

# Zoom FAQs

## FAQs for Zoom Virtual Review

Tips for troubleshooting Zoom.



### GETTING STARTED WITH ZOOM

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## Getting started with Zoom

### **Do I need an account to use Zoom for a virtual review in Q-PASS?**

Yes. Everyone joining the Zoom virtual review needs to register for a free Zoom account.

### **How do I sign up for a free Zoom account?**

To sign up for your free account, visit [zoom.us/signup](https://zoom.us/signup) and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click **Activate Account**.

### **I forgot my password**

You can reset your password at [zoom.us/forgotpassword](https://zoom.us/forgotpassword). Click [here](#) to read step-by-step instructions and how to fix common password issues.

## Joining a Zoom virtual review

### **How do I join a Zoom meeting in Q-PASS?**

Sign into Q-PASS using your user details. Seven days before your scheduled check-in, the Virtual Review Portal link will display at the top of your Q-PASS home screen. On the day of your scheduled check-in, your meeting link will display on the Virtual Review Portal 15 minutes before the scheduled start time.

### **Can I share a Zoom meeting link for a virtual review?**

Although you can share a meeting link from the Zoom desktop client, the Zoom web client's share link is not functional. The meeting must be joined through the Virtual Review Portal link in Q-PASS.

## Which Zoom application should I use?

### ZOOM DESKTOP CLIENT

For the best user experience, we recommend downloading and using the Zoom desktop client for virtual review meetings. Click the link embedded in the *Note* below the link to join the meeting using the web client (see screen shot below).

NCQA Q-PASS Welcome, Production Customer ▾

Thursday, October 15th  
12:45 pm - 2:45 pm  
with your evaluator **Production Evaluator**  
The following programs will be included in this review:

Program	Practice site
PCMH	V2.4 Best [[Test]] Org 2 Site 4

[Click here to join the meeting](#)

Note: If you're having problems joining in the web browser or prefer to use the zoom client, [click here](#)

To join the virtual review using Zoom Desktop Client click this link.

### ZOOM WEB CLIENT

If you can't download the Zoom desktop client due to permissions or firewall settings, you can use the web client, which has limited features. Zoom web client functions best on these browsers:

- Google Chrome 53.0.2785 or higher.
- Chromium Edge 80 or higher.
- Firefox 76 or higher.
- Safari 10.0.602.1.50 or higher.

**Note:** Mobile web browsers are not supported.

## Meeting features

### How do I connect my audio?

On most devices, you can click **Join Audio**, **Join with Computer Audio**, or **Audio**. You can use the audio on your computer or by telephone. You'll be prompted to choose when you join the meeting.

### How do I share my screen?

Click **Share Screen** in your meeting and choose an option to share.

### I hear an echo in my meeting

This might be caused by a meeting participant who is connected to audio on multiple devices or by two participants connected from the same locale.

### Can I test my audio?

You can join a test meeting if you want to test your audio. Visit <https://zoom.us/test>.

## Troubleshooting

### I am having audio issues when using Zoom web client

Joining computer audio on Safari, Internet Explorer 11 or higher or Opera is not supported. If you are using a supported web browser but continue to experience issues with your audio, try installing Zoom desktop client for a better user experience.

**I can't share my screen when using Zoom web client**

Screen sharing on Microsoft Edge requires Windows 10 Pro or Enterprise. It is not supported on Windows 10 Home. If you are running Windows 10 Home and need to share your screen, we recommend using Chrome or Firefox.

Screen sharing is not supported on Safari, Internet Explorer 11 or higher or Opera.