Tech Cheat Sheet for Parents

COA Elementary

GENERAL LOG IN QUESTIONS

How to log in into my child's Chromebook?

To log in into Chromebook, the student needs to know their google account information. Each student has a student ID, which starts 980… (Plus additional digits). Each ID has its own password. If you don't have this information, please contact your teacher by email. If you don't have your child's teacher's email address, please call our front desk (916)-286-1950.

How to log in into laptop?

To log in into laptop please input *student* as a username. There is no password for laptops, just click enter.
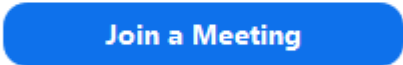
GETTING STARTED WITH ZOOM

Where do I download the latest version of Zoom?

You can download the latest version of Zoom from the Download Center on www.zoom.com or by clicking on the link. Learn more about downloading Zoom.

Sign in and Join

After launching Zoom, click **Join a Meeting** to join a meeting without signing in. If you want to log in and start or schedule your own meeting, click **Sign In**.

zoom

Join a Meeting

Sign In

To sign in, use your Zoom, Google, or Facebook account. You can also log in using SSO. If you don't have an account, click Sign Up Free. If you have a Zoom account but

cannot remember your password, click **Forgot** and follow the prompts to change your password.
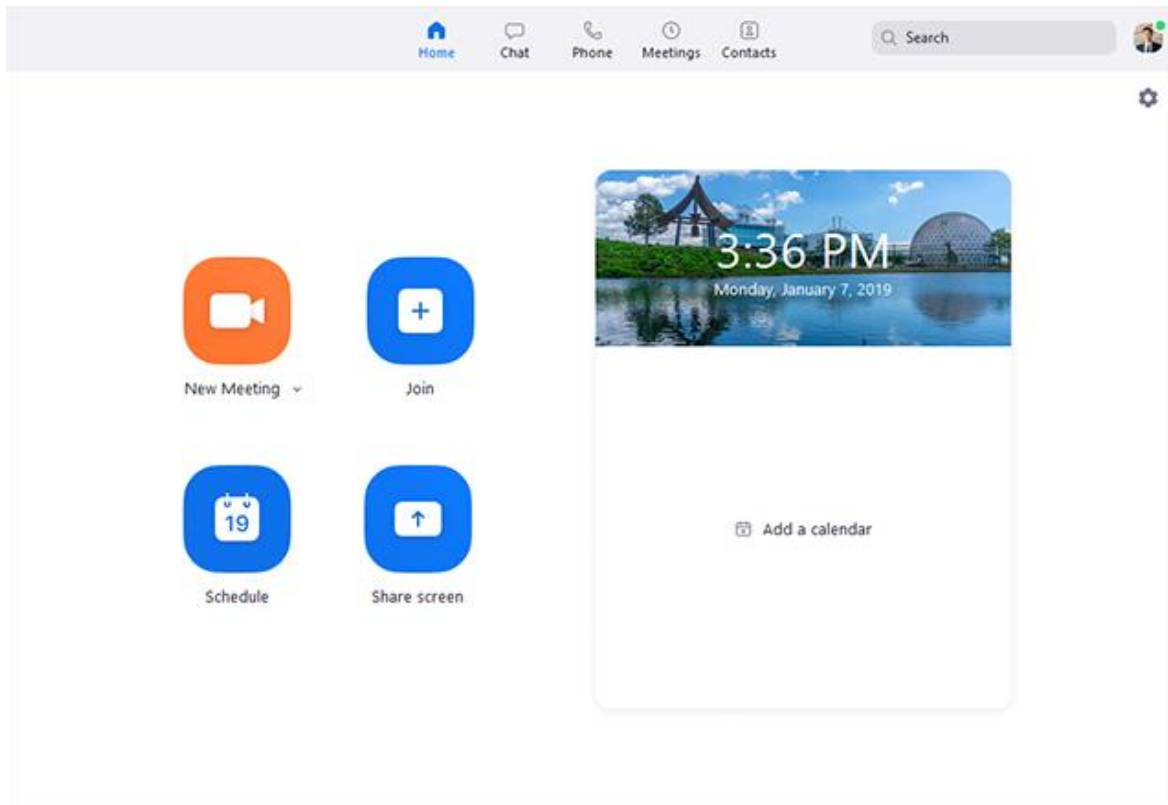

Home

After signing in, you will see the **Home** tab, where you can click these options:

- **New Meeting**: Start an [instant meeting](#). Click the downwards arrow to enable video or use your [personal meeting ID (PMI)](#) for instant meetings.
- **Join**: [Join a meeting](#) that is in progress. Enter the Meeting ID and password given to you by the person hosting the meeting.
- **Schedule**: [Set up a future meeting](#).
- **Share Screen**: [Share your screen in a Zoom Room](#) by entering in the sharing key or meeting ID.

More Options with Zoom

- **Date and time with background image**: To change the background image, hover over the picture and click the camera icon.
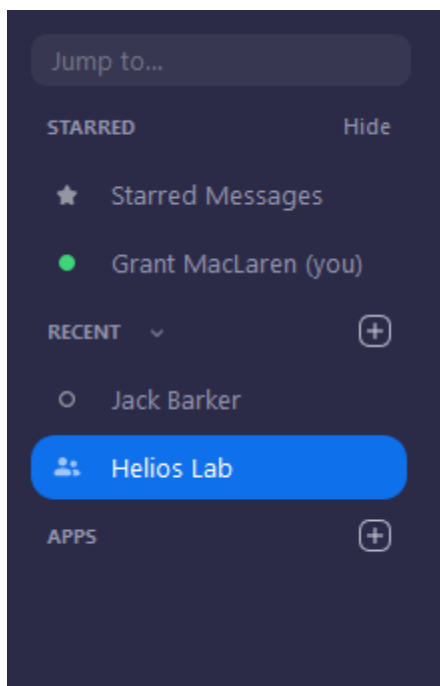

- **Upcoming meeting**: Displays the next meeting for the current day. [Add a third-party calendar service](#) if you want to sync upcoming meetings.
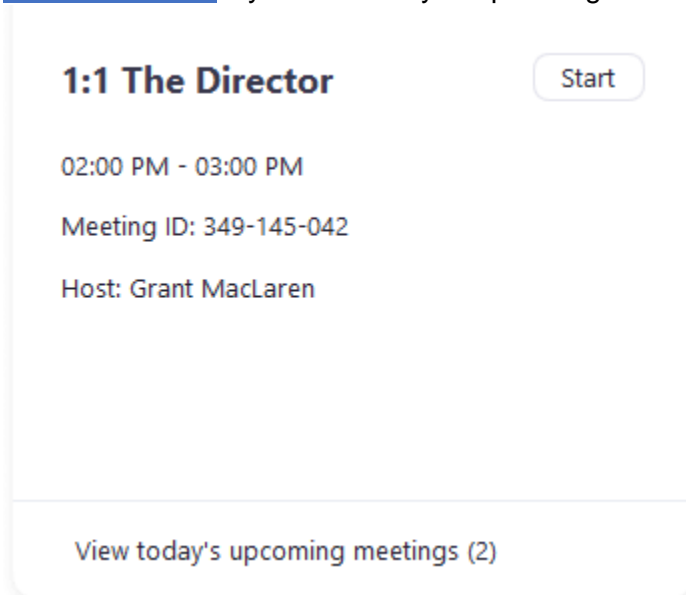
- o **Chat:** Select the **Chat** tab to view group conversations ([channels](#)) or private conversations with contacts from the group.
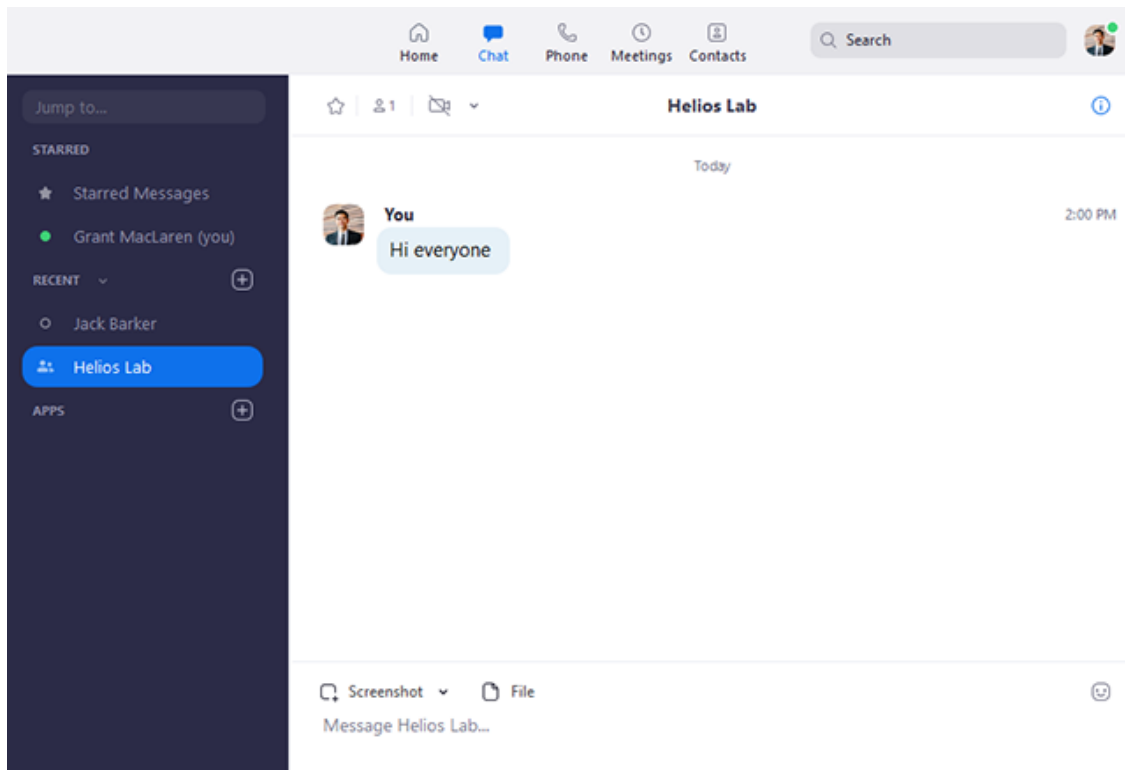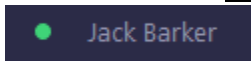
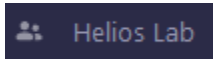You can access these features in the left-side panel:

- **Jump to** search box: Search for a contact or channel.
- **Starred Messages**: View messages you have starred.
- Click your name to use your personal chat space.

- Add icon ⊕ (next to **Recent**): Start a new chat with one of your contacts, create a channel for group chats, or join an existing channel.
- Under **Recent**, click a contact to view chat history and continue to chat with them. Contacts have a status icon before their name.

  ● Jack Barker

- Under **Recent**, click a channel (indicated by the group icon before the name) to view the channel's chat history and send messages to channel members.

  👥 Helios Lab

  - After selecting a contact or channel in the left-side panel, you can use these features in the chat window:
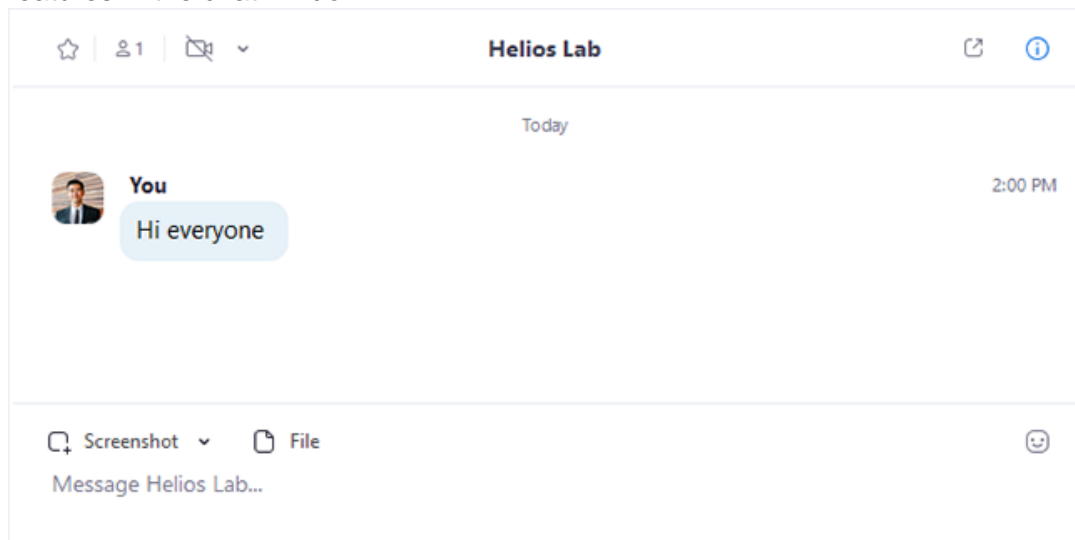
  - Star icon ☆: Add the contact or channel to your starred list, giving you quick access to those contacts or channels.
  - Video icon 📹: Start a meeting with the contact. If a channel is selected, this will start a meeting with all members of the channel.
  - New window icon ☐ (hover your pointer over the contact or channel name to display this icon) : Opens the selected chat in a new window.
  - Info icon ⓘ: View additional options for the contact or channel. Also gives you quick access to files, images, and starred messages in the selected chat.
  - Message box: Compose and send messages to your contact or channel. You can also send screenshots, files, code snippets, and animated GIFs.

- **Meetings:** Select the **Meetings** tab and click **Upcoming** to view, start, edit, and delete scheduled meetings.
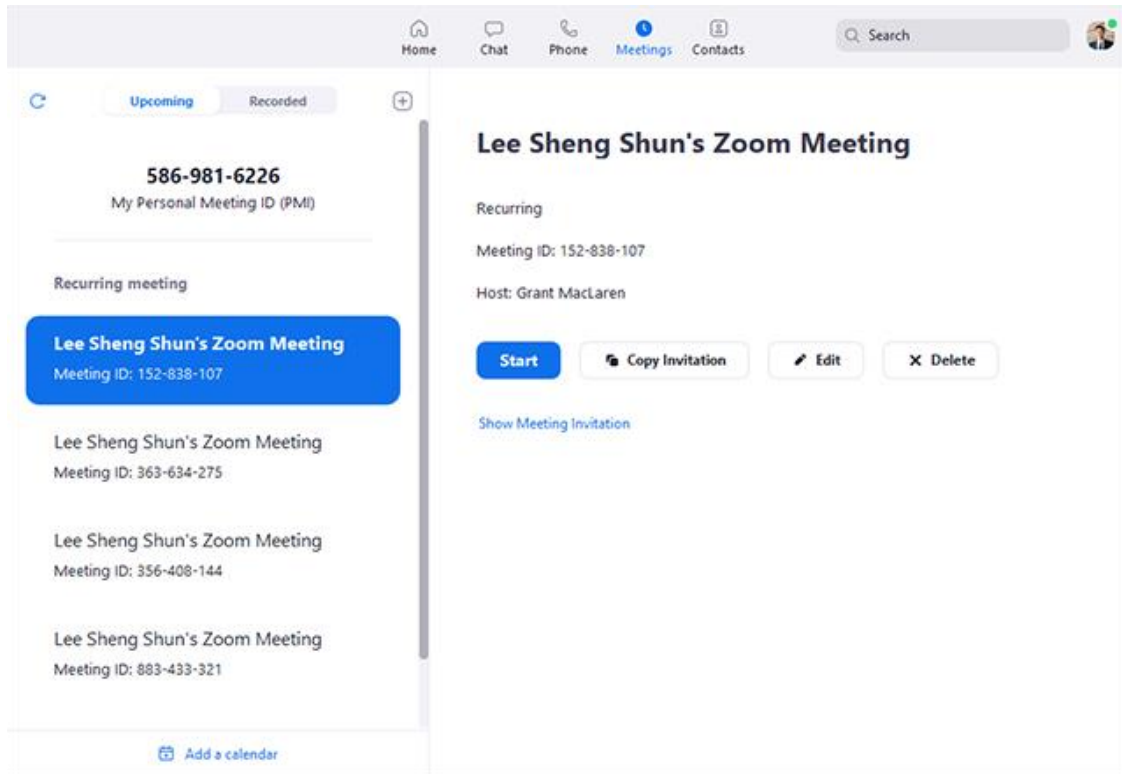
You can click the following options after selecting a scheduled meeting in the left-side panel:

- **Add** icon ⊕: Schedule a new meeting.
- **Refresh** icon ↻: Refresh the meeting list if you don't see your scheduled meeting.
- **Start**: Start the scheduled meeting that you have selected in your upcoming meetings.
- **Copy Invitation**: Copy the scheduled meeting's invitation text, allowing you to manually paste into an email, instant messenger etc. Click **Show Meeting Invitation** if you want to view the invitation you're copying.
- **Edit**: Edit the meeting options for your scheduled meeting.
- **Delete**: Permanently delete your scheduled meeting.

- **Contacts:** Select the **Contacts** tab to view and manage your contacts.
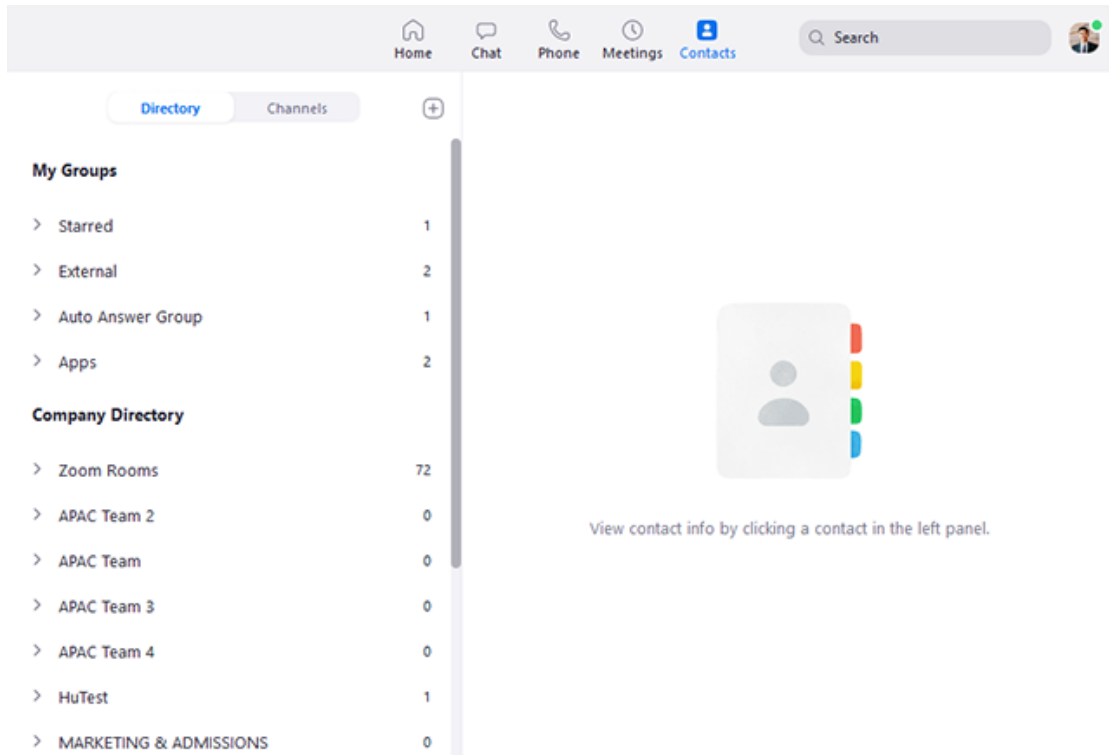
- o **Directory** tab: View a directory of all your contacts, including starred, external, and auto answer contacts. If your organization has Zoom Rooms, you will also see a list of Zoom Rooms.
- o **Channels** tab: View a directory of your channels (used for group messaging). Starred channels appear at the top of the list.
- o **Add** icon ⊕: Show options for contacts and channels. You can add a contact, create a contact group, create a channel, or join a channel.

- **In-Meeting Controls:** Once you have started or joined a meeting, you can access the meeting controls located at the bottom of the meeting window (move your mouse in the Zoom window to display meeting controls).

  Learn more about meeting controls for hosts, co-hosts, and attendees. You can also join a test meeting to familiarize yourself with meeting controls before joining a scheduled meeting.

- **How do I join computer/device audio?**

  On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. Learn more about connecting your audio.

  There are two ways to join meeting audio, joining via computer or joining via telephone. Follow these sections to test your audio before or after joining a meeting.

  You can also join a test meeting if you want to test your audio and familiarize yourself with meeting controls.

  Prerequisites:

  - Microphone, such as the built in microphone, a USB microphone or an inline microphone on headphones
  - Speaker or headphones
  - More information is available through the following links depending on the device you're working from.
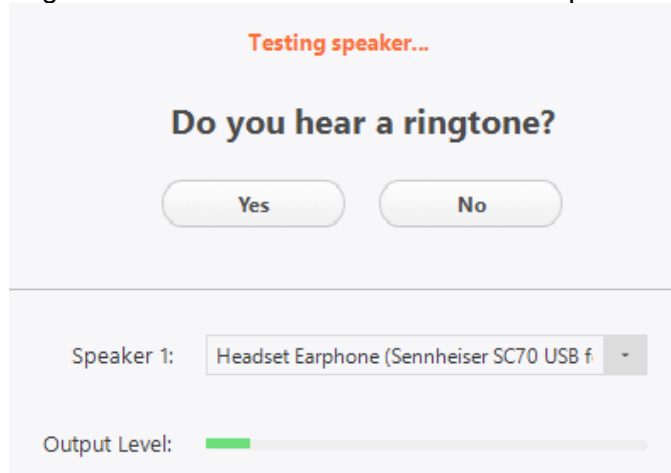
     Windows | Mac

- **Testing Audio Before Joining a Meeting**
If you haven't enabled the setting to automatically join by computer audio, you can test your speaker and microphone before joining a meeting:

1. After joining a meeting, you can choose to click **Test speaker and microphone.**

   📞 Phone Call | 🖥 Computer Audio

   Join with Computer Audio

   Test speaker and microphone

   ☐ Automatically join audio by computer when joining a meeting
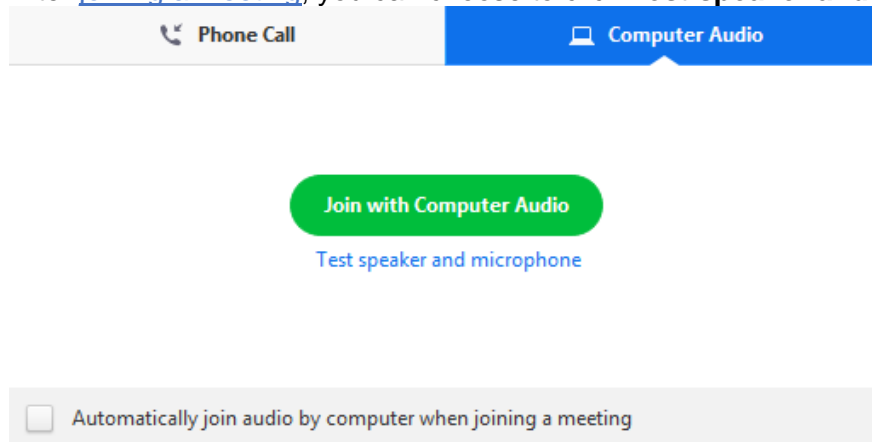
2. The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.

   Testing speaker...

   Do you hear a ringtone?

   Yes | No

   Speaker 1: Headset Earphone (Sennheiser SC70 USB f ▾

   Output Level: ▮▮▮▮

3. If you don't hear an audio replay, use the drop-down menu or click **No** to switch microphones until you hear the reply. Click **Yes** when you hear the replay.

   Testing microphone...

   Speak and pause, do you hear a replay?

   Yes | No

   Microphone 1: Headset Microphone (Sennheiser SC70 US ▾

   Input Level:

4. Click **Join with Computer Audio**.

Speaker and microphone looks good

Speaker: Headset Earphone (Sennheiser SC70 USB for I

Microphone: Headset Microphone (Sennheiser SC70 USB fo
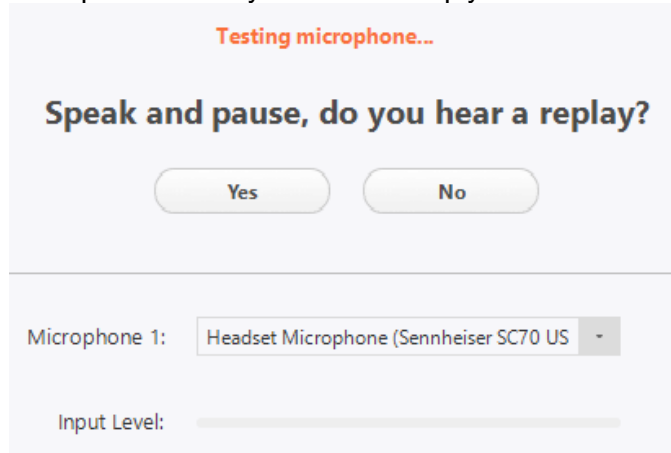
Join with Computer Audio
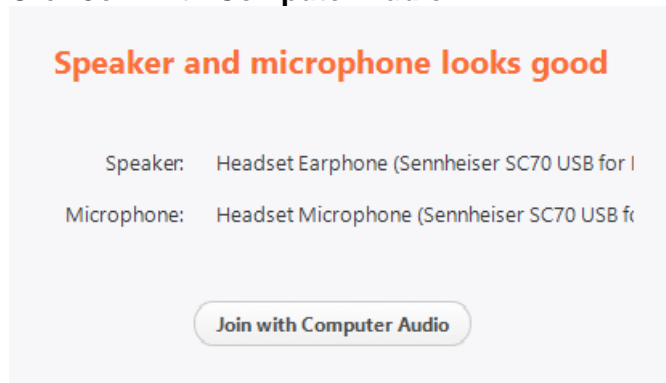
5. Click **Join with Computer Audio** to join the test meeting with the selected microphone and speakers.

Phone Call   Computer Audio

Join with Computer Audio

Test speaker and microphone

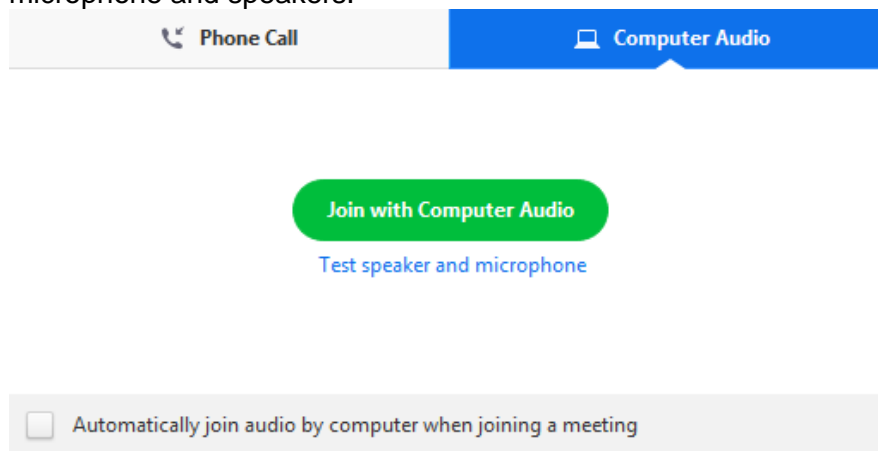☐ Automatically join audio by computer when joining a meeting

- **Testing Audio Using Audio Settings:** To test your audio, navigate to your audio settings before or during a meeting.

- **Before a meeting**

    1. Log in to the Zoom client.
    2. Click your profile picture then click **Settings.**

Search

Lee Sheng Shun   Pro

☺ Add a Personal Note
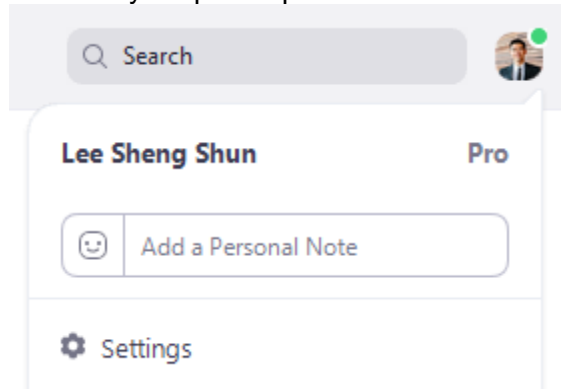
⚙ Settings

3. Click the **Audio** tab.

   🎧 Audio

4. Follow the sections below to test your [speaker](#) or [microphone](#).

- **During a Meeting:**You can access your audio settings and test your audio when you are already in a meeting.
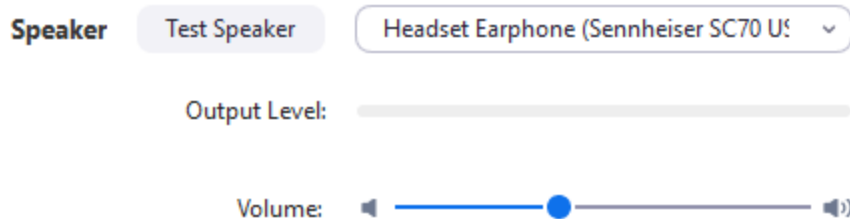
   1. In the meeting controls, click the arrow next to **Mute**/**Unmute**. 🎤
   2. Click **Audio Options**. This will open your audio settings.

- **Testing your Speaker**
   1. Click **Test Speaker** to play a test tone.
   2. If you cannot hear it, select a different speaker from the menu or adjust the **Volume.**

Speaker	Test Speaker	Headset Earphone (Sennheiser SC70 US ⌄
Output Level:		
Volume:	🔇 ————●——————— 🔊	

q[Learn more about audio settings](#).

Testing your Microphone

1. In the **Microphone** section, you will see the green **Input Level** bar move when Zoom is picking up audio.
2. Click **Test Mic** to test your microphone.
3. Your audio will start recording. Click **Recording** when you are done and it will play back. You can select another microphone from the menu or adjust the input level.
4. Check **Automatically adjust microphone settings** if you want Zoom to adjust the input volume automatically.

Microphone	Test Mic	Headset Microphone (Sennheiser SC70 ⌄
Input Level:		
Volume:	🔇 ————●——————— 🔊	
	✅ Automatically adjust volume	
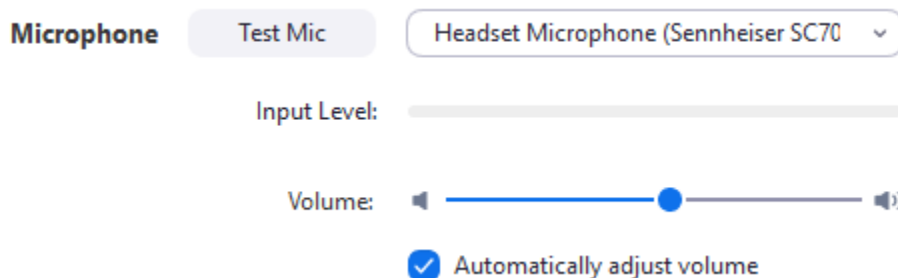
[Learn more about audio settings](#).

Microphone Troubleshooting

- If you are on on Mac OS 10.14 Mojave or earlier and can't access the microphone, check your operating system permissions to confirm that Zoom has access to the

microphone. See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.

- If you are on Windows 10 and can't access the microphone, use the Windows search box to navigate to **Microphone privacy settings**. Switch on the **Allow apps to access your microphone** toggle, and enable access for Zoom.

Can I Use Bluetooth Headset?
Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

My video/camera isn't working.
If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Prerequisites

- Zoom desktop client
- Zoom mobile app

If you have not already, test your video to confirm that the correct camera is selected and adjust your video settings. Learn how to test your video.

Troubleshooting tips for Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from our Download Center.
4. Visit your device's support and downloads page to update the camera driver:
   - Logitech
   - Dell
   - Lenovo
   - HP
   - ASUS
   - Samsung
   - Sony (PC) (Webcams)

Windows 10 has a privacy feature that may block Zoom from using the camera. Learn more about this feature and how to allow Zoom access to your webcam.