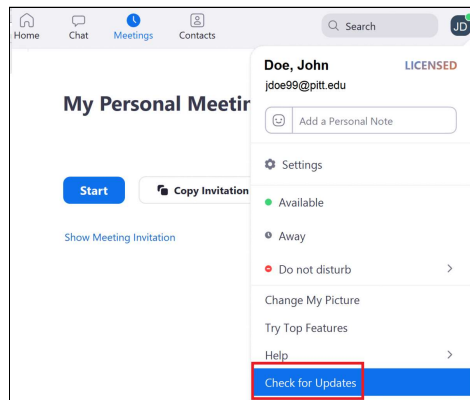


- **Note:**The **Security** icon is available only in version 4.6.10 or later of the Zoom client. To ensure you are using the latest client, open the Zoom desktop client, click your initials in the upper right-hand corner, and select **Check for Updates**.



## Manage Your Participants

- Allow only signed-in users to join ([https://support.zoom.us/hc/en-us/articles/360037117472-Authentication-Profiles-for-Meetings-and-Webinars?zcid=1231&\\_ga=2.246676288.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/360037117472-Authentication-Profiles-for-Meetings-and-Webinars?zcid=1231&_ga=2.246676288.595773400.1584980958-668229593.1584118156))  
This feature can be useful when you want to control your guest list and invite only certain individuals (for example, students or colleagues). If someone tries to join the meeting who isn't signed in to a Zoom account, they will receive a notice indicating the meeting is open only to authorized attendees, and they will have the option to sign in with an authorized email address.
- Lock the meeting (<https://www.technology.pitt.edu/help-desk/how-to-documents/zoom-locking-your-meeting>)  
Locking a Zoom meeting that is in progress prevents new participants from joining, even if they have the meeting ID and password (if you have required one). In the meeting, click **Participants** at the bottom of the window, then click the **Lock Meeting** button in the pop-up window.
- Set a meeting password ([https://support.zoom.us/hc/en-us/articles/360033559832-Meeting-and-Webinar-Passwords-?zcid=1231&\\_ga=2.17084541.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/360033559832-Meeting-and-Webinar-Passwords-?zcid=1231&_ga=2.17084541.595773400.1584980958-668229593.1584118156))  
This option requires attendees to enter a password that you provide before they can join the meeting. Requiring a password makes it easier to share the Meeting ID publicly (for example, on Twitter), because you can send the meeting password privately (for example, via email or a Twitter DM).
- Remove unwanted or disruptive participants ([https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting?zcid=1231&\\_ga=2.88404191.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting?zcid=1231&_ga=2.88404191.595773400.1584980958-668229593.1584118156))  
Navigate to the **Participants** menu, mouse over a participant's name, and click **Remove**. They will not be able to rejoin unless you allow them to do so (see below).
- Allow removed participants to rejoin ([https://support.zoom.us/hc/en-us/articles/360021851371-Allowing-Removed-Participants-or-Panelists-to-Rejoin?zcid=1231&\\_ga=2.25354233.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/360021851371-Allowing-Removed-Participants-or-Panelists-to-Rejoin?zcid=1231&_ga=2.25354233.595773400.1584980958-668229593.1584118156))  
If you remove the wrong person from a meeting, you can allow them to rejoin. Sign in to [pitt.zoom.us](https://pitt.zoom.us) and click **Settings**. On the Meetings tab, ensure **Allow removed participants to rejoin** is toggled on.
- Place participants on hold (<https://support.zoom.us/hc/en-us/articles/201362813-Attendee-On-Hold>)  
You can put everyone else on hold, and the attendees' video and audio connections will be disabled momentarily. Click on someone's video thumbnail and select **Start Attendee On Hold** to activate this feature. Click **Take Off Hold** in the **Participants** list when you're ready to resume the meeting.
- Disable video (<https://www.technology.pitt.edu/help-desk/how-to-documents/zoom-turn-participants-video>)  
As a meeting host, you can turn off someone's video. This will allow hosts to block unwanted, distracting, or inappropriate gestures on video.
- Mute participants ([https://support.zoom.us/hc/en-us/articles/203435537-Mute-All-And-Unmute-All?zcid=1231&\\_ga=2.15841394.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/203435537-Mute-All-And-Unmute-All?zcid=1231&_ga=2.15841394.595773400.1584980958-668229593.1584118156))  
You can mute/unmute individual participants or all participants at once. This allows you to block unwanted, distracting, or inappropriate noise. To mute everyone, click **Manage Participants** and select **Mute All**. You can also enable **Mute Upon Entry** in your settings to keep noise at a minimum during large classes or meetings.
- Turn off file transfer ([https://support.zoom.us/hc/en-us/articles/209605493-In-Meeting-File-Transfer?zcid=1231&\\_ga=2.15841394.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/209605493-In-Meeting-File-Transfer?zcid=1231&_ga=2.15841394.595773400.1584980958-668229593.1584118156))  
In-meeting file transfer allows people to share files through the in-meeting chat. Toggle this off to keep the chat from getting bombarded with unsolicited pics, GIFs, memes, and other content.
- Turn off annotation ([https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard?zcid=1231&\\_ga=2.15841394.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard?zcid=1231&_ga=2.15841394.595773400.1584980958-668229593.1584118156))  
You and your attendees can doodle and mark up content together using annotations during screen share. You can disable the annotation feature in your Zoom settings to prevent people from writing all over the screens.

- Disable private chat ([https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat?zcid=1231&\\_ga=2.15841394.595773400.1584980958-668229593.1584118156](https://support.zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat?zcid=1231&_ga=2.15841394.595773400.1584980958-668229593.1584118156))  
Zoom has in-meeting chat for everyone, or participants can message each other privately. To cut back on distractions, you can restrict participants' ability to chat amongst one another while your event is in progress. This also helps prevent anyone from receiving unwanted messages during the meeting.
- Review Zoom's best practices for securing meetings ([http://technology.pitt.edu/sites/default/files/documents/migrated/Securing\\_Your\\_Zoom\\_Meetings.pdf](http://technology.pitt.edu/sites/default/files/documents/migrated/Securing_Your_Zoom_Meetings.pdf))  
Zoom has compiled a list of pre-meeting and in-meeting settings you can use to protect your meetings.

## Tips for Meeting Attendees

- Mute your microphone (<https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>)  
To help keep background noise to a minimum, make sure you mute your microphone when you are not speaking.
- Be mindful of background noise  
When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers.
- Position your camera properly  
If you choose to use a web camera, be sure it is in a stable position and focused at eye level, if possible. Doing so helps create a more direct sense of engagement with other participants.
- Limit distractions  
You can make it easier to focus on the meeting by turning off notifications, closing or minimizing running apps, and muting your smartphone.
- Avoid multi-tasking  
You'll retain the discussion better if you refrain from replying to emails or text messages during the meeting and wait to work on that PowerPoint presentation until after the meeting ends.
- Prepare materials in advance  
If you will be sharing content during the meeting, make sure you have the files and/or links ready to go before the meeting begins.

## Additional Meeting Tips

- **Use poll questions** periodically to engage your audience and keep them focused.
- **Monitor the chat function** for questions as they come in, to see if people are expounding on something you covered, or to see if people are expressing poor understanding.
- **Enable video only for the presenter.** You can only see a limited number of participants anyway, depending on your screen size, and enabling video gobbles up network resources. If you plan to lecture without feedback (e.g., for a large seminar), you can also disable participant audio.
- **Schedule one or more feedback breaks.** In a physical classroom, you can see raised hands or observe confused looks. It's important to assess understanding and allow students to ask questions. An audio free-for-all can be a nightmare, but dedicated Q&A periods work really well.
- **Address Internet disruptions:** At this time, many network providers are seeing massive increases in residential bandwidth use during the day, and many users are being throttled. If participants are experiencing lagging or skipping, suggest that they use their computer to access video, while simultaneously dialing in by phone for the audio.

*This article includes information that originally appeared on the Zoom blog (<https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/>).*

## Learn More About Zoom

- Zoom Videoconferencing (/node/5045)
- Using Your University Zoom Account with an Existing Zoom Account (/node/5069)
- Feature Comparison: Zoom, Teams, and Skype for Business (/node/5074)
- Zoom Meetings: Etiquette and Best Practices (/node/5092)
- Zoom Help Center (<https://support.zoom.us/hc/en-us>)



## Panther Bytes Blog

Check out all the great student, faculty and staff blogs provided through Panther Bytes. (/blog)



## Zoom Training Resources

New to Zoom? Here are some resources to help you quickly get the hang of it (<https://www.technology.pitt.edu/zoom-training-resources>).

Also, see Start a Zoom meeting with Canvas (<https://pittsburgh.instructure.com/courses/643/pages/starting-a-zoom-meeting-through-canvas>).



## Stay Updated

### Stay updated on the latest Pitt IT news, services, and events:

- **Subscribe** to the Pitt IT e-Newsletter:
  - Student IT Newsletter (<https://confirmsubscription.com/h/j/EOA0399D66C2376D>)
  - Faculty & Staff IT Newsletter (<https://confirmsubscription.com/h/j/D07523A61A290D6B>)
- **Read** the Pitt IT Blog (/blog), Panther Bytes
- **Like and follow** @UPittIT on Facebook (<https://www.facebook.com/UPittIT/>), Twitter (<https://twitter.com/UPittIT>) or Instagram (<https://www.instagram.com/upittit/>)
- **Sign up** to receive text updates:
  - For IT News, text\* **cssdnews username** to **41411**
  - For IT Alerts, text\* **italerts username** to **41411**

\* Standard text messaging charges apply

## Remote Work Resources

Blog articles:

- 5 Steps to Prepare for Working from Home (/node/5029)
- Tools to Turn Your Home into Your Pitt Office (/node/5042)
- Zoom for Education: Top 10 FAQs (/node/5200)
- Using Zoom for Distance Learning (/node/5076)
- Zoom Meetings: Etiquette & Best Practices (/node/5092)
- Learn Zoom in a Flash (/node/5123)
- Take Cybersecurity from Home Seriously (/node/5087)
- Get a Lab Machine, Virtually (/node/5094)
- LinkedIn Learning Remote Work Resources (/node/5079)
- When to Use PittNet VPN for Working Remote (/node/5080)
- Audio Conferencing with Office 365 (/node/5034)
- Online Meetings with Microsoft Teams (/node/5014)
- Get Signatures and Approvals Electronically (/node/4916)
- Using Panopto to Record Lectures (/node/4820)

Business/Educational Continuity

- IT Resources to Support Remote Work (/node/5025)
- University Center for Teaching and Learning (<https://teaching.pitt.edu/>)





### Drop-In Support (hours vary)

Litchfield Towers Lobby  
(/node/2151)  
University Store on Fifth  
(/node/2151)

### Pitt IT Administrative Offices

Cathedral of Learning, 7th Floor  
4200 Fifth Ave.  
Pittsburgh, PA 15260

### Follow @UPittIT



(<https://www.facebook.com/upittit>)



(<https://www.instagram.com/upittit>)



(<https://twitter.com/upittit>)



(<https://www.youtube.com/channel>)

### Submit Website Feedback »

(<https://pitt.co1.qualtrics.com/jfe>)

### 24/7 IT Help Desk

Call 412-624-HELP (4357)  
(tel:+14126244357)  
Submit a Help Ticket  
(<https://pitt.secure.force.com/ERMServices>)  
Chat with an Expert  
(<https://salesforcechat.pitt.edu/>)  
Email [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu)  
(mailto:helpdesk@pitt.edu)  
Virtual Support (via Zoom) (/node/2151)  
Search How-To Articles (/node/3527)

### Student Computing Labs

Hillman Library, Room 112 (/node/1814)  
Virtual Computing Lab (/node/5066)

### Charging Stations and Kiosks »

(<https://www.technology.pitt.edu/services/labs-and-kiosks#MobileChargingLocations>)  
PittPrint Station Locations »  
(<https://www.technology.pitt.edu/services/print#locations>)

### IT Services & Systems Access

Accounts Self-Service (<https://accounts.pitt.edu/>)  
Box Cloud Collaboration  
(<https://pitt.account.box.com/>)  
Document Management (Perceptive Content)  
(/node/2193)  
Electronic Research Notebooks (LabArchives)  
(<https://mynotebook.labarchives.com/>)  
Email and Calendar (Outlook)  
(<https://outlook.office.com/>)  
eSignature (DocuSign) (/node/2554)  
Faculty Information System (Elements)  
(<https://facultyinfo.pitt.edu/>)  
Find People (<http://find.pitt.edu/>)  
IT Service Status (<https://status.pitt.edu/>)  
Learning Management System (Canvas)  
(<https://canvas.pitt.edu/>)  
Lecture Capture (Panopto)  
(<https://pitt.hosted.panopto.com/>)  
Microsoft Office 365 (<https://portal.office.com/>)  
My Pitt (<https://my.pitt.edu/>)  
Pitt Mobile App Center  
(<https://appstore.pitt.edu/>)  
Pitt Worx (<http://pi.tt/pittworx>)  
PittPrint (<https://print.pitt.edu/>)  
PRISM (<http://pi.tt/prism>)  
Residence Hall Wi-Fi (MyResNet)

### IT Resources for

Faculty (/node/4176)  
Researchers (/node/5294)  
Staff (/node/4489)  
Students (/node/5203)

### Join Our Team

IT Professional Opportunities  
(/node/3568)  
IT Student Employment (/node/3569)

### Technology Training

Instructor-Led Workshops  
(<https://www.technology.pitt.edu/technology/training#Instructor-Led%20Workshops%20Anchor>)  
On-Demand Training (LinkedIn Learning)  
(/node/4670)

### Additional Resources

Accessibility Statement (/node/2289)  
Disability Resources and Services  
(<http://www.studentaffairs.pitt.edu/drs/>)  
IT Vision and Strategy

(<https://myresnet.com/>)  
Software Download Service  
(<https://software.pitt.edu/>)  
Student Information System (PeopleSoft)  
(<https://psmobile.pitt.edu/>)

(<https://www.itvision.pitt.edu/>)  
University Policies Related to Technology  
(</node/1983>)

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