

NET+ Zoom Community Resources and FAQ

Below is a list of resources and frequently asked questions to help you use and operate Zoom at your local institution. You can suggest a resource or submit a question by using the comments field below. To add a comment, you will need to log in. The login button is on the upper right-hand corner of this page.

Quick Links:

[Suggested Zoom Resources](#) | [Suggested Community Resources](#) | [Frequently Asked Questions \(FAQ\)](#)

Suggested Zoom Resources

Zoom has a number of resources on their website to better serve you. Here are some quick links to help you get started with using Zoom.

User Resources

- [Getting Started with Zoom](#)
- [Zoom-Video-Tutorials](#)
- [Live Training Webinars](#)
- [Support Center](#)
- [Zoom Security Policies and Features](#)
- [Zoom Security & Privacy Best Practices](#)
- [Zoom Blog](#)
 - [Zoom Product Updates: New Security Toolbar Icon for Hosts, Meeting ID No Longer Displayed](#)

Suggested Community Resources

Securing Zoom

- Berkeley's Office of Information Security has released a few [tips](#) to help Zoom users manage their meetings
- The University of North Carolina at Chapel Hill provided [guidelines for secured teaching using Zoom](#).

Join the Conversation

- [Higher Education Slack Channel for Zoom](#) (for EDU users of Zoom)
- [edu-Zoom - Listserv for educational users of Zoom](#)

Internet2 Resources

To stay up to date with the NET+ Zoom community happenings please check out our wiki page at [NET+ Zoom](#). The wiki page serves as a great resource that provides details on how to make the most of your participation in the programming and interact with peers across Internet2 member institutions.

Frequently Asked Questions (FAQ)

Does Internet2 offer monthly pricing for Zoom licenses?

No, Zoom only has the ability to provide annual contracts. Internet2 agreements are based around Zooms parameters, which does not allow us to provide monthly pricing options.

What are ways that I can secure my Zoom meetings?

Zoom has created a [page](#) with some guidelines to help keep your meetings as secure as possible. Zoom has provided the following list of highlighted capabilities allowing meeting hosts to better secure meetings:

- Meetings are encrypted by default
- Create [Waiting Rooms](#) for attendees
- [Require host to be present before meeting starts](#)
- [Expel a participant or all participants](#)
- [Lock a meeting](#)
- [Screen share watermarks](#)
- [Audio signatures](#)
- [Enable/disable a participant or all participants to record](#)
- [Temporary pause screen-sharing when a new window is opened](#)
- [Password protect a meeting](#)
- [Only allow individuals with a given email domain to join](#)

What are some resources I can use to learn how to operate zoom?

Zoom has provided a number of resources on its [website](#) to help you operate the system. Zoom also provides live [webinars](#) free to its users; including this [Zoom Administrator Training](#). These webinars range from 30 to 60 minutes and have levels based on user experience.

Can Zoom integrate with my university's LMS System?

Zoom has developed the [LTI Pro](#) app that supports the ability to schedule and manage meetings within your university's LMS system. This app can be successfully integrated into Blackboard, Canvas, Desire2Learn, Moodle, Sakai, and other LMS platforms.

How can I manage users on my university's account?

You can manage the users on your account by accessing the [Zoom Web Portal](#). Once you are in the portal you can find User Management then Users in the Navigation menu. From there you can add users, view pending users, and change advanced user management settings. For more information you can go to the [Managing Users Support Page](#).

Does Zoom provide Vanity URL for users?

Zoom does offer Vanity URLs to some users that are eligible through certain guidelines. If you are eligible for a Vanity URL you can apply and submit a request. The guidelines and steps to submit a request can be found [here](#). Once your request has been approved you can customize it with your organization's branding. You can view Zoom's branding guidelines at <https://zoom.us/brandguidelines>.

Can Zoom meetings and webinars be recorded? If so, how can I do that?

Zoom allows users to record webinars and meetings two different ways, through Cloud recording and Local recording. Cloud recording saves the recorded file in the Zoom cloud, while Local recording saves the file directly to your computer. To learn how to begin Cloud and Local recording you can go [here](#).

How do I update Zoom to the latest version on my device?

You can see how to download the latest version of Zoom, or update to the latest version of Zoom [here](#).

When utilizing Zoom, should I be using the web portal or desktop client?

You can use either. Tips on utilizing each can be found below.

- [Starting the Zoom Desktop Client](#)
- [Quick start guide for new users in the Web Portal](#)

Is Zoom HIPAA compliant?

Yes, [Zoom offers HIPAA enabled accounts](#). HIPAA enabled accounts require encrypted meeting and chat connections while disabling cloud recording. Zoom will execute a Business Associates Agreement as part of the Internet2 NET+ Zoom program for no additional charge. For more information, contact netplus@internet2.edu.

Is Zoom compliant with FERPA?

Yes, Zoom enables [FERPA compliance](#) and provides 256-bit AES encryption.

How do I use Zoom for highly sensitive meetings?

There are many features you can use to help secure your highly sensitive Zoom meetings.

- [Require passwords to protect your meetings](#)
- [Lock a meeting](#)
- [Create Waiting rooms for attendees](#)