

# Zoom

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# Zoom Access

## Overview

These instructions are on how to log into and access Zoom.

## Getting Started

This is how to access Zoom using the web browser, or on a computer or mobile device.

### Website

1. Go to <https://mclennan.zoom.us/>
2. Sign In with your MCC username and password.
3. Select 'Host' or 'Join A Meeting'.
4. Select 'With Video Off' or 'With Video On'.
5. If a prompt appears 'This site is trying to open Zoom Meetings', select 'Open'.
6. Meeting Room will open.
7. Select 'End Meeting' when finished.

### Computer

1. Click the start 'Zoom' icon from your computer/laptop
2. Select 'Sign In'.
3. Select 'Sign In with SSO'.
4. Type 'mclennan' in the 'Company Domain', select Continue.
5. Login with your MCC username and password.

### Mobile App

1. Download the ZOOM Cloud Meetings App.
2. Open the App.
3. Select 'SSO to Sign In'.
4. Type 'mclennan' in the 'Company Domain', select Continue.
5. Login with your MCC username and password.

# Zoom Support Resources

## Overview

This page includes links and resources for troubleshooting issues with Zoom.

## Getting Started

## Contact Support

Go to <https://support.zoom.us/hc/en-us/articles/201362003>

## Troubleshooting Topics

- Joining a Zoom Meeting- <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Zoom-meeting>
- Managing Manual Captions- <https://support.zoom.us/hc/en-us/articles/207279736-Closed-captioning-and-live-transcription>
- Scheduling Meetings-<https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings>
- Video Quality- <https://support.zoom.us/hc/en-us/articles/115002595343>
- Virtual Background- <https://support.zoom.us/hc/en-us/articles/210707503-Changing-your-Virtual-Background-image>
- Zoom Support (Search Topics)- <https://support.zoom.us/hc/en-us>

# Zoom Not Connecting to Meeting

## Overview

This article covers the issue where Zoom will open but not join a meeting.

## Getting Started

Out-of-date versions of Zoom may not connect to meetings started with newer versions of Zoom. If you are not able to join the Zoom meeting, your Zoom application may be out of date.

## Update Zoom

Newer versions of Zoom allow you to check for updates. If Zoom does not have the option to update, install the newest version.

1. Open Zoom on your computer.
2. Select your profile icon at the top right of the program.
3. Select 'Check for Updates'.
  - If an update is needed, Zoom will automatically download the update. Select 'Install' to install the update.
  - If no update is needed, Zoom will let you know you are up to date with the newest version.

## Install new version

1. Go to [Zoom](#).
2. Click 'Download' at the bottom of the page and install the newest version of zoom.
3. Once the new version of Zoom is installed, Zoom should begin working as soon as the latest version is installed.

# Black Screen Issues with Camera and Screen Sharing in Zoom

## Overview

This article addresses the issue where Zoom successfully connects to a meeting, but participants are unable to see your camera feed and it only displays a black screen, or your screen appears black when attempting to share it.

## Getting Started

Out-of-date versions of Zoom may have the issue where participants are unable to see your camera feed and it only displays a black screen, or your screen appears black when attempting to share it.

## Update Zoom

Newer versions of Zoom allow you to check for updates. If Zoom does not have the option to update, install the newest version.

1. Open Zoom on your computer.
2. Select your profile icon at the top right of the program.
3. Select 'Check for Updates'.
  - If an update is needed, Zoom will automatically download the update. Select 'Install' to install the update.
  - If no update is needed, Zoom will let you know you are up to date with the newest version.

## Install new version

1. Go to [Zoom](#).
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3. Once the new version of Zoom is installed, Zoom should begin working as soon as the latest version is installed.