

Zoom

Requirements

Devices

	Minimum	Recommended
Processor	Single Core 1Ghz or Higher	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	N/A	4Gb

Zoom will work on a variety of devices including Windows, OSX, iOS, and Android devices.

Connection

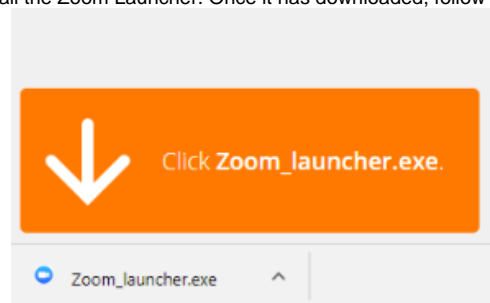
A wired or wireless connection with minimum 3G speeds (600 kbps up/down) is required.

Please see the [Zoom Requirements](#) page for more information on device and bandwidth requirements

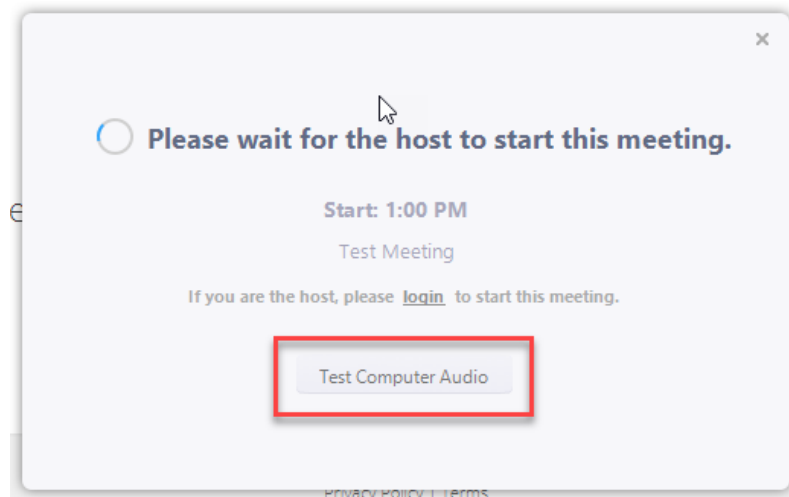
Joining a Meeting

The following [YouTube video](#) demonstrates the steps outlined below.

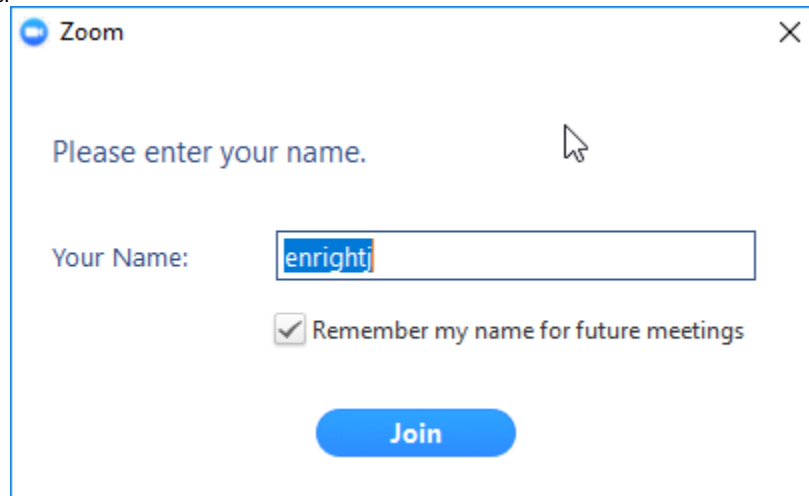
1. Click on a meeting link. Meetings are usually on the Live Sessions/Webinars page in OnQ
2. You will be prompted to download and install the Zoom Launcher. Once it has downloaded, follow the prompts to install the software



3. If the meeting hasn't started you will be asked to wait until the Host has started the meeting. This will be a good opportunity to test your computer audio.

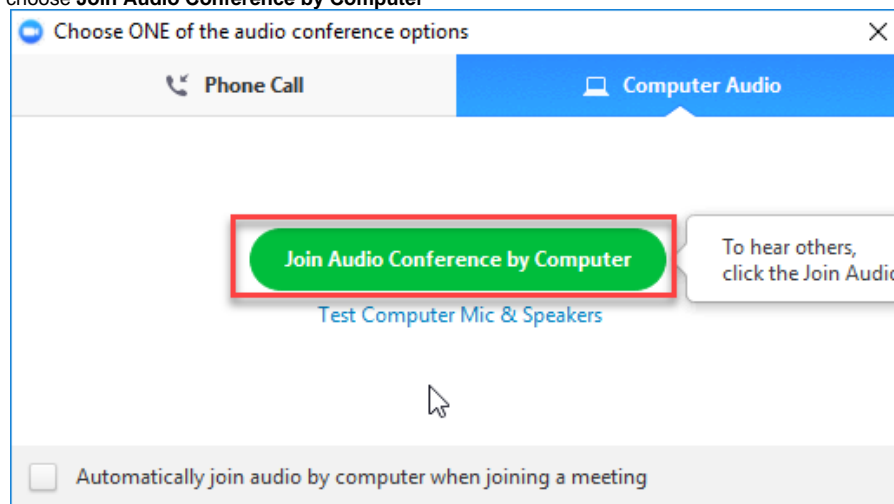


4. Once the meeting has started, you will be prompted to enter your name as it appears in OnQ and choose **Join**. Zoom will remember your name for future meetings.



A screenshot of a Zoom dialog box titled "Zoom" with a close button (X) in the top right corner. The text "Please enter your name." is displayed. Below it is a text input field with "enrightj" entered. Underneath the input field is a checked checkbox labeled "Remember my name for future meetings". At the bottom center is a blue "Join" button.

5. On the next prompt, choose **Join Audio Conference by Computer**



A screenshot of a Zoom dialog box titled "Choose ONE of the audio conference options" with a close button (X) in the top right corner. There are two tabs: "Phone Call" (selected) and "Computer Audio". Under the "Computer Audio" tab, there is a green button labeled "Join Audio Conference by Computer" which is highlighted with a red border. Below this button is the text "Test Computer Mic & Speakers". To the right of the button is a tooltip that says "To hear others, click the Join Audio". At the bottom of the dialog is a checkbox labeled "Automatically join audio by computer when joining a meeting".

- ✔ To prevent any last minute tech issues, it's recommend that you try joining the [Zoom Practice Meeting](#) before your first live session is scheduled to begin.

Technical Difficulties

For technical issues with Zoom, please contact the ITServices Support Centre via [Online Chat](#) or by phone (613) 533-6666 (5am to 10pm Monday-Friday)