Zoom FAQ and Best Practices

FAQ

Q: What kind of events can I submit?

A: Board meetings, organizational meetings that the library is involved in, virtual programming.

Q: Why don't you want the email addresses of all the attendees?

A: Since you may not have all attendees registered yet, it is easiest for you as the organizer to forward the link to your registered attendees. Please do the same for board meetings, etc.

Q: How far in advance of my Zoom activity should I be submitting the form?

A: Please submit a minimum of one week prior to your requested activity.

Q: What do I do if something isn't working during my Zoom event? Who will troubleshoot?

A: Marigold staff are unable to troubleshoot all library Zoom meetings/programs. Please visit the Zoom Support page at https://support.zoom.us/hc/en-us for quickstart guides, video tutorials, and support topics.

Best Practices

- Have the latest version of Zoom installed
    - o Open Zoom and click on your image, or the profile in the upper right corner next to the search box. A menu should appear with an option to check for updates. Clicking on that will tell you if your version is up to date, or it requires an update.
    - o Do NOT install Zoom software from any website other than https://zoom.us
- Do not post the meeting link anywhere publicly. Invite people by email or direct message.
- Do not follow links to Zoom meetings, or other information, that does not point to the https://zoom.us website.