Northwestern | ACADEMIC SUPPORT AND LEARNING ADVANCEMENT

How to Join a Drop-In Tutoring Session with Zoom

*If you *do not* have the Zoom app, please begin at Step 1. If you *already have* the Zoom app, start at Step 2.*

1. Go to https://northwestern.zoom.us/download and select the first 'download' button to download the "Zoom client for meetings." Select the Zoom installer folder in your browser's download area (after it has fully downloaded). Follow the prompts to install the Zoom desktop app.
   a. You also have the option to *not* download the app (if you wish not to). To access tutoring sessions without downloading the desktop app, go to https://northwestern.zoom.us/ and click "Log In." Then, if prompted, enter your Northwestern netID and password. Click "Join a Meeting" at the top right side of the page. On the next screen, enter the appropriate Meeting ID from the table above, and click "Join."
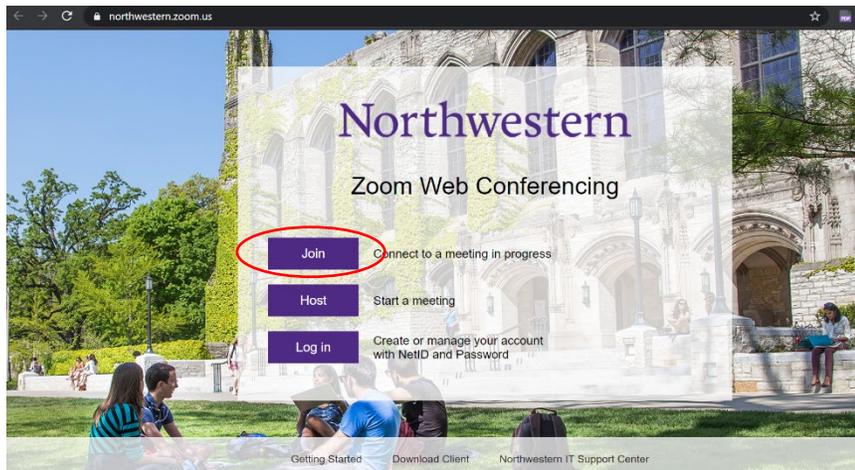

2. If you have the Zoom desktop app, you can log into sessions through that app. You would select "Join" from your home screen and then use the appropriate Meeting ID. You would also need to provide your name. Once this information is inputted, select "Join" to enter the subject's tutoring room. We encourage you to have your video turned on, to allow for more personal communication with your tutors.
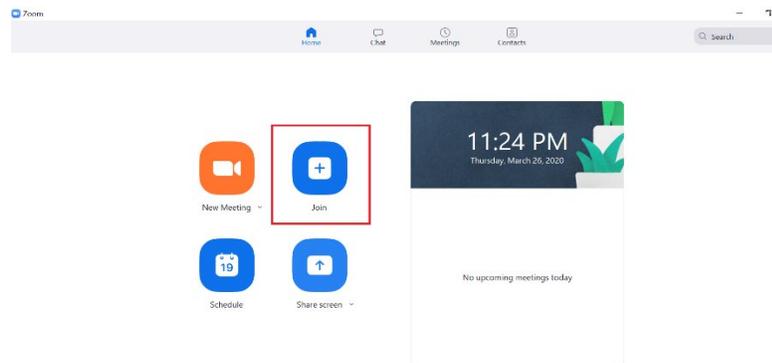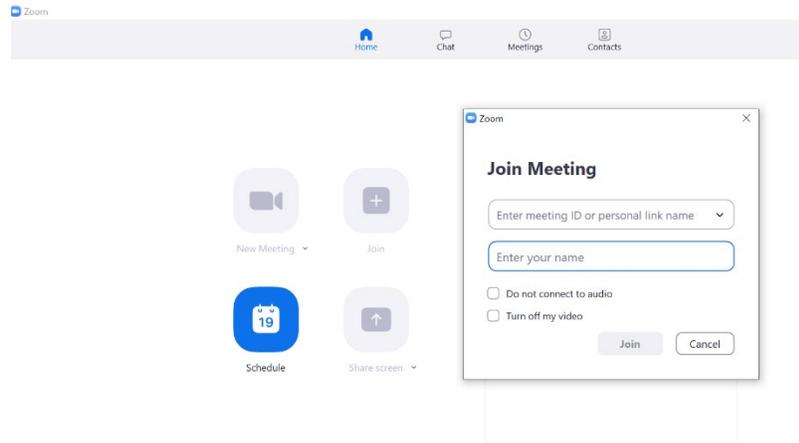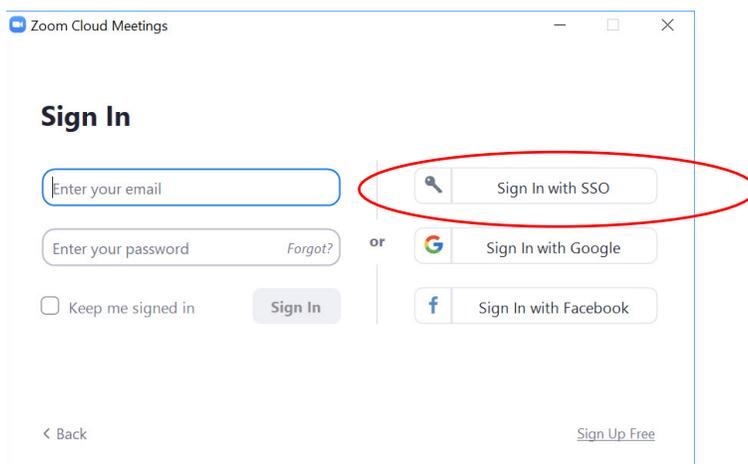
3. Please note you all tutoring rooms require Northwestern credentials to enter them. To authenticate that you are a Northwestern student, please select "Sign in to join," after following the above steps.
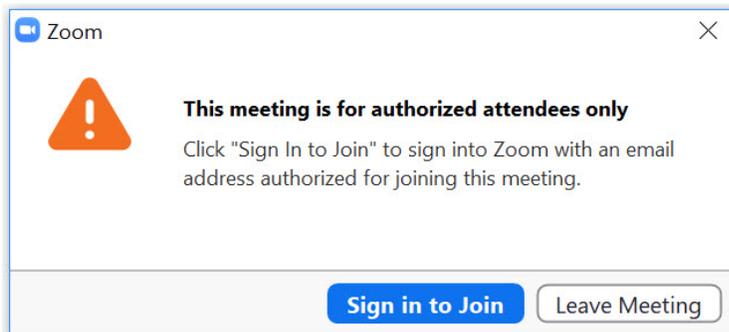
a. Next, click "Sign in with SSO (and do *not* enter your email and password).

b. You will then need to enter "northwestern" and click "Continue" (that will take you either directly to the meeting, or to a Northwestern login page and then to the meeting, if you are not already logged in on your device).
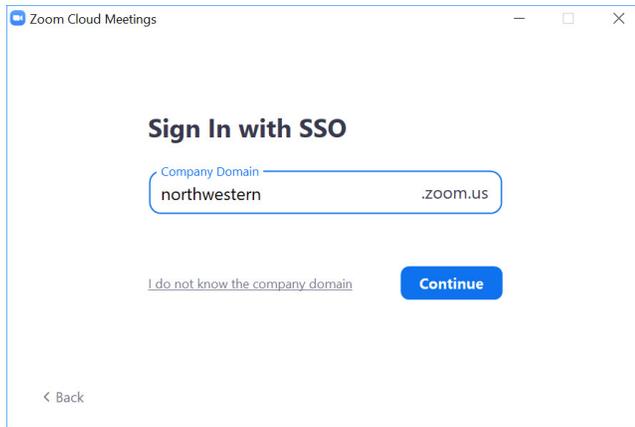

4. Please be sure to mute your mic throughout the session until you are ready to speak. This will avoid extraneous noise and feedback throughout the session.

a. If you are having audio connection issues, you can call into the session by phone. On your Zoom home screen, select the "Join Audio" option (underneath it you'll notice computer audio connected). After selecting "Join Audio," select phone on the left to call in. From your phone, dial the appropriate number and then enter the Meeting ID when prompted. Select your country from the drop box to dial the correct number to enter the session. You should then be able to hear the session.
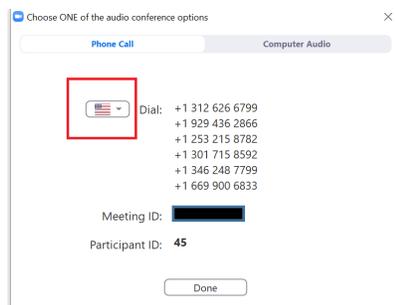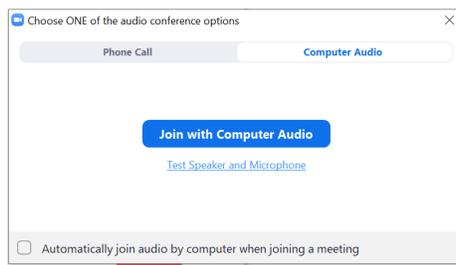
5. **If you have a question, please put your name in the chat, and the tutors will call on students in the order names appear**. **Please be patient, as only one person can ask a question at a time.**
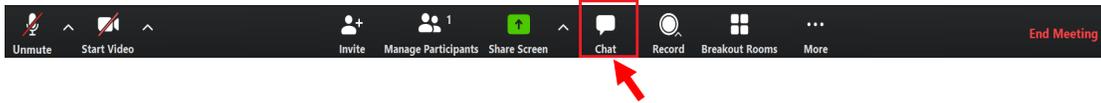
6. You have the option to share your computer screen – in the event you wish to show your work, problem set, or question that you need assistance with. Please do not share until you are called upon. To share your screen, click on the green "Share Screen" icon on the bottom task bar. When the Share Screen menu opens, you will also see a Whiteboard option if you would like to write or draw out a problem. *Please be aware that everybody will be able to see your screen if you share it.*

   NOTE: You also have the option to **use your phone as a document camera** to show your handwritten work (if you do not wish to draw it out on the whiteboard). See instructions.

7. You are not required to stay for the entire duration of the session. Once you have received the help you were looking for, you can log out of Zoom.

Please feel free to offer feedback on this process, to krystal.wilson@northwestern.edu. This is an emergency plan in response to the COVID-19 outbreak, and our solution may require additional troubleshooting.

For additional help

Having trouble joining the session? https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-

Having audio connection issues? https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

Camera/video not working? https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working

Other technical glitches? please contact NUIT - https://evcicweb.ci.northwestern.edu/i3root/northwestern/ or zoom support - https://support.zoom.us/hc/en-us/articles/201362003

Other helpful online information for digital learning available at https://digitallearning.northwestern.edu/remote/students