

Zoom Frequently Asked Questions

Zoom—The Hospital’s meeting conferencing service—includes audio, video and web conferencing in a single, integrated product that’s easy to use. This document contains some of the frequently asked questions about using Zoom.

Getting started with Zoom

How do I get a Zoom account?

If you have a CHB email account, click bostonchildrens.zoom.us and click **Sign in**. Enter your BCH email address (firstname.lastname@childrens.harvard.edu) or your domain\username (chboston\ch000000 or cardio\ch000000). and you can start using your Zoom account.

How do I find out about Zoom features?

A guide to getting started with Zoom, which includes how to start/schedule a meeting, how to set meeting preferences, how to create a reusable, personalized meeting ID and how to use meeting audio/video is available on the Zoom Conferencing page. To access the page go to *web2 > eHelp > Zoom Conferencing*.

Attending a Zoom Meeting

How do I dial into a Zoom meeting?

Internally, you can dial x28881 or x28882 and then the Meeting ID to dial into a Zoom meeting.

Do I need to dial 9 and then the number when calling into a Zoom meeting from inside the Hospital?

Yes.

Can I use Zoom on my iPhone or Android?

Yes, you can download the Zoom app and attend meetings from your phone. However Zoom over iPhone or Android diminishes the battery very quickly.

Can I use Zoom over a VPN connection?

Zoom should not be run within a remote desktop connection like VPN. Instead, install Zoom on your home computer or laptop. Additionally, video and audio will not work well over an RDP connection.

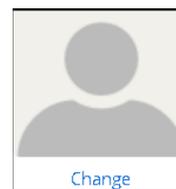
Does Zoom store a list of meetings I’ve attended?

Yes. From the Zoom window, after you click **Join**, you can click the down-arrow to see the list of meetings you’ve attended. Click the meeting name to join the meeting; this saves you from having to enter the Zoom ID.

Can I display an image rather than use the video feed?

Yes. If you’d rather not be on camera you can set an image to appear in place of the video feed. To set an image, follow these steps:

1. Sign into Zoom.
2. Click the Profile tab on the left side of the screen.
3. Under the profile picture, as shown below, click **Change**.

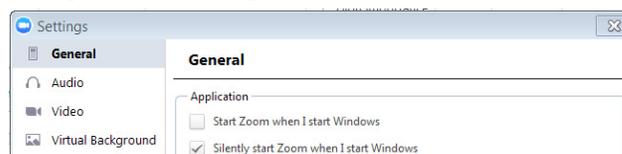


4. Click **Upload** to select a photo from your saved images and click **Open**.
5. Crop the image.
6. Click **Save**.

Note: You must restart Zoom for the setting to take effect.

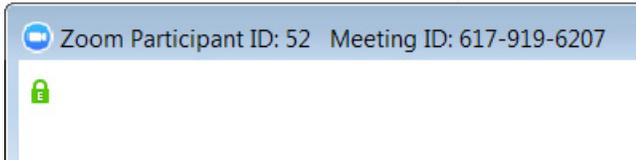
Why do I show up on the participants list as is chxxxxxx showing up, instead of my name?

To avoid showing up on the participants list by your BCH ID number, log into Zoom before joining a meeting so that your name or picture is displayed. If you spend a lot of time in meetings, consider setting Zoom to open automatically. This can be done in the Desktop Client settings:



Why is my phone number listed separately from my name?

When you call in, you should provide your participant ID. This will tie your PC presence to your telephone presence. If you forget to provide your participant ID when you call in, you can add it later by pressing *[participant ID]* on your phone. Your participant ID can be found in the meeting heading.



Hosting a Zoom Meeting

If I'm the host and I leave the meeting, does that end the meeting?

No. To leave a meeting but leave it open to participants, select the **Leave the Meeting** option instead of **End Meeting**.

I sometimes have to host back-to-back meetings. Can I host two meetings at a time?

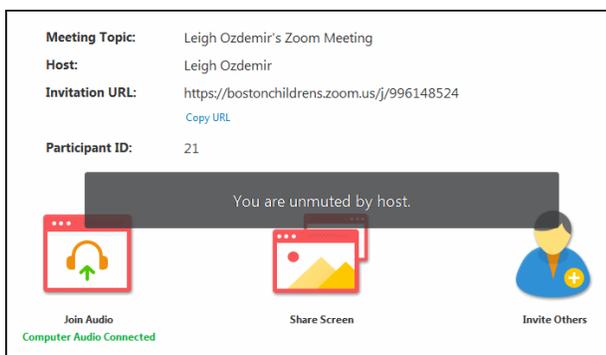
While you can't host two meetings at the same time, you can leave the first meeting running with attendees, and go into the second meeting.

I sometimes have participants show up twice in the participants list. How does that happen?

If a participant calls into a meeting and then logs in, the participant will show up twice in the participant list.

As a host, can I unmute participants audio function?

Yes, a host can unmute a participant's audio function. The participant sees the following screen:



Does the Host need to close a meeting at the end, so it doesn't remain open and use up minutes?

Yes, the Host should always click **End Meeting** at the conclusion of a meeting.

Recording a Zoom Meeting

Before recording a Zoom meeting, please note the following:

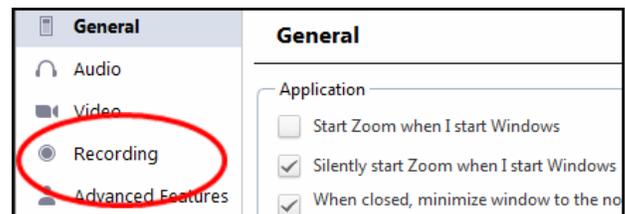
- All meetings created on Zoom are subject to BCH access retention and deletion policy.
- If a meeting containing PHI or other privileged communication is sent to internal or external users, ensure that it is appropriate for all members to receive the information.

Note: You should always inform the participants if a meeting is going to be recorded.

Can I record a Zoom meeting and save it to my computer?

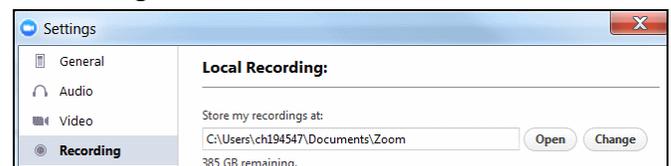
Yes. To record a Zoom meeting, follow these steps:

1. From the meeting home page, click  Settings.
2. From the Settings window, click Recording.



Note: You can also customize your Zoom settings from this page.

3. Select a location for storing your Zoom meetings, as shown below:



Are there policies I should follow when discussing protected information in a meeting?

The following best practices should be used when a meeting involves ePHI or other protected information:

- Meetings must be password-protected.

- Meetings with patients should not be recorded
- Do not record and save meetings with protected information to the cloud.

Note: Zoom meetings are encrypted.

Can I edit Zoom recordings?

To edit Zoom recordings you'll need to use third party editing software, there is not an embedded feature in Zoom to do this with local recordings.

Information on Zoom local recordings is available here:

<https://support.zoom.us/hc/en-us/articles/201362473-Local-Recording?zcid=1231>

<https://blog.zoom.us/wordpress/2015/06/04/so-youve-made-a-zoom-recordingnow-what/>