

# Zoom Phone App

- [Logging into Zoom Phone](#)
- [Using your Zoom Phone.](#)
- [Searching the directory for numbers.](#)
- [Call Queue Opt out/in](#)
- [Outbound Caller ID](#)

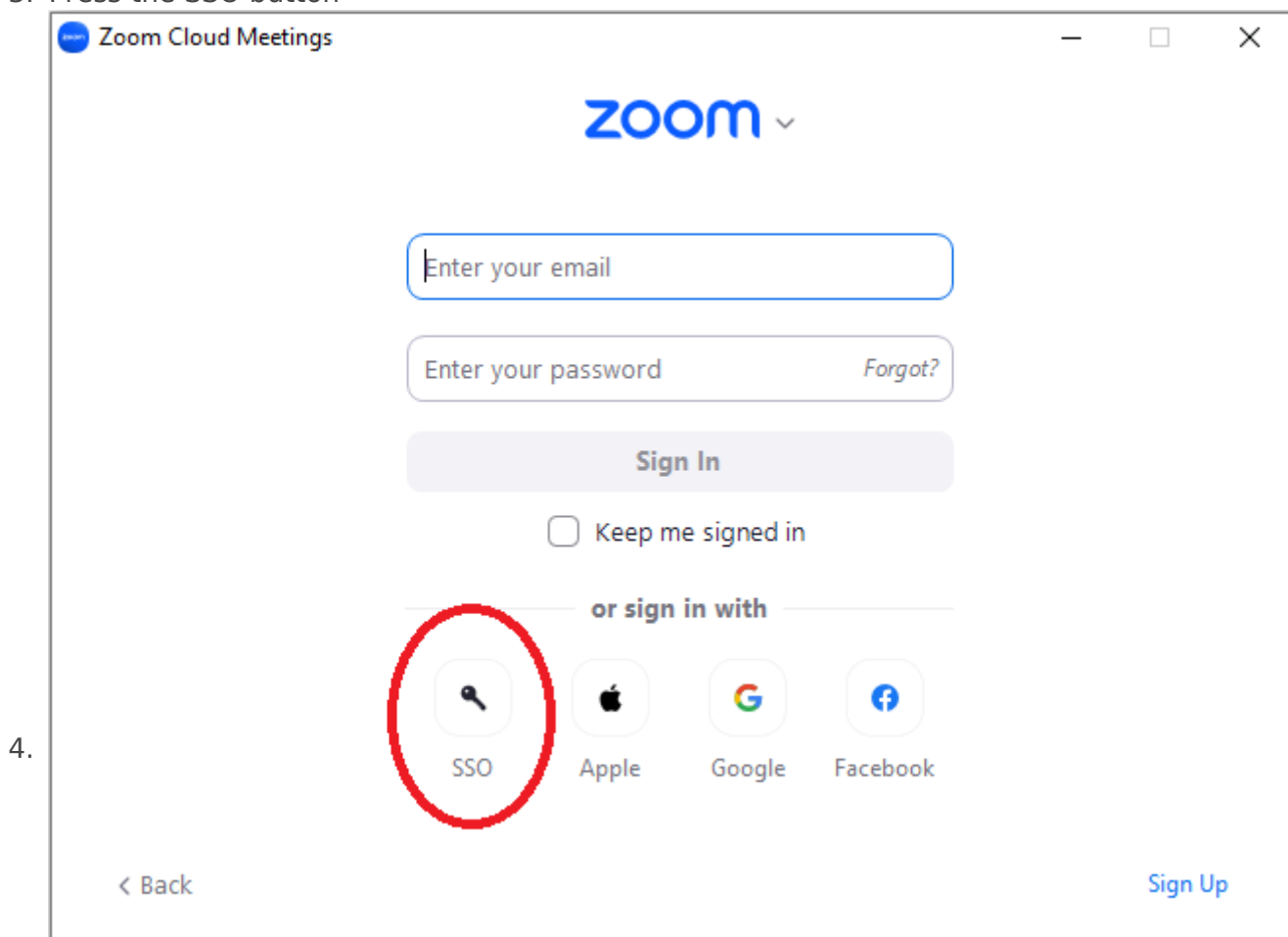
# Logging into Zoom Phone

Logging into Zoom Phone is relatively simple, but if you don't click a certain button, it won't work.

The Zoom Phone software is ONLY supported on NTCC-owned laptops. It is not supported on mobile devices or personally-owned computers.

## Steps to login to the Zoom Phone desktop application

1. If you don't have the Zoom application installed, [install it from the Software Center](#).
2. Open the Zoom application
3. Press the SSO button



5. Enter northshorecollege in the text box. Entering anything else will cause it to not recognize the college's single sign-on.
6. You will be redirected to the normal NTCC single sign-on page with Lacombe campus in the background. Login using your NTCC email username and password as you would for email.

# Steps to login to the Zoom website

1. Open a web browser like Google Chrome
2. Navigate to <https://northshorecollege.zoom.us>
3. Click the sign in button
4. You will be redirected to the normal NTCC single sign-on page with Lacombe campus in the background. Login using your NTCC email username and password as you would for email.

You can also follow this video here.

[Zoom Login Video](#)

# Using your Zoom Phone.

For more in-depth guide to the computer app, check out the [official Zoom Phone guide](#)

The Zoom Phone software is ONLY supported on NTCC-owned laptops. It is not supported on mobile devices or personally-owned computers.

## **Voicemail**

[Customizing audio greetings](#)

[Managing Voicemail messages](#)

For voicemail pin, please watch the video below.

## **Forwarding Messages**

[Customizing call handling settings](#)

## **Transfer Call**

[How to transfer calls](#)

## **SMS/Text Messages**

[Using SMS](#)

## **Call History**

[Viewing call history and recordings](#)

For a quick basic video guide. This covers only the very basics that can be done in the web portal and app. Use the above guides for more detail explanations.

## **Zoom Web Portal Video**

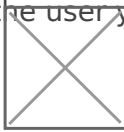
## Zoom App Video

# Searching the directory for numbers.

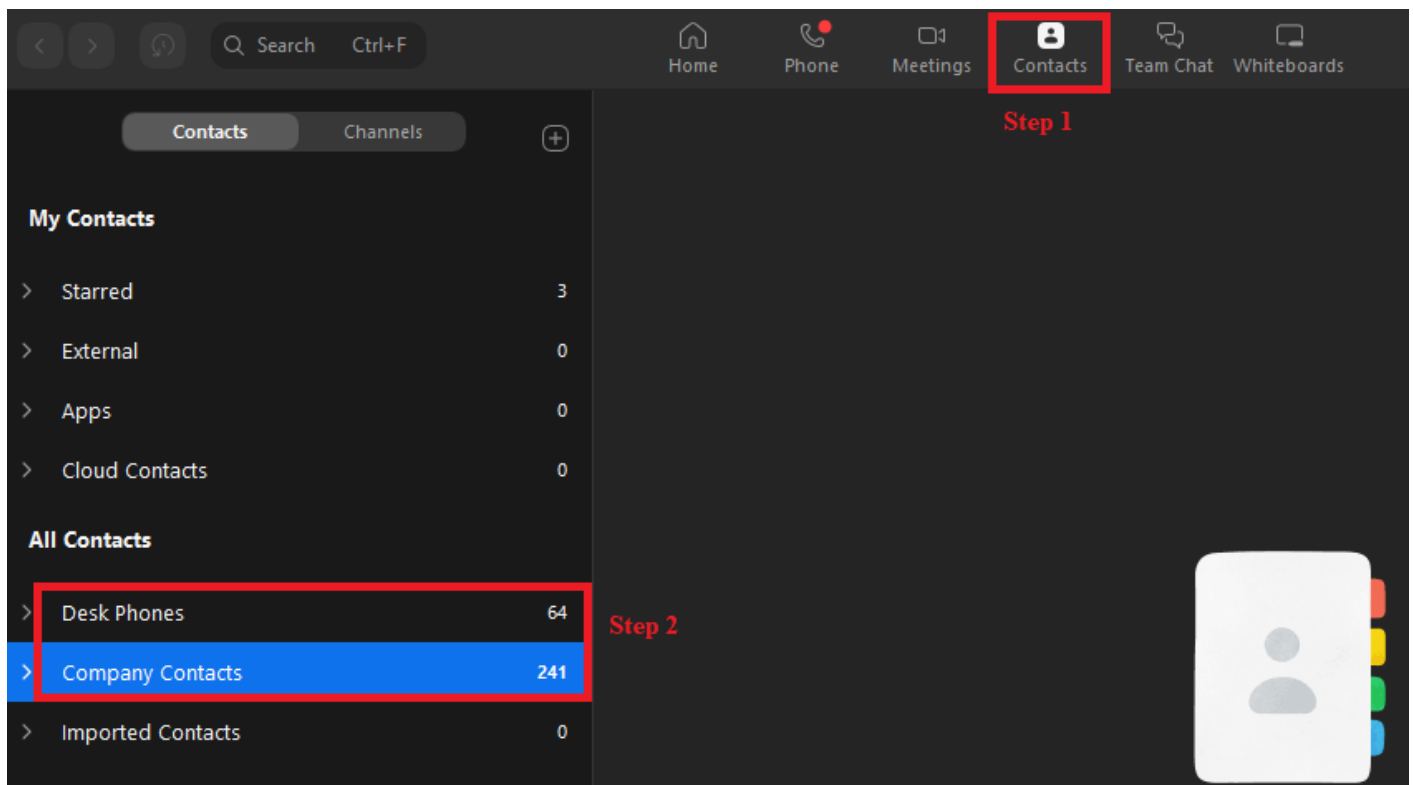
You can use the directory to search for people to call.

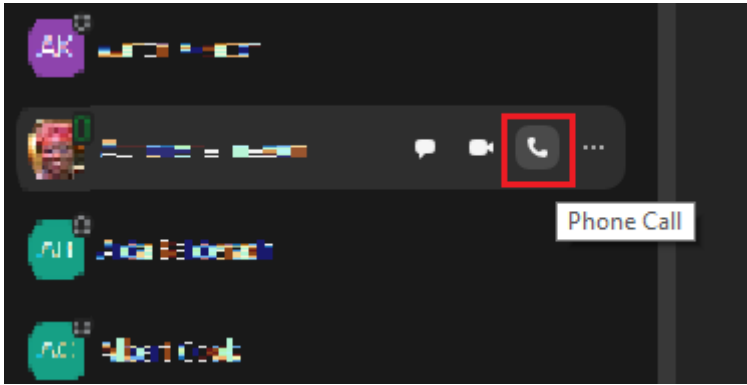
## On Zoom computer app.

1. On the app select **Contacts**.
2. We have 2 sections to choose from
  - Desk phones - used in classroom or communal locations.
  - Company Contacts - all NTCC employees
3. If you are unsure of the name
  - Click on the drop down for the category you wish to search.
  - All names are in alphabetical order.
4. If you know the name
  - On the top of the app, click search
  - Type the name in the search bar.
5. Hover over the user you wish to call.



6. Click on the





# Call Queue Opt out/in

If you are a member of a call queue, you can choose to opt out for reason such as lunch break or with a student.

Through the webportal.

1. Log into the Zoom website portal at <https://northshorecollege.zoom.us>
2. Go to **Phone** on the left hand side.
3. Go to **Settings**.
4. Scroll down to **Membership**
5. Toggle the **Receive Queue Calls** option off.
6. Toggle back on when returning from break/with student.

Through the Zoom app

1. Click on your profile/initials icon.
2. Hover over the **Receive Queue Calls**.
3. Toggle the queue off.
4. Toggle back on when returning from break/with student.

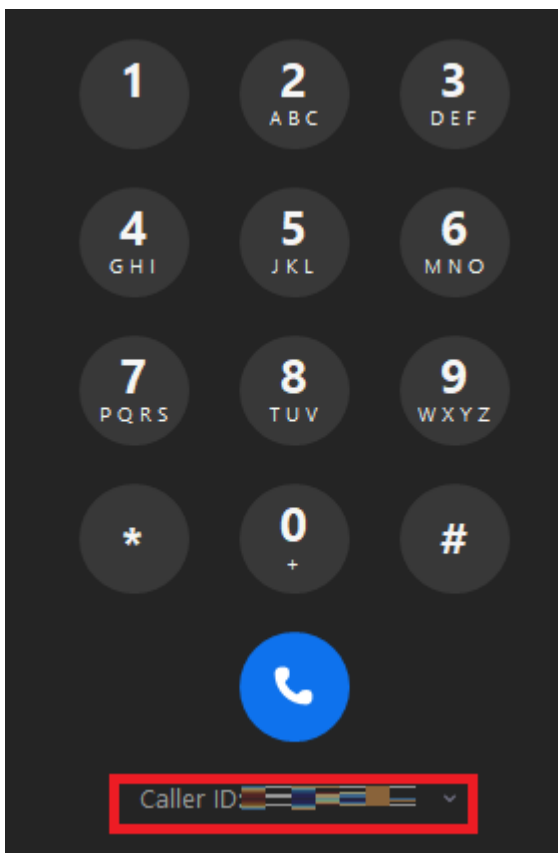


# Outbound Caller ID

To ensure you have your extension as the outbound caller ID:


On the Zoom app:

- 1.) Select the Phone icon.
- 2.) Go to the **Caller ID** drop down menu under the number pad on the app.






- 3.) Select your extension as the outbound number.

Caller ID

Your Ext. 

Direct Number

 545-1500  (default) 

Main Company Number

(985) 545-1500

Hide Caller ID

May not work in certain countries or regions

Caller ID: (985) 545-1500