Zoom

Zoom is the primary web conferencing tool for UGA faculty, staff, and students. Zoom allows for video and audio conferencing as well as chat services from computers and mobile devices through a web-based interface accessed via https://uga.zoom.us.

Help Documents

- Changing the Microphone and Speaker Outputs in Zoom
- How to get a list of meeting participants
- Installing Zoom Without an Admin
- Log Into the Zoom Desktop Client
- Removing uga.edu emails from Zoom Whitelist
- Sharing Computer Audio on Zoom
- Streaming Zoom Meetings and Webinars
- Suggested Settings for Large Zoom Meetings
- Zoom Information for Public Events
- Zoom Large Meeting License
- Zoom Webinar License
- Zoombombing and Incident Guidance
- Updating Zoom Display Name
- Recovering deleted Zoom cloud recordings
- Zoom Graduation FERPA Guidance
- Using Zoom’s Live Transcription to provide Captioning

External Resources

- Access Zoom: https://uga.zoom.us
- Help Documentation: https://t.uga.edu/5K8
- EITS Recommended tips for securing Zoom meetings: https://t.uga.edu/5Or
- Using Zoom Annotation Tools: Zoom Annotation Tools Support
- Zoom Help Center: https://support.zoom.us/hc/en-us
- Zoom Security Information: https://zoom.us/security

Need additional support?

If you have a question that has not been answered in our help documentation or FAQ pages, please click the "Submit a ticket" button to contact the Franklin OIT Help Desk and we will be happy to help!

Contact the Franklin OIT Help Desk

Submit a ticket

Help Desk
http://helpdesk.franklin.uga.edu

Email
helpdesk@franklin.uga.edu

Call
706-542-9900

Hours of Operation

Monday - Friday
8:00 a.m. - 5:00 p.m.

Website Information

Homepage
http://oit.franklin.uga.edu

Directory
http://oit.franklin.uga.edu/

Service Offerings
https://kb.franklin.uga.edu/x/xgKlAg

Systems Status Information

Franklin OIT Status
http://status.franklin.uga.edu/
https://kb.franklin.uga.edu/x/BQB0

UGA/EITS Systems Status Pages
http://status.uga.edu
https://twitter.com/uga_eits
https://www.facebook.com/uga.eits

USG Systems Status Page
http://status.usg.edu