FAQs

Q: I already have an existing Zoom account provided from another University. Can I use that Zoom account and get it to work with my existing Canvas module(s)?
A: Our Canvas could only work with a Zoom account tied to your Yale-NUS College’s friendly email address. The corresponding identifier ‘account keys’ are different and will not be able to work in our Canvas, due to the information mismatch. You could still use Zoom as a standalone, with that external account, for other purposes at your discretion.

Q: I have two Zoom accounts (one from Yale-NUS and another is personal). Whenever I clicked on the Zoom tool in my Canvas module, it shows an error. My enrolled students have no issues.
A: Please ensure you are logged out of all Zoom accounts within the same web browser session or your opened web browser. This happens because you are still logged in to your other account.

Q: I have two Yale-NUS Zoom accounts, one under my name and another is my departments’ account which I also administer. Whenever I clicked on the Zoom tool in my Canvas module, I reached the department’s Zoom account. My enrolled students have no issues.
A: Please ensure you are logged out of all Zoom accounts within the same web browser session or your opened web browser. This happens because you are still logged in with the other account.

Q: Can I use the Yale-NUS Zoom ‘Pro’ account as a standalone?
A: Yes, certainly!

Q: Do I need to access Zoom exclusively through Canvas?
A: You could use the Zoom application as a standalone if you are not using it for lesson delivery e.g. department meetings. Use Zoom through Canvas only if you need to conduct a session for your class.

Q: Do I need to setup Zoom meetings in both the Zoom portal and in Canvas?
A: If your intention is to schedule a session for your class: Create a Zoom meeting exclusively through Canvas. This ensures your students will be able to see the Zoom meeting link(s) that you have set up and have the ability to directly publish the recorded session (if you choose to have) thereafter in Canvas.

For any other use outside of the classroom e.g. personal meetings, department meetings, consultation sessions: Create a Zoom meeting directly through the Zoom application.

Q: I do not see Breakout Rooms in my Zoom session. Why?
A: Breakout Rooms feature are activated by default for all Zoom accounts under Yale-NUS College. In the event that you do not see this function: (A) Update your Zoom application to the latest version and (B) ensure that the Breakout Session feature had been enabled in your Zoom settings. Refer to the guide for Breakout Rooms, for the quick steps.

Q: My students do not see the Zoom meeting(s) in Canvas which I had set up directly through the Zoom application. What should I do?
A: If your intention is to schedule a session for your class: Create a Zoom meeting exclusively through Canvas. This ensures your students will be able to see the Zoom meeting link(s) that you have set up.
Q: Should my enrolled students in Canvas need to each create a Zoom account to attend the Zoom meeting I had scheduled?
A: No, there is no need to. Participants need not create a Zoom account.

Q: I have an existing Zoom account but it is the free version. Can I convert this to the Pro/Institutional licence?
A: Please contact ERT MCT: yncit@yale-nus.edu.sg for account request.