



Contents

Requirements For Virtual Appointments	2
General Information For A Virtual Appointment.....	2
Preparing For Your Appointment.....	2
Logging Into Zoom.....	3
Joining The Meeting.....	4
Managing Zoom During Your Appointment.....	5
Controlling The Web Camera	5
Controlling Speakers	6
Sharing.....	7
Verifying Connection Speeds.....	8
Performing A Speed Test	8
Interpreting Speed Test Results	9
Additional Information.....	10



— Requirements For Virtual Appointments

- You must have a private and quiet location for this appointment.
- We recommend an internet connection of no less than 3 megabits (Mbps) per second for video streaming Zoom appointments (see “Verifying Connection Speed”).
 - Zoom can provide one-on-one video as low as 600 kilobits (kbps) per second (~0.6 Mbps), or audio/voice services at 60 kbps (~0.06 Mbps), or screen sharing and chat features at 50 kbps (~0.05 Mbps).
 - If your internet connection is slower than this, please make sure you have access to a phone so that your appointment can be conducted by phone instead.
- You must have a functional web camera where your advisor can confirm your identity:
 - Please have two forms of ID available to show your advisor.
- We recommend a headset and microphone to reduce the background noise during the appointment.

— General Information For A Virtual Appointment

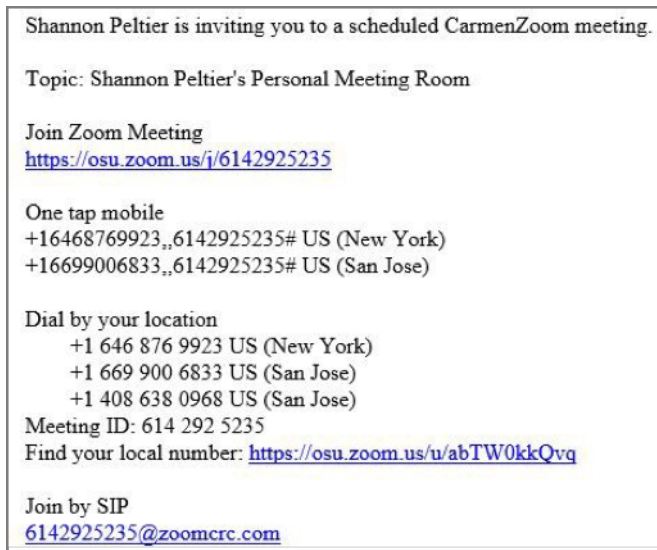
- This is a confidential appointment. No guests or visitors will be permitted unless you have submitted a FERPA release form through the Office of the Registrar.
- Keep your email open and accessible leading up to and during your appointment session. Should any complications arise, your advisor will use your email to contact you with instructions or updates.

— Preparing For Your Appointment

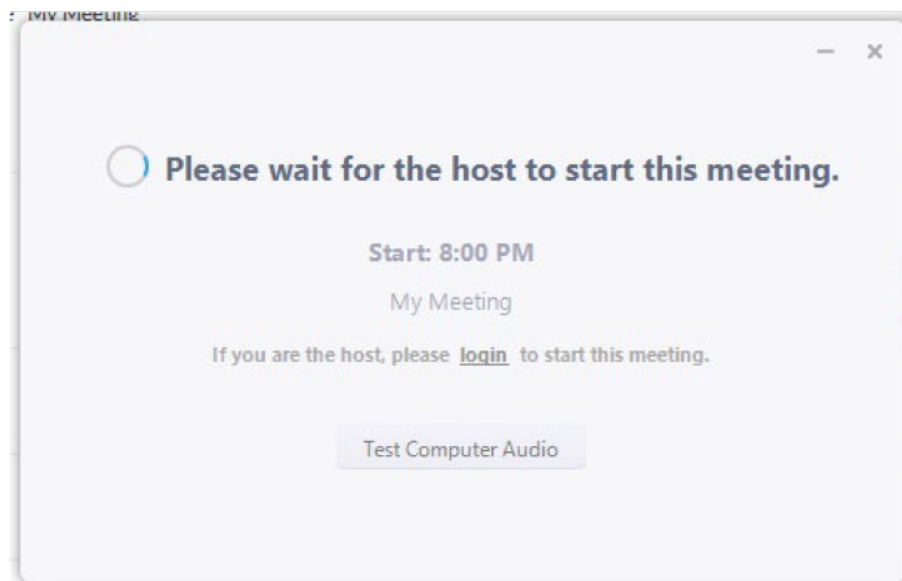
- Please locate all files, websites, etc., that you want to discuss prior to the appointment so that you can easily reference them.
- Consider some of the recommendations as follows:
 - Transcripts
 - Test Scores
 - Program Information

— Logging Into Zoom

- You will be provided with a link in email to join the meeting. If you already have Zoom set up on your device, you may enter the Zoom Meeting ID number to join the appointment session

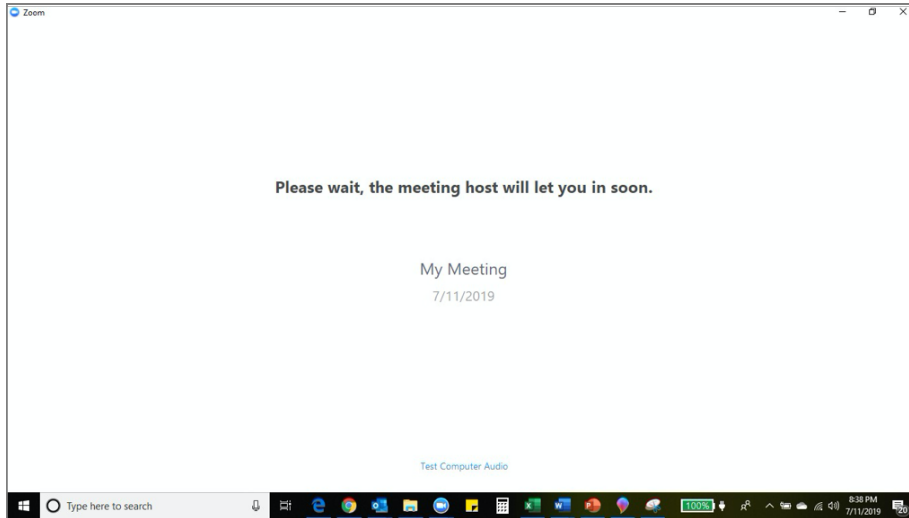


- If you join the meeting too early, you will be notified that the meeting has not yet started. Simply wait until the Meeting Host has started the session.

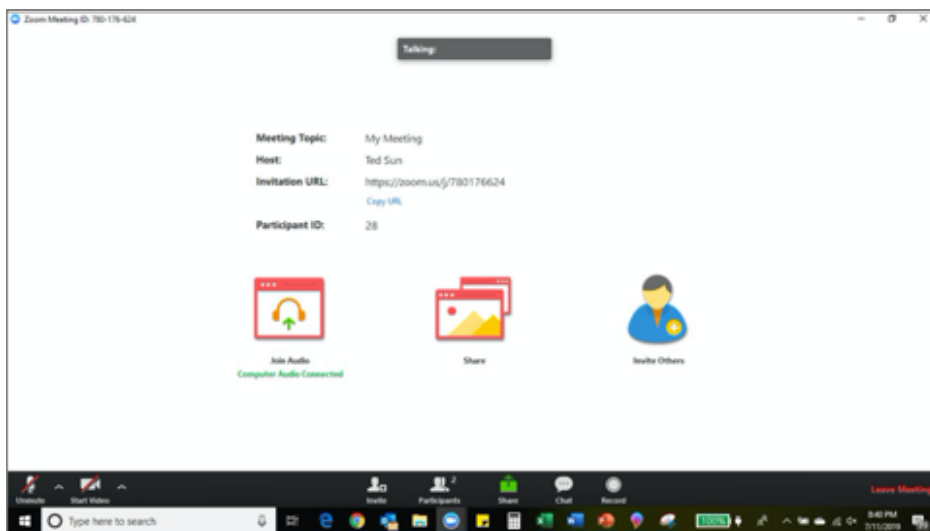


— Joining The Meeting

- Zoom Meeting will place you in a waiting room until your advisor accepts you into a meeting.



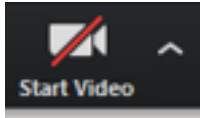
- While in the waiting room, please remain by your device, with your volume turned on, and be prepared to begin as soon as you are accepted into the meeting room. The appointments are scheduled back-to-back, and not being ready to begin will result in a shortened appointment time for you, as your advisor will have other upcoming student appointments. In the event a student is 10 minutes late, the advisor will assume the student is a no-show and the student will need to reschedule their advising session.
- Once the advisor has accepted you into the meeting, the meeting room interface (shown below) appears. Once you begin your video, you will see the advisor's video, desktop or other presented materials here as well.



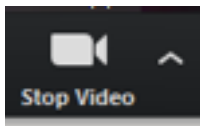
— Managing Zoom During Your Appointment

Controlling The Web Camera

- Upon entry, you will be asked to start your camera and your microphone.
- If you wish to start your camera, click the icon that looks like a camcorder with a red slash over it.

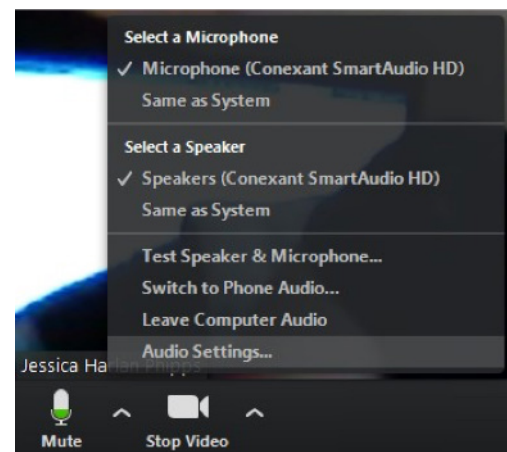
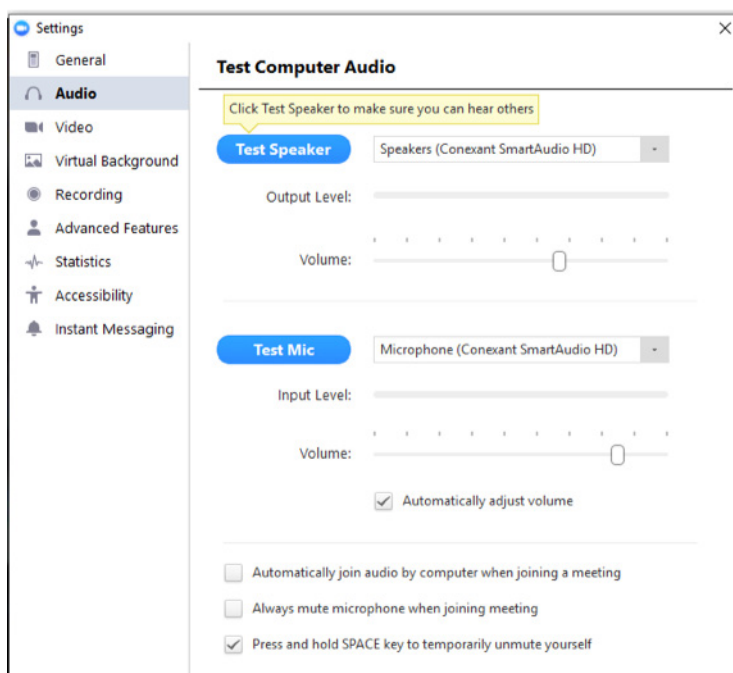


- Once you have clicked on the camcorder icon, the red slash over the icon will disappear. This indicates that your camera has successfully been turned on. To ensure that you are clearly visible, make sure the camera is pointed directly at your face and that the majority of the light in the room is in front of you, not behind you.

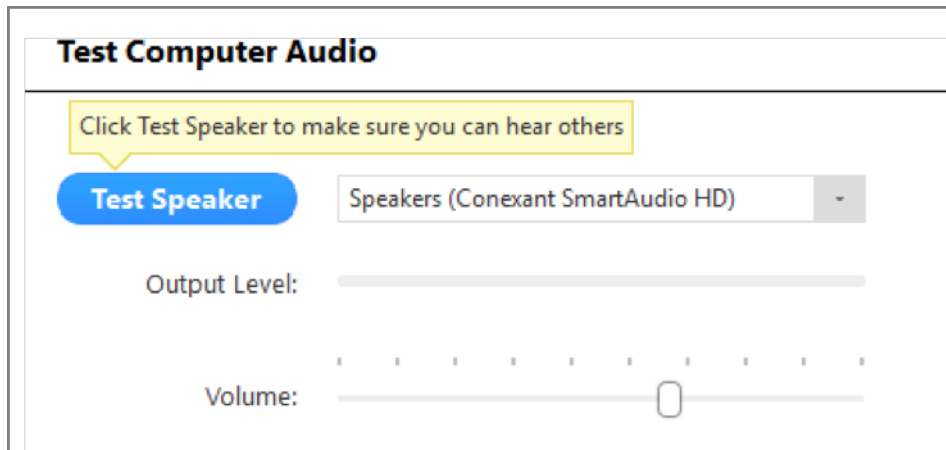


Controlling The Web Camera

- The easiest way to adjust the volume is through the device's volume control keys.
- Speakers cannot be turned on and off directly through the Zoom Meeting. You can, however, adjust the volume through the Zoom Meeting.
- Click on the carrot (^) menu next to the microphone button and select the "Audio Settings" option. This will open the settings screen, already set to the Audio settings tab.



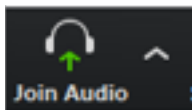
- Adjusting the speaker volume by sliding the indicator right or left will allow you to turn the volume up or down. Moving the slider to the right will increase the volume. ***Be aware that this increases not only the speaker's voice, but all background noise will increase as well.***



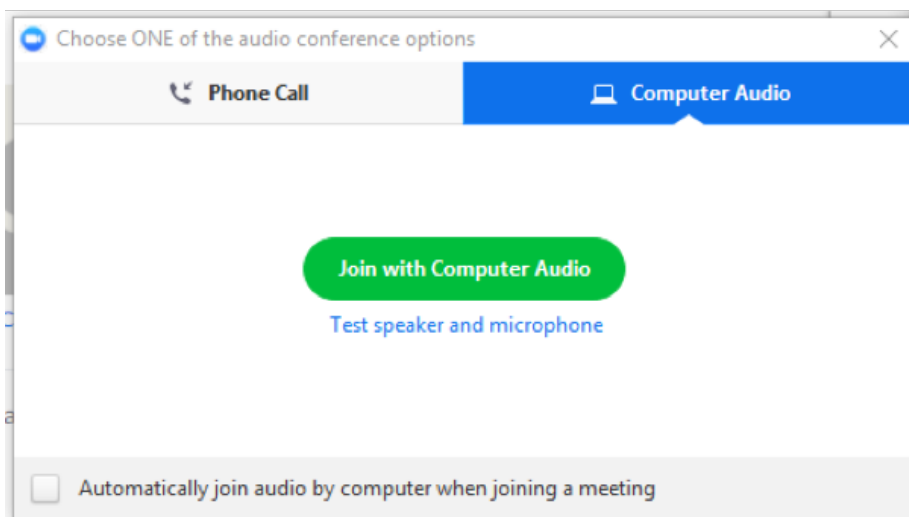
- Once the appointment begins, if you cannot hear advisor, please verify that your volume is turned up far enough for the sound to come through.

Controlling Microphones

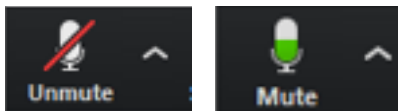
- To start your microphone, click on the icon that looks like a headset.



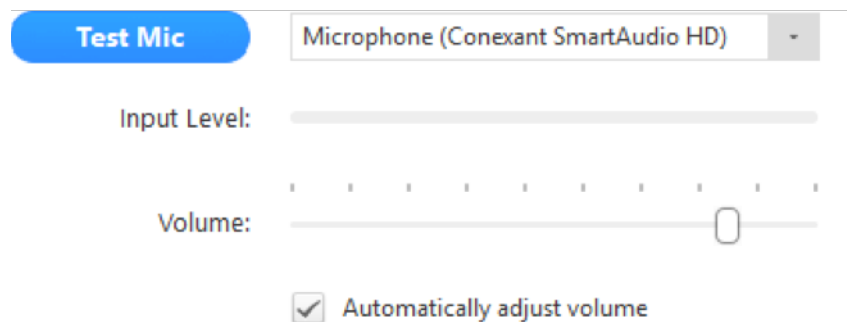
- Once you click on the headset, your device will ask you to select how you will be joining the audio. Once you have selected, the headset icon will change to a microphone icon. This switch indicates that your microphone has successfully been turned on.



- Once you have activated your microphone, you can mute the microphone by clicking on the microphone icon. This is usually done so that any background noise isn't sent to the speaker. If you choose to use this function, be sure to unmute it prior to speaking!
 - A microphone with a slash through it indicates that the microphone is muted. To know that your microphone is picking up your speech, look for the white space to fill with green as you speak.

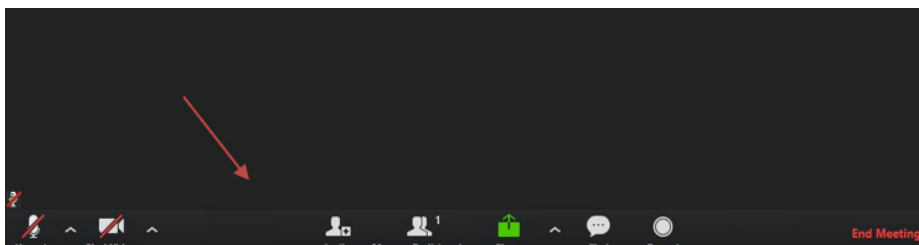


- In order to adjust the level of sound picked up by your microphone, click on the carrot (^) menu next to the microphone button and select the "Audio Settings" option (see "Controlling Speakers"). This will open the settings screen, already open to the Audio settings tab.
 - Moving the slider right will make your microphone more sensitive. This means that it will pick up quieter sounds. This may be helpful if you have a quiet speaking voice, but this will also pick up more background noise. Most students find that a microphone setting toward the middle is best.



— Sharing

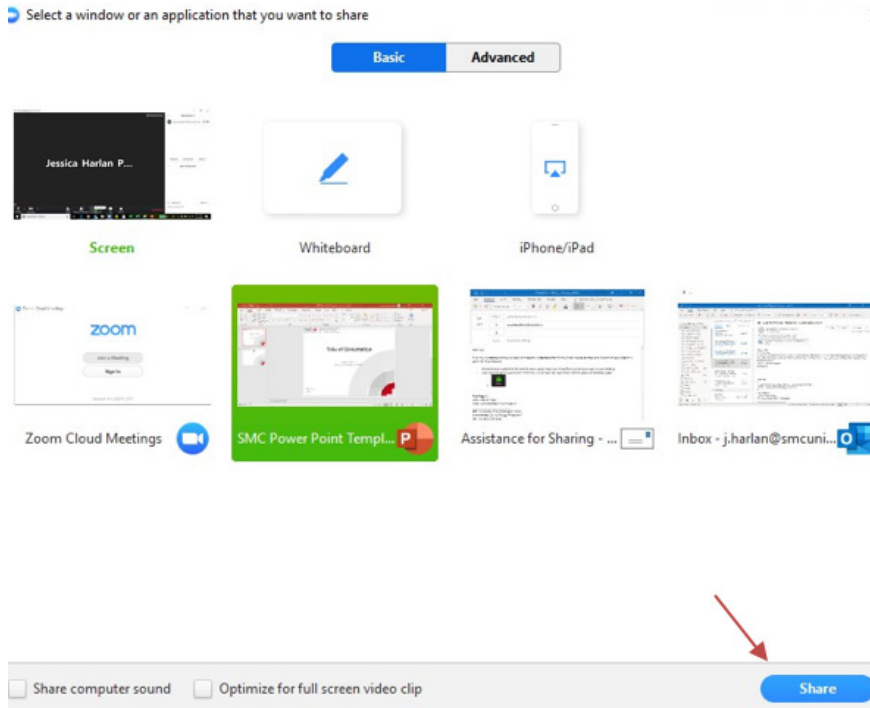
- Once you have been accepted into the room, you must move your mouse to the bottom of the Zoom window to reveal the command menu.



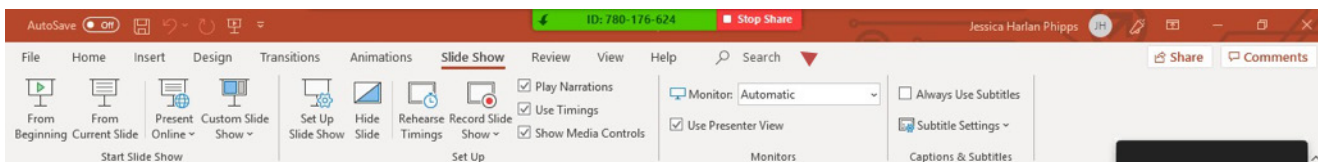
- From this pop-up menu, you will click the share button at the bottom of the video screen



- Once you click the Share button, a pop-up screen will appear with the option to “Select a window or an application that you want to share”



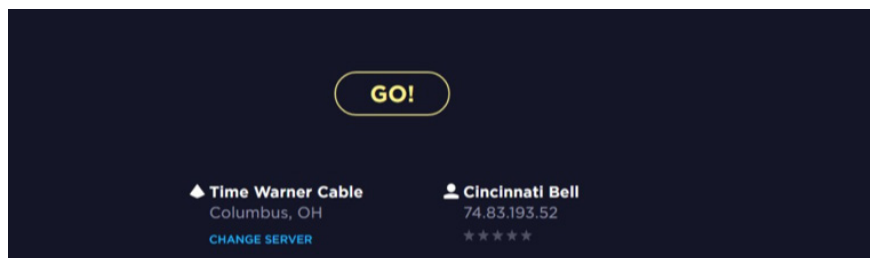
- Click on the option you want to share (this will highlight the selection) then click the Share button at the bottom of the screen.
- You will know that you have successfully shared your screen when the item you selected is shown with the Zoom meeting tool bar at the top of the screen



— Verifying Connection Speeds

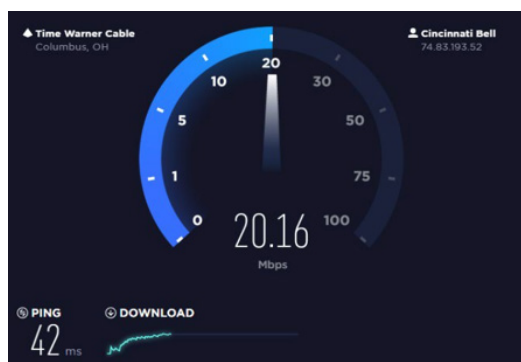
Performing A Speed Test

- Use the following link to direct you to an internet speed test website: <http://beta.speedtest.net>.
- Perform a speed test by clicking “Go.” You will know if the speed test is working because the website will show an operating dial as well as tracking lines for the download speed first, followed by the upload speed.



Interpreting Speed Test Results

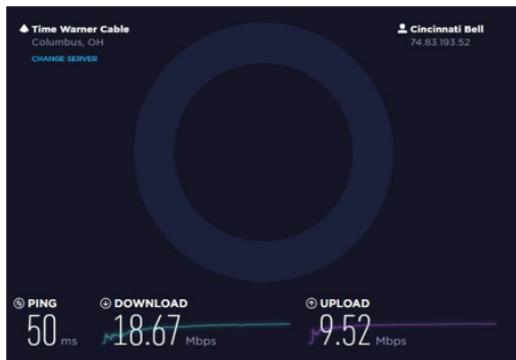
- The ping is the reaction time of your connection—how fast you get a response after you've sent out a request. A fast ping means a more responsive connection, especially in applications where timing is everything (like video games). Ping is measured in milliseconds (ms).
- The download speed is how fast you can pull data from the server to you. Most connections are designed to download much faster than they upload, since the majority of online activity, like loading web pages or streaming videos, consists of downloads.
 - Download speed is measured in megabits per second (Mbps).
 - Your download speed must meet or exceed 0.05 Mbps



- The upload speed is how fast you send data from you to others. Uploading is necessary for sending big files via email, or in using video-chat to talk to someone else online (since you have to send your video feed to them).
 - Upload speed is measured in megabits per second (Mbps)
 - The upload speed must meet or exceed 0.05 Mbps



- Results will be shown first within the tracking lines, then will automatically adjust to show results as a page summary.
 - NOTE: As evidenced by the attached screen captures, the download and upload speeds are not consistent. As a result, you want to test your connection as close to your appointment time as possible.



Additional Information

- If the above website doesn't work for you, you may try the following websites as well:
 - <http://speedtest.xfinity.com/>
 - <http://www.bandwidthplace.com/>
- Some things that could impact your connection speed:
 - The time of day – if there is a lot of traffic or interference on an internet connection, you may need to choose a phone appointment
- Your location – if you use wireless internet and are too far away from your router, you may need to choose a closer location
- The connection used – if you are planning to go use free public wifi, you may need to test several locations.