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Name Change: On Zoom App (Mobile)

1. Hit the Zoom Icon on your smartphone to launch the app and select “Settings” in the bottom right of the screen. Then touch your current name to open the edit menu and choose “Show name” in the next window.

2. Now, it’s just a matter of touching the first and last name and changing it to what you prefer. There is also an “x” icon next to the first and last name for quick deletion.

Once done, press “Save” in the upper right corner of the screen and your name will be updated. The action is synchronized on all devices that have Zoom with the same account.
**Name Change: On Zoom Web Portal/ Desktop App**

1. Go to zoom.us and log in to your account, then click on My Profile. Now, you need to click on "Edit" and you will be directed to "My profile" within the Zoom web client.

If you are using the desktop application, click on the gear icon below your profile picture to access the settings menu.
2. Zoom will display a menu for updating the data. Change the name, select the corresponding box and type the desired Name.

This is also the place to set up your phone number, update job title, company as well as department. And you can also include the current location.
**Name Change: While in Zoom Meeting**

1. To change your name after entering a Zoom meeting, click on the **“Participants”** button at the bottom of the Zoom window.

2. Next, hover your mouse over your name in the “Participants” list on the right side of the Zoom window. Click on **“Rename”**.

3. Enter the name you’d like to appear in the Zoom meeting and click on **“OK”**.
Entering your Meeting: “Waiting Room” Enabled

1. If the host of the meeting has enabled the “Waiting Room” you will see the image below. The host is immediately notified when someone has entered the waiting room and will let you in once they are ready. If you are early enough, we advise you test your computer audio while you wait.
Entering your Meeting: Password Enabled

1. If your meeting has a Password, you will receive it from the host when you are sent your zoom meeting link. You should see the image below on your screen.

![Enter meeting password](https://uclahs.zoom.us/j/94450356332)

If this image pops up and you do not know your password, please go back and read your confirmation email. If your password is not on the confirmation email, please reach out to whoever set up your meeting.

Entering your Meeting: Meeting ID (Desktop and Mobile App)

You can join a meeting via your zoom Desktop/ Mobile App and Internet Browser. Your Meeting ID is the numbers/digits at the end of your Zoom Link.

**Example:** https://uclahs.zoom.us/j/94450356332

Meeting ID: 94450356332
Connectivity Issues: Mac

It is important to know that you cannot always participate in a Zoom meeting using a web browser like Safari, Chrome, or Firefox on a MacBook. Instead, you will have to download Zoom Client to avoid any issues.

- You can download the app on the Zoom Website or App Store

Issue’s with WiFi

1. There are a few things you can do to fix Wi-Fi problems on your Mac. First, try turning **Wi-Fi Off** and back on. This can fix minor connectivity issues.

![Wi-Fi Off and back on](image)

2. Click the Wi-Fi icon again, and then click **Turn Wi-Fi On**. Make sure your Mac reconnects to your Wi-Fi network when you turn Wi-Fi back on.

![Wi-Fi On](image)

While turning Wi-Fi off and back on, try restarting your router too. Doing this is as easy as unplugging it and plugging it back in. If your Mac still will not connect to Wi-Fi, try connecting to a different Wi-Fi network. If your Mac can connect to other Wi-Fi networks, the problem is likely being caused by your router.
1. Forgetting your Wi-Fi network is another potential solution when your Mac cannot connect to your network and only your network. When your Mac connects to a Wi-Fi network for the first time, it saves information about how to connect to that network. If that information changes, your Mac might not be able to connect to Wi-Fi.

Open **System Preferences** and click **Network**. Then, click **Advanced**.

![System Preferences Network Settings](image)

2. Click on the network you would like your Mac to forget to highlight. Click the **minus** button (-) to forget that network on your Mac. Click **OK** to update your Mac’s Network settings.
Disabling Your Firewall

Firewall software can sometimes prevent Zoom from working on your Mac. The software might interpret Zoom as some sort of security threat and not allow it to run.

You can temporarily disable your Mac firewall by going to System Preferences -> Security & Privacy and clicking the Firewall tab. Click “Turn Off Firewall” to disable your Mac’s firewall. You may have to enter your Mac password before you are able to adjust the firewall settings.
If you do not want to temporarily turn off the firewall, you can add Zoom to your list of apps that are always allowed to make incoming connections.

Go to System Preferences -> Security & Privacy -> Firewall and click Firewall Options. Click the plus button (+), then click on zoom.us. Click Add to let allow incoming connections from Zoom.

Finally, click OK to confirm your decision.
If Zoom still is not working on your Mac, it is probably time to contact customer support.

Head to the Zoom Help Center to learn how to get in touch with customer support.

<table>
<thead>
<tr>
<th>Error code or message</th>
<th>Issue</th>
<th>Suggested troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td>5000, 5003, 5004, 104101, 104102, 104103, 104104, 104105, 104106, 104110, 104111, 104112, 104113, 104114, 104115, 104116, 104117, 104118</td>
<td>Connectivity issues with Zoom’s servers.</td>
<td>If you are on a network with a firewall or a proxy, contact a network administrator to check your firewall and proxy settings. An antivirus software like AVG may be blocking your connection to Zoom. Disable the service and try again. Check with your Internet service provider that you can connect to the Zoom service.</td>
</tr>
</tbody>
</table>
**Zoom Functions**: Accessing in-meeting chat

1. While in a meeting, click **Chat** in the meeting controls.

2. This will open the chat window. You can type a message into the chat box or click on the dropdown next to **To**: if you want to send a message to a specific person.

3. When new chat messages are sent by you or everyone, a preview of the message will appear and Chat will flash in your host controls.
Zoom Functions: Active Speaker View VS. Gallery View

While in a meeting, you can switch between Active Speaker View and Gallery View.

1. Active Speaker View will switch the large video window between who is speaking with 3 or more participants in the meeting. If it is just you and one other participant, your video will be smaller at the top and their video will appear below.

2. Gallery View lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting. Depending on the amount of participants you can have 2 or more pages.
**Zoom Functions: Video**

To turn your video on and off you will need to click the Video Icon on the lower left hand corner of the screen. If the camera has a line cross it then your camera is off. If the Icon has "Stop Video" then your camera is on.

![Zoom Video Icon](image)

**Zoom Functions: Audio**

To turn your Audio on and off you will need to click the Microphone Icon on the lower left hand corner of the screen. If the Microphone has a line cross it and reads "Unmute" then the participants can hear you. If the icon has "Mute" then your Microphone is on.

![Zoom Audio Icon](image)

**Zoom Functions: Leave Meeting**

To leave your Meeting you will need to click on the "Leave Meeting" Icon on the lower right hand corner. Simply minimizing your screen will end your meeting.

![Zoom Leave Meeting Icon](image)