Getting Ready to ZOOM - Students

Zoom allows you to connect live with your teacher and classmates through the magic of virtual web conferencing. To ensure that you are ready to Zoom, here are a few tips for getting started as well as basic troubleshooting steps.

How do I join a Zoom meeting?
Your instructor will provide you with a ZOOM meeting link either through email, Canvas, or both. If you can't find your meeting link, contact your instructor.
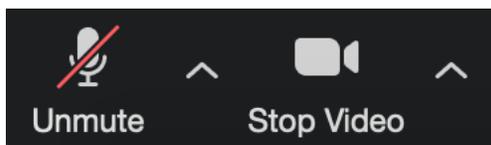
Ways to Connect
- **Laptop or desktop computer -** Click the Zoom link provided by your instructor and follow the instructions. It's best if your computer has a webcam, microphone, and speakers (most laptops and some desktops have these built-in), but if you don't have these things, try joining by mobile phone or tablet.

- **Mobile phone and tablet** – Click the Zoom link provided by your instructor and you will be prompted to download the free Zoom mobile app. Follow the instructions and you'll be connected to your Zoom class.

Basic troubleshooting
If your ZOOM session is in progress and you're having difficulty hearing or seeing what is going on, use the type chat feature within ZOOM to let your instructor and classmates know what is going on. If you've determined that the issue is on your end, don't spend too much time troubleshooting if you have other equipment to switch to. For example, if you are on a laptop or desktop computer and have a smartphone or tablet, switch to another device.

Tip: log in to your session 15 minutes early to make sure your technology is working. Most sessions will be available in advance to test your connection.

Another Tip: When you are not speaking, mute your microphone to eliminate background noise and feedback.

If you are still having difficulties, here are additional troubleshooting steps you can take:
- [My Video/Camera Isn't Working](#)
- [My Audio is Not Working on iOS or Android](#)

If you still can't troubleshoot the issue on your own, call the Helpdesk at 417-447-7548 or email helpdesk@otc.edu