

Frequently asked questions: Zoom video conferencing

1. How do I get started with Zoom?

Click on the welcome email from Zoom to sign up for an account and set a password. Once an account is set up, you are ready to go. To sign into the web browser, visit www.Zoom.us. To use on a mobile device, download the “Zoom Cloud Meetings” app.

2. Is someone available to give me a tutorial on how to use Zoom?

We have created a user guide which can be found on the [VCH website](#). As well, we are holding [webinars](#) to review Zoom basic functionality. The [Zoom website](#) has some really great resources including videos and live trainers. If you need a training session for your clinical areas please reach out to virtualhealth@vch.ca and one of our business analysts can support that need.

3. Can I record sessions?

No, due to privacy and security issues this feature has been disabled.

4. Can you do concurrent sessions with the same license?

No, this is not possible.

5. Do I need to use a VCH email?

Yes, you do need a VCH email, unless you are physician.

6. Should we get individual licenses?

Yes, but only if you need to run more than one virtual visit at time.

7. What educational support is available now and who do they contact?

You can visit www.Zoom.us and refer to their “how-to” videos and documents. If you still have questions, you can email officeofvirtualhealth@phsa.ca (for PHSA) and virtualhealth@vch.ca (for VCH).

8. What technical support is available now and who do they contact?

For hardware and software support, please call the service desk at 604-875-4334.

9. How do I get Zoom downloaded on my work desktop?

Zoom desktop applications are available on all HA issued computers (PHC, PHSA, VCH). If you do not have the Zoom software, please ensure you are connected to the HA network, and if it still does not load please call the service desk 604-875-4334.

10. Do I need to download app on mobile device to use?

Yes, you will need to download the ZOOM app on your mobile device to start using this service.

11. How much does Zoom license cost for providers or patients?

There is no cost for this service for our patients or providers.

12. Do we send out Zoom patient invitations via Zoom or Outlook?

This is up to the preference of the provider.

13. In group sessions, what about privacy of others?

Participants can enter any name they want to protect their privacy.

14. What if I need my clerk or MOA to book the appointments for me?

We will need to send a license to the provider that is conducting the virtual appointment as well as the MOA. The provider needs to go into their settings to assign scheduling privileges to the MOA with the license so she can book on behalf of the provider (instructions can be found in the VCH Zoom User Manual on the [VCH website](#)).

15. Can I have a generic email to assign the Zoom license to?

Yes, but only one Zoom session can occur at a time with that license. If you have more than one provider having a session, they would need separate accounts.

16. What's the difference between the free Zoom account and the licensed one?

A free basic Zoom account only allows up to 40 minutes of video visit. The VCH Zoom account is on the Healthcare plan, which allows longer meetings with up to 500 participants and meets healthcare privacy standards.

17. Is Zoom HIPPA compliant?

Only the Zoom Healthcare plan is HIPAA/PIPEDA compliant. There is no cloud recording. The local recording (recorded onto the workstation) is currently enabled, but it can be disabled on the global configuration. The Free, Pro, Business, and Enterprise Zoom plans are not HIPAA/PIPEDA compliant. Zoom data is stored in Canada. The videos are not stored and anything that is stored is encrypted. Visit <http://www.vch.ca/your-care/virtual-health/for-physicians-and-clinicians> for more information on privacy.

18. How do I incorporate virtual appointments into my clinical workflow?

At this moment we don't have a standard way of incorporating virtual visits into clinical

workflows, however, please email drew.binette@vch.ca and a member of the virtual health team staff will be able to assist you in incorporating this based on your clinical needs.

19. My link to activating my Zoom account has expired?

It is likely that your account has already been successfully activated. Please visit www.zoom.us and try logging in there. If you have issues, click “forgot my password” and follow the prompts to reset your password. If you continue to have issues please email virtualhealth@vch.ca.

20. What if I already have a free Zoom account associated with that email?

The free Zoom account can be moved over to a different Zoom plan. The same email can continue to be used for the new Zoom plan. The already scheduled appointments from the free Zoom account will be kept with the new Zoom plan.

21. Why did some members of the group get Zoom emails to sign up for an account and some did not?

If you submitted a request for Zoom licenses with a group of emails, sometimes not everyone gets an email. Please provide the emails of those that did not and we will resend them emails to activate their account.

22. Can I use the web browser version vs getting the desktop version?

The web browser version can work but we find there are more technical glitches so it is better to use it a mobile device or the desktop version of Zoom on your HA issued work device. The web browser version also takes up more network bandwidth which affects the network capacity.

23. Which browser should I use?

Internet explorer doesn't work well with the Zoom web portal option. Copy and paste the link to Google Chrome.

24. Which type of virtual visit should I schedule (Meeting vs Webinar)?

To avoid the provider's email address being sent to the patient, we have found it is best to book a webinar as it will not show the provider email address and allows for appointment reminders and confirmations. If you would prefer to use the “meeting” option instead then you can create a generic email account through whatever web based provider you wish and ask virtual health to link the new generic email with your account.

25. Are there virtual backgrounds available?

Currently this feature is not available for providers to have a preferred background (e.g. medical clinic) during their visit.

26. When I try to join from the web browser it asks me to download and run zoom then I get a notification that says it is blocked by group policy.

As of March 30th, HA workstations should have Zoom installed. You will have to ensure that your computer is connected to the VCH network in order to receive the update. If you are still experiencing issues please call the Service Desk at 604-875-4334. If you prefer to join using a web browser, click “join from browser”.

27. Can an admin book on behalf of a provider and add the meeting to their Outlook calendar?

Yes, the provider must grant full Outlook calendar permissions to the admin booking on their behalf and this person can update their outlook calendar accordingly.

28. How many people can you have in one meeting?

You can have up to 500 participants per meeting/webinar.

29. How interactive is the webinar feature? (multiple people talking at a time)

This is possible but it may be hard to hear everyone so it’s best to have everyone on mute and the host can unmute one participant at a time.

30. Can we just do audio and not have video?

Yes this is possible. Schedule a meeting as usual and in the “audio” section check the “telephone” option. When inviting participants, send them the dial-in numbers and meeting ID. This will ensure that participants only call in using a phone to the meeting.

31. What is the ‘require a meeting password’ function?

To add security to your virtual meetings you can set up a password for participants to enter. Be sure to send the password in a separate email to your participants.

32. What do clients need to do once they receive an invite?

They only need to click on the link to start the virtual visit.

33. Can you forward an invite to another person?

Yes an invite can be forwarded to another person. Anyone with the meeting link can join the meeting. You can also invite others during the meeting by clicking Participants → Invite.

34. Is Zoom access and usage right now primarily for frontline staff? Or are administrative and corporate staff also welcome to use Zoom?

Any healthcare staff member is welcome to use Zoom.

35. Is there a way to avoid the patient getting your email address?

Setting up a webinar versus meeting makes it more difficult for the patient to get your email address.

36. Do you need a different Zoom account for a different email address?

Yes you will need a different Zoom account for a different email.

37. When client clicks on “confirm appointment” does that confirmation come back to sender or to zoom?

You can set it up so that when a client registers for the meeting, a confirmation comes back to the host. Schedule a meeting and ensure that the “registration required” box is checked off. Save and then open the meeting again. Scroll to the bottom and click the registration tab where you will see registration options. Click edit and check of the box that says “send an email to host”.

38. Can I use the HA ZOOM desktop without a license? If you are joining yes, If you are hosting you will still need to request a license.

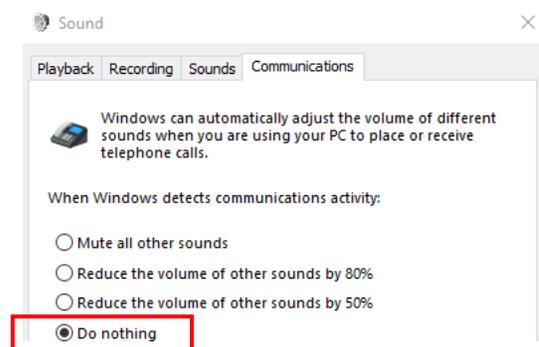
IMITS related questions

39. For hardware, software, or network and Wi-Fi issues.

Contact IMITS

40. Microphones sound muffled on computer.

There is a setting in windows 10 that is contributing to the microphone issue below. If the setting in the image is set to “do nothing” it reduces (but does not completely resolve) the muffled sound of the microphone. A helpful change to know about.



41. I can't download app as IOS version too old on work phone or work phone is crashing because IOS too old.

Call the Service Desk at 604-875-4334.