



Remote ISSS Advising for International Students & Scholars

ISSS uses Zoom for remote advising with students and scholars. Similar to in-person advising at ISSS, Zoom provides a waiting room (like the ISSS front office) where individuals who want to speak with an advisor wait to speak to the next available advisor. When an advisor is available, students and scholars are assigned (in the order of arriving in the waiting room) to individual breakout rooms to meet one-on-one with an ISSS advisor.

Please follow the following steps join a remote ISSS advising session.

Launch Zoom

To participate in an ISSS remote advising session, you must have the Zoom application installed on your computer. Please follow OIT's instruction for [downloading and logging into Zoom](#).

If you do not install Zoom prior to trying to join an ISSS Zoom advising session, you must click on the "download & run Zoom." This will bring you to the Zoom page where you will be prompted to install Zoom.

- When you join a zoom session and you are not logged into zoom using your CU Boulder credentials, you will be asked to put in a name that will appear in the session. Please use your full name followed by your university id number (if you know it). This allows the advisor to pull up your information before talking with you and will speed up the advising session.

Please click **OK** if you see the system dialog.

Launching...

If nothing prompts from browser, [download & run Zoom](#).

Waiting to be Admitted to the Remote Advising Session

ISSS remote advising utilizes a waiting room to allow students and scholars to queue while waiting to speak to an ISSS advisor. During this time, please select "Test Computer Audio" to open the Zoom settings to make sure that your audio and video are working properly prior to meeting with an advisor.

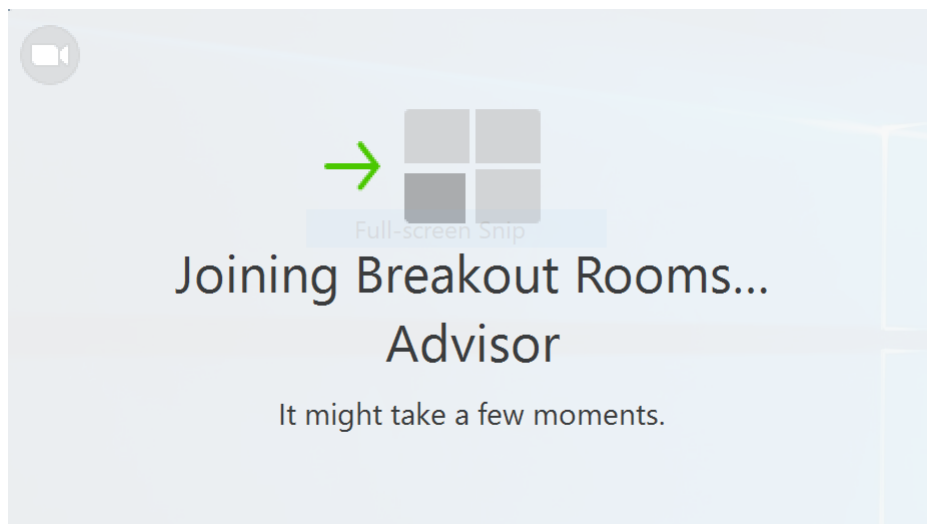
Please wait, the meeting host will let you in soon.

ISSS Remote Advising

Test Computer Audio

Once an ISSS advisor is available to speak with you, you will be admitted into the main meeting and then immediately moved into the breakout room of the advisor that you have been assigned to meet with.

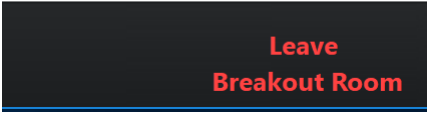
- Be aware that we will have to verify your identity before advising you. The advisor will have to confirm your [security passphrase](#) before discussing personal matters.



Once you join the breakout room, you will be video chatting with the ISSS advisor.

Exiting the Advising Session

Once you have finished speaking with the ISSS advisor, the advisor will prompt you to leave the meeting. You can do so by hovering your mouse over the bottom right corner of the Zoom window and clicking the “leave breakout room” button.



Another window will appear asking if you want to leave the breakout room. Click on “Leave Meeting” to end your advising session.

