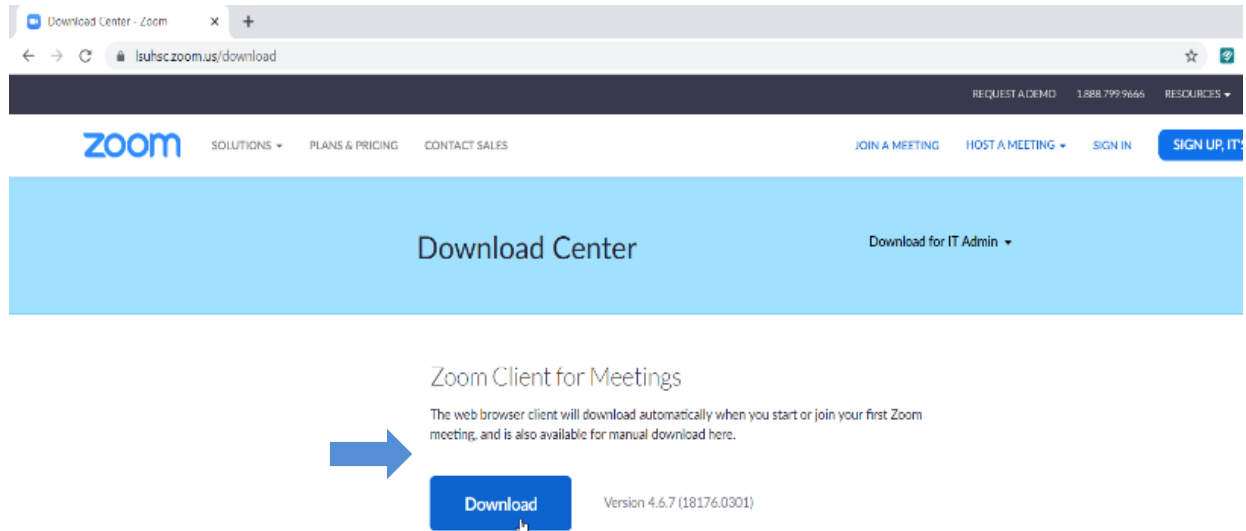## Zoom Interviewing FAQ's:

1. **How do I download the Zoom app?**

   - **Mac/PC** – Go to zoom.us/download. Click on the blue "Download" button under the Zoom Client for Meetings section and then open the Zoom Installer. Follow the directions to complete the install.

   - **Apple iPhone/iPad** – Go to the App Store and type in "Zoom". Once the Zoom Cloud Meetings app appears in the search results, click on the download button to the right of the app name.

- **Android Smartphone/Tablet** – Go to the Play Store and type in "Zoom". Once the Zoom Cloud Meetings App appears in the search results, click on the download button to the right of the app name.
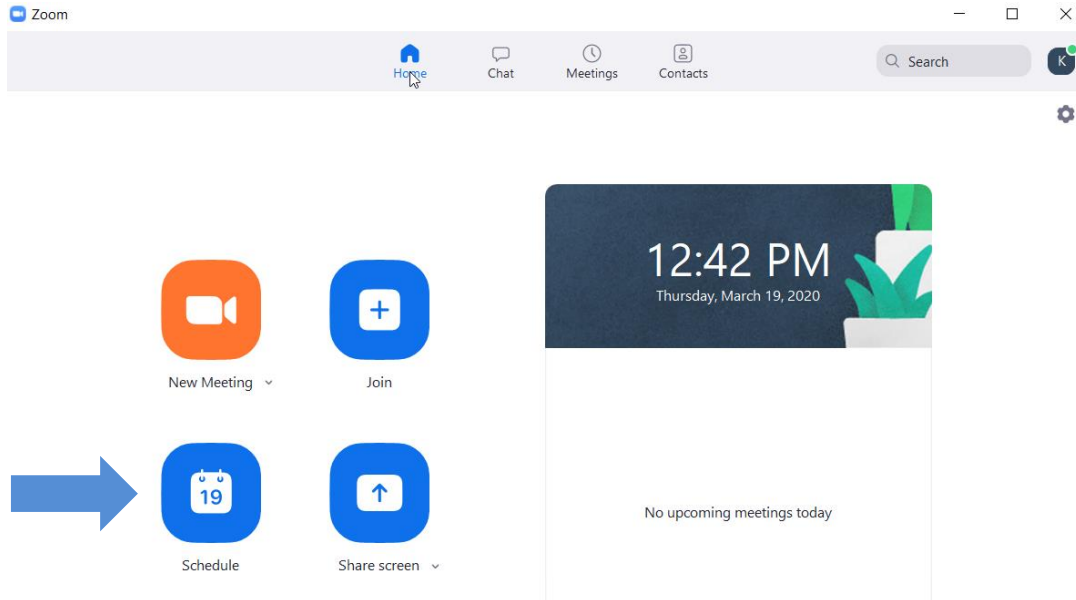

2. How do I log in to Zoom?

Go to the Zoom Cloud Meetings App. If you are already signed in, no further action is needed. The Sign In page will populate if you are not signed in. Click on the "Sign in with SSO" button. You will be asked for your company domain – type in "lsuhsc" and press the "Continue" button. You will be redirected to the Microsoft log in page. Type in your LSUHSC email address here and click the "Next" button. You will again be redirected to the LSUHSC log in page. Type in your LSUHSC password here (email address should be prepopulated) and click the "Sign In" button. You will be brought to back to the Home page in the Zoom app.
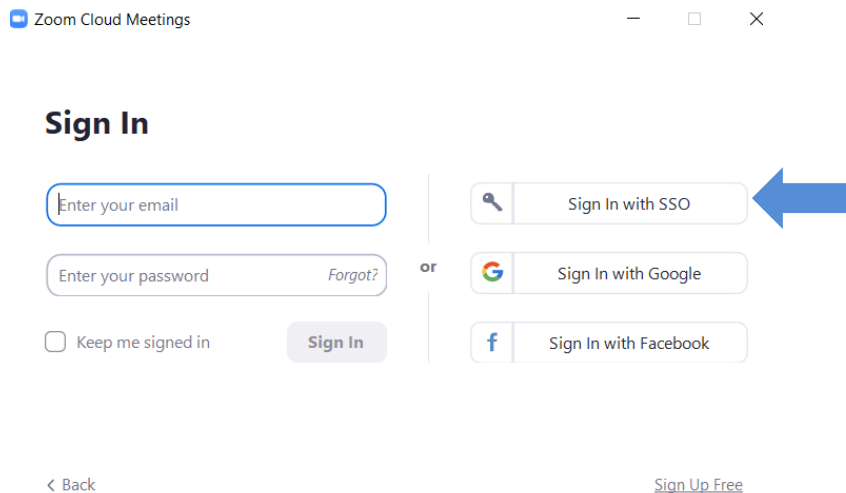
3. How do I schedule a meeting?

With the Zoom App open, click on the Home icon at the top of the screen. From here, click on the "Schedule" icon to the left of the screen. The Schedule Meeting dialogue box will pop up. Here you can set up all the details and preferences for your meeting.

Advanced Options ⌃

☐ Enable waiting room

☑ Enable join before host

☐ Mute participants on entry

☐ Only authenticated users can join: Sign in to Zoom

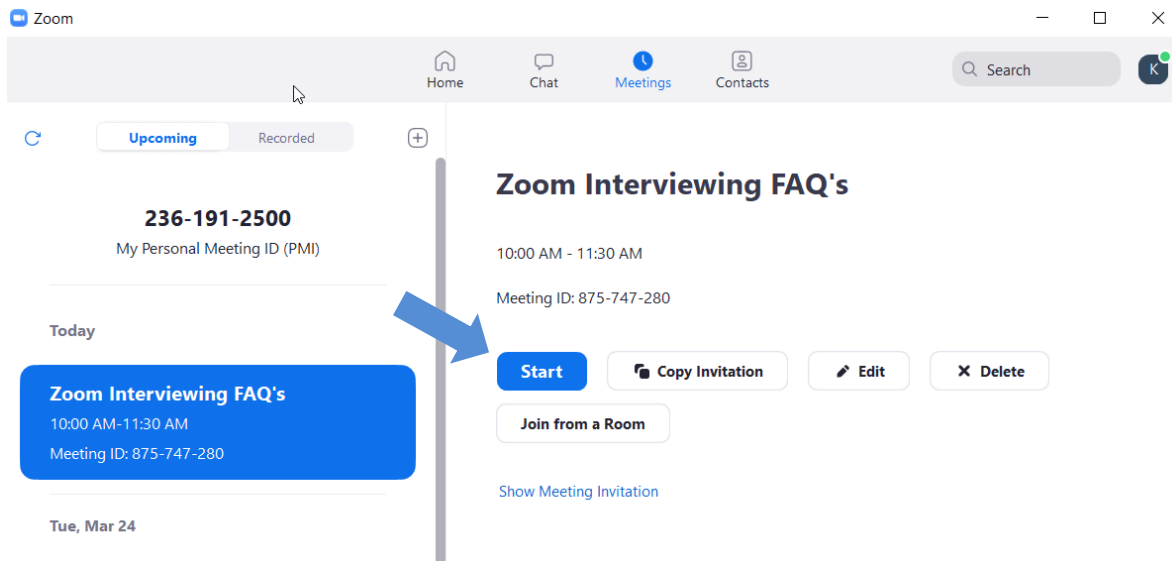☐ Automatically record meeting

Alternative hosts:

Example:john@company.com;peter@school.edu

Schedule   Cancel

4. How do I start the meeting?

With the Zoom App open, click on the "Meetings" icon at the top of the screen. You will see all of your scheduled meetings on the left side of the screen. Select a meeting and it will appear on the right side of the screen. Click the "Start" button under the selected meeting.

Zoom   — □ ×

Home   Chat   Meetings   Contacts   🔍 Search   K

Upcoming   Recorded   ⊕

236-191-2500
My Personal Meeting ID (PMI)

Today

Zoom Interviewing FAQ's
10:00 AM-11:30 AM
Meeting ID: 875-747-280

Tue, Mar 24

Zoom Interviewing FAQ's

10:00 AM - 11:30 AM

Meeting ID: 875-747-280

Start   📋 Copy Invitation   ✏ Edit   ✕ Delete

Join from a Room

Show Meeting Invitation

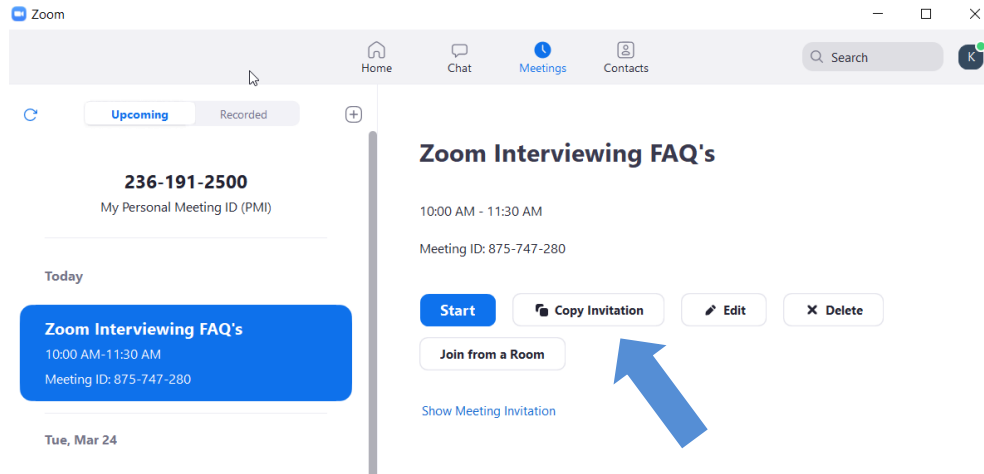## 5. How do I send out a meeting invite?

With the Zoom App open, click on the "Meetings" icon at the top of the screen. You will see all of your scheduled meetings on the left side of the screen. Select a meeting and it will appear on the right side of the screen. Click the "Copy Invitation" button under the selected meeting.

6. How do I join the meeting audio/video?

Once the meeting has begun, a dialogue box prompting you to connect to the audio will appear. Click "Join with Computer Audio". You can also join the audio from the "Join Audio" button in the bottom left hand corner (select join with computer audio) and also test to see if you hear sound. You can join video from the "Start Video" icon in the bottom left hand corner as well.
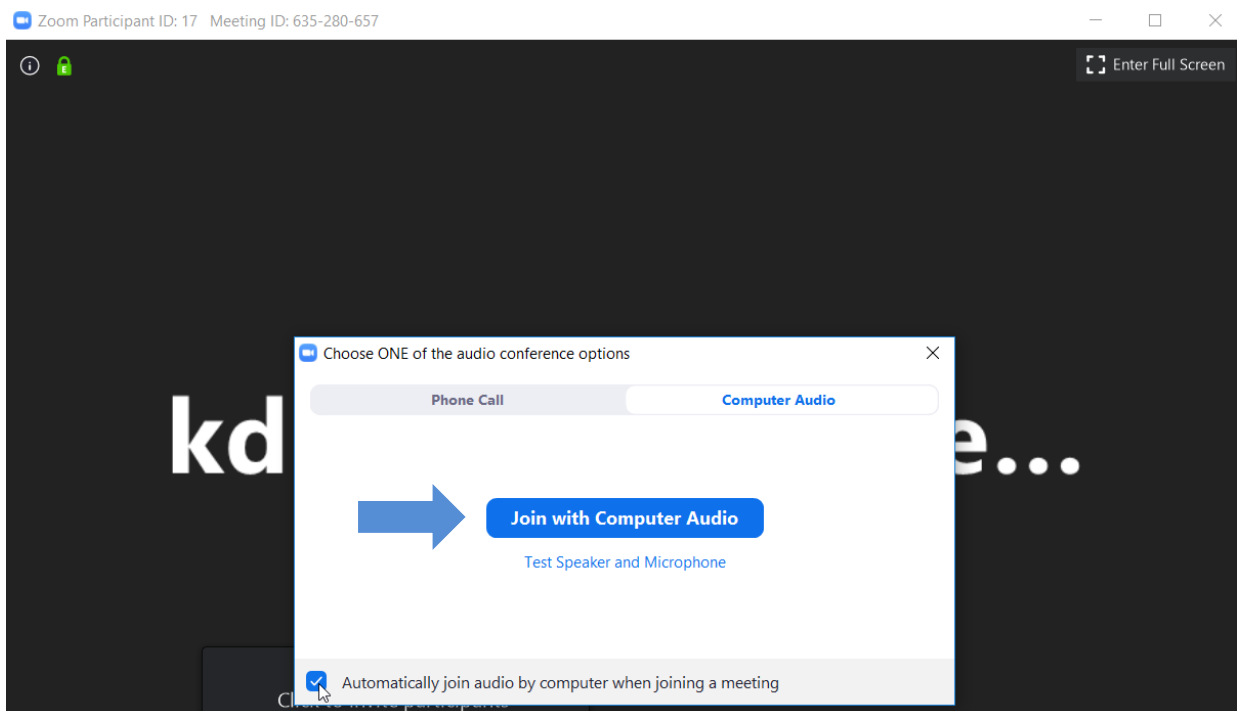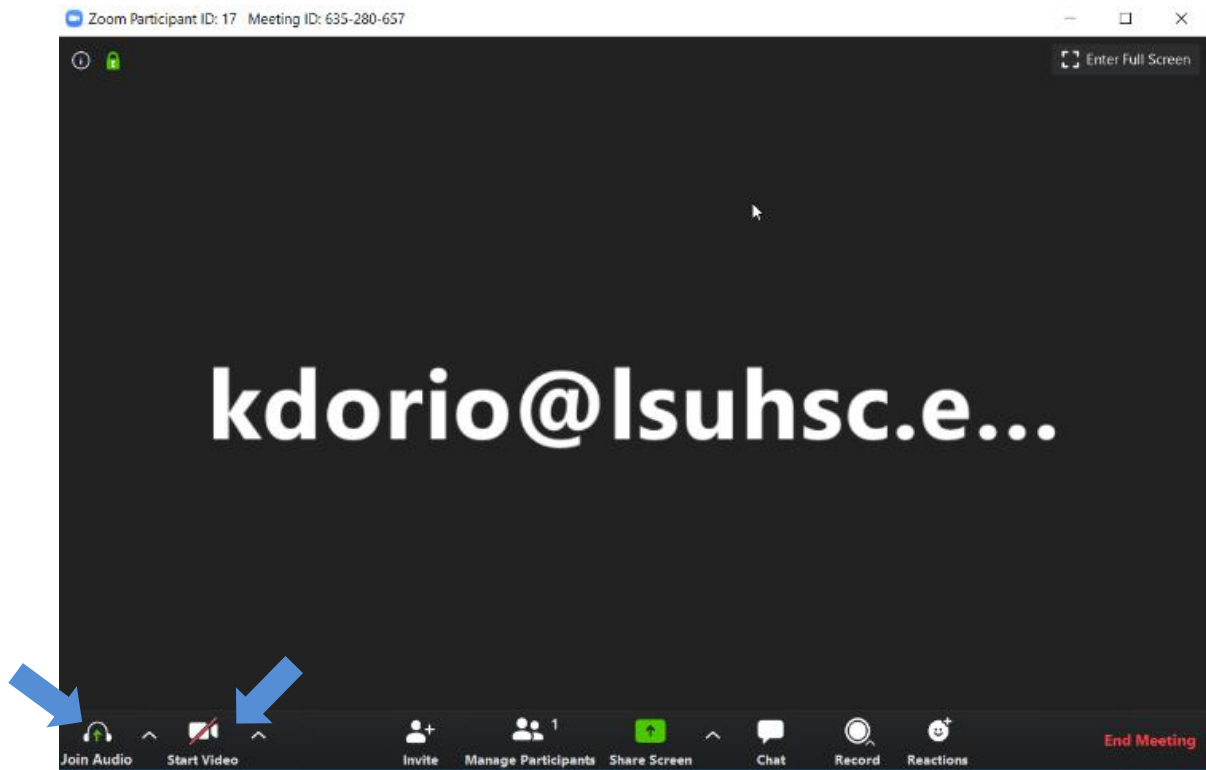
7. How do I share my screen?
With the meeting started, the green "Share Screen" button at the bottom of the screen allows you to choose between sharing your entire screen, a specific window, or your own selection.
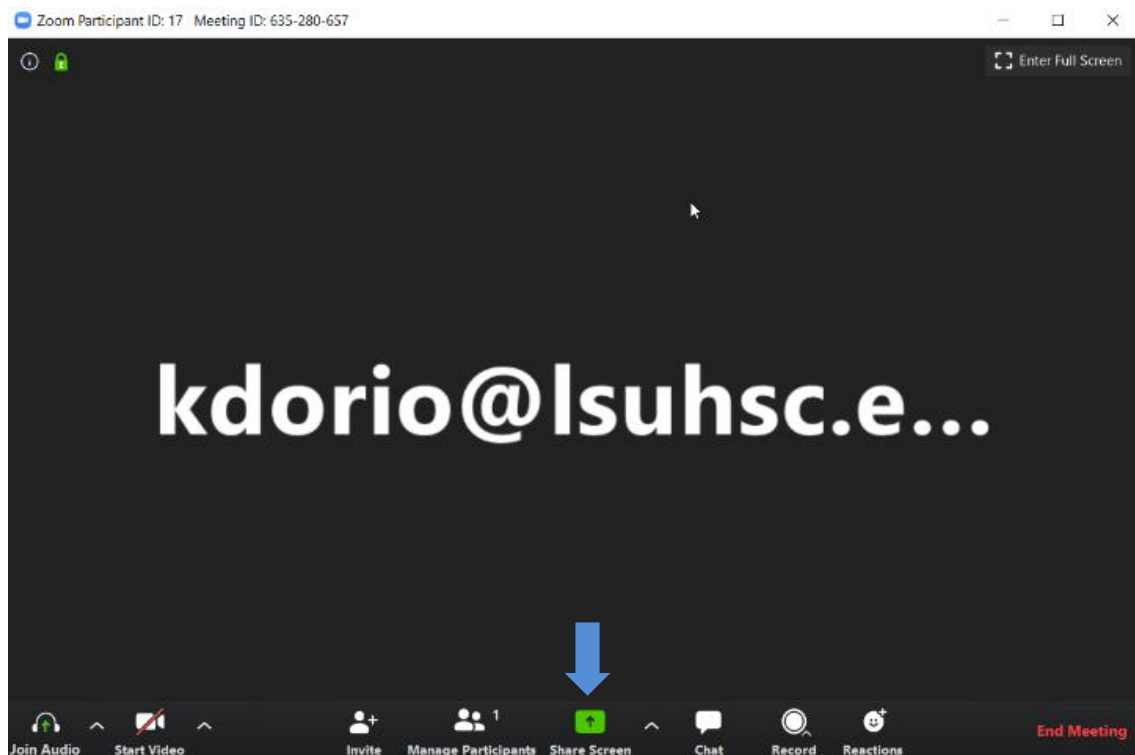
8. How do I connect an external webcam if I do not have a built-in webcam?
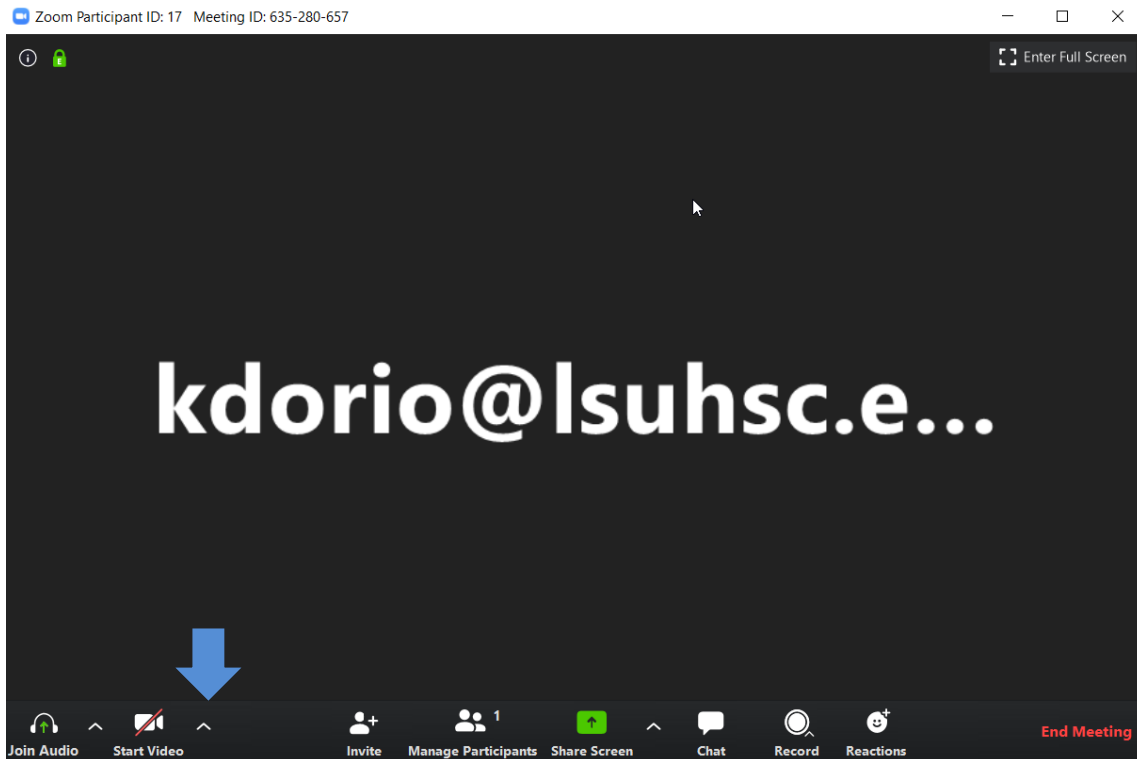
Connect the external web camera via USB to the computer. Zoom will automatically detect an external device and add it to the options to choose from to start the video. Click on the ^ expandable menu next to "Start Video" and choose your device from the options.

9. Who do I contact if I need real-time support for starting my meeting?

You can contact the School of Medicine Computer support at **(504)599-1578 or mscompsupp@lsuhsc.edu**

For a list of IT Help Desk support specialists and their contact information, navigate here:

https://www.lsuhsc.edu/admin/it/staff.aspx

10. How do I connect to the WiFi and/or network to access Zoom?

ON CAMPUS

Connecting via Ethernet cable, plug one end of the Ethernet cable into computer and the other end into the Ethernet port on the table.

Connecting via WiFi – select the LSU Secure network. If prompted, enter LSUHSC login credentials (email address and password)

OFF CAMPUS

You can still connect via ether cable or WiFi as described above. When connecting via WiFi, select your home WiFi name and login to your network.

11. What if I get disconnected?

With scheduled meetings, Zoom allows you to start the meeting again. Even if you get disconnected, you will be able to reconnect once connection is restored. Please reach out to tech support immediately if having issues with reconnecting to the network.
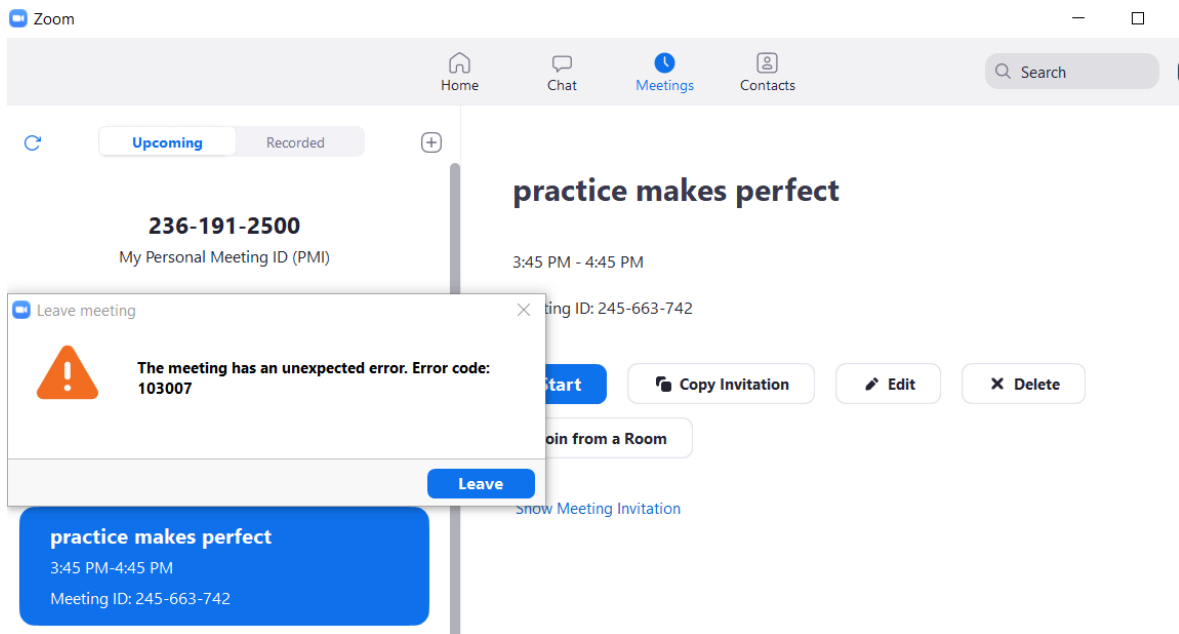
12. Any other questions.

See Zoom Help Desk support page **here.**

Zoom Interviewing Recommendations (you don't have to, but it may just make your life a bit easier ☺):

1. When setting up a scheduled meeting, select **Computer Audio** as your Audio selection (this will prevent users from logging in via phone call, which will result in no video shared on the end of the interviewee.)
2. Things you need to bring/do before the meeting:
   a. The laptop/smartphone/tablet from which you will stream the Zoom conference. If you elect to using an external webcam, you will be required to bring this as well.
   b. Run through a test meeting before the actual interview.
3. When setting up a meeting in the Schedule Meeting dialogue box, select the following options:
   a. Meeting ID – Generate automatically
   b. Password – leave box unchecked
   c. Video – Host: On | Participants: On
   d. Audio – Computer Audio
   e. Advanced Options – check "enable join before host"
   (see FAQ 3)
4. When selecting your Audio preferences after starting the meeting , click the "automatically join audio by computer when joining a meeting" checkbox when the audio selection dialogue box pops up **(see FAQ 6)**
5. Call/Email Computer Tech Support if you are unsure about your computer compatibility with Zoom. **(see FAQ 9)**
6. Panel Interviews (all interviewers in the same room) or having multiple interviewers go into the same room for the same interviewee is suggested to avoid the hassle of starting/stopping multiple meeting sessions.
7. We strongly encourage keeping meetings as condensed as possible. We do not want to overwhelm the interviewee, interviewers, nor the remote capacity to perform optimally.
8. Label Zoom Meeting by Interviewee's (Student) Name to ensure not mistakenly starting the wrong meeting.
9. If you do not have a webcam already installed on your computer, we encourage you to use the mobile App **(see FAQ 1)** to make use of the camera on your smartphone or tablet and avoid technical complications.