

ConferZoom

ConferZoom Licensed Meeting User Guide

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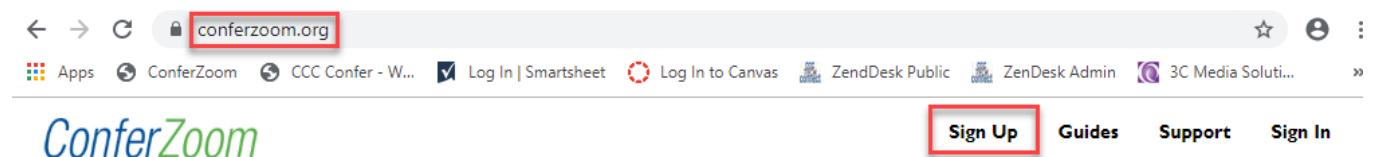
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Upgrade to a ConferZoom Licensed Account

ConferZoom Licenses accounts are available to all employees of the California Community College system at no cost. Licensed accounts allow for unlimited meeting minutes with up to 300 attendees. A ConferZoom Licensed account is required to integrate ConferZoom with your Canvas courses.

If you have a free, basic account that limits your time and attendees, we can transfer your account to ConferZoom. Submit your request to support@ccctechconnect.org upgrade to a ConferZoom Licensed account.

Or, sign-up for a new account on our [website](http://www.conferzoom.org) at www.conferzoom.org An invitation to switch to ConferZoom will be sent within 15 minutes, if you do not receive your invitation in that time, please [contact us](mailto:support@ccctechconnect.org) at support@ccctechconnect.org.



ConferZoom Overview



ConferZoom is a project of **CCC TechConnect**, funded by a grant from the California Community Colleges Chancellor's Office. Our services are free to all employees of the colleges and approved organizations that serve the system.

ConferZoom is an online meeting tool using Zoom, using web-based technology on a secure platform, which seamlessly supports all operating systems, browsers, and mobile devices. High-quality video and audio are available in all meetings, along with screen sharing, recording, audio transcript, and live closed caption capability*. **ConferZoom** integrates with Canvas, a course management system widely used in the California community college system. Recordings are provided quickly after an event in a standard format (MP3 and MP4).

View the 'ConferZoom Member and Host Guide' found in the 'ConferZoom Licensed Meeting' section of this guide. Learn about your account, the desktop app, scheduling and joining meetings, host meeting controls, screen sharing, and collaborating throughout the system with contacts. Separate articles are listed for other functions and activities.

There is a section devoted to using **ConferZoom** in Canvas for both instructors and students.

Our articles library is growing, and updated as needed, so visit this site often.

[Sign-up](#) for an account on the **ConferZoom** website or submit your request to support@ccctechconnect.org.

**Closed captions must be scheduled with a live captioner to appear in a meeting.*

Meeting Timeout

Follow

TechConnect Zoom licensed accounts offer unlimited meeting minutes with up to 300 attendees.

There are limitations on how long an open meeting will run, in most cases these parameters are not a concern, however, these are the timelines:

Meeting timeout at 24 hours:

- 1 host, no participant
- 1 host, any number of participants
- 0 host, any number of participants (join before host)

Meeting timeout at 40 minutes:

- 1 host and 1 or more participants joined.
- Only one person remains in the meeting.
- The meeting will end 40 minutes later if no one else joins.

Contacts - Manage Chat Messages

When using the desktop client, Chat messages can be initiated to a member of ConferZoom; messages can be edited or deleted, along with files, or images that you have already sent through Chat. The search results that recipients see in the chat will reflect the content of your edited message. Deleted chat content and files cannot be retrieved.

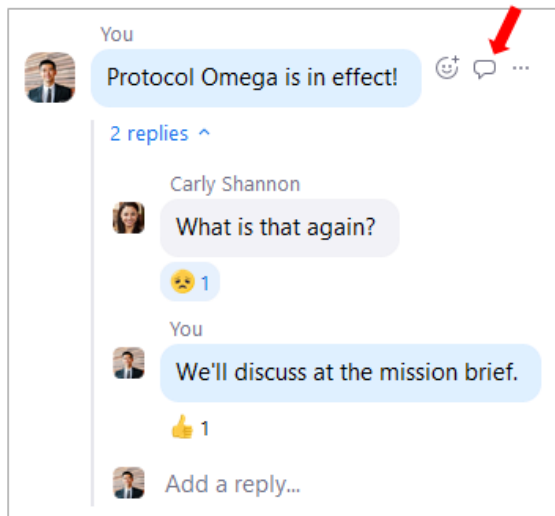
Note: Version 4.6.1 or greater must be installed for access to this feature.

Replying to a Message

You can reply to a message to keep all replies in the same thread allowing users to easily follow the thread of replies.

1. Hover over the message you want to reply to.
2. Click the chat bubble icon.

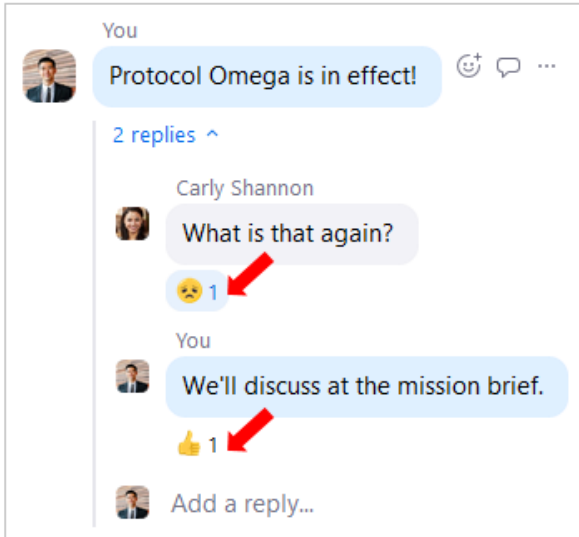
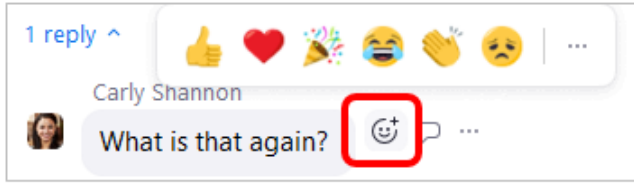
Enter your reply, then press **Enter**. Your reply will display under the parent message. All future replies will display under the parent message.



Add Reactions to a Messages

Use emoticons to react to a message.

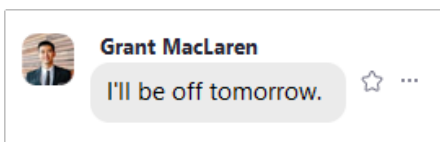
1. Hover over the message you want to react to, then click the smiley icon next to the message.
2. Select the emoticon from the pop-up window.



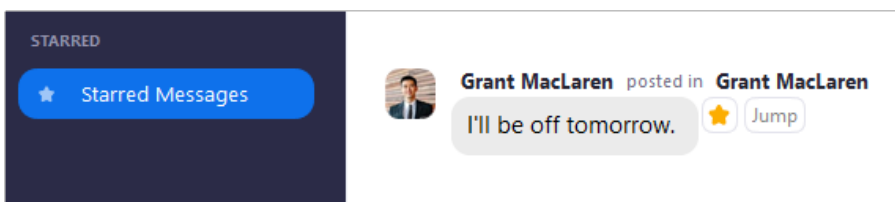
Starring a Message

You can place a star on important messages, copying them to the **Starred Messages** chat and allowing you to quickly view them later on.

1. Hover over the message you want to star.
2. Click the star icon next the message.



3. Click the **Starred Messages** chat thread to see your starred messages.
If the original thread was with another [contact](#), you will see posted in followed by the contact's name. If you starred a message in a [channel](#), you will see posted in followed by the channel's name.



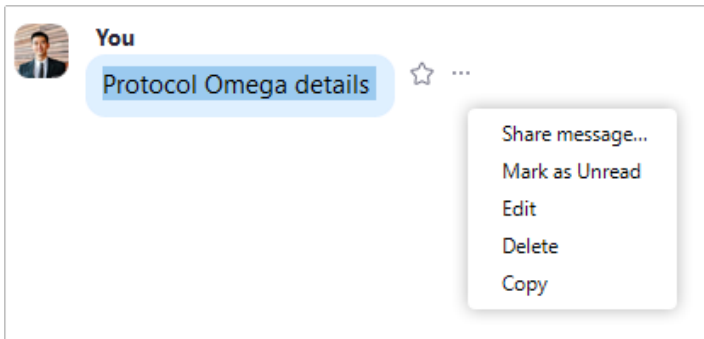
4. Hover over the message and click the yellow star icon to unstar your message.
Click **Jump** to view the original chat thread.

Editing a Message

You can edit the content of a message that you have already sent.

Note: You cannot edit messages if your admin enabled [end-to-end encryption for chat](#).

1. Hover over the message you want to delete and click the more icon (...).
2. Choose **Edit**.



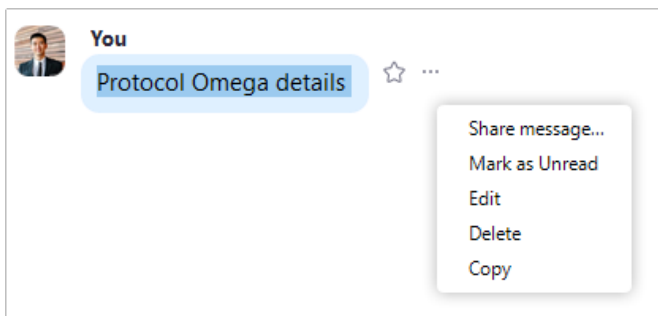
3. Change the ext. and click **Save**. Edited messages will appear and indicate that it has been edited for all chat participants.



Deleting a Message, File, Picture, or GIF

You can delete any item you have sent. Recipients will not be able to see deleted items in Zoom.

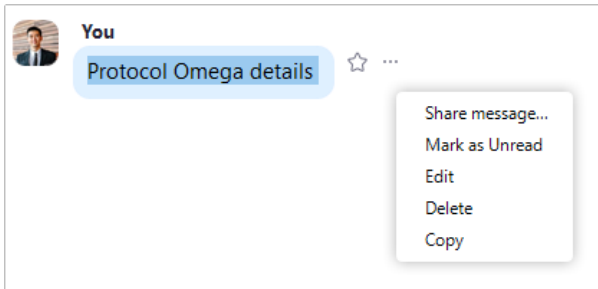
1. Hover over the item you want to delete and click the more icon (...).
2. **Choose Delete**. Zoom will show you deleted a message, but others will not see the notification.



Sharing a Message, File, or Picture

You can forward a sent item to another contact or [channel](#).

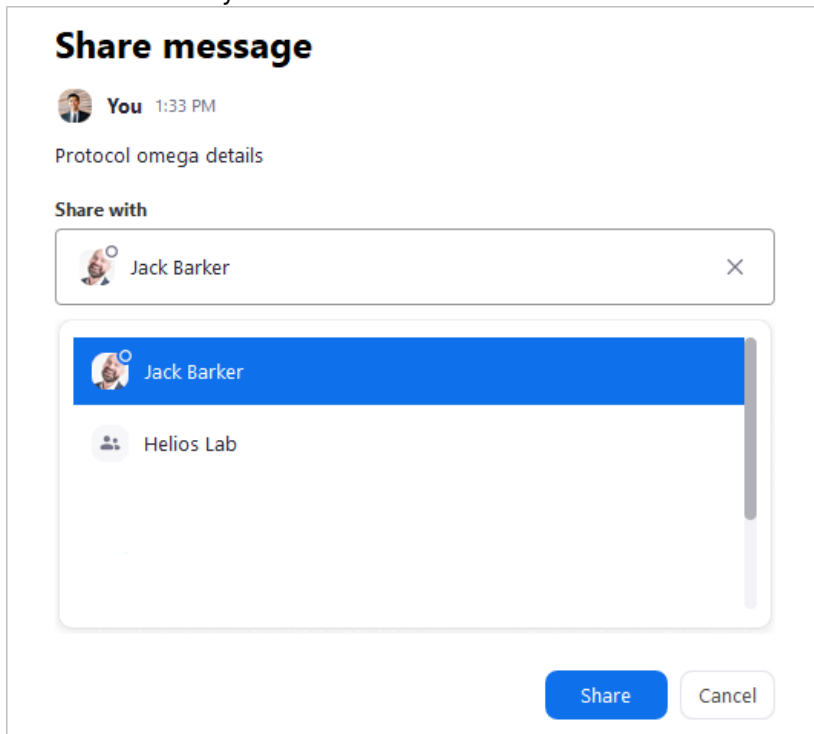
1. Hover over the message you want to share, click the more icon (...), and then choose **Share messages**.



Note: If you are sharing a file or picture, hover over the item and click the share icon.

2. Select a contact or channel to forward the item to, then click **Share**.

Note: You can only select one contact or channel.



System Requirements for PC, Mac, and Linux, Chromebook

- As technology advances, so do system requirements and recommendations. The Zoom support site provides the latest information for:

PC, Mac, and Linux:

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

Chromebook:

<https://support.zoom.us/hc/en-us/articles/213298746-Getting-Started-On-Chrome-OS>

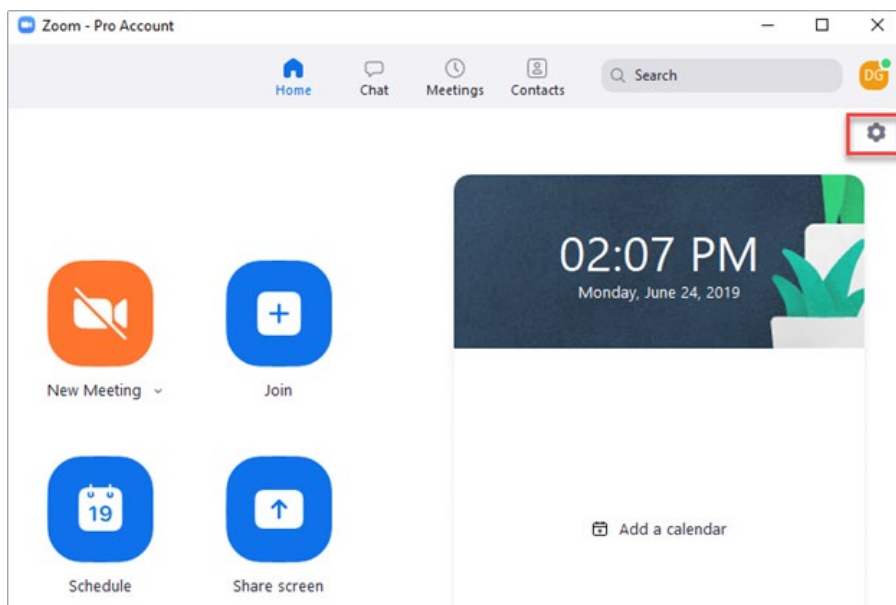
The support documents include:

- System Requirements
- Supported Operating Systems
- Supported Tablet and Mobile Devices
- Supported Browsers
- Processor and RAM Requirements
- High DPI Support
- Bandwidth Requirements
- HD Camera Suggestions
- USB Speakerphone and Microphone
- Other Peripherals

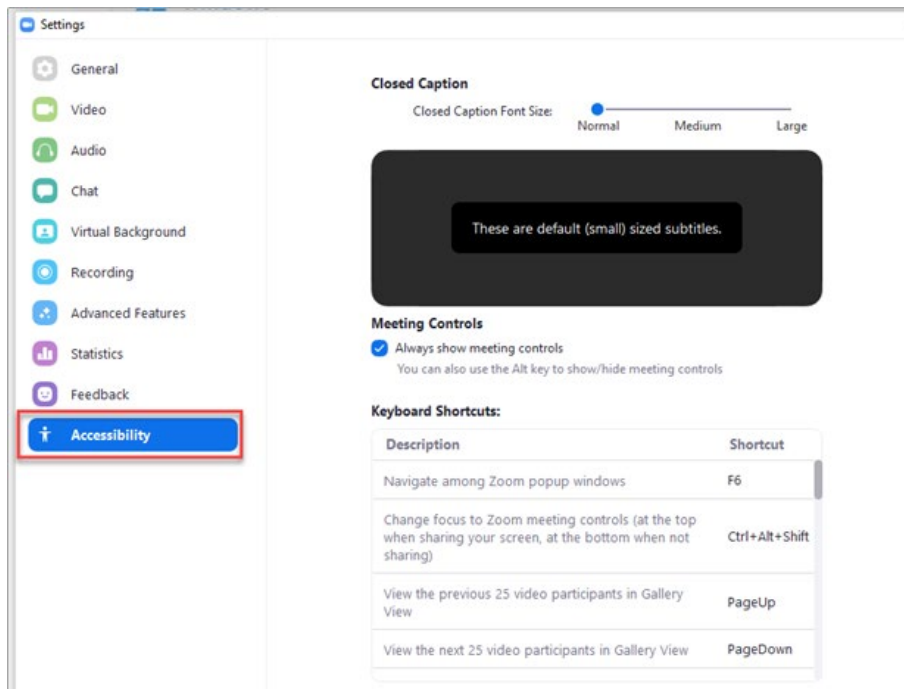
Hot Keys and Keyboard Shortcuts: Windows & Mac

There are keyboard shortcuts that you can use on the Zoom Desktop Client for Windows and Mac that allow you to navigate the Zoom settings without using your mouse. They are listed in this article and also available in your Zoom desktop client settings, under Accessibility.

View keyboard shortcuts on your desktop app, click the settings icon:



Advance to the Accessibility tab to view all of the shortcuts, and change the live captions font size:



Available Windows Keyboard Shortcuts

- **F6**: Navigate among Zoom popup windows.
- **Ctrl+Alt+Shift**: Move focus to Zoom's meeting controls
- **PageUp**: View previous 25 video stream in gallery view
- **PageDown**: View next 25 video stream in gallery view
- **Alt**: Turn on/off the option **Always show meeting control toolbar** in Accessibility Settings
- **Alt+F1**: Switch to active speaker view in video meeting
- **Alt+F2**: Switch to gallery video view in video meeting
- **Alt+V**: Start/Stop Video
- **Alt+A**: Mute/unmute audio
- **Alt+M**: Mute/unmute audio for everyone except host **Note**: For the meeting host only
- **Alt+S**: Launch share screen window and stop screen share **Note**: Will only work when meeting control toolbar has focus
- **Alt+Shift+S**: Start/stop new screen share **Note**: Will only work when meeting control toolbar has focus
- **Alt+T**: Pause or resume screen share **Note**: Will only work when meeting control toolbar has focus
- **Alt+R**: Start local recording
- **Alt+C**: Start cloud recording
- **Alt+P**: Pause or resume recording
- **Alt+N**: Switch camera
- **Alt+F**: Enter or exit full screen
- **Alt+H**: Display/hide In-Meeting Chat panel
- **Alt+U**: Display/hide Participants panel

- **Alt+I**: Open Invite window
- **Alt+Y**: Raise/lower hand
- **Alt+Shift+R**: Gain Remote Control
- **Alt+Shift+G**: Stop Remote Control

Available Mac Keyboard Shortcuts:

- **Command(⌘)+Shift+A**: Mute/unmute audio
- **Command(⌘)+Shift+V**: Start/stop video
- **Command(⌘)+Shift+N**: Switch camera
- **Command(⌘)+Shift+S**: Start/stop screen share
- **Command(⌘)+Shift+T**: Pause or resume screen share
- **Command(⌘)+Shift+R**: Start local recording
- **Command(⌘)+Shift+C**: Start cloud recording
- **Command(⌘)+Shift+F**: Enter or exit full screen
- **Command(⌘)+Shift+M**: Switch to minimal window
- **Command(⌘)+Control+M**: Mute audio for everyone except host **Note:** For the meeting host only
- **Command(⌘)+Control+U**: Unmute audio for everyone except host **Note:** For the meeting host only
- **Command(⌘)+Shift+W**: Switch to active speaker view
- **Command(⌘)+Shift+W**: Switch to gallery video view
- **Control+P**: View previous 25 participants in gallery view
- **Control+N**: View next 25 participants in gallery view
- **Command(⌘)+Shift+H**: Show/hide In-Meeting Chat Panel
- **Command(⌘)+U**: Display/hide Participants panel
- **Command(⌘)+I**: Open invite window
- **Command(⌘)+W**: Prompt to End or Leave Meeting
- **Option+Y**: Raise hand/lower hand
- **Ctrl+Shift+R**: Gain remote control
- **Ctrl+Shift+G**: Stop remote control

Host and Member Guide

ConferZoom Video Conferencing service is provided to all employees of the California Community College system through **CCC TechConnect**, a grant funded project from the California Community College Chancellor's office. This guide will get you started, be sure to view the 'Features' section to learn about the great features available for your **ConferZoom** meetings and classes.

Collaborate with colleagues or provide student instruction in an online environment using web cameras, screen sharing, audio, text chat, and more. Record sessions to the Cloud or your desktop, share links to the recordings or download copies for your personal files. Topics covered in this document:

- SIGN UP FOR AN ACCOUNT
- USING THE WEBSITE PORTAL
- USING THE DESKTOP APP
- OPTIONS AND SETTINGS MENUS
- SCHEDULE AND CONNECT TO MEETINGS
- PERSONAL MEETING ID (PMI)
- SCHEDULE MEETINGS
- VIEW UPCOMING MEETINGS
- JOIN A MEETING AS A PARTICIPANT
- THE MEETING ROOM: TOOLS AND FEATURES OVERVIEW
- CONTACTS

Video Conferencing also integrates Canvas and other course management systems; if your college does not have this valuable tool, contact us or your Canvas administrator.

Sign Up for a ConferZoom Account

Go to the [ConferZoom](#) website.



1. Click the **Sign Up** button and follow the screen prompts.
2. An email to complete the account activation process will arrive within minutes.
3. Activate, and your account is ready to use!

Overview of the Website Portal and Desktop App

The first time you use **ConferZoom Video Conferencing** start from a browser to **Sign In** to access your account. Navigate to the tabs on the left, then go through each tab to view your choices. Take a few minutes to get familiar with all of the available settings and feature options.

Profile
Meeting Settings
Meetings
Recordings
Webinars
Account Management
Account Profile
Reports

Profile: Update your personal information, change your email or your Personal Meeting ID.

Meeting Settings: Click on each tab - 'Meeting', 'Recording', and 'Telephone' to set your preferences.

Meetings: Schedule meetings, start a scheduled meeting, or host an instant meeting.

Recordings: View and share recording files.

Account Profile: The account owner is CCC Confer. *Do not click "unassociate and create your own account" - this action will delete your ConferZoom account.*

Schedule and host meetings, or joining sessions can be done from your website account or the Zoom desktop app.

Desktop App Options and Settings

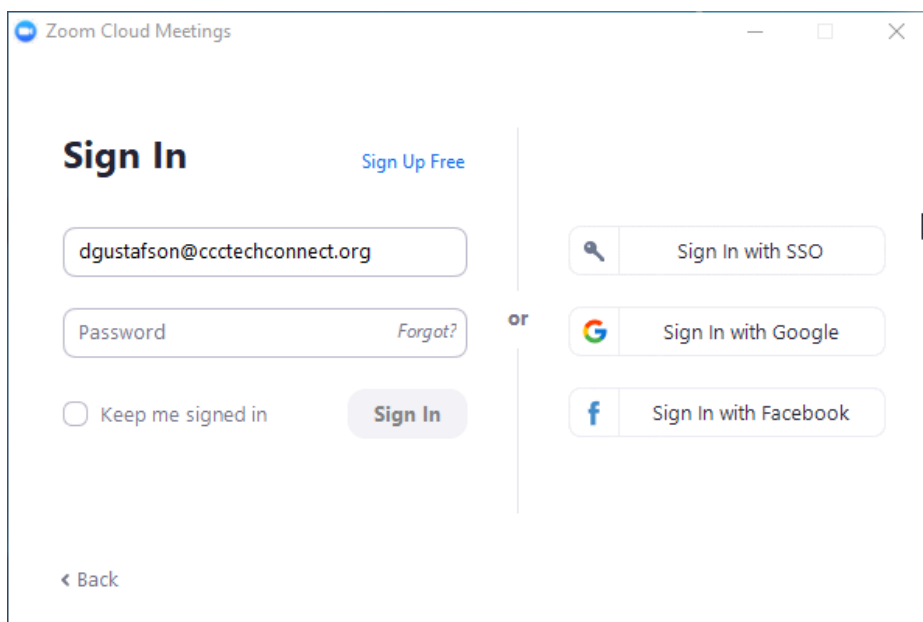
IMPORTANT...KEEP YOUR DESKTOP APP UPDATED!

See the instructions below on how to stay updated.

The first time you host or join a meeting from your computer, the Zoom desktop app downloads to your desktop - it may appear as a shortcut on your desktop or in your programs. We recommend moving the icon to your desktop or task bar for easy access. You can also [download the app](#) in advance of your first ConferZoom access.

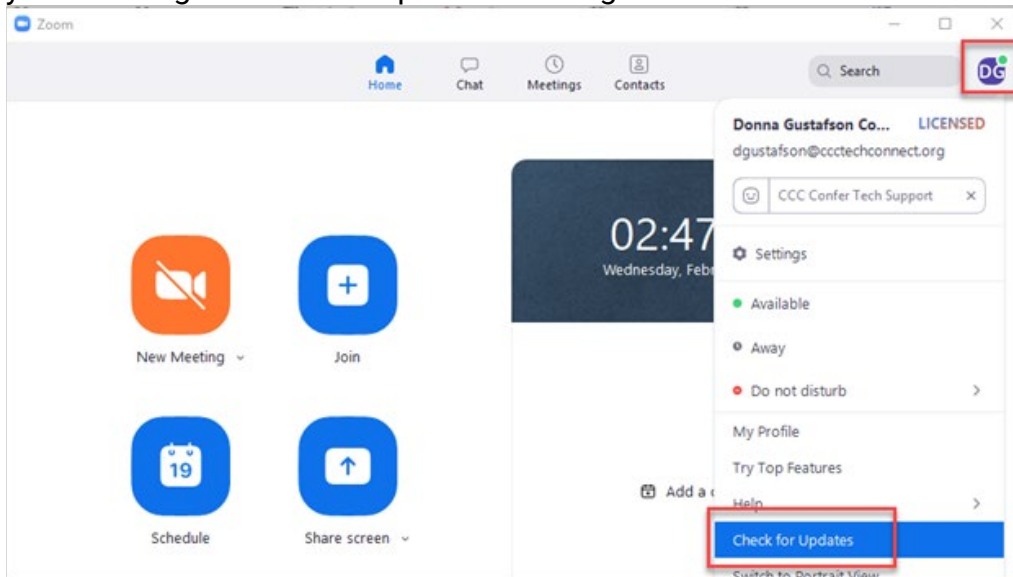
The app is a convenient way to join a meeting you have been invited to, to schedule your own meeting with general meeting settings and feature behaviors available.

Other features settings can be done from the website. An app for mobile devices is available from the appropriate app store. Open the app and Sign In using your account credentials:

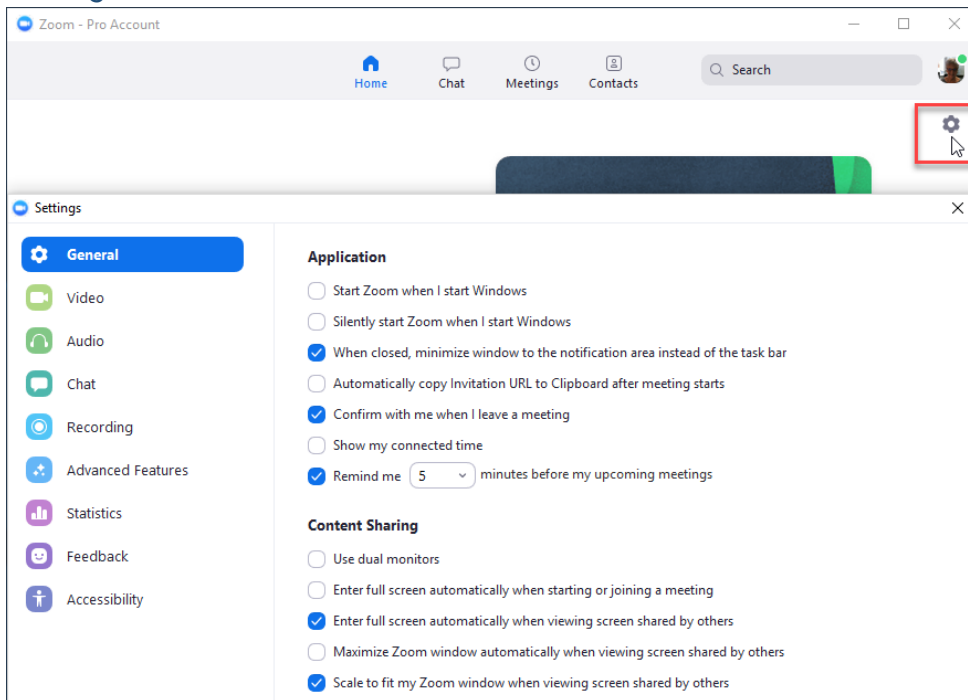


The screenshot shows the Zoom Cloud Meetings Sign In interface. On the left, there is a "Sign In" section with a "Sign Up Free" link. Below this are input fields for an email address (containing "dgustafson@ccctechconnect.org") and a password, with a "Forgot?" link next to the password field. There is also a "Keep me signed in" checkbox and a "Sign In" button. On the right, there is an "or" separator and three social sign-in options: "Sign In with SSO", "Sign In with Google", and "Sign In with Facebook". A "< Back" link is located at the bottom left of the window.

Stay updated with the latest software version for the best Zoom performance in your meetings. Check for Updates on a regular basis.



Settings Menu



General: Application, content sharing, and instant message options.

Audio: Configure and test audio.

Video: Configure and test audio.

Recording: Choose options, store, and manage recordings.

Advanced Features: Access your account on the website portal to edit your profile or change advanced meeting settings.

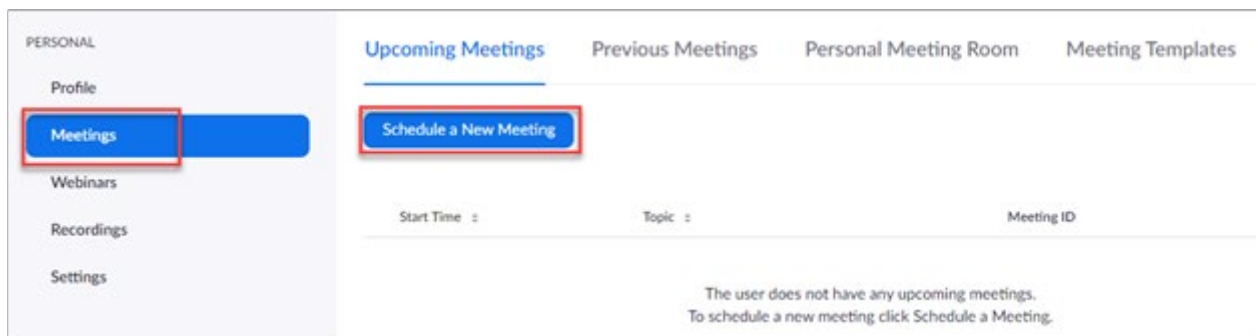
Statistics: Overall CPU and memory performance.

Accessibility: Font size and keyboard shortcuts.

Using the Website Portal

Schedule a Meeting

Log into your account at www.conferzoom.org .
Select 'Meetings', then 'Schedule a New Meeting'.



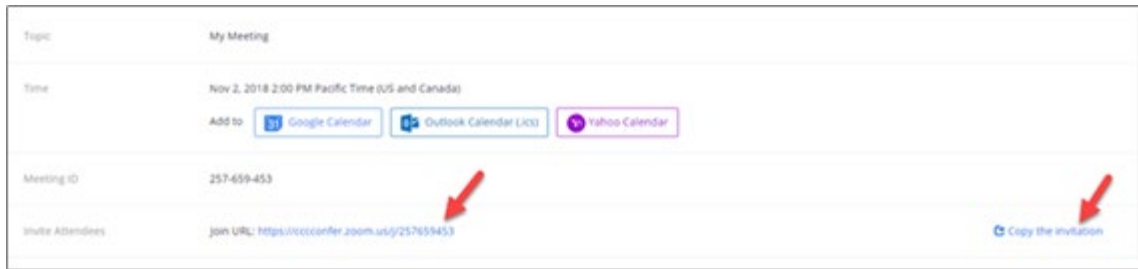
The schedule form has several options, some can be set as default from the Meeting Settings page., but can also be deselected on an individual meeting request, for example 'Waiting Room'.

The screenshot shows the Zoom 'Schedule a Meeting' interface. On the left is a navigation menu with options like Profile, Meeting Settings, Meetings (highlighted), Recordings, Webinars, Account Management, Account Profile, and Reports. Below this is a green box with links for Refer-a-Friend, Attend Live Training, Video Tutorials, and Knowledge Base. The main content area is titled 'Schedule a Meeting' and contains the following fields and options:

- Topic:** My Meeting
- Description (Optional):** Enter your meeting description
- When:** 11/02/2018, 2:00 PM
- Duration:** 1 hr 0 min
- Time Zone:** (GMT-7:00) Pacific Time (US and Canada)
- Recurring meeting:**
- Registration:** Required
- Video:** Host: on off; Participant: on off
- Audio:** Telephone Computer Audio Both; Dial from United States [Edit](#)
- Meeting Options:**
 - Require meeting password
 - Enable join before host
 - Mute participants upon entry
 - Use Personal Meeting ID 760-727-3454
 - Enable waiting room
 - Record the meeting automatically in the cloud
- Alternative Hosts:** Example: john@company.com, peter@school

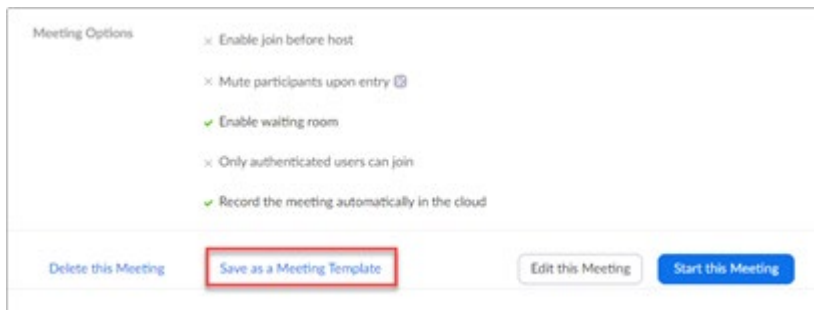
At the bottom are 'Save' and 'Cancel' buttons.

After clicking on 'Save' the meeting details will appear. Copy and share the Join URL link, or copy the invitation which includes options for dialing into the conference line.



Create a Meeting Template

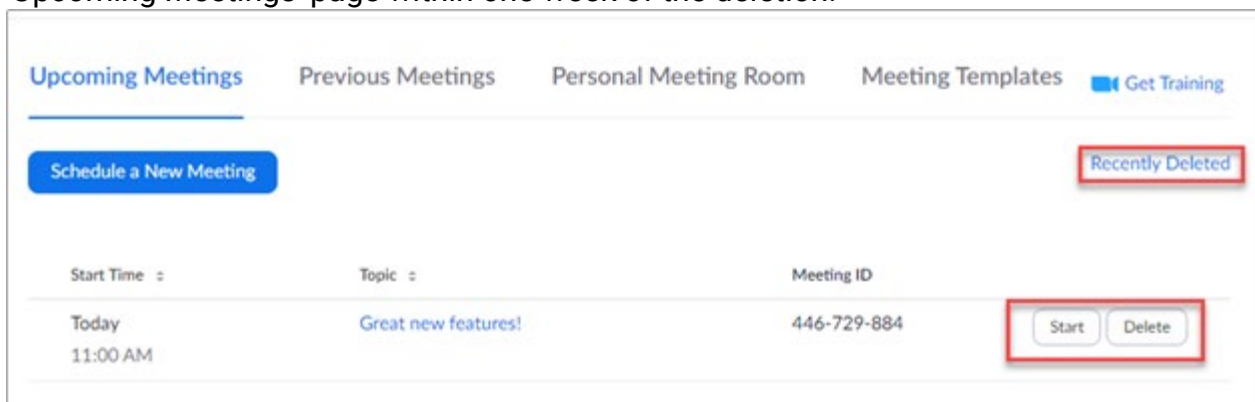
After a meeting is scheduled and the screen returns with the details, users can select 'Save as a Meeting Template', which appears at the bottom of the screen. Templates can be used to create a new meeting. This cannot be used with Personal Meeting ID (PMI).



Templates will be stored on the 'Meeting Templates' page.



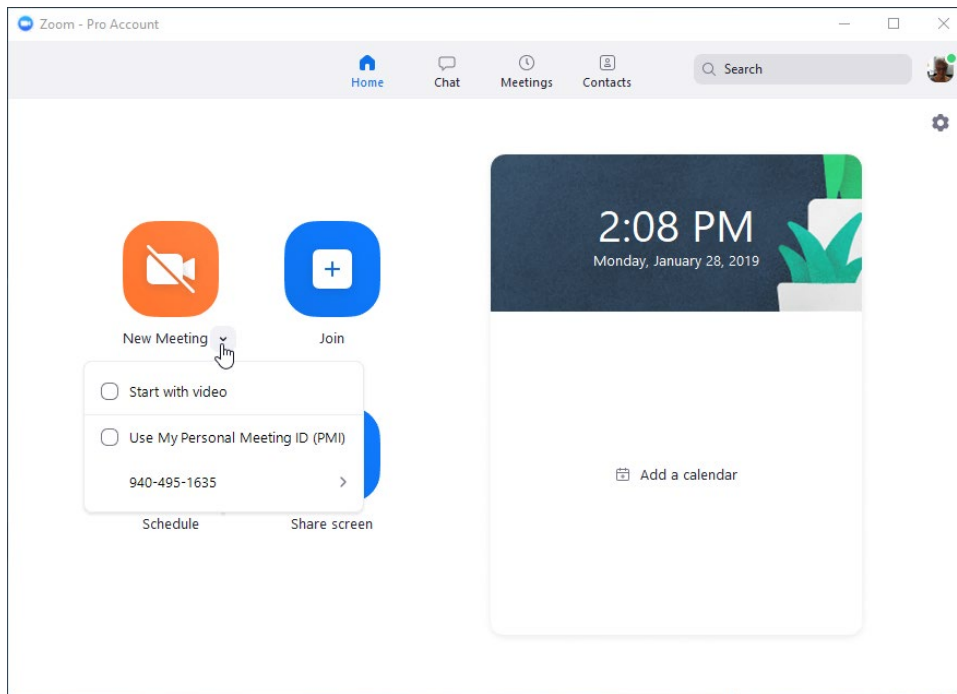
Scheduled meetings can be started or deleted. Deleted meetings can be recovered from the 'Upcoming Meetings' page within one week of the deletion.



Using the Desktop App

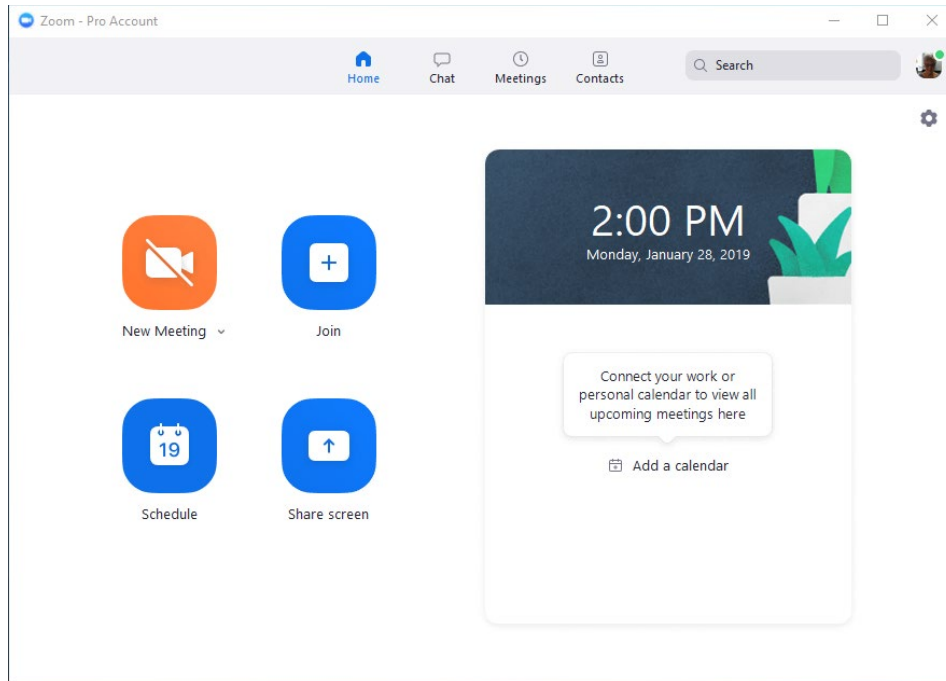
The app has three options for hosting a meeting:

1. **Start With video** or **Start without video** for instant meetings using a unique link
2. Use your **Personal Meeting ID** - your 24/7/365 persistent link



Schedule Meetings from the Desktop App

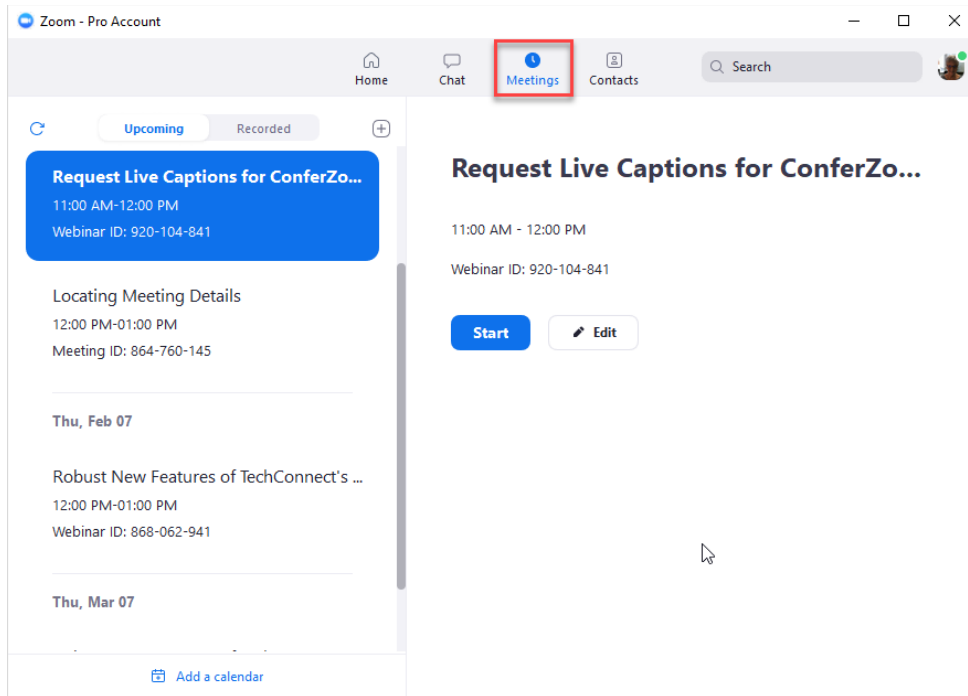
1. Click **Schedule** on the home tab.
2. Choose a date, time and duration.
3. Check **Recurring meeting** for ongoing meetings with no end date, assigned the same meeting ID.
4. Select options for this meeting.
5. Choose your calendar for posting and sending invitations.



View Upcoming Meetings

1. Click **Meetings** on the menu bar.
2. **Start:** Launch the selected meeting room.
3. **Edit:** Change meeting details and options.
4. **Delete:** Cancel/delete the meeting from your account.
5. **Copy:** Copy meeting details and paste in an email to participants.

Note: There is no visible pop-up when you Copy; open your email client, then paste. The details will appear in your email or SMS text ready for sending or adding more of your own comments.



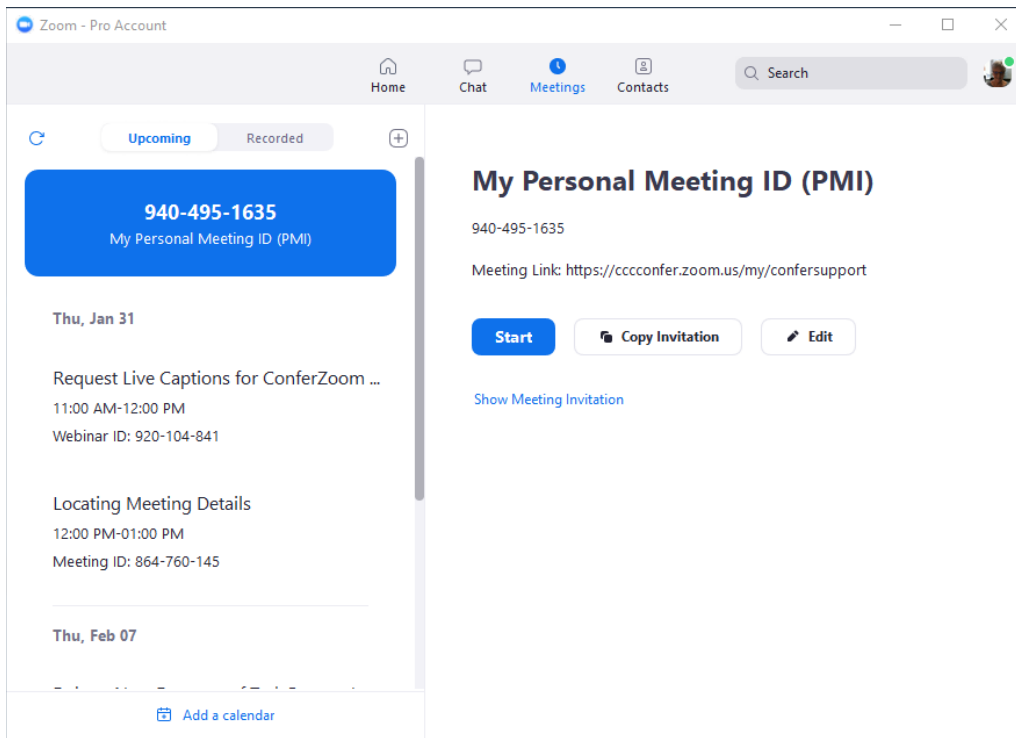
Personal Meeting ID (PMI)

Your Personal Meeting ID, aka, **PMI**, is a persistent link and Meeting ID available 24/7/365.

Click the **Meetings** icon on the tool bar to access your **PMI** options.

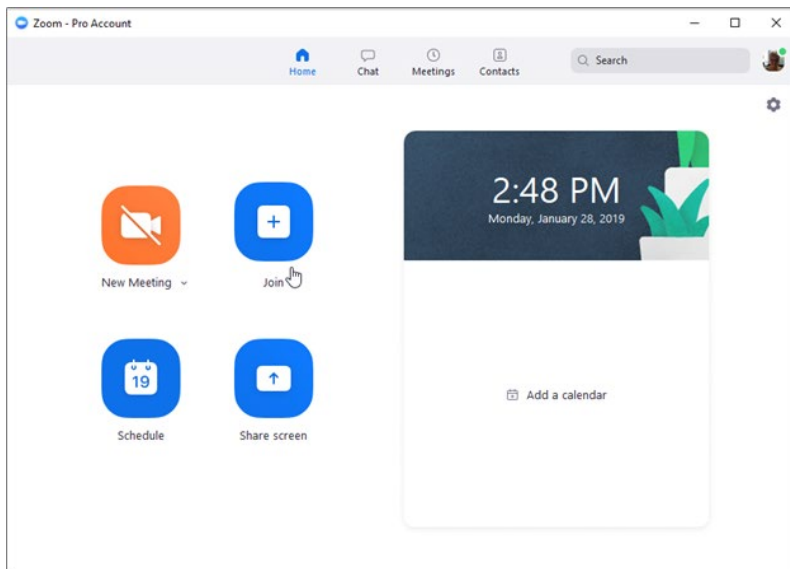
1. **Start:** Use your **PMI** for an instant meeting, then invite participants while in the meeting.
2. **Edit:** Change your **PMI** number, or choose meeting options for the **PMI** room.
3. **Schedule:** Invite participants on a specific date/time. Send the invitation through the calendar options, or copy the invitation to email.

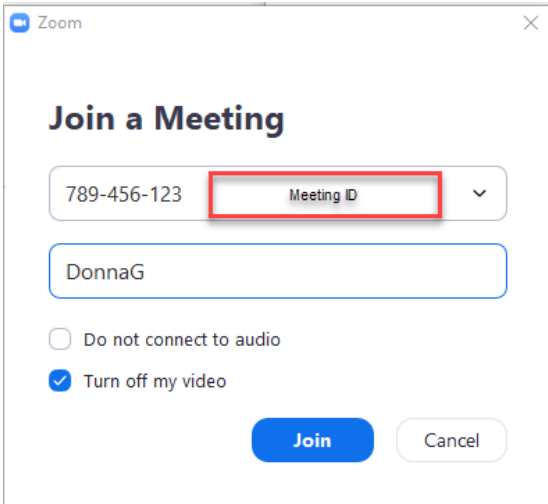
*Note: We recommend reserving your **PMI** for meeting with colleagues; the link is open to anyone who previously used the link, i.e. students.*



Join a Meeting

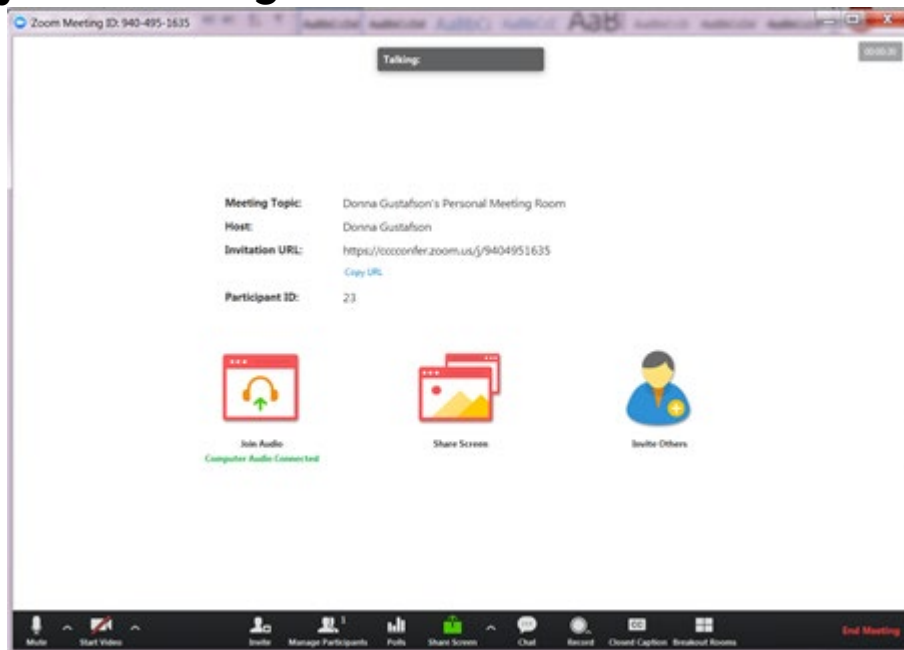
Click the Join button and enter the meeting ID to attend another host's meeting.





The Meeting Room Tools

The meeting room opens with basic choices for starting your meeting.



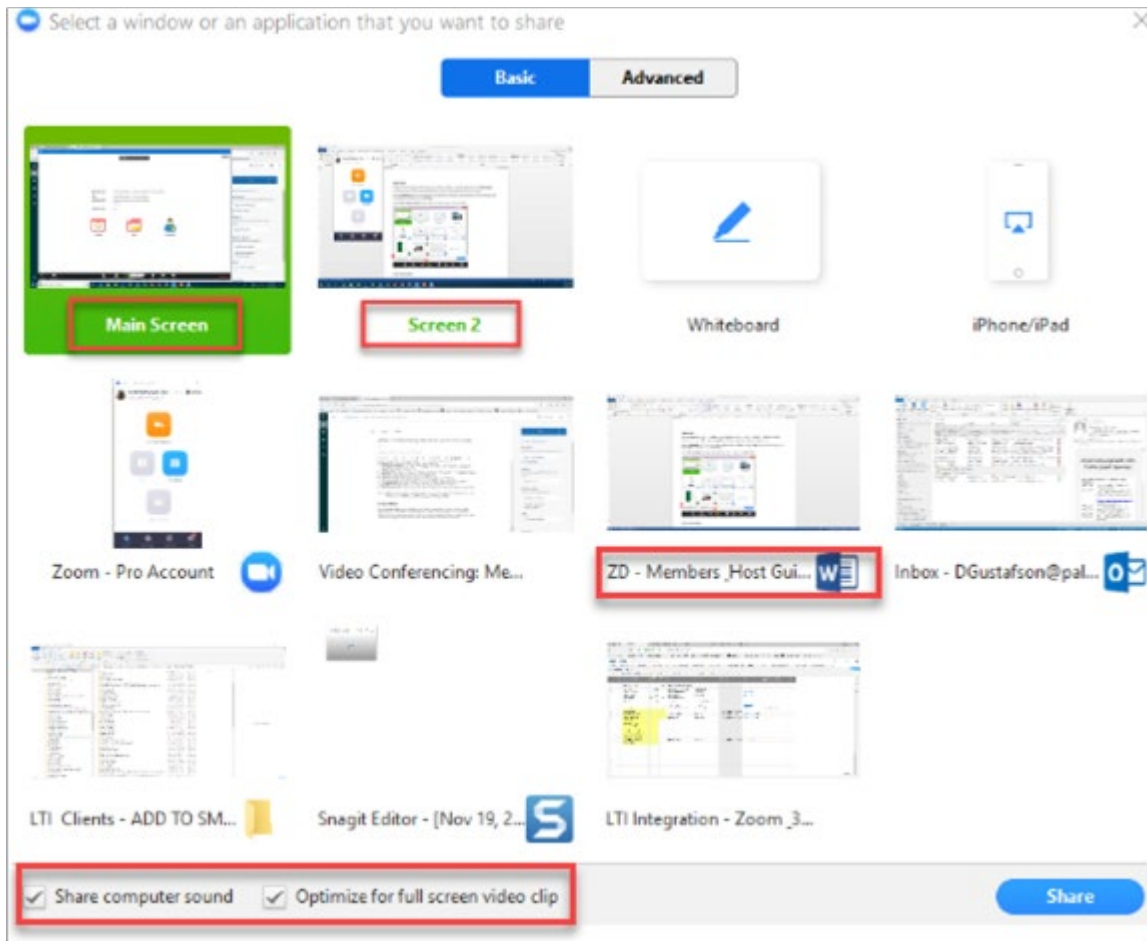
The Session Toolbar displays available options for your meeting; some features require you to enable the option in your account, i.e., Polling and Breakout Rooms.



1. **Microphone:** Mute or Unmute your mic
2. **Video:** Start or stop your own video
3. **Invite:** Send an invitation for others to join your meeting. Your email client will open with the invitation link and phone number.
4. **Manage Participants:** Opens the Participant window to view and edit functions of participants.
5. **Polls:** create and launch a poll. *
6. **Share Screen:** Launch desktop or individual application sharing. Click ^ for additional options.
7. **Chat:** Send a private or group chat during the session.
8. **Record:** Choose to store the recording on the computer, or to the cloud.
9. **Closed Caption:** Alternative place to assign a captioner, also displays active captions.*
Note: A live caption service must be scheduled for the captions to appear.
10. **Breakout Rooms:** Create sub-rooms, assign participants to rooms. *
11. **End Meeting:** Leave the meeting, but allow it to continue, or end the meeting for everyone.

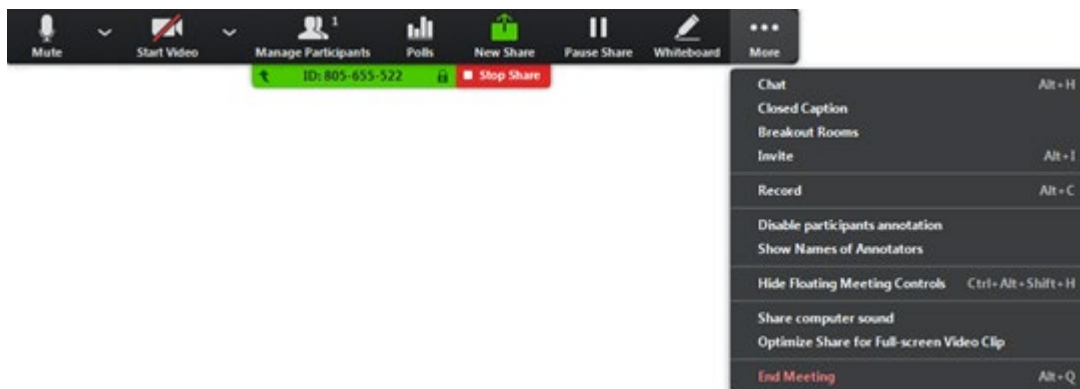
Share Screens

Click the **Share Screen** icon on the task bar; choose to share the entire screen allowing you to move between applications, or choose a specific application to share. Check 'Share computer' sound to play audio from online sources that are stored on your computer. (Audio sources from web based resources such as You Tube will play based on the end-user's computer audio settings.)



Active Sharing

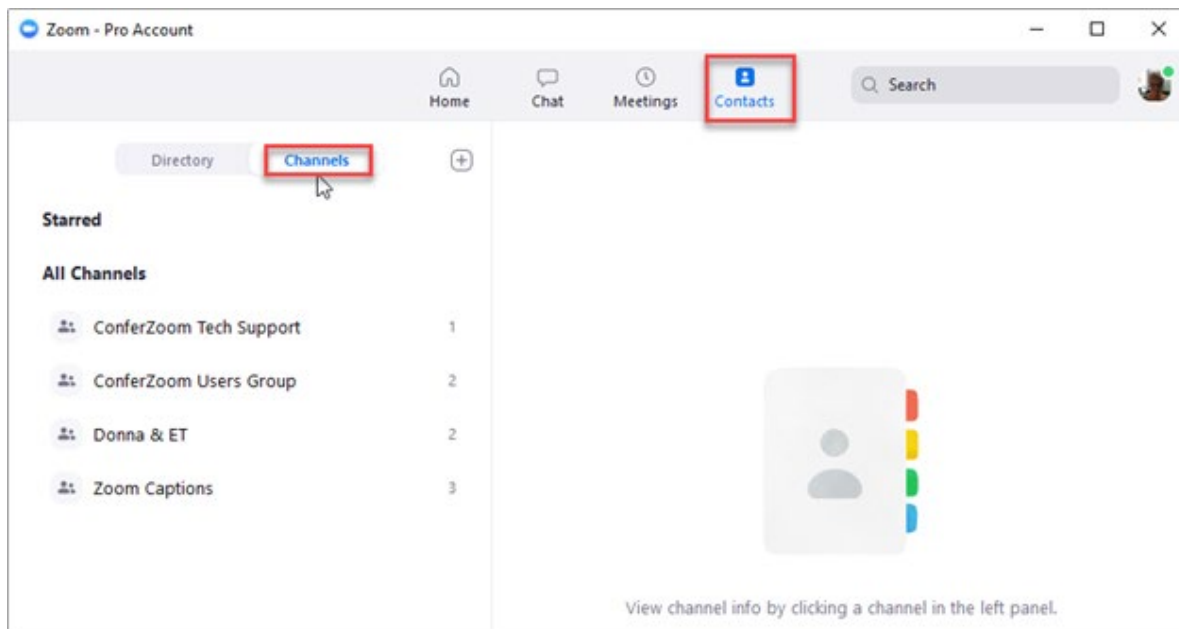
When Sharing is active, a new tool bar appears at the top of the window with additional options. Actions represented by the icons can be used while sharing a desktop or application. The Annotate icon opens a palette of options for emphasizing and highlighting what you are sharing. The **...More** button expands the options.



Contacts

The Contacts list displays all **ConferZoom** members in the CCCC system; create Channels of colleagues you work with, for example, the counselors at your college. Initiate a Chat or start an instant Meeting with a contact or channel. Click **Contacts** on the home tab to get started.

1. Right click on a name to add them to your Favorites section (top of list) for quick access.
2. **Add a Channel** to create a group of contacts. Easily initiate a chat, start an instant meeting, or share files. Choose to keep your group private, or public for anyone to join.



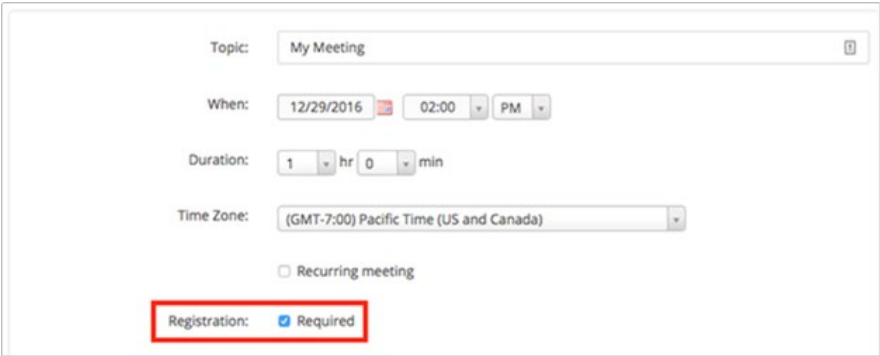
[Read this article](#) to 'Contacts - Manage Chat Messages'.

Registration for Meetings

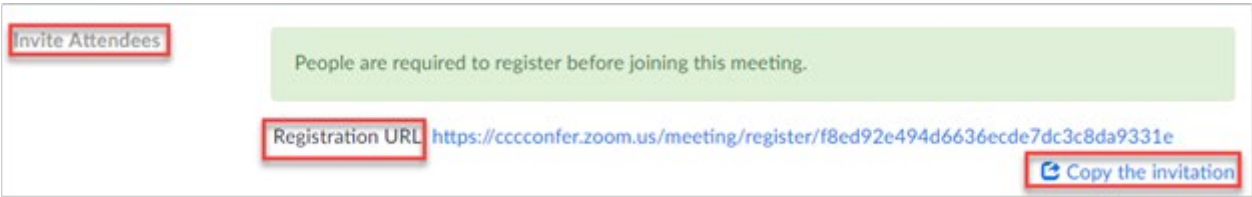
Follow

Scheduling a meeting with registration provides the Host with information to help prepare for the event. Once scheduled, you can view the number of registrants along with their names and e-mail. Choose from options to select from a standard list of required questions and create custom questions to learn more about the attendees' experience with the topic being presented.

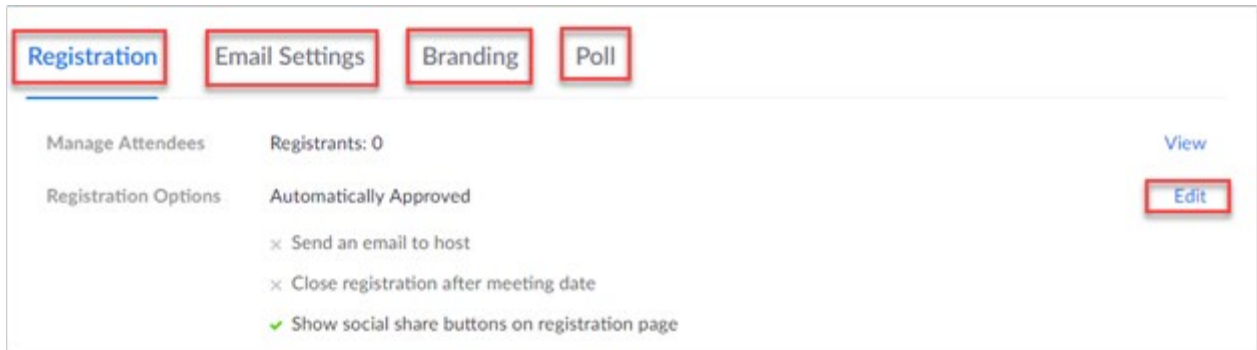
Sign in to the Zoom web portal and click 'Meetings'. Schedule a new meeting, or edit an existing meeting to add 'Registration: Required'.



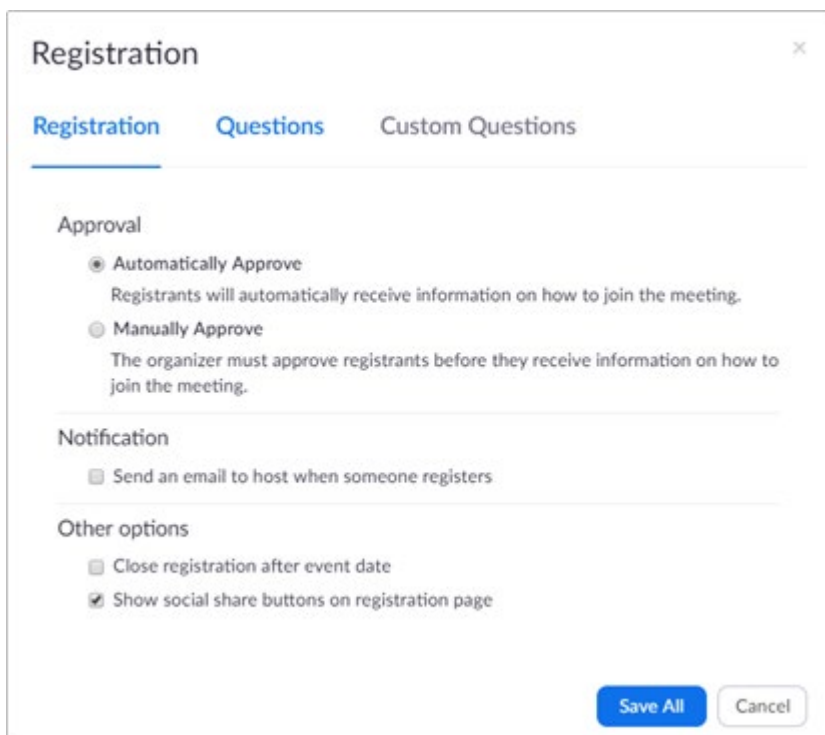
When the meeting is scheduled, the page returns with a Registration URL link, or the option to copy the invitation to post on a website or email.



Scroll down the page to find the additional options for registration, open each tab and edit the options as desired. To select standard questions or custom questions when registering, click the 'Edit' link next for Registration Options. Note that the number of Registrants will appear as people respond to the invitation, as well as the ability to view who has registered:



Move through the Registration, Questions, and Custom Questions sections for editing, and Save.



In this example, two standard questions were selected, and one custom question added for the registrants to answer:

Meeting Registration



Topic Meeting with Registration

Time Jun 25, 2019 09:00 AM in [Pacific Time \(US and Canada\)](#)

First Name*

Last Name*

Email Address*

Confirm Email Address*

Organization

Job Title

Is this your first time attending an online presentation?*

* Required information

Schedule Meetings for another ConferZoom User

Overview

The ability to have an administrative assistant or colleague schedule meetings for you can be accomplished when the 'Schedule Privilege' is enabled. Some examples, an administrator may delegate his support staff to set up meetings, a Tutoring Center can have one person schedule sessions for all tutors, or a Counseling department can have a coordinator set up meetings.

- Assign one or more **ConferZoom** users to schedule meetings on your behalf.
- Users with 'Scheduling Privilege' can connect to the meeting as a Co-Host, or Host in your absence.
- The scheduled meetings will also appear in the scheduler's account, but the scheduler cannot see or access any meetings that you scheduled yourself.

Establish 'Schedule Privilege'

1. Sign-in to your **ConferZoom** account.
2. Navigate to 'Meeting Settings'.
3. Click the + sign to add another scheduler.
4. Scroll to the bottom of the page to the 'Schedule Privilege' field.
5. Click the + sign to add another **ConferZoom** to schedule meetings on your behalf.
6. Click the X to delete an assigned scheduler.
7. If you have been added to another person's account with schedule privileges, the email of the account will appear in 'I can schedule for'.

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to +

dgustafson@ccctechconnect.org x

I can schedule for
No one

Schedule a Meeting

When you have scheduling privileges and need to schedule for the other person:

1. Navigate to 'Meetings'.
2. Select 'Schedule a Meeting' and fill out the details.
3. In the 'Schedule For' field, select the meeting host from the drop-down menu.

The screenshot shows a 'Schedule For' dropdown menu. The 'Schedule For' label is highlighted with a red box. The dropdown menu is open, showing a search bar and a list of options. The first option is 'Myself'. The second option is 'Myself'. The third option is 'CCC TechConnect ConferZoom Support (support@ccctechconnect.org)', which is highlighted with a blue background and a red border. A small number '4' is visible to the right of the dropdown menu.

The person who has scheduling privileges, and schedules an event on your behalf, will be able to identify what meetings they scheduled on your behalf.

Account of person who scheduled the meeting:

Start Time ↕	Topic ↕
Today 09:00 AM	Scheduling for Another Host Host CCC TechConnect ConferZoom Support

Account of the meeting host:

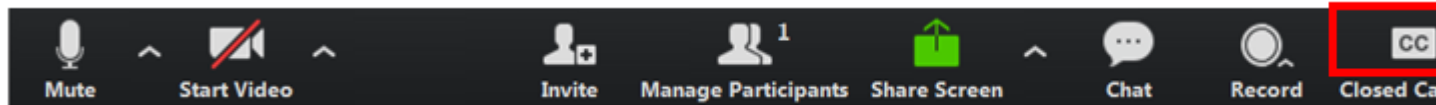
Start Time ↕	Topic ↕
Today 09:00 AM	Scheduling for Another Host

Closed Captions - Assign Caption Input

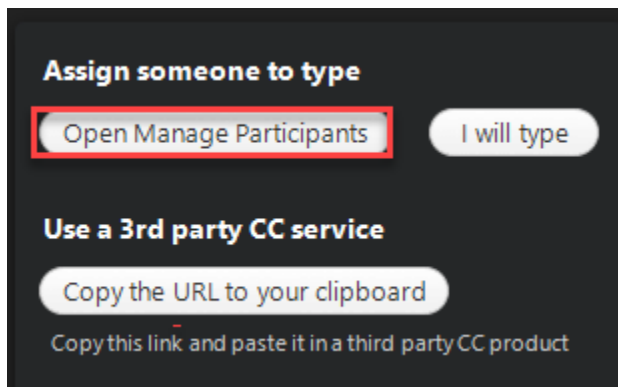
When your class or meeting will offer live closed captions, the Host is responsible to assign a designated individual the ability to enter live captions.

(Note: Review article 'ConferZoom Canvas: Live Closed Captions - How to Submit a Request')

1. Click on the 'CC' icon on the toolbar at the bottom on the screen.



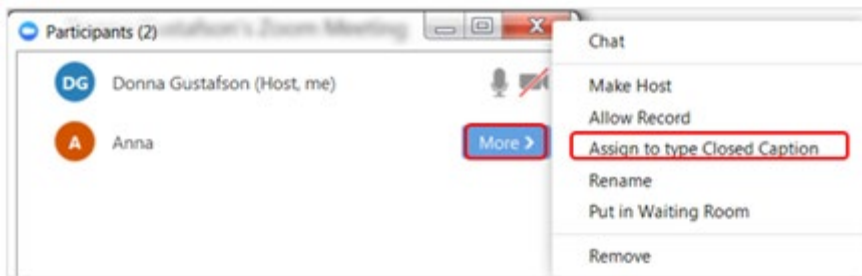
2. Open the Participant list to choose the designated person to enter captions, or elect to type captions yourself.



3. **I will type** opens the caption window, enter text in the bottom section then click enter on your keyboard to broadcast the text.

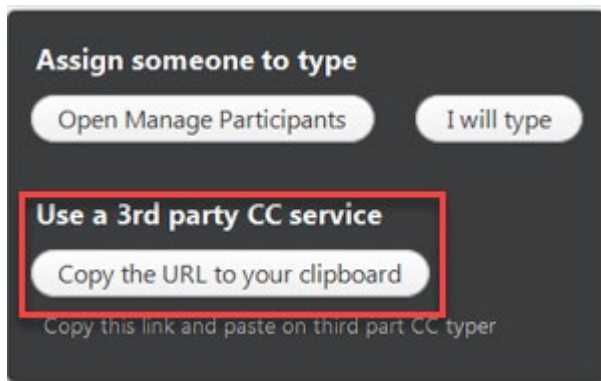


4. **Open Manage Participants** opens the participant list. Click the **More** button next to the participant name. In the 'More' menu select **Assign to type Closed Caption**.



5. **Use a 3rd Party CC Service** A 3rd party service is joining the meeting as a participant, using the same meeting URL link as all other participants. When the captioner joins the meeting, the host will follow the same steps (above) to select the caption participant and **Assign to type Closed Caption**.

The Copy the URL to your clipboard is not required, just share the join URL link with the captioner prior to the meeting.



Alternative Host and Co-Host Role

The roles 'Alternative Host' and 'Co-Host' are synonymous.

When scheduling a **ConferZoom** meeting you may want to have another **ConferZoom** member be a Co-Host in your meeting or webinar. An example is you may be late, or unavailable at the time of the event, a colleague can start the scheduled presentation. Another example is a tutoring center coordinator can schedule sessions for multiple tutors or instructors.

- When scheduling a Meeting or Webinar, assign the role of Alternative Host on the scheduling form to another person if they are to assume the role of the Host in your absence; Alternative Hosts must have a ConferZoom account.
- The host can assign an unlimited number of co-hosts to a meeting or webinar.
- An attendee can be promoted to a Co-Host after the meeting has started.
- If the Alternative Host joins before the Host, they will automatically assume the Host role.
- The scheduling Host can reclaim host controls by going to the Participants list and select 'Reclaim Host'. Or, the person with the Host role can assign the Host role back to the intended Host, and revert to a participant. In either scenario, the Host can always assign a Co-Host role to any participant.
- In a Webinar, if the Host is reclaimed (or reassigned), the person leaving the Host role will become a Panelist. The new Host can assign any Panelist a Co-Host role to facilitate managing the participants and starting the recording. For more information about Webinars view the articles located on this site in the Webinar Guide.

At the time the meeting is scheduled the Alternate Host will receive an email message stating he/she was added as an Alternative Host, along with a direct link to start or join meeting or webinar. The event will not appear in the Alternate Host's account so they must use the link, or enter the meeting ID when joining from the desktop app or website page.

Schedule a Meeting with an Alternative Host

[Sign-In](#) to your **ConferZoom** account.

Schedule a Meeting or Webinar:

- In the 'Alternative Hosts' field at the bottom of the screen, enter the **ConferZoom** account email of the alternate host.
- The Alternative Host will be listed on the bottom of the meeting details page.
- An Alternative host can be added at a later time. Edit the meeting, then scroll to the bottom of the page and enter the emails.

The screenshot shows a Zoom settings window for 'Alternative Hosts'. At the top, there are three unchecked checkboxes: 'Use Personal Meeting ID 903-149-9096', 'Enable waiting room', and 'Record the meeting automatically in the cloud'. Below these is a section titled 'Alternative Hosts' (highlighted with a red box) containing a text input field with the email address 'dalternate@ccctechconnect.org' (highlighted with a blue box). At the bottom of the window are two buttons: a blue 'Save' button and a white 'Cancel' button.

Note: Webinar licenses are requested through support@ccctechconnect.org

Attendee Controls in a Meeting

When you join a ConferZoom meeting you are considered an attendee, with limited features control.

The host chooses the settings for attendee use in the meeting; some features will prompt the attendee to request host permission.

Attendees Feature Controls

1. Mute / Unmute

- a. Mute and unmute your microphone.
- b. Audio Controls (click the ^ arrow next to Mute / Unmute) to change the microphone and speaker that Zoom is currently using on your computer, and access the full [audio settings](#).

2. Start Video / Stop Video

- a. Turns your camera on or off.
- b. Video Controls can be changed by clicking the ^ arrow and selecting your camera. [Learn more](#).

3. Invite

- a. Invite others to join the meeting.

4. Participants

- a. See who's currently in the meeting.
- b. 'Rename' yourself to change how your name appears to others.

5. Non-verbal Feedback

- a. Choose an icon notification to appear by your name.



Note: The host must enable the feature in their account settings for Meetings.

6. **Share Screen:** Start 'Share Screen' to share desktop or browser programs.

7. **Chat:** Text chat with the participants. [Learn more.](#)

8. **Record:** Create a local recording saved to your desktop.

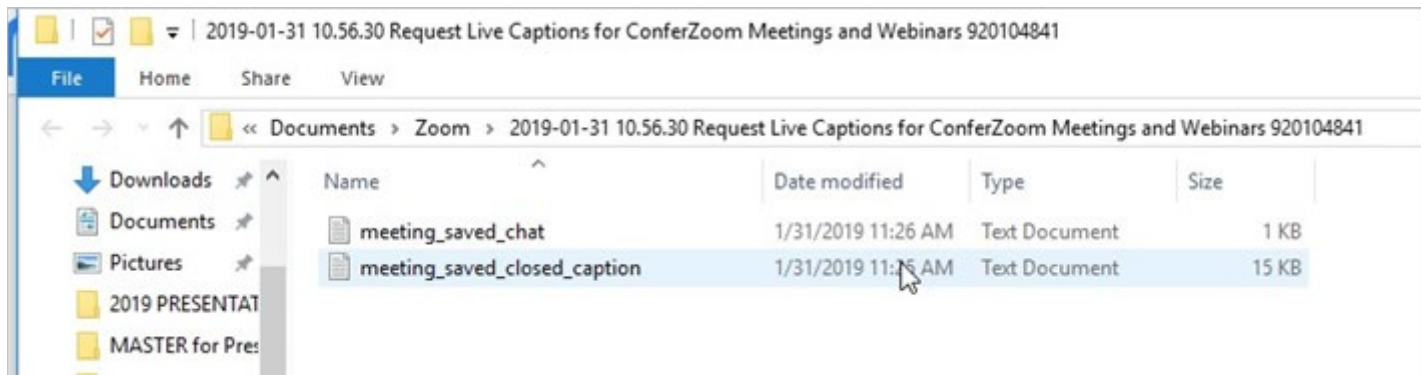
9. **Leave Meeting:** *Leave the meeting at any time; only the host can end the meeting.*

Recordings: Locate and Share Recorded Sessions

Available Files Created in a Recording: Video, Closed Caption, Audio Only, Chat, and Audio Transcript Files

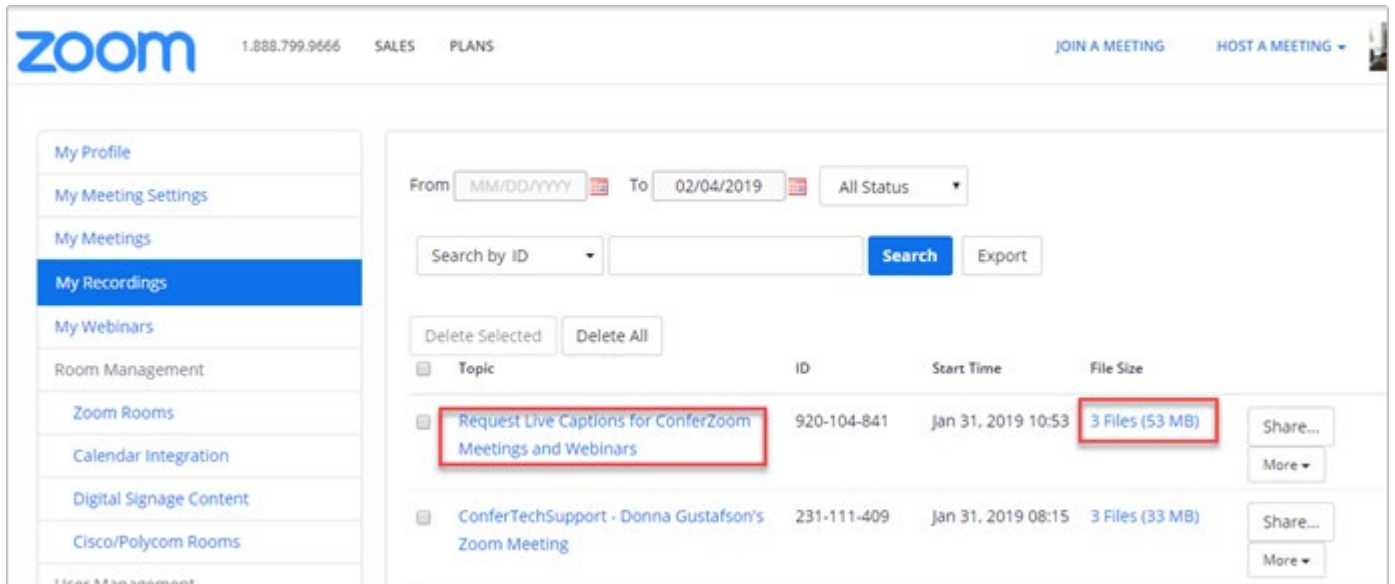
This article provides the steps for accessing and downloading available files from a **ConferZoom** recording session, as well as how to share recording files with others. The first section is using the website portal, the second section is using Canvas.

When a meeting ends, if the session had live chat or closed captions, a window opens on the host desktop providing the files. The files can be saved from this window, and also be available from the recording as described below.

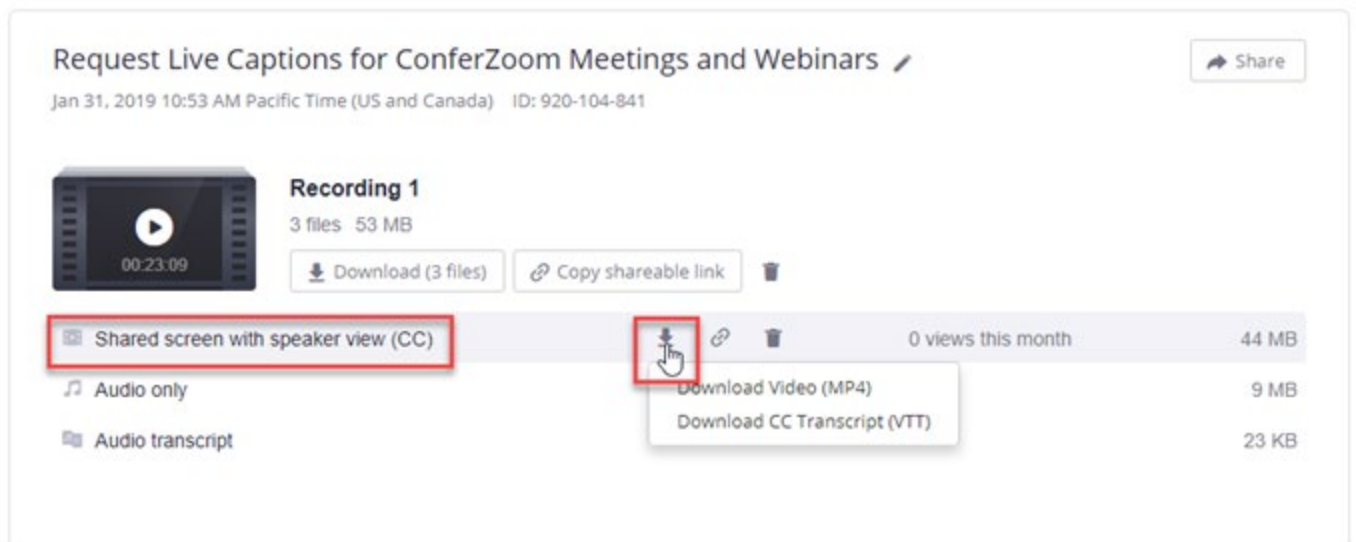


Locate Recording Files on the ConferZoom Website Portal

1. [Sign-in](#) to your **ConferZoom** account.
2. Click on the meeting Topic or the File Size column to open access the recording files.



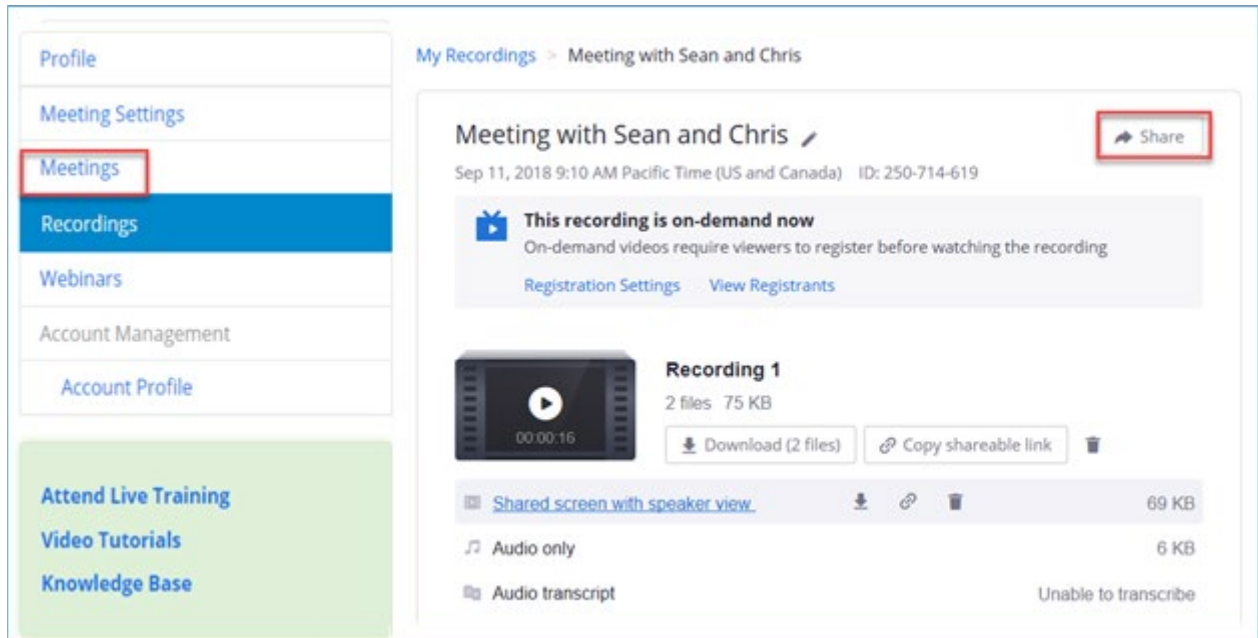
3. Click on the file type, then the download arrow icon.
4. Based on your browser settings you may be prompted to choose a location to store your file.
5. In the example, there were live captions provided, the drop-down allows for choosing the Video (movie file with embedded closed captions) or the closed caption transcript. Both files can be downloaded by repeating the steps.



6. Continue with the same steps for each file type that you want to download to your desktop.

Share Recording Files

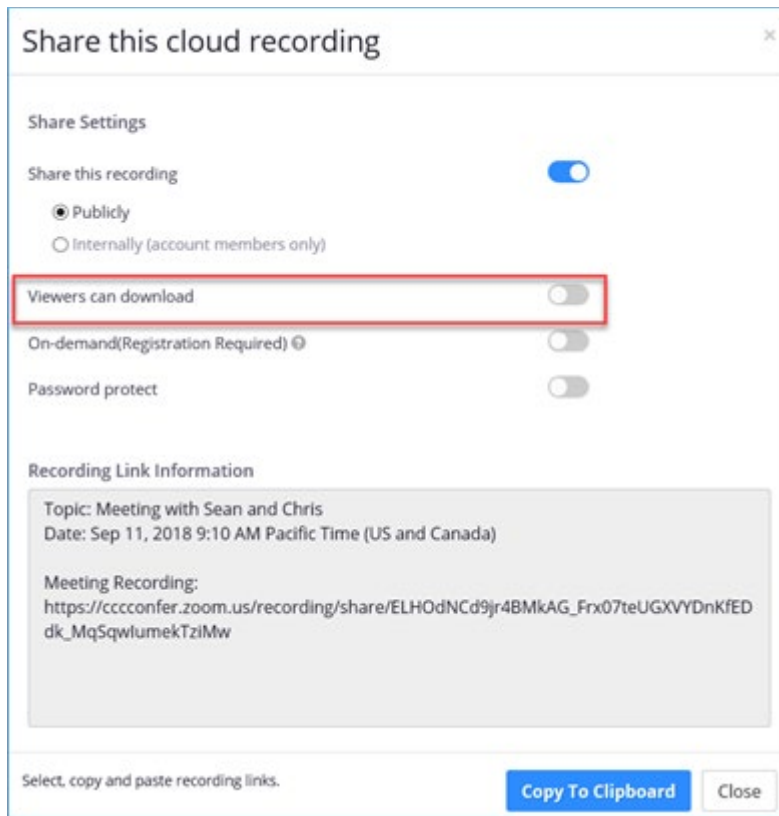
1. Select the recording
2. Click the 'Share' icon on the top right



3. A new window opens with options for sharing and allowing viewers to download the recording.

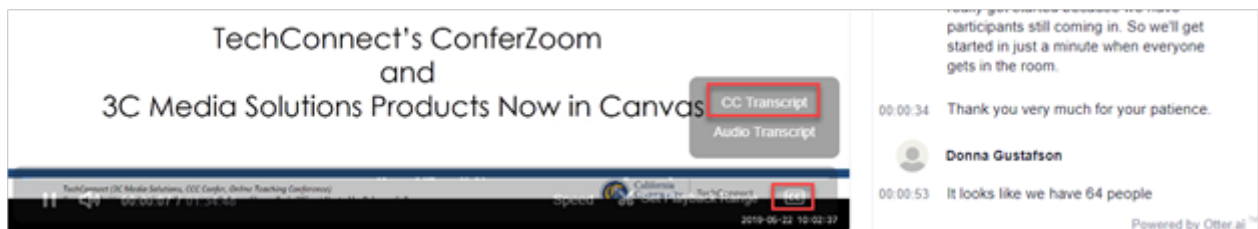
Note: The option 'Internally (account members only)' will be restricted to only those who have a ConferZoom account; we do not recommend using this option. An additional layer of privacy can be achieved by using 'Password protect' for this recording.

4. 'Copy to the clipboard' and paste into an email for sharing.

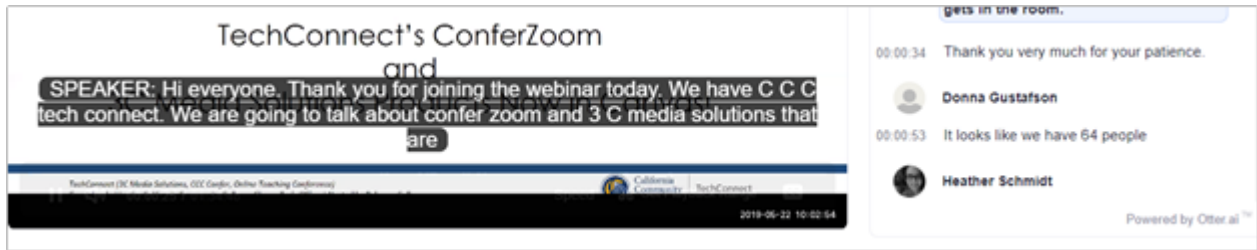


View Recordings with Chat, Audio Transcript, and Caption Text

When settings are enabled to allow recording chat, audio transcript, and if a captioner is assigned to a live meeting, the text can be viewed in the recording. Tabs will appear on the top right separating the Audio Transcript (text of the conversations) and the Chat Messages (attendees communicating between themselves via text). Click the 'CC' icon on the bottom of the video to view; CC Transcript and Audio Transcript appear.

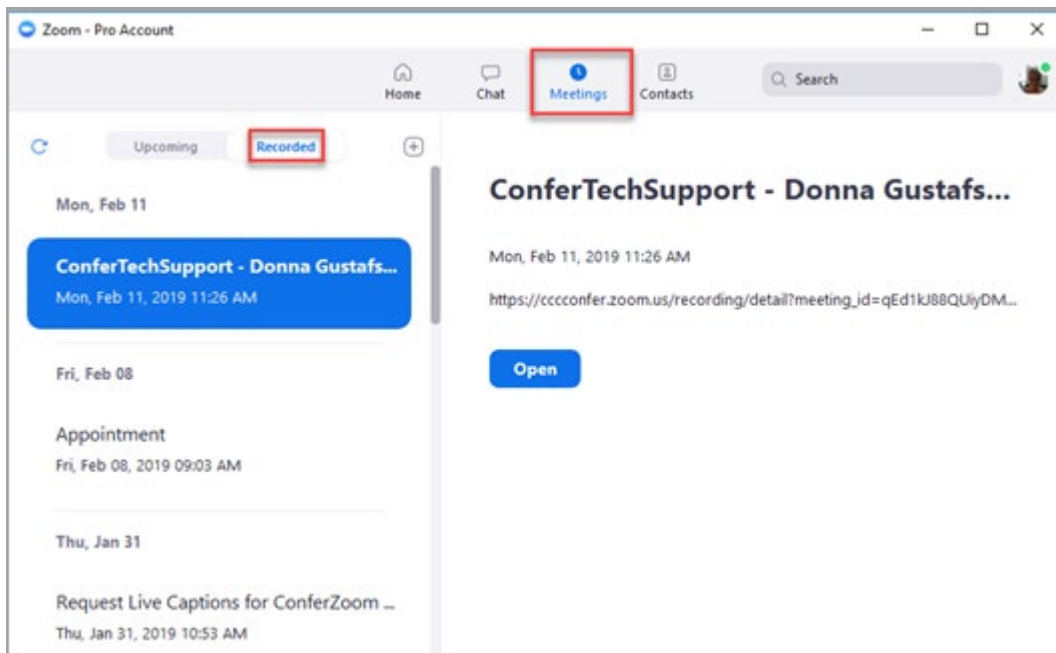


Click on 'CC Transcript' to view the live captions which appear as an overlay on the video. The Audio Transcript appears in the right panel, which is the conversation automatically captured into a text file.



Locate Recordings Files on the Desktop App

1. Click 'Meetings' on the menu bar
2. Click 'Recorded' tab
3. Select the recording to view, then open. This takes you to your website portal account; follow the steps above for locating recording files.



Locate Recording Files in Canvas

1. Click on 'Event Recordings'.
2. Click on the 'View Recordings' button.

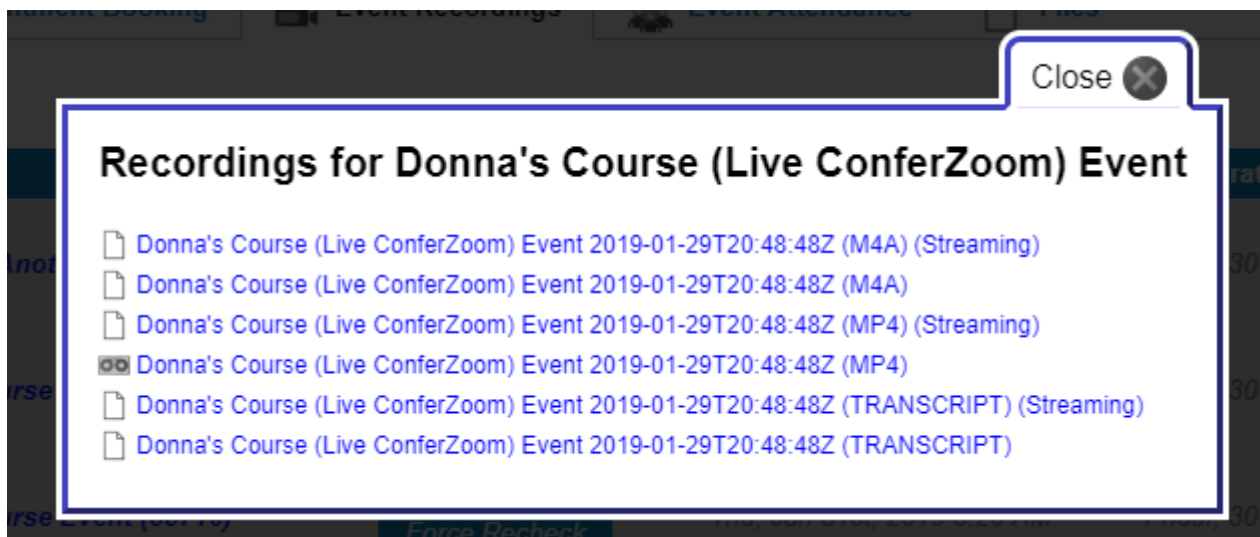
Course: ConferZoom Course | Role: teacher • View as Student | Logged in as Don

Event Calendar | Appointment Booking | **Event Recordings** | Event Attendance | Files

Time Zone Settings

Name	Recordings	Date and Time (Los Angeles)	Duration
 Invite Students from Another Course (56134)	No recordings found Force Recheck	Fri, Feb 1st, 2019 9:35 AM	1 hour, 30 minutes
 ConferZoom Course Event (55944)	No recordings found Force Recheck	Thu, Jan 31st, 2019 2:50 PM	1 hour, 30 minutes
 ConferZoom Course Event (55716)	No recordings found Force Recheck	Thu, Jan 31st, 2019 8:20 AM	1 hour, 30 minutes
 Donna's Course (Live ConferZoom) Event (53619)	View Recordings	Tue, Jan 29th, 2019 12:50 PM	1 hour, 30 minutes

3. Multiple recording file types are available to download. Caption and Chat files will appear only if these features were used in a meeting.



- **MP4** – Audio, Video, Content, Audio Transcript/Caption opens on a media player
- **MP4 (Streaming)** - Audio, Video, Content, Audio Transcript/Caption, run on the web
- **Transcript** – A text file of the conversation
- **Transcript (Streaming)** Text file of the conversation when viewed on the web
- **M4A** - Audio only files, open on a media player
- **MP4 (Streaming)** - Audio, Video, Content, Audio Transcript/Caption, runs on the web

Note: The 'Audio Transcript' is associated to the recording. Click on the 'CC' icon to overlay the text onto the video. Text also appears in the chat window when clicking on 'Audio Transcript' button.