Joining a Zoom Session: Troubleshooting Tips for Students

1. **Make sure you have registered your UH Zoom account and downloaded the Zoom desktop client.**

   Watch the 3 minute video 'Accessing Zoom at UH' which walks you through the process of registering your UH Zoom account, downloading the desktop client and signing in.

2. **Always sign in to StudyNet**

   If you are a new student at UH, you should have been sent a StudyNet username and password. You will need this in order to gain access to all University systems including Zoom. Your account login details will be similar to the following:
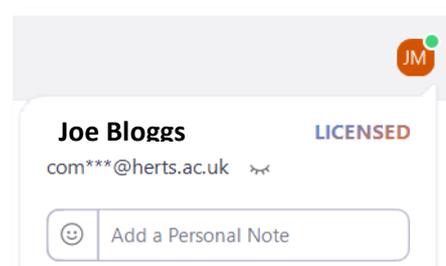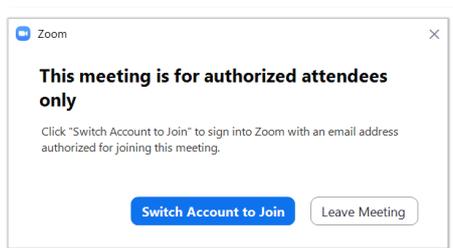
   *Username: **ab15cde@herts.ac.uk***
   *Password: **************

   > *Zoom uses your StudyNet login to authenticate you as a licenced Zoom account holder. This is known as 'Single Sign On' or SSO for short. We recommend you always log in to StudyNet before attempting to join a Zoom session. If you have trouble logging into StudyNet for any reason, please email Helpdesk@herts.ac.uk*

   At the start of term, you may find that you don't have full access to all your modules, but don't worry, as long as you have the Zoom link you should still be able to join your online sessions.

3. **Ensure that you are signed into the Zoom desktop client with your UH Zoom account**

   Many of us have personal Zoom accounts, however it's not possible to join most teaching sessions unless you are logged in using your UH Zoom account. If you attempt to join a UH session using your personal account, you may see a message similar to that shown below on the left. If this happens choose the option to 'switch accounts' and follow the onscreen instructions.

You can check which account you are signed into by clicking on the account initials in the top-right of the Zoom window. If you are signed into you UH Zoom account, you should see the word 'Licenced' account with an @herts email address as shown above.

> *Before joining a UH teaching session, ensure that you have opened the Zoom desktop client and that you are signed into your UH Zoom. You can log in to your account using 'SSO' (single sign-on, for instructions see the [Student quick guide to Zoom meetings](#).*

4. Take care when copying a join link into your browser address bar.

In most cases, you will join a Zoom session by clicking on a link posted on StudyNet, sent in an email or shared by some other means. If the link is not clickable, you may need to copy and paste it into your browser's address bar. If that's the case, take care to copy it in full, especially if the link is split over more than one line. It's also worth checking that the link looks complete. It will include a 'meeting ID' and usually an encrypted 'password': For example:

https://herts-ac-uk.zoom.us/j/93625839593?pwd=Y1dQ9UgwbVv5SDQwUJ4VMkFWVjFxdz09

Meeting ID   Password

If you see the message '*User ID invalid*', there is likely to be something is wrong with link, or it may be that you may have copied it incorrectly.

5. Have the 'passcode' to hand.

On rare occasions, you may be asked to enter a passcode. This can occur if the join link doesn't include a password section (see above) or the tutor has changed the security settings. The passcode can be anything but is <u>usually</u> a 6 digit code and is <u>not</u> the same as the password section of the URL. You should be able to find the passcode on the joining instructions shared by your tutor. See the example below.

Join Zoom Meeting

https://herts-ac-uk.zoom.us/j/93625839593?pwd=Y1dQ9UgwbVv5SDQwUJ4VMkFWVjFxdz09

Meeting ID: 936 2583 9593
Passcode: 889436

One tap mobile
+442034815237,,93625839593#
United Kingdom

Once you have entered the <u>correct passcode</u> you should be able to join the meeting.

6. Try joining your Zoom session using browser instead of the Zoom desktop client

When joining a Zoom session, you will normally be promoted to open the Zoom desktop client (recommended). However, if you are experiencing difficulties joining via the client for any reason, you can instead choose the option to '*Join from your browse*r' (see screenshot below).

If you are using an up-to-date browser such as Google Chrome or Firefox, the chances are that it will be compatible with zoom. It's worth just checking which browsers support Zoom see the Quick start guide for the Zoom web client. Also note that mobile web browsers are not supported.
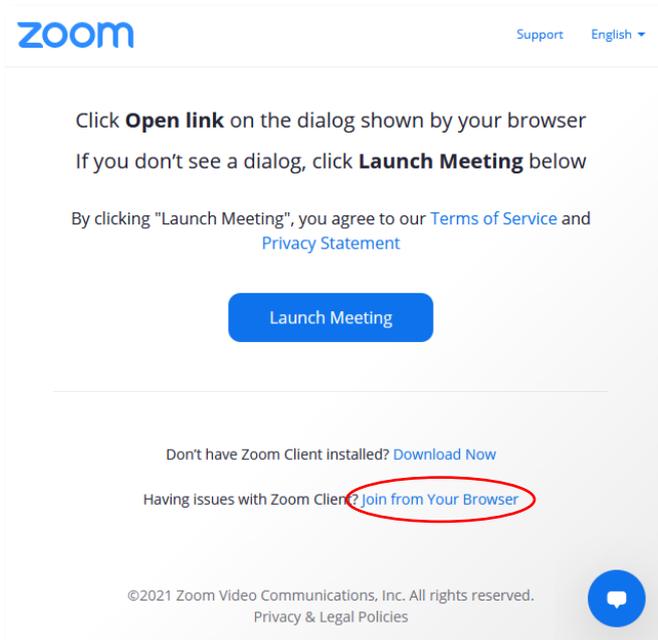
It's also a good idea to choose a browser that you don't use regularly, or alternatively choose 'incognito' / private' mode on your preferred browser. This eliminates the possibility of any cookies relating to personal zoom account, getting in the way of your access.

Supporting Resources

The following resources are available on the Canvas help menu

- Registering your UH Zoom Account and Signing in (video)
- Student Quick Guide to Zoom Meetings (pdf)

Helpdesk

If you have problem registering you Zoom, or accessing your Zoom sessions please contact the helpdesk.

- Telephone: +44 (0)1707 284678 or ext 4678
- Email: helpdesk@herts.ac.uk
- Online: https://helpdesk.herts.ac.uk/login