

Western Health

ZOOM User Guide



Purpose: To provide Western Health staff with an overview of Zoom

Background: Western Health uses Zoom as the platform for video conferencing. Zoom can be used in Zoom Rooms (specific meeting rooms with custom equipment), laptops, mobile phones and desktops with microphones, speakers and cameras.

Support for using zoom

Please visit <https://support.zoom.us/hc/en-us> for help on signing up, organising and managing meetings, audio and video problems.

FAQ

Q: Do I need a Zoom license to use Zoom?

A: No. Anyone is welcome to register to Zoom. This basic/free license allows you the access to Zoom with the restriction that any meeting of three or more people will last for 40 minutes only.

Q. All my meetings now require a password?

A. Western Health DTS to help improve security have enabled this option across all Zoom users.

Q: I frequently organise meetings with groups of more than three people that need to go for longer than 40 minutes. How do I request a license?

A: Western Health has limited enterprise licenses. Western Health DTS recommendation is to schedule multiple appointments to cover your needs.

Q: What role does internet play in Zoom meeting?

A: Stable internet connection is essential for your Zoom meeting to work. If the internet connection is not stable, participants may experience issues with audio, video or screen sharing and drop outs.

Q: Zoom says that, “Your internet connection is unstable.” What does this mean?

A: This can mean that the internet connection is unstable. However it’s more likely that your Wi-Fi connection is not stable. If at work, please let Service Desk know. If you’re at home, you’ll need to review your own home networking setup.

Q: Who is the host in a Zoom meeting?

A: The person who has scheduled the Zoom meeting is the Host of the meeting.

Q: What is the basic difference between the Host and normal participants of a Zoom meeting?



A: A Host of a Zoom meeting has the capability to manage the participants while participants cannot manage each other but only themselves.

Q: Do I necessarily need to join the meeting scheduled by me?

A: No, Host does not necessarily need to join the meeting for the meeting to go through. In case the Host does not join, the participants will be able to conference with each other and share content. However, they will not be able to manage each other. Only the Host has the capability to manage the participants.

Q: Can I record my Zoom meetings?

A. Yes, the Host has the capability to enable recording during the Zoom meeting. Participants cannot enable the recording option:



Once the meeting has started, click on 'record' option to initiate the recording

Q: I want to connect to Zoom from home but find that the camera is not displayed in the WH Citrix remote access site?

A: Citrix doesn't support web cameras. Instead you should use the Zoom client on your personal device and connect to Zoom that way. It will make minimal difference to your personal internet usage and you'll get a much better Zoom experience.

Q. When I click on meeting invite with in Citrix, I get the error message 'Network Connection Failed'?

A. Zoom Application or Zoom meeting will not run with in the Citrix Session. The best way is to make note of the meeting ID on the notepad, then, follow the steps mentioned below:

- Go to desktop of your laptop/PC
- Log into Zoom Application
- Click on the option 'Join'
- Enter the meeting ID
- Click on 'Join' again to connect to the meeting

Note: You will find the meeting ID in the Zoom meeting invitation which was forwarded to you.