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Zoom FAQ

Last Modified on 12/15/2025 5:09 pm EST

We are aware that Zoom is rolling out changes to its interface that may affect some of our directions. We are working on updating these pages, but in the meantime you can visit [Zoom's Release Announcement](#). Please [reach out to Wharton Computing](#) if you have any questions.

Questions and troubleshooting tips that will help you use Zoom meetings at Wharton.

Some early adopters at Wharton created Wharton Zoom accounts, but now the accounts are managed by Penn. If you still have a Wharton Zoom account you should [migrate it to Penn's instance](#).

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Accessing Zoom

Setting Up

- **Internet Connection:** We recommend at least **10 Mbps/download** speed and **5 Mbps/upload** speed. Use [fast.com](#) to determine your internet speed.
- **Browser/Client Requirements:**

- Latest version of the Zoom Desktop Client or Mobile App.
- For web client, see [minimum browser requirements](#)
- **Account needed?**
 - To **participate** in a meeting, NO account is needed.
 - To **schedule** or **moderate** a meeting: log in with your PennKey at upenn.zoom.us or launch the app.
- See Zoom's support site for [directions on downloading and using the Zoom client](#).

If you have a non-Intel Mac (M1, M2), you will need to use the Apple Silicon version of Zoom which you can download [here](#).

Ways to Join

- **Client v. Web:** Check this link to compare the benefits of the [desktop client](#), [app](#), and [web client](#) experience.
- **Joining with multiple devices:** You can only log in with one of each kind of device; see [Zoom's article](#) for more information.

About Meetings

- **Who Can Join a Meeting:** Anyone who is invited or has the link can join a meeting.
- **Transcriptions/Captioning:** Live Automatic transcriptions are available [through Penn's Zoom account](#).

Meeting Capacities

- **Participant Limit:** You can have up to 300 participants in one meeting.
- **Maximum Meeting Length:** 24 hours.
- **Gallery View:** 50 (including your video preview) if you meet the [hardware requirements](#).
- **Breakout Rooms:** 100 [breakout sessions](#) can be created, either [pre-assigned](#) ahead of time or randomly assigned in real time. More about the [participant experience here](#).
- **Large Meeting Capacity:** Up to 1000 (requires Add On).
- **Webinars:** Up to 3000 (requires Add On).

Using Zoom

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Managing Meetings

- **Scheduling Meetings (Faculty):** Please visit [Video Conferences for Instruction](#) to learn how to schedule a Class Meeting through Canvas.
- **Scheduling Meetings (All Users):** Please visit [Video Conferences](#) to learn how to schedule meetings
- **Breakout Sessions:** Please see [Video Conference Features](#) for more information.
- **Security:** Users can restrict a meeting to anyone authenticated to a upenn.edu email address by visiting upenn.zoom.us, going to **Settings > Meeting > Security** and turning on "Only authenticated users can join meetings."

Modified [Reset](#)

Meeting Authentication Options:

[Edit](#)

Hide in the Selection


[Edit](#)

Hide in the Selection

Security

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

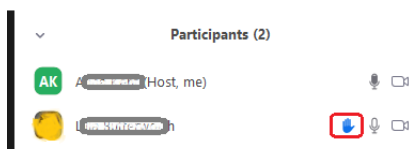


Waiting Room Options

The options you select here apply to meetings hosted by users who turned "Waiting Room" on

- ✓ Users not in your account will go in the waiting room
- ✓ Host and co-hosts only can admit participants from the waiting room

[Edit Options](#) [Customize Waiting Room](#)



Closed Captioning: You can [set your account to enable closed captioning](#) for your meetings. Once this has been enabled, you and your attendees can turn on captioning on a per-meeting basis.

Zoom Reporting:

1. Log in to <http://upenn.zoom.us>.
2. In the left-hand column, under "Personal" (or "Admin," depending on the access) click on **Reports**.
3. Click on the report that is called either **User** or **Active Hosts**.
4. Locate the meeting you wish to download the attendance report for. Towards the right-hand side, click on the number in the **Participants** column for that meeting.
5. Check **Export with meeting data**.
6. If you check "Show unique users," the report will combine multiple sessions for the same person. Note, the specific "join" and "leave" times will be replaced with the total number of minutes each person spent in the meeting.
7. Click on **Export**.

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Recordings

See also [Zoom Recordings](#)

Zoom Recordings Autodeleted after 121 days

Penn Zoom stores cloud recordings of meetings for 120 days after their creation. Cloud Recordings are automatically deleted after 120 days (so their 121st day of existence). More information about Penn Zoom recordings can be found [here](#).

Zoom Records for meetings scheduled via Canvas

Zoom meetings scheduled via Canvas and recorded are automatically uploaded to the Class Recordings tab (Panopto) in Canvas. **Backup copies of Zoom recordings initiated through Canvas are removed from PennZoom once the recordings have been moved to Canvas.** Course instructors will still be able to access Zoom recordings in Canvas, provided that they were scheduled using Canvas for the whole class.

Class Recordings: Recordings of Zoom meetings scheduled through Canvas and set to record in the meeting will automatically be uploaded to the Class Recordings tab of the Canvas site they were scheduled in. The upload in Class Recordings will include captions/audio transcript (if enabled in the meeting), Screen-shared content, chat, and both the gallery and speaker views. Included are breakout rooms, reactions/hand-raising, and polls.

Breakout Room recordings: Breakout Rooms can only be recorded manually by someone in the breakout room, no matter how the Zoom meeting was scheduled (via Canvas or not).

See [Zoom's instructions](#) for general information for creating Zoom recordings. More information on recordings at Wharton will be added to this document, so please check back.

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Error Messages and Troubleshooting

Audio/Video Problems

For problems with audio or video quality, try these options [Read More](#) 

Screen Sharing

If "Optimize Screen Sharing for Video Clip" is greyed out, the Host must allow only one person to share a screen at a time, rather than multiple.

Black screen while Screen Sharing

If you're seeing a black screen when screen sharing enable "Use TCP connection for screen sharing" in the Advanced Screen sharing settings of your desktop client.

Authentication and Account Errors

Contact [our support team](#) for further help.

No Meetings Listed in Canvas

If you're logged into Canvas and click on the Zoom tab but don't see any meetings listed there are two potential reasons:

- Your professor didn't schedule any Zoom meetings as of yet.
- You're accessing Canvas via a link other than <https://canvas.upenn.edu>.

To solve this first log into Canvas via <https://canvas.upenn.edu>. If the Zoom tab still doesn't have any meetings in it, check with your professor.

Zoom Webinars

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Livestream to YouTube: This is enabled by default for all Penn Zoom users.

Record and post online: Once you record the session, it gets stored on your Penn Zoom account. It can be downloaded then uploaded to YouTube or other sites.

Upgrade to 500 through 3000-person webinars: We would have to purchase a net new add-on license. Rates can be found on ISC's website <https://www.isc.upenn.edu/pennzoom-rates>.

More Resources

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You can find a user guide that contains information for how to use this service at <https://support.zoom.us/hc/en-us> or contact a [Wharton Computing IT Representative](#)
