

Zoom for Healthcare Instructions

Zoom for Healthcare is being approved for Type 3 data ([University Policy 3.4: Data Classification and Information Management](#)). **Zoom for Healthcare should only be used for situations where sensitive information is discussed or shared and Microsoft Teams is not a suitable option.** These situations may be:

- Board/Senate meetings
- Accessible Learning proctoring
- Confidential interviews
- Research interviews, focus groups or other research-related discussions that involve sensitive or health-related information
- Music Therapy

Zoom for Healthcare Limited Features

Due to PHIPA legislative requirements and privacy concerns related to FIPPA a number of features have been disabled in Zoom for Healthcare licenses. When using your separate Zoom for Healthcare account the following feature limitations exist for Zoom for Healthcare licenses:

- Cloud recording is disabled (neither party is able to record)
- Screen capture is disabled
- Closed captioning will not work with Zoom for Healthcare licenses
- Encrypted chat is enabled (if chat window disappears, please contact ICT support)

Request a Zoom for Healthcare License

To request a Zoom for Healthcare license please [complete the following form](#) and someone will be in touch to get you set up. Please note that you will be provided with a separate email alias that will allow you to sign into your Zoom for Healthcare account specifically.

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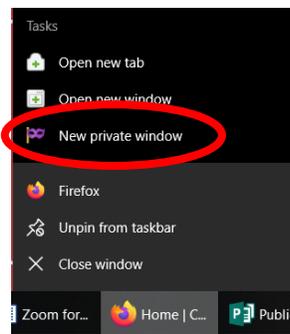
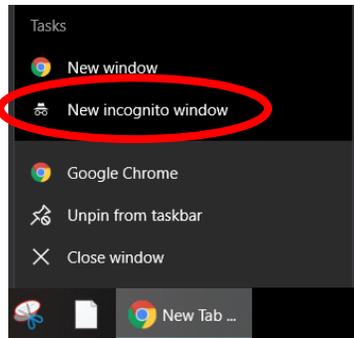
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Activating your Zoom for Healthcare Account

After requesting and receiving confirmation via email from ICT that your Zoom for Healthcare account has been created please follow the steps below to set up and log into your account.

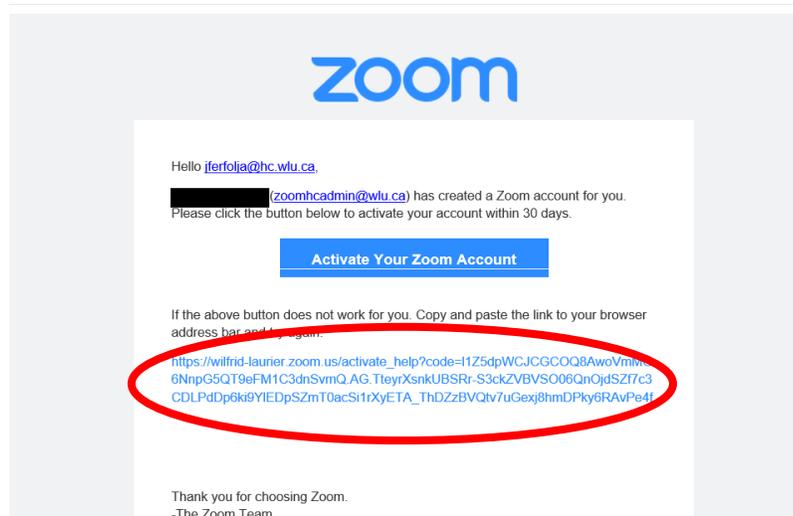
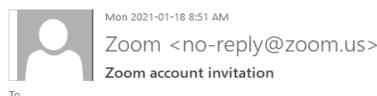
Please note that you will be provided with a separate email alias that will allow you to sign into your Zoom for Healthcare account specifically. This will ensure that you can continue to use your @wlu.ca email to access your regular Zoom account through single sign-on for classes and meetings where sensitive information (type 3 data) is not discussed or shared.

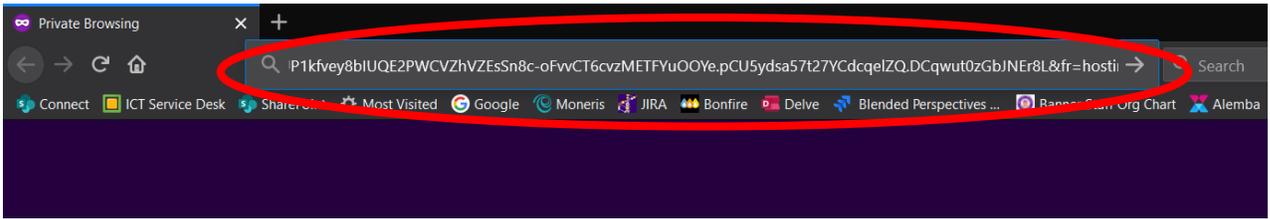
1. Open an incognito browser in Chrome or a private browser in Firefox or. You can do this by going to the browser tab on the Start bar and right clicking on it to bring up the menu. Select **New incognito window** or **New private window** depending on your browser choice.



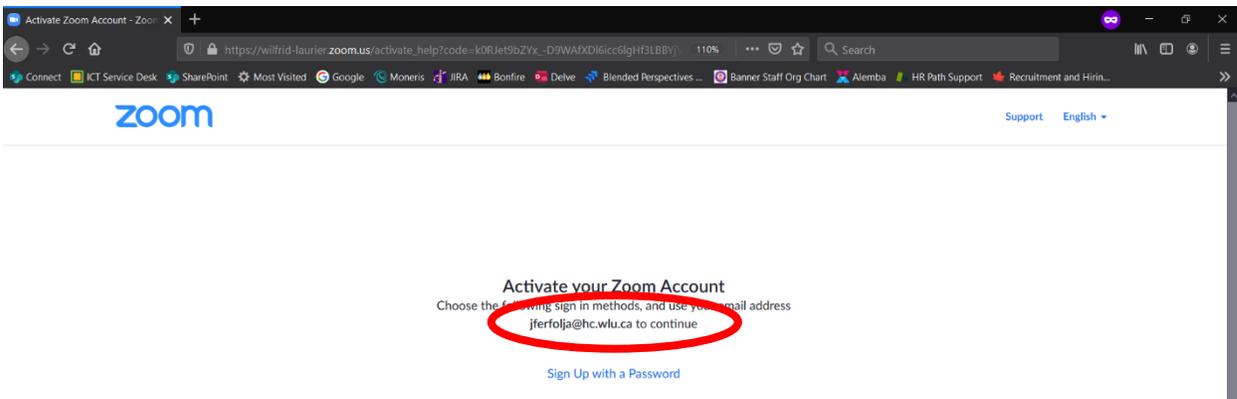
Please note: You may also use a standard browser window but it is key to make sure that you are logged out of the standard Laurier Zoom instance in all browser windows before proceeding. You must also be logged out of the local Zoom application as well.

2. Once ICT has set up your Zoom for Healthcare account you will receive the following email from Zoom informing you that you can activate your account. Please copy and paste the URL in the email into the search bar in the open private browser window. Press **Enter** on your keyboard.

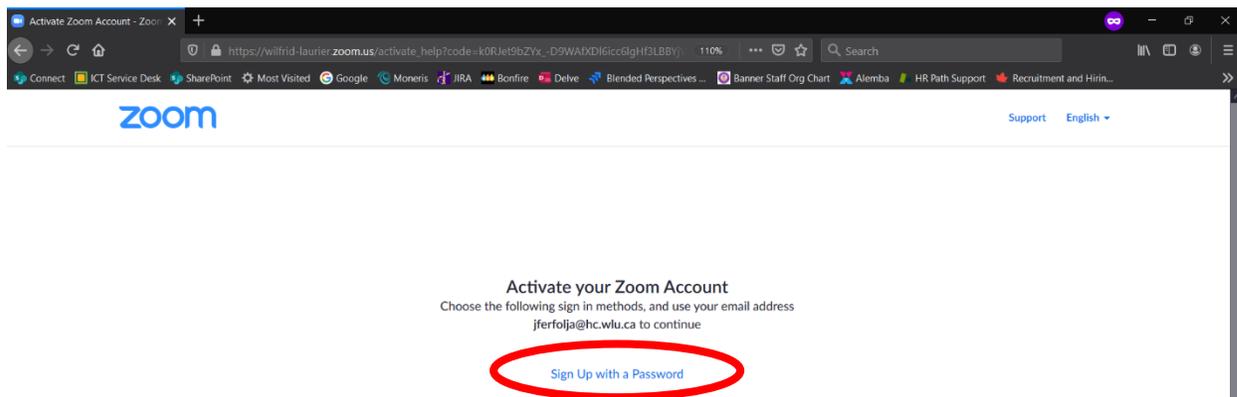




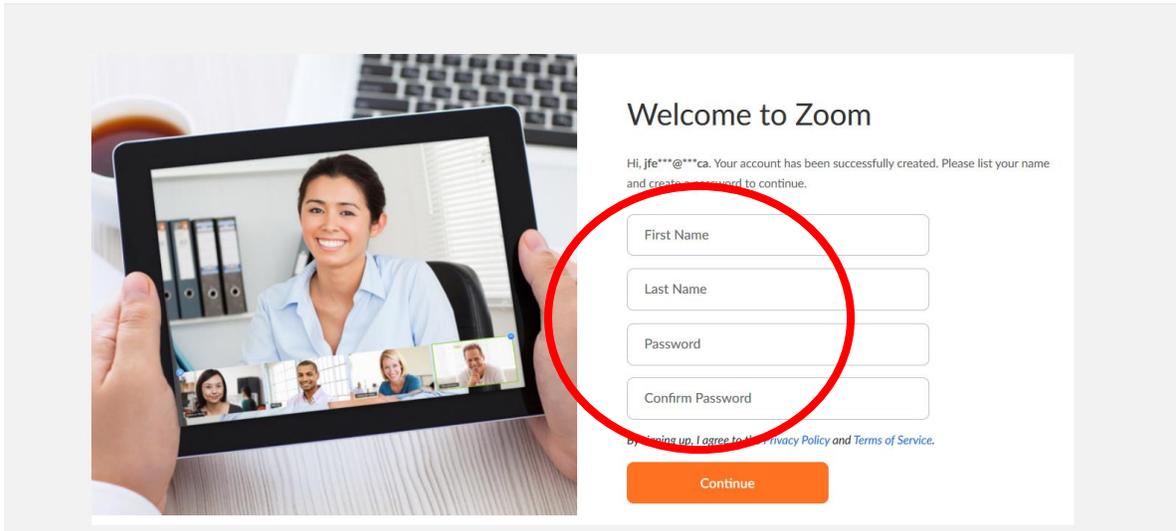
3. The Activate your Zoom Account window will appear. Please notice the following:
 - a. This Zoom for Healthcare account is tied to a separate email address: @hc.wlu.ca or @hc.mylaurier.ca
 - b. Emails to your email alias (@hc.wlu.ca or @hc.mylaurier.ca) will still be delivered to your standard Laurier account (@wlu.ca or @mylaurier.ca).



4. Click on **Sign Up with a Password**.



5. In the screen that appears provide your **First Name, Last Name**, and **enter a password**. This password should be different from your single sign-on password as it will only be used to login to your Zoom for Healthcare account specifically.
 - a. **Note:** In order to help differentiate your Zoom for Healthcare account from your regular Zoom account add (HC) at the end of your last name. This stands for "health care" and will help you ensure you are logged into the correct Zoom account in the future.



6. Click **Continue** to create your account and Zoom will confirm your account has been created. You will receive an email from Zoom confirming the password change of your Zoom for Healthcare account as well.

Welcome to Zoom

Hi, jfe***@***ca. Your account has been successfully created. Please list your name and create a password to continue.

Jennifer

Ferfolja (HC)

●●●●●●●●

Password must:

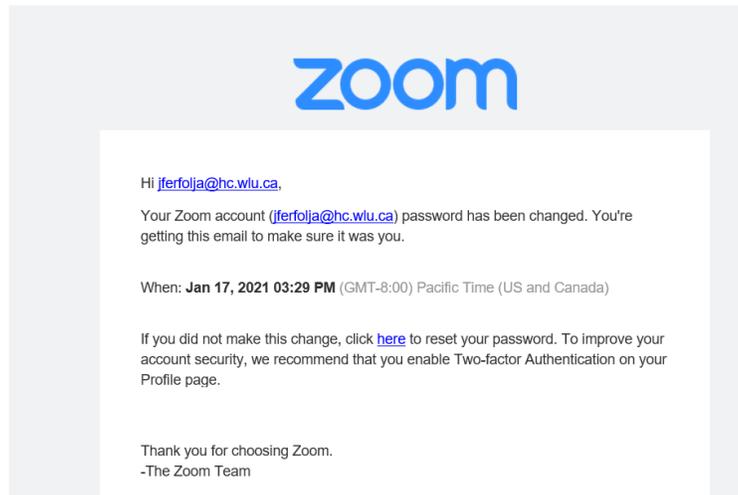
- Have at least 8 characters
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Include both uppercase and lowercase characters

●●●●●●●●|

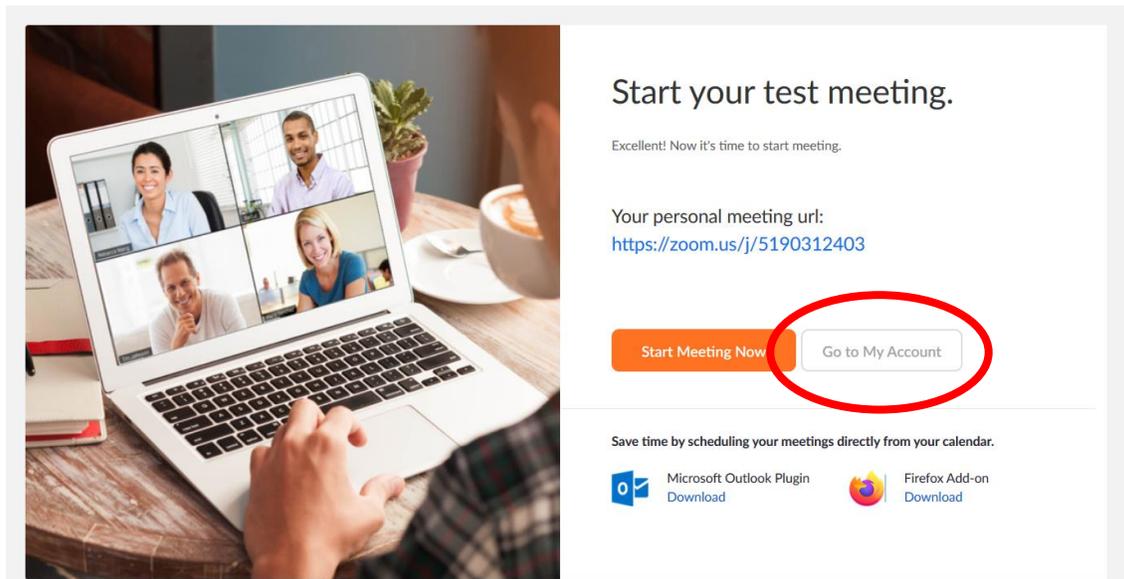
By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).

Continue

Sun 2021-01-17 6:29 PM
Zoom <no-reply@zoom.us>
Your Zoom account password has been changed



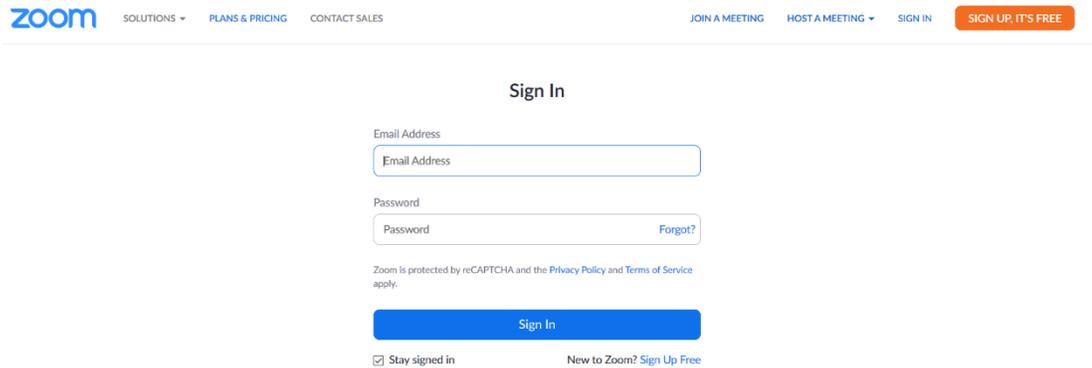
7. Your Zoom for Healthcare account has been successfully created. Click **Go to My Account** to log into your Zoom for Healthcare account.



Logging into your Zoom for Healthcare Account once Activated

1. The next time you would like to login to Zoom for Healthcare open an incognito browser in Chrome or a private browser in Firefox. This ensures that you are always logging into your Zoom for Healthcare account and your browser is not remembering your standard Zoom login.
2. Go to: <https://zoom.us/signin>

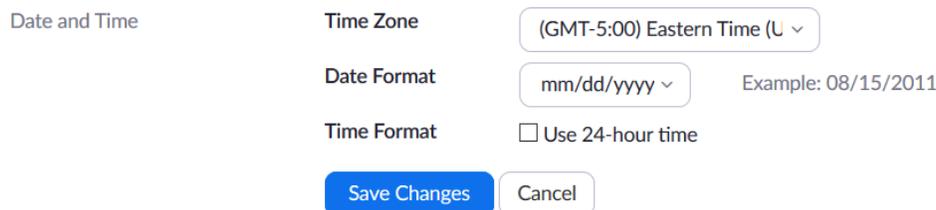
- a. Use your **@hc.wlu.ca** or **@hc.mylaurier.ca** email address and the related password to sign in.
- b. Answer the Captcha question.
- c. **Please note:** You **will not** be using the <https://wilfrid-laurier.zoom.us/> link to log into Zoom for Healthcare. This is the link to access your regular Zoom account.



Recommended Zoom for Healthcare Account Configuration Settings

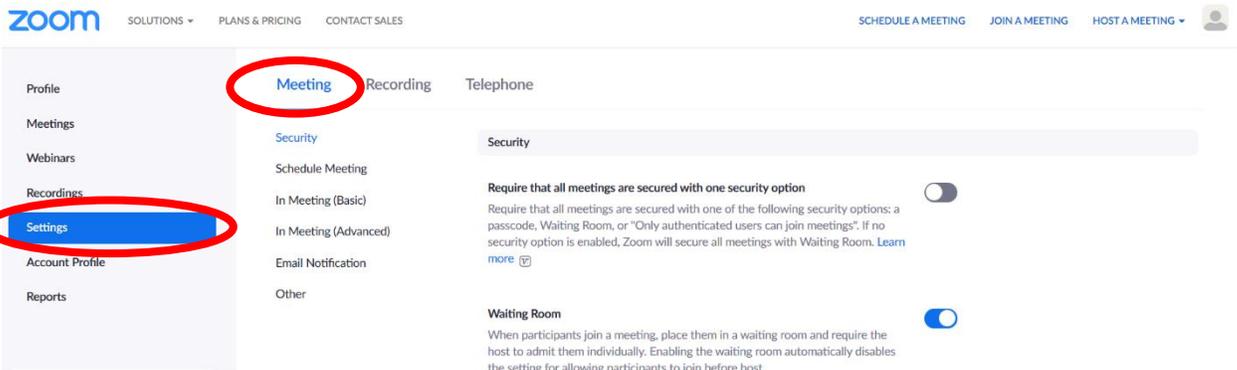
Once you have signed into Zoom for Healthcare and created your account, it is important to update some of the account settings. Any changes made to the **Settings** area in your Zoom for Healthcare account will apply to all future meetings.

1. In the **Profile** tab, please update the following sections by clicking **Edit** beside them:
 - a. **Profile picture:** Click **Change** below your profile picture and upload a photo. In order to help differentiate your Zoom for Healthcare account from your standard Zoom account upload a different picture for this account so you know it is not your standard one.
 - b. **Time Zone:** Scroll down and select **(GMT-5:00) Eastern Time (USA and Canada)**. Click **Save Changes**.

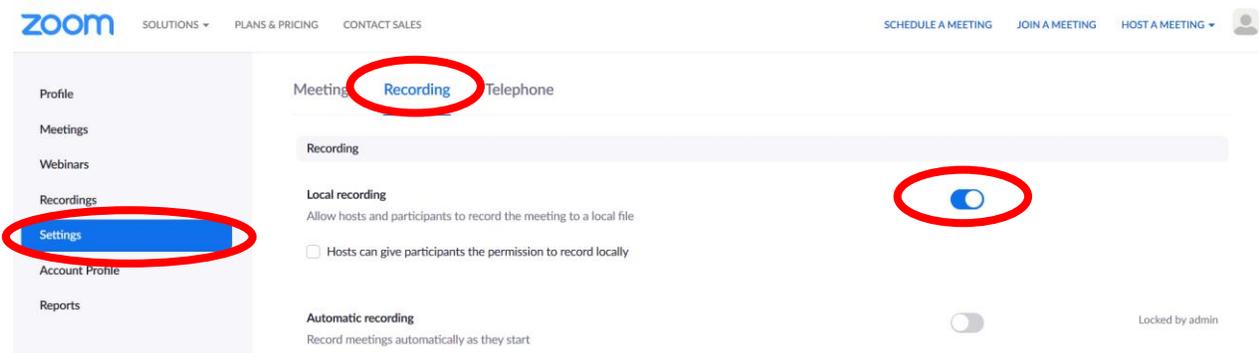


2. In the **Settings > Meeting** tab, please update the following sections by clicking **Edit** beside each area:
 - a. **Mute all participants when they join a meeting:** You may elect to toggle this feature on or off if it would be beneficial for the types of meetings you will be holding.
 - b. **Chat:** You can enable or disable **Allow meeting participants to send a message visible to all participants** and can enable or disable **Private chat**.
 - c. **Co-host:** You may elect to toggle this feature on or off if it would be beneficial for the types of meetings you will be holding.

- d. **Meeting Polls:** You may elect to toggle this feature on or off if it would be beneficial for the types of meetings you will be holding.
- e. **Breakout room:** You may elect to toggle this feature on or off if it would be beneficial for the types of meetings you will be holding.



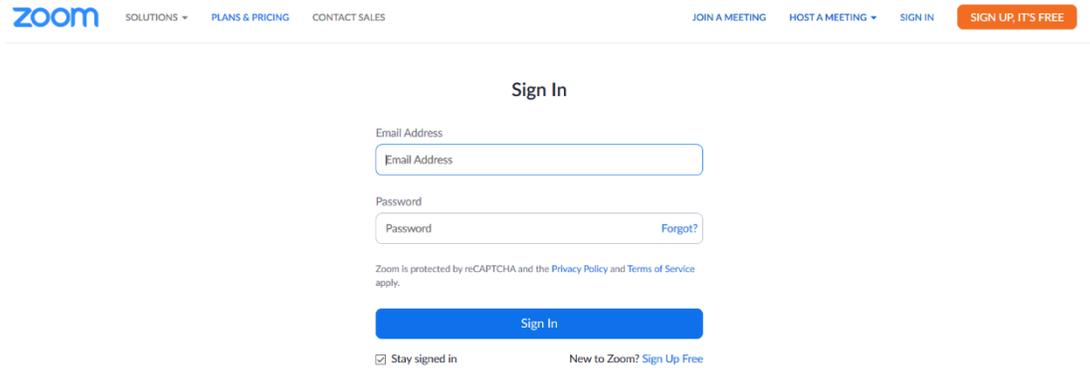
3. In the **Settings > Recording** tab, please note that only **Local recording** is available. **Automatic recording** (recording to the cloud) is disabled and locked by the admin to facilitate using Zoom for Healthcare for sensitive and confidential conversations. Please note that while you have the ability to use **Local recording** the following must be adhered to:
 - a. Recording should not be used for the provision of Healthcare
 - b. Video recordings and transcriptions are considered records under FIPPA and like emails, chats and other recorded information could be subject to an Access for Information Request
 - c. You are required to let parties know and obtain consent prior to turning on the recording feature. If you are recording sessions for research, they should be included in your Research Ethics Board submission.
 - d. Question whether or not it is important to record a session prior to utilizing the recording feature
 - e. All university sessions that are recorded, should be saved on OneDrive, not on personal computers. If it is absolutely necessary to save on your personal computer or external drive, please ensure that you are using proper encryption.
4. In the **Settings > Recording** tab, you have the ability to toggle on and off **Local recording**. The **Hosts can give participants the permission to record locally** checkbox should **always remain unchecked** unless there is a specific use case where participants would need to record.



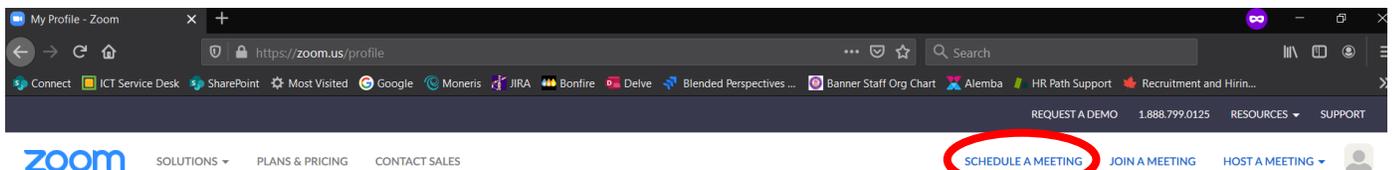
How to Schedule your Zoom for Healthcare Meeting

Please note that you must schedule Zoom for Healthcare meetings by logging into your account in the incognito or private web browser. You cannot use the Zoom add-on in your Outlook calendar to schedule these meetings as it is always tied to your standard Zoom account (@wlu.ca or @mylaurier.ca). You can create the meeting invite by logging into Zoom for Healthcare in the browser and copying the meeting invite into an Outlook calendar invite.

1. Open an incognito browser in Chrome or a private browser in Firefox. This ensures that you are always logging into your Zoom for Healthcare account and your browser is not remembering your standard Zoom login.
2. Sign into your Zoom for Healthcare account at: <https://zoom.us/signin>
 - a. Use your @hc.wlu.ca or @hc.mylaurier.ca email address and the related password to sign in.



3. Click on **Schedule A Meeting** in the top right hand corner of the screen.



- a. **Topic** - Enter in the name (or title) of the meeting.
- b. **Description** - Enter a description of the meeting. *(This is optional)*
- c. **When** - Choose the date and time for the meeting. You can start your meeting at any time before the scheduled time.
- d. **Duration** - Choose the expected duration of the meeting.
- e. **Time Zone** - By default, Zoom will use the time zone set in your account settings.
- f. **Recurring Meeting** - Choose if you would like a recurring meeting (if so, the meeting ID will remain the same for each recurring session). If checked, you will be able to select options for Recurrence (Daily, Weekly, Monthly, no Fixed Time), Repeat every (Days/Weeks/Months), and End date (select a specific date or up to 20 recurrences).

Recurring meeting **Every week on Mon, 12 occurrence(s)**

Recurrence

Repeat every week

Occurs on Sun Mon Tue Wed Thu Fri Sat

End date By After occurrences

- g. Registration** - Allows you to have your participants register with their e-mail, name, other questions, and custom questions.

Registration **Required**

- h. Meeting ID** - Check this if you want to use your Personal Meeting ID. It is recommended you leave this as **Generate Automatically**.
- i. Security:** Set the passcode and enable the waiting room for the meeting. Under **Require authentication to join** you can:
 - i.** Allow only Laurier users (**Laurier Users Only**) to join the meeting *or*
 - ii.** Select **Sign into Zoom** from the dropdown to allow external individuals join.
- j. Video** - Choose if you would like the host video on or off when joining the meeting. **Note:** If you choose off, the host will have the option to start their video after joining the meeting.
 - i. Participant** - Choose if you would like the participants' video on or off when they join the meeting. **Note:** if you choose off, the participants will have the option to start their video after joining the meeting.
- k. Audio** - Choose what audio options you want to allow for the meeting (Telephone, Computer Audio, or Both). It is recommended to select **Both**.

Video **Host** on off
Participant on off

Audio Telephone Computer Audio Both

- l. Meeting Options:** You can enable or disable the following:
 - i. Allow participants to join at anytime**
 - ii. Mute participants upon entry (recommended to have checked)**
 - iii. Breakout Room pre-assign**
 - iv. Approve or block entry to users from specific regions/countries**

Meeting Options Allow participants to join anytime

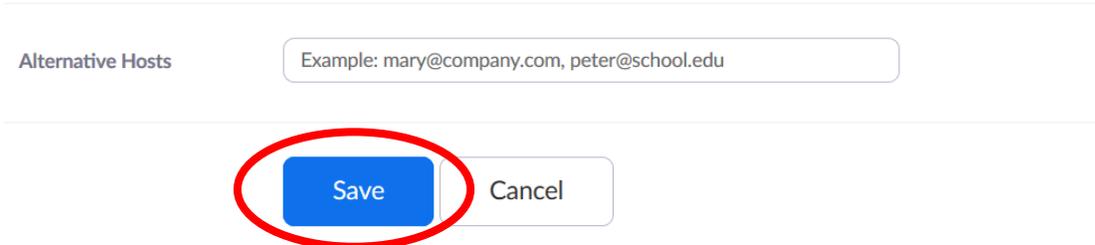
Mute participants upon entry 

Breakout Room pre-assign

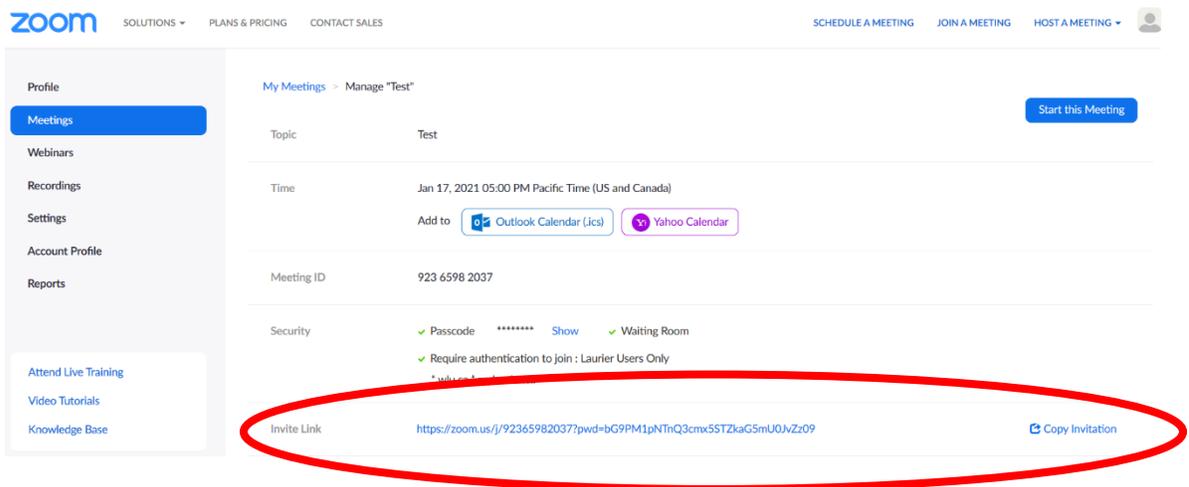
Approve or block entry to users from specific regions/countries

- m. **Alternative Hosts** - Allows you to schedule meetings and designate another Laurier user to start the meeting or webinar if you are unable to. This user will receive an email notifying them that they've been added as an alternative host, with a link to start the meeting. This feature is especially helpful for meeting with multiple people leading it or when one host cannot be there for the entire meeting.

5. Click **Save** to save your meeting.



- 6. The meeting details will appear on your screen. You may click **Copy Invitation** next to the meeting **Invite Link** to copy the meeting information to share via a calendar invite to those you would like to participate.



How to Start a Scheduled Zoom for Healthcare Meeting

Once you have created your Zoom for Healthcare meeting and are ready to start the meeting please follow the steps below.

1. The meeting host (or one of the alternative hosts) should open an incognito browser in Chrome or a private browser in Firefox. This ensures that you are always logging into your Zoom for Healthcare account and your browser is not remembering your standard Zoom login.
2. Sign into your Zoom for Healthcare account at: <https://zoom.us/signin>
 - a. Use your **@hc.wlu.ca** or **@hc.mylaurier.ca** email address and the related password to sign in.

Sign In

Email Address

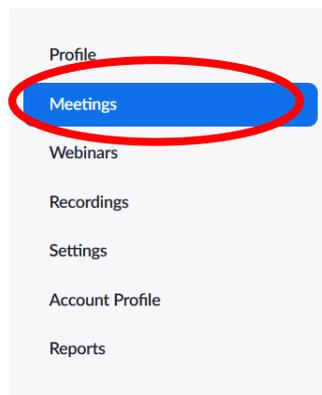
Password
 [Forgot?](#)

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

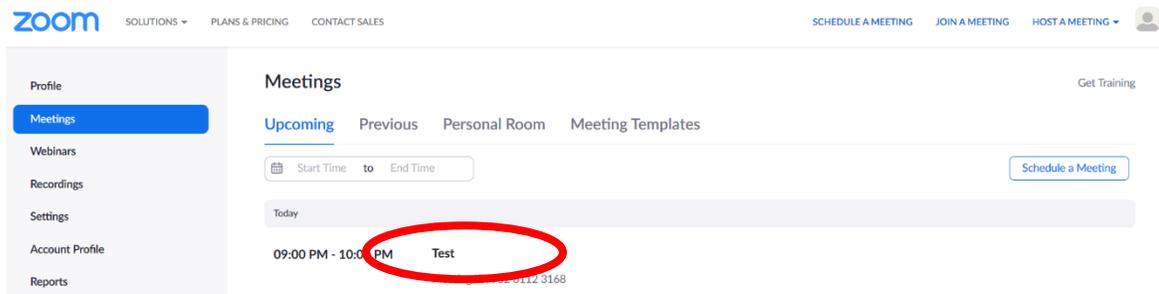
Sign In

Stay signed in [New to Zoom? Sign Up Free](#)

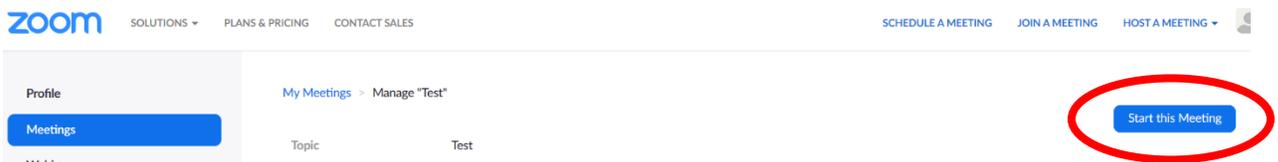
3. Click on **Meetings** in the left hand menu.



4. In the main Meetings area click on the title of your meeting.



5. Click **Start this Meeting** in the top right hand corner. This will start your Zoom for Healthcare meeting.



6. **Note:** The meeting must be started by the host from within the Zoom for Healthcare website. Participants joining the meeting will join the same way they join a standard Zoom meeting, by clicking the meeting link shared in a calendar invite. When using Zoom for Healthcare to create

meetings participants will not have a different user experience between standard Zoom and Zoom for Healthcare.

Support Contact

Information and Communication Technologies

ICT Service Desk Customer Portal: [Log a ticket](#)

Telephone: 519.884.0710 x4357