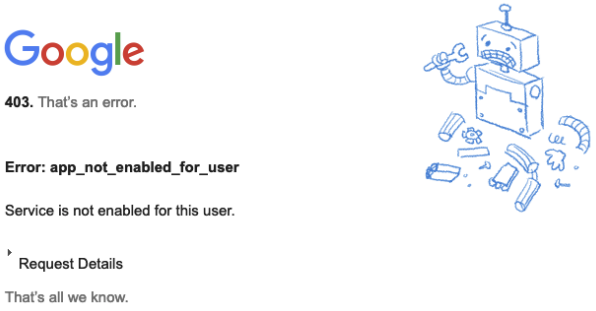
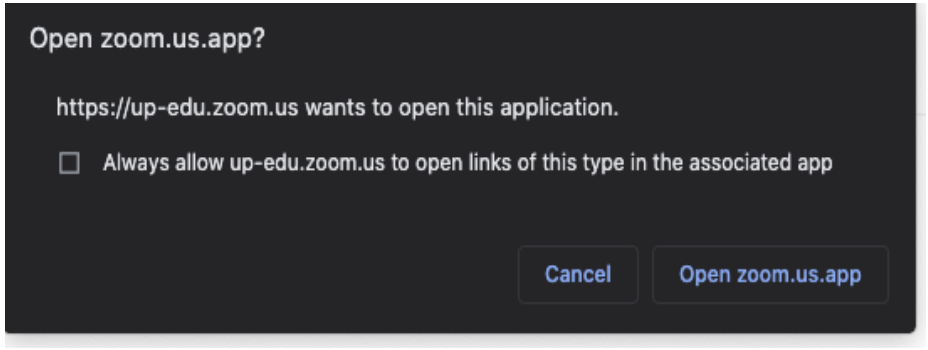
Updated: May 11, 2022

Zoom FAQs

Issue	Recommendation
Google 403 Error 	• Use your personal UP Mail* account when you login to Zoom. This is your **@up.edu.ph** email address • Login using Single Sign On (SSO), https://up-edu.zoom.us/ *Not all UP Mail accounts have a Zoom account linked to it.
Cannot assign alternative host in webinar	• Alternative hosts needs to be assigned using their UP Mail accounts
Cannot add a non-UP Mail alternative host	• Guests with no UP Mail account cannot be assigned as alternative host. • Add guest as panel member then change their role as co-host
Cannot rename panelists, participants	• Guests cannot change their name. This feature is disabled by the Zoom administrator • Hosts and co-hosts can rename themselves and participants/attendees

Co-hosts cannot rename participants/attendees	• When joining a webinar/meeting, open Zoom using the app 
Cannot record breakout rooms	• Webinars' main page can be recorded in Zoom cloud or local computer • Breakout rooms will only be recorded in the local computer of the person recording it. • Hosts and co-hosts* can record main and breakout rooms • Hosts can give permission to guests to record breakout rooms *open Zoom using app
Being kicked out of meeting, webinar or breakout room	• One possibility is that your Zoom is not up to date. Make sure you have the latest version
Cannot upload/import .csv file of registrants in recurring webinar	• You can only upload registrants to single-occurrence (non-recurring) webinars. Reminder • Only .csv file are allowed • CSV format: Email, First name, Last name

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How to share the new Zoom whiteboard	The new Zoom whiteboard is a stand alone feature. You can use this outside of a meeting and/or a webinar. ● Install the latest version of Zoom ● Sign in to your Zoom account via app or web browser How to View Whiteboards ● Select the whiteboards from the side menu ● To view your whiteboards, click the ‘My Whiteboards’. ● Select the ‘Shared with Me’ to view those that have been with you. How to Create Whiteboards ● Click New whiteboard to create a new whiteboard How to Share Whiteboards ● Open the whiteboard you wish to share. ● Select the share button ● Type the email address you wish to share the board Share and collaborate in whiteboards ● Open the whiteboard you want to share. ● Click the share button – copy the URL ● Go to the Zoom meeting room, click the chat button. ● Select everyone and paste the URL in the message box ● Go back to your whiteboard room you have created. Everyone can now see what you are doing and can collaborate with you.

	How to annotate/add comments ● On the settings screen, click the text bubble icon and place the icon where you what to make a comment How to Save whiteboard content ● On the settings screen (three dots on the upper right side), click export and choose PDF or PNG Where does Zoom whiteboards saved ● When you save your whiteboard, it will be placed in your Documents/Zoom folder