

## Zoom Troubleshooting

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### Keywords

Zoom

### Solution (public)

Polls not visible

When you access a meeting on the [1]Zoom website, you should see the polls section at the very bottom of the page. You can either create new ones there or view and edit existing ones. Sometimes this area doesn't seem to be displayed. In this case, it helped to Edit the meeting and exit the mode by clicking Cancel button. After that, the survey area could be viewed.

Cloud recording not available

Cloud recording is not available for TU Zoom license users because of privacy reasons. You can also use external tools to make local recordings. ZiLL has [2]recommendations for this.

[1] <https://zoom.us/meeting>

[2] <https://tu-dresden.de/tu-dresden/organisation/rektorat/prorektor-bildung/zill/e-learning/tooluebersicht#section-4>