

Zoom meetings are intended to be a one-way street, but not in the CLC! We want to talk about any difficulties you are having and help you solve problems. Here are some suggestions to help you get the most out of Zoom meetings hosted by the Virtual CLC:

Log in using your Illinois Zoom account:

Use illinois.zoom.us to ensure that you are logging into the platform with your official Illinois account, instead of a personal email address.

Take Zoom for a test drive:

Whatever can go wrong, will go wrong with video conferencing software! Do a test run on your own, and make sure that your audio and video settings are functional before joining the CLZ. Zoom, for instance, has a feature that lets you test your settings before your meetings begin: just go to zoom.us/test.

Get together with a friend and practice your Zoom meeting skills. Click on the following links to learn more about frequently used actions, like [screen sharing](#), how to [annotate](#) on your screen or mute your microphone. Make sure to locate and use the chat window.

Default to mute in a Zoom meeting:

If you aren't actively talking to a CLC TA, make sure that your microphone is set to mute. This prevents background noises from lawnmowers and family members. It also helps TAs focus on the current question-asker.

Remember that it is also okay to mute your microphone and listen to the conversation while completing your own work. Add yourself to the chat or use the "raise hand" function to get the TA's attention.

Come prepared:

Make sure that your homework problem and work is pulled up on your screen or located nearby. You can take pictures of your work and put them into a single document to screen-share, or you can have LON-CAPA ready to go.

Keep a periodic table, equation sheet and calculator on-hand. Try to find a place in your house that has a stable internet connection.

How to get drop-in help:

Once you are in the Zoom session, enter your name and course number into the chat to join the queue for help. Either you will receive assistance in the main Zoom meeting room, or CLC staff will assign you to a breakout room to join other students receiving help from a TA for your course. Make sure to accept the invitation if it comes your way!

Asking a question:

When it is your turn to ask a question, the TA will need you to share your screen with them. Make sure you have your question pulled up on LON-CAPA and that all sensitive windows (email, etc.) are closed! As part of the discussion process, the TA may annotate on your screen. It is important to know that annotation is not a one-way street – **you** can add annotations to your screen at the same time. You may draw out the products of a reaction or complete a calculation.

Be patient:

Zoom sessions can be awkward compared to in-person help for everyone involved. Over time, we can all develop the skills to help meetings run smoothly and become a community of Zoom masters. Until then, we suggest that you build in additional time to seek help with homework in case of technical difficulties. Please be patient as we perfect our Virtual help system!