

Where are my Zoom Recordings?

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Publish Cloud Recording in LumiNUS

If you have scheduled the meeting in LumiNUS and Recorded to the Cloud, go to Past Sessions, click on the ... and click **Publish Cloud Recording**.

The screenshot shows the 'Conferencing' section of the LumiNUS interface. At the top right, there are two tabs: 'Upcoming' and 'Expired'. Below this is a light blue banner with the text: 'Please click on the sync icon of the meeting if you have made changes through the Zoom portal.' The main content is a table with the following columns: Meeting Name, Date & Time, Duration (HH:MM), and Status. The table contains two rows: 'Review of lectures' (31 Mar 2020 8:00 pm, 01:00) and 'Group 2_Tutorial 6' (31 Mar 2020 6:00 pm, 02:00, Status: Expired). A tooltip labeled 'Publish Cloud Recording' points to a cloud icon in the actions menu of the first row.

Meeting Name	Date & Time	Duration (HH:MM)	Status
Review of lectures	31 Mar 2020 8:00 pm	01:00	
Group 2_Tutorial 6	31 Mar 2020 6:00 pm	02:00	Expired

By default all cloud recordings will require sign in with NUS Zoom account to view. To allow access for external viewers, you will need to enable it first. Follow this [guide](#).

Cloud Recording

Sign in to your [NUS Zoom web portal](#).
In the navigation menu, click **Recordings**.
You will see the list of cloud recordings that you had started.

The screenshot shows the 'Recordings' page in the NUS Zoom web portal. On the left is a navigation menu with 'Recordings' selected. The main area has tabs for 'Cloud Recordings' and 'Local Recordings'. There are filters for 'From' (mm/dd/yyyy), 'To' (04/01/2020), and 'All Status'. A search bar with 'Search by ID' and a search button is present. Below the filters is a table with columns: Topic, ID, Start Time, File Size, and actions. The table lists three recordings: 'test record' (Mar 31, 2020 10:27 PM, 2 Files (4 MB)), 'test record' (Mar 31, 2020 10:22 PM, 2 Files (6 MB)), and 'test record' (Mar 17, 2020 02:21 PM, 4 Files (3 MB)). A 'More' dropdown menu is open for the second recording, showing options for 'Download (2 files)' and 'Delete'. There are also 'Delete Selected' and 'Delete All' buttons.

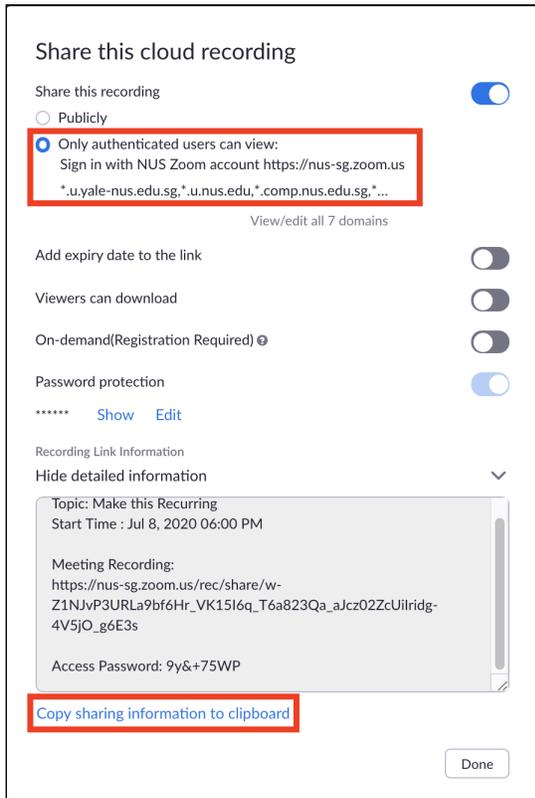
Topic	ID	Start Time	File Size	Actions
test record		Mar 31, 2020 10:27 PM	2 Files (4 MB)	Share... More
test record		Mar 31, 2020 10:22 PM	2 Files (6 MB)	Download (2 files) Delete
test record		Mar 17, 2020 02:21 PM	4 Files (3 MB)	

Click **More** to access the download or delete the recording.

Click **Share** to display the recording link information and sharing settings, such as:

- only NUS Authenticated users only can view
- add expiry date
- viewers can download
- on-demand (registration required)
- password protection

You can also copy out the sharing information to clipboard to share with your viewers.



Local Recording

PC: C:\Users*User Name*\Documents\Zoom\Session Title

Mac: /Users/*User Name*/Documents/Zoom/Session Title

Once converted, you can upload the MP4 file to your preferred video hosting site.

The conversion will be interrupted and caused an error if there is insufficient disk space or the laptop was shut down when conversion is in progress.

Check your "Disk space" and try and free up some space if it is low.

Do not convert local recording files by double-clicking the Zoom files.

Ensure you did not change the filename.

Follow the steps below to convert the files.

1. Sign in to the Zoom Desktop Client.
2. Click the **Meeting** tab.
3. Click the **Recorded** tab.
4. Select the meeting topic with the local recording.
5. Click the (...)
6. Click **Convert**.

Zoom Guide: <https://support.zoom.us/hc/en-us/articles/201362753-Local-Recording-Fails-To-Convert>

If you still need help, share the file via nBox and share it with the [Webconferencing Helpdesk](#).

Not too sure where...

The one who schedule and host the session can check the Web Portal.
Click on Recordings > Cloud Recordings or Local Recordings.

PERSONAL

- Profile
- Meetings
- Webinars
- Recordings**
- Settings

Cloud Recordings Local Recordings

The Local recordings listed below are accessible only from the computer on which they were recorded.

From To

Topic	ID	Start Time	Computer Name	Location	
CIT's Zoom Meeting	777 111 000	Mar 26, 2020 08:52 AM	MacBook	/Users/[redacted]/Documents/Zoom/2020-03-26 08:52:50 J CIT's Zoom	<input type="button" value="Delete"/>

<https://support.zoom.us/hc/en-us/articles/206277393-Finding-and-Viewing-Recordings>

It could also be that another participant was actually recording the meeting. Could be another host or another participant that you had granted permission to record. If this is the case, then it will record to their computer.

1. Right click on the click_to_convert_01.zoom file.
2. Select "Open With"
3. Click "More Options"
4. Click "Chose Another App from This PC"
5. Search for zTscoder.exe on the PC.
C:\Users\yourwindowsorusername\AppData\Roaming\Zoom\bin
Select ztscoder, click Open.
It will Start Converting.

Download the file: <https://github.com/zoom/zoom-sdk-windows/tree/master/bin>

- Open **File Explorer** from the taskbar.
- Select **View > Options > Change folder and search options.**
- Select the **View** tab and, in **Advanced settings**, select **Show hidden files, folders, and drives** and **OK.**