For Teachers

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For Students

Access

Troubleshooting

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Clear Browsing History
Can’t find the meeting link

For Teachers

Accessing PGCPS Zoom

PGCPS Zoom Web Portal
The web portal is where you can update your meeting settings and schedule meetings within the browser.

1. PGCPS Homepage > Options > Staff Portal
2. From the Applications menu, select Zoom or go directly to pgcps-org.zoom.us.
3. Click Sign In and enter your PGCPS username and password.

Zoom Desktop Software
This allows you to access all features and options you’ve selected in your settings.
To make sure that all meetings with students are set up with the proper security settings, teachers must ensure that meetings have the proper settings turned on/off.

**Create Meetings**

_In order for students to join your meeting, you must create a link._

- **Personal Meeting ID (PMI)**
  - Your very own PGCPS Zoom meeting ID.

- **Scheduled Meetings**
  - Option 1 - Generate a unique link automatically.
  - Option 2 - Use your PMI so all meetings have the same link every time.
  - If you reset the passcode, the meeting link will change.

**Required Security Settings for All Meetings**

_Learn how to adjust your meeting settings. Once enabled, settings remain until you modify them._

**Authentication**

1. On the Settings page, make sure "**Only authenticated users can join meetings**" is enabled.
2. When scheduling a meeting, select the proper type of authentication:
   - Meetings with **students** set to: **Require pgcps.org**
   - Meetings with **parents** set to: **Sign in to Zoom**

**Passcode**

All meetings **must** have a passcode. When sharing a meeting link, the passcode will be included for one-click join.

**Waiting Room**

All meetings **must** start with a waiting room. While in a live meeting, the waiting room can be disabled/enabled from the Security icon.

**Sharing Meeting Information with Students Requirements**

_Learn how to share a Meeting Invitation with students._

Zoom Meeting information can only be shared in **Google Classroom**

Zoom Meeting information must include: **Join Zoom Link, Meeting ID, and Passcode**
Addressing Inappropriate Behavior in Virtual Meetings

Occasionally a meeting participant may make choices that are inappropriate for a virtual meeting. When situations like this arise, don’t panic. It is not necessary to shut down the entire meeting. Rather, locate the student in the participant list, select mute or click on “more” then select “stop video”, “move to waiting room” or “remove.”

Individual Student Actions

1. Click on the Participants icon at the bottom of the screen
2. In the Participants tab on the right, hover over the disruptive student’s name.
3. Click Mute or click on the “More” button and select the appropriate action:
   a. Stop video
   b. Remove
   c. Move to Waiting Room

Whole Class Actions - Mute All

1. Click on the Participants icon at the bottom of the screen
2. In the Participants tab, select Mute All
3. Make sure Allow participants to unmute themselves is unchecked so participants will not be able to unmute at any time during the meeting. The host will have to unmute them.

Whole Class Actions - Chat

1. Click on the Chat icon at the bottom of the screen
2. In the Chat tab click on the three dots and select the appropriate action for Participants Can Chat With:
   a. No one
   b. Host Only
   c. Everyone publicly
Troubleshooting

**Internal Meeting Error Message**
If you receive an “The meeting is for internal only” or “This meeting is for authorized attendees only” message make sure to sign in to PGCPS Zoom first.

Chromebooks
1. Click on the Zoom app at the bottom of the screen.
2. Select **Sign in with SSO**
3. Type **pgcps-org** for company domain and click **continue**.
4. Enter **username** and **password**.
5. If prompted, choose how to launch Zoom: click on **open zoom.us** or **Join from your browser**

If “The meeting is for internal only” or “This meeting is for authorized attendees only” message shows go to Clever.
1. Within Clever click on the Zoom icon.
2. Click **Sign in**
3. Enter **username** and **password**
4. Click on **Join a Meeting**
5. Enter the **Meeting ID**
6. Click **Join**
7. If prompted, choose how to launch Zoom click on **open zoom.us** or **Join from your browser**

**Trouble Signing into Zoom**
If you receive an error message that has a REFERENCE code, clear your browsing history and try again.
1. In Chrome, click the **three dots** menu
2. Select **More Tools**
3. Select **Clear Browsing Data**.

**Zoom Freezing or Other Unexpected Behavior**
If you are using the installed version of Zoom, try downloading and installing the latest version at **zoom.us/download**

**Can’t find the feature you turned on?**
If you are using the Zoom app and you have updated your settings, you may have to logout and log back in for the new settings to be visible.
For Students

Access
Since all meetings should be scheduled to require authentication with a PGCPS account, students will first need to sign into PGCPS Zoom, then they can access the meeting link.

PGCPS Tablet | SPANISH | FRENCH
PGCPS Chromebook | SPANISH | FRENCH
Non-PGCPS Computer - Follow the Clever directions in the Chromebook guides

Troubleshooting

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Clear Browsing History
If you receive an error message that has a REFERENCE code, clear your browsing history and try again.
1. In Chrome, click the three dots menu
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Can’t find the meeting link
Please contact your child’s teacher.