macOS Software

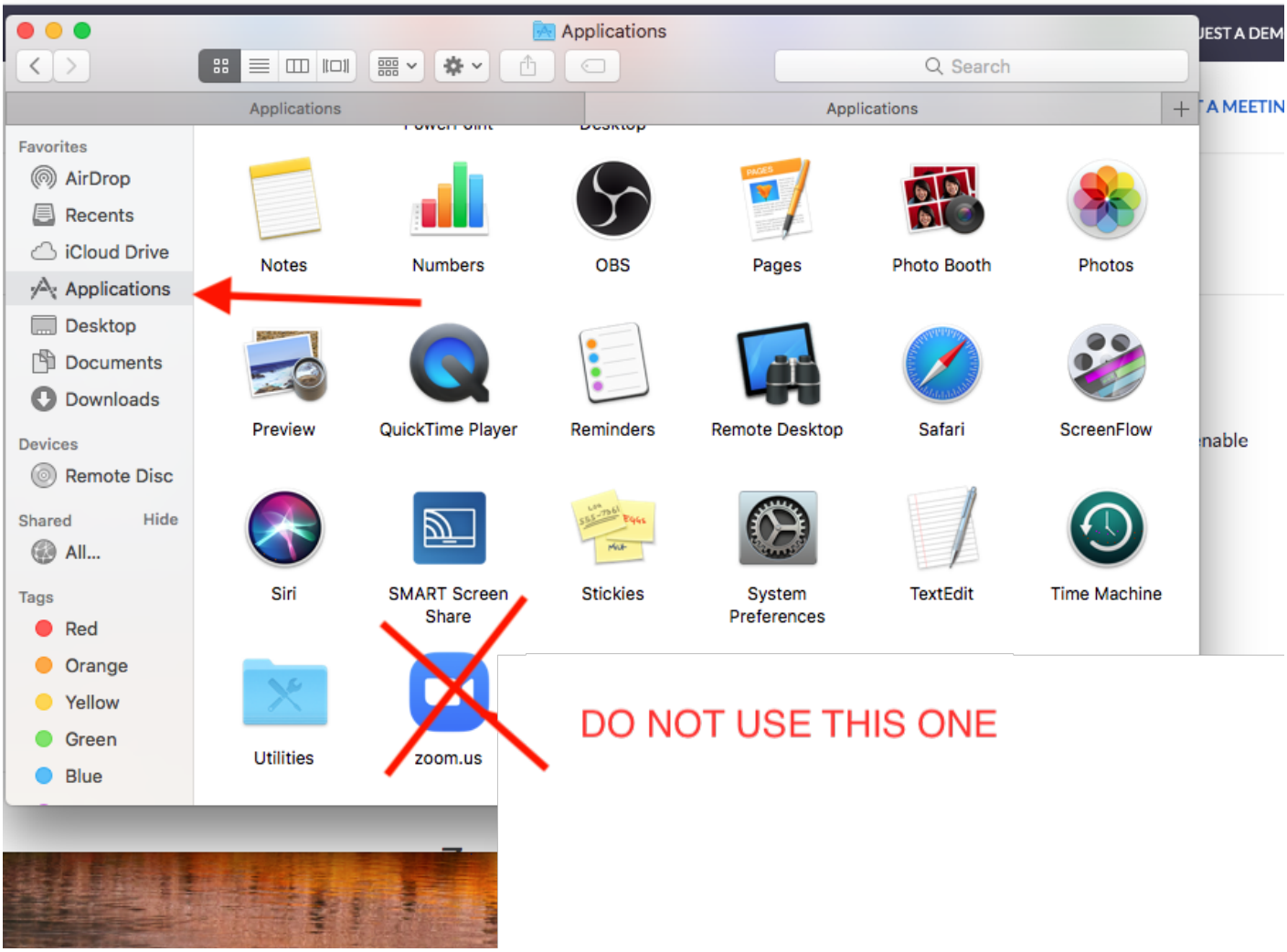
- Zoom is not Working
- Tips to Improve Zoom Quality
- How to Sign in to ISS Zoom Account

Zoom is not Working

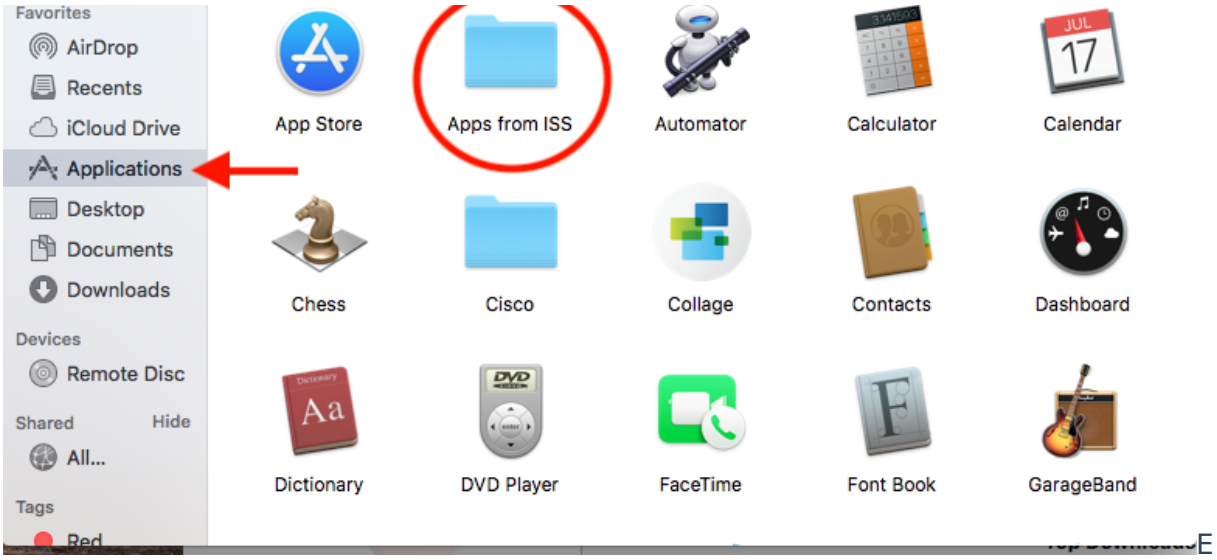
MAKE SURE YOU HAVE INSTALLED ZOOM FROM FILEWAVE - IF YOU HAVE NOT YET DONE SO, CLICK HERE FOR INSTRUCTIONS

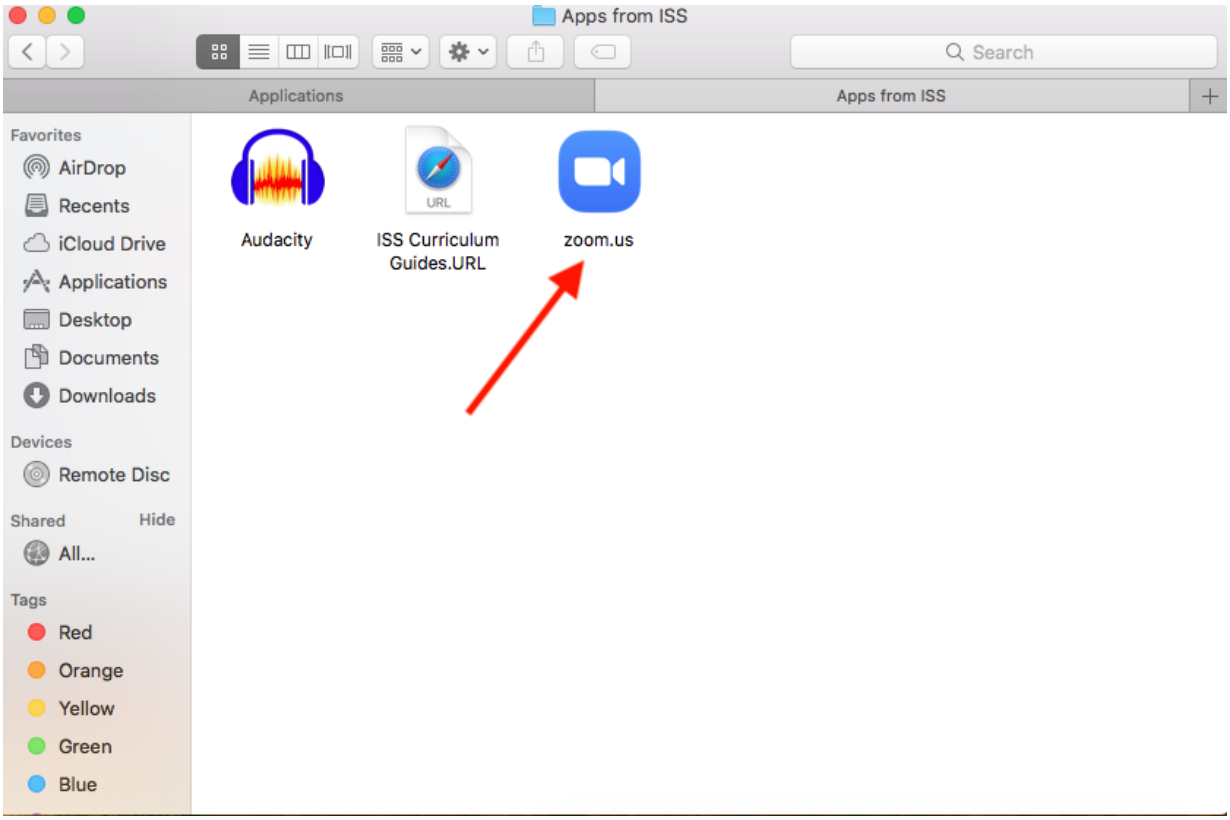
STEP 1 - Open Finder, then open up Applications.

STEP 2 - Scroll down to see if you see Zoom listed here. If you see it listed here, DO NOT USE THIS ONE.



STEP 3 - Open applications, then open the folder called Apps from ISS, and launch Zoom from there. (Pictured below)

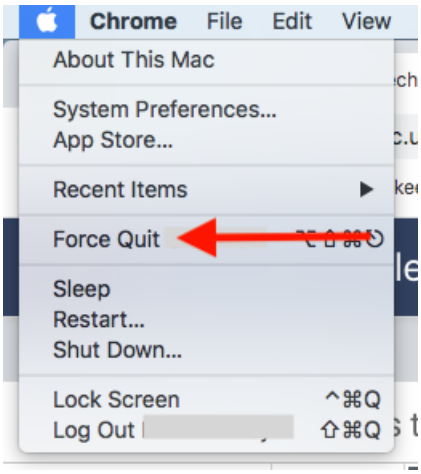

Favorites
AirDrop
Recents
iCloud Drive
Applications
Desktop
Documents
Downloads
Devices
Remote Disc
Shared
Hide
All...
Tags
Red
App Store
Apps from ISS
Automator
Calculator
Calendar
Chess
Cisco
Collage
Contacts
Dashboard
Dictionary
DVD Player
FaceTime
Font Book
GarageBand


Apps from ISS
Search
Applications
Apps from ISS
Favorites
AirDrop
Recents
iCloud Drive
Applications
Desktop
Documents
Downloads
Devices
Remote Disc
Shared
Hide
All...
Tags
Red
Orange
Yellow
Green
Blue
Audacity
ISS Curriculum Guides.URL
zoom.us

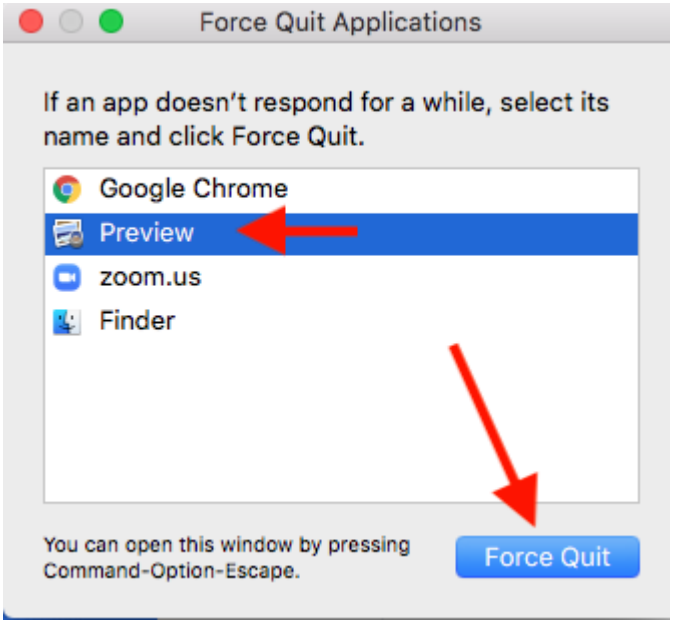
Tips to Improve Zoom Quality

Step 1. Reboot your computer. I know many of us do not want to restart to lose things that are open, but we want to give the computer a fresh start.

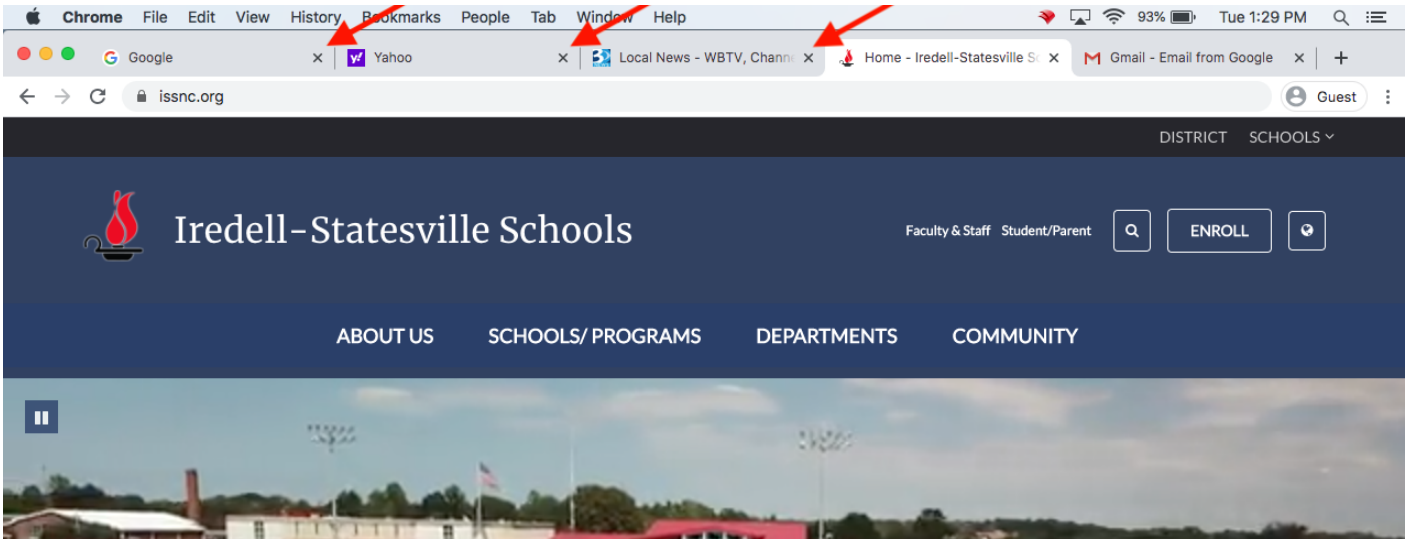
Step 2. Click the Apple in the top left, and then click on Force Quit *(Pictured Below)*



Step 3. Force Quit any applications that are not being used, and leave only Zoom, and the browser that you will be sharing your screen from (Safari or Chrome) (WARNING - ANY DOCUMENTS THAT ARE NOT SAVED WILL BE LOST UNLESS YOU SAVE THEM BEFORE COMPLETING THIS STEP)



Step 4. Close any browser windows in Chrome or Safari that are not being used. I know that many people like to have many browser tabs open for multitasking, but by closing some of them you will be able to save some processing speed of your computer. Only keep the browsing tabs open that you will be sharing on your Zoom.



If the Apple TV is connected to the internet either over WiFi or Ethernet, then you can disable bluetooth on the Macbook.

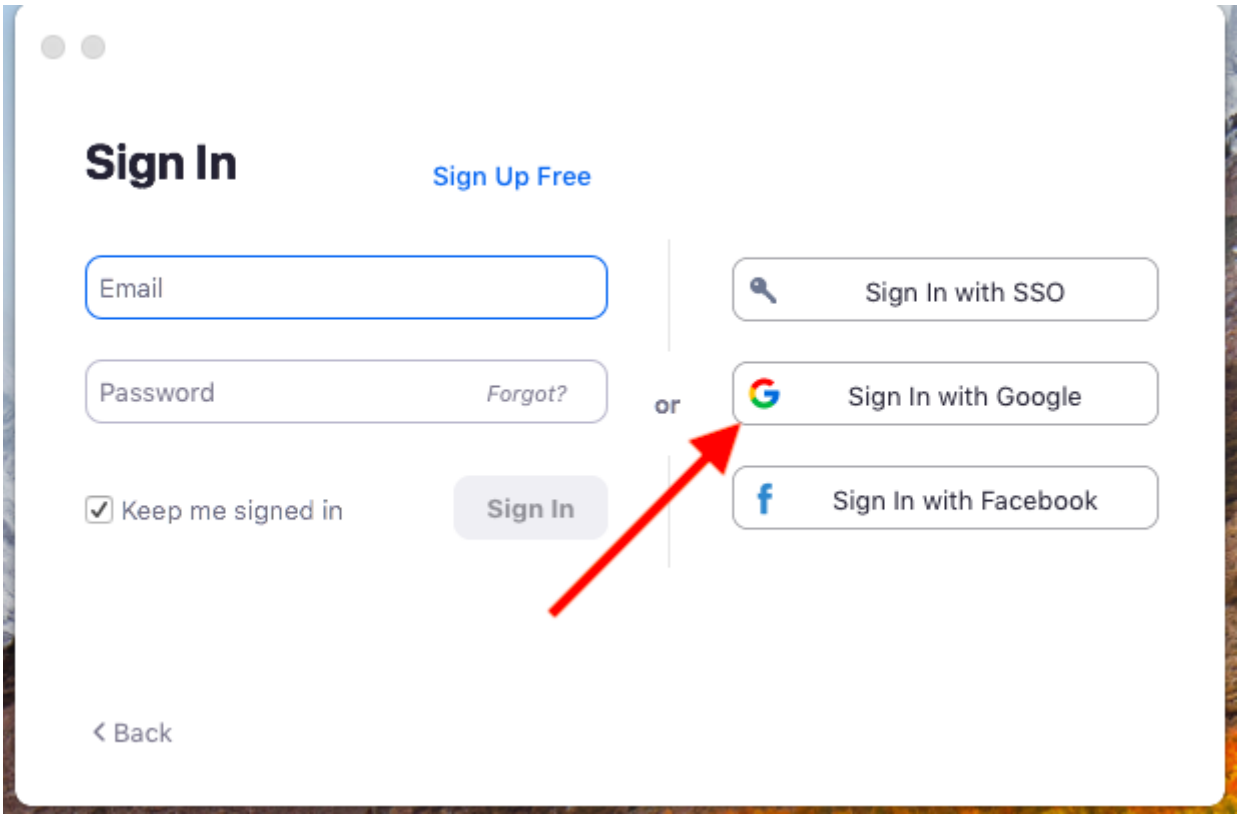
Go to System Preferences > then choose Bluetooth menu, then click the button to turn Bluetooth off.

How to Sign in to ISS Zoom Account

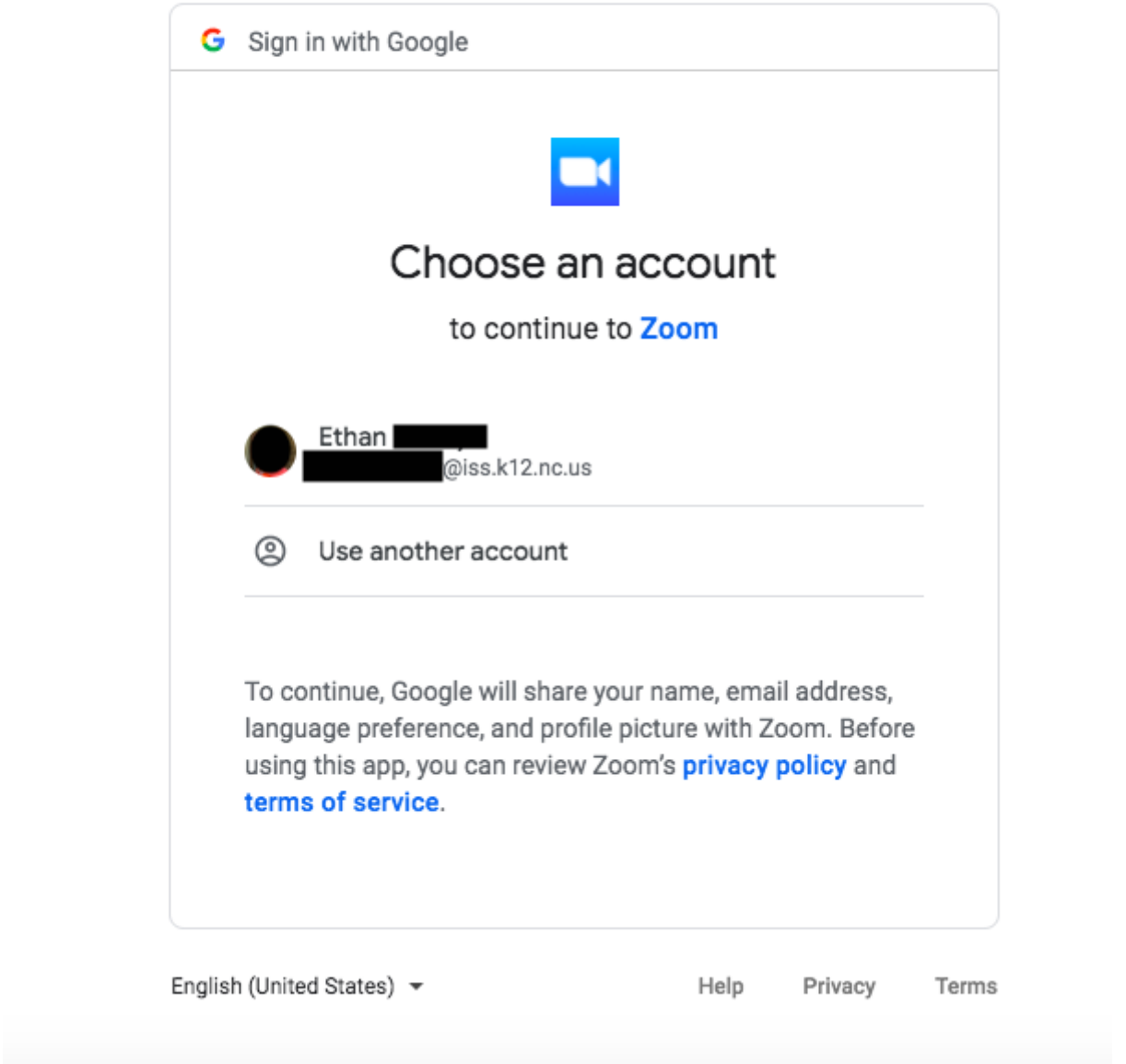
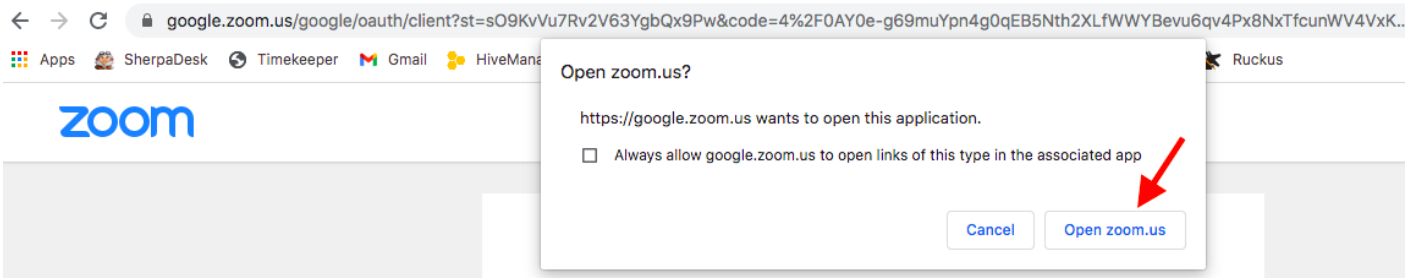
First, make sure you have Zoom downloaded. If you do not know how to download Zoom, please click here.

After Zoom is Installed, please launch the Application.

When you launch the application, you will get a sign in window as pictured below. In order to Access your district Zoom Account, please choose the option **Sign in with Google**.



After choosing this option, it will bring you to a Google Login screen. You will want to make sure you are clicking on your ISS email address. If you ISS Email address is not listed there, please click "Use another account" and sign in with your ISS Email.



Once this is completed, it will take you to a Zoom site where you will have to click "Open Zoom Meetings" and then you will be directed to your District Zoom Account.