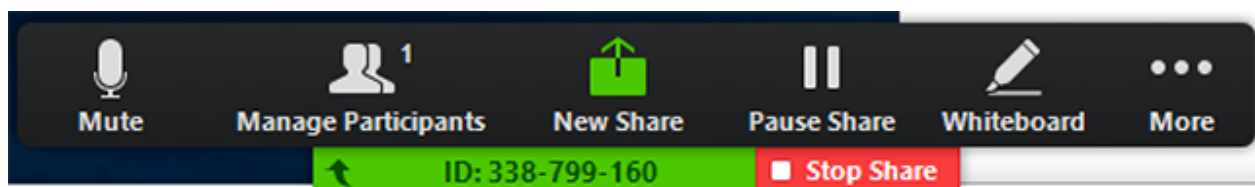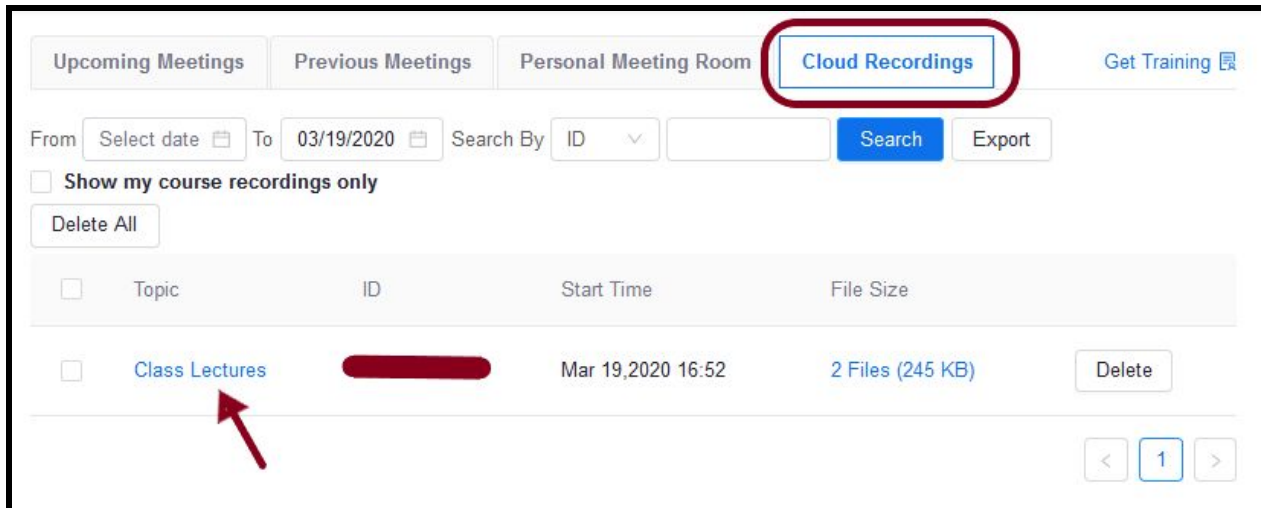

This video will introduce you to the meeting room host controls:

IMPORTANT: Do not use the *Invite* feature for students. Students are automatically invited to Zoom meetings created in the Canvas course in which they are enrolled.

Where are my cloud recordings?

If your Zoom meeting in Canvas was recorded using cloud recording, you will locate the recording under Zoom in your course navigation menu. Select the **Cloud Recordings** tab and choose the recording you intend to view.

Note: Cloud recordings will be available shortly after the session ends. The delay between when the class ends and when the recording becomes available will be determined by the length of the recording and the current demand on the Zoom Cloud Recording system.

Please be patient as your recording is processed.

If it has been longer than 24 hours and the recording has not appeared, either submit a Canvas Ticket using the Help menu in Canvas, or contact Academic Technology at learning@nmsu.edu for assistance.

Additional Resources

- **Zoom at NMSU**