IMPERIAL COUNTY BEHAVIORAL HEALTH SERVICES

Zoom Video Conferencing

Created	Updated
03/13/2020	03/18/2020
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Zoom Video Conferencing

Purpose: This document serves as a user guide for how to create a Zoom Account and how to initiate a Zoom video conference meeting with users in different locations. Only the "Meeting Host" needs to have a Zoom Account.
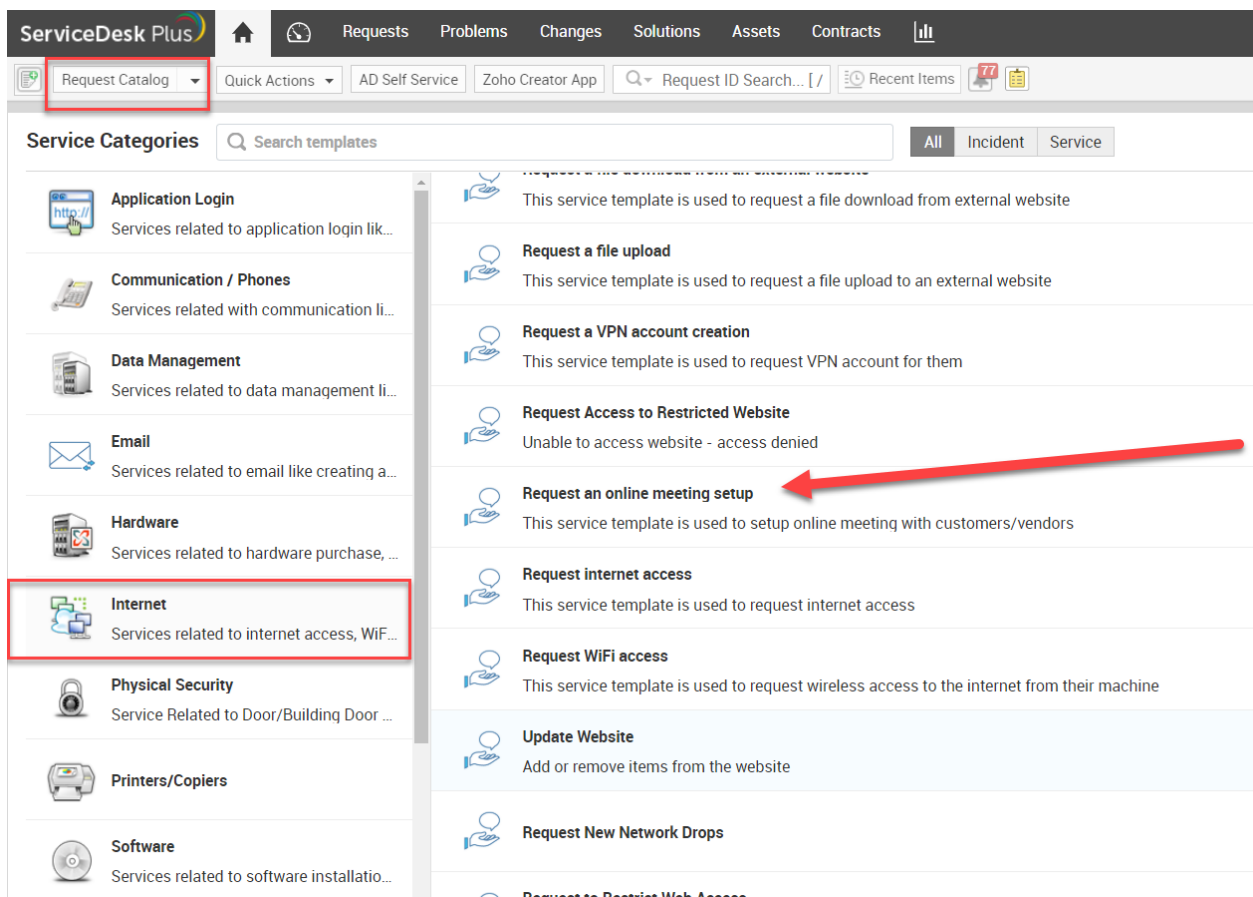
Requirements:
In order to join the meeting you will need the following:
1. A desktop computer, laptop, tablet or a smartphone.
2. High speed internet connection.
3. A Zoom account.

How to Create a Free (Basic) Zoom Account:

Step 1: ManageEngine Ticket
Please create a ticket in Manage Engine. Click "Request Catalog", Click on "Internet" and select "Request an online meeting setup:

Step 2: Provide information

Please provide the following information:

Subject: Setup Zoom account for: *Enter user's name and email account*
Description: Enter the same information as the subject line
Technician: Select Vanessa T. Lopez from drop down
BHS Location: Select your current location (address)
BHS Team and Groups: Select your current unit (Team)

Once information is entered, please click on "add request". A ticket will be created and a notification will be sent to Technician to start the account setup process.


Step 3: Notification confirmation

You will receive an email notification from "Helpdesk" including the ticket number. Information Systems will be contacting you once the request is completed via email.

Please note: If you do not have access to ManageEngine, please email the information described above to vanessatlopez@co.imperial.ca.us or call ext. 1620.

Step 4: Notification to Activate Account

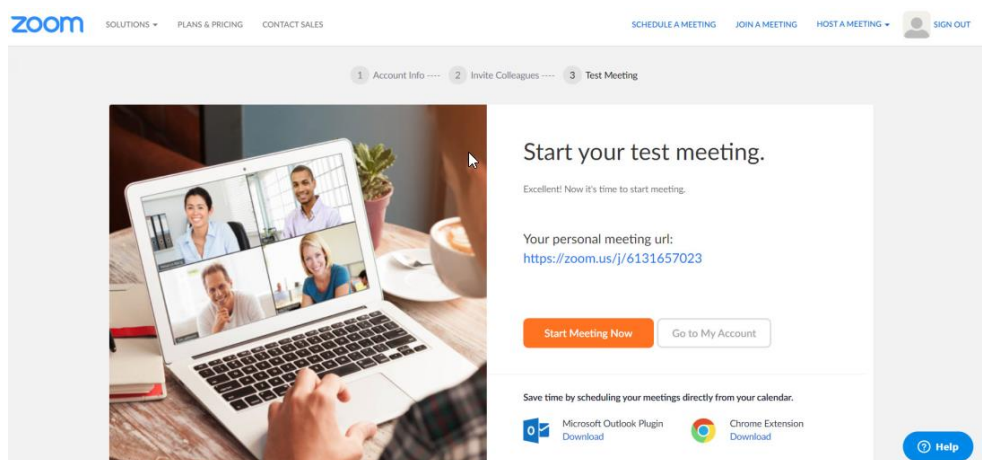Go to your work email account, open email from Zoom and click "Activate Account"
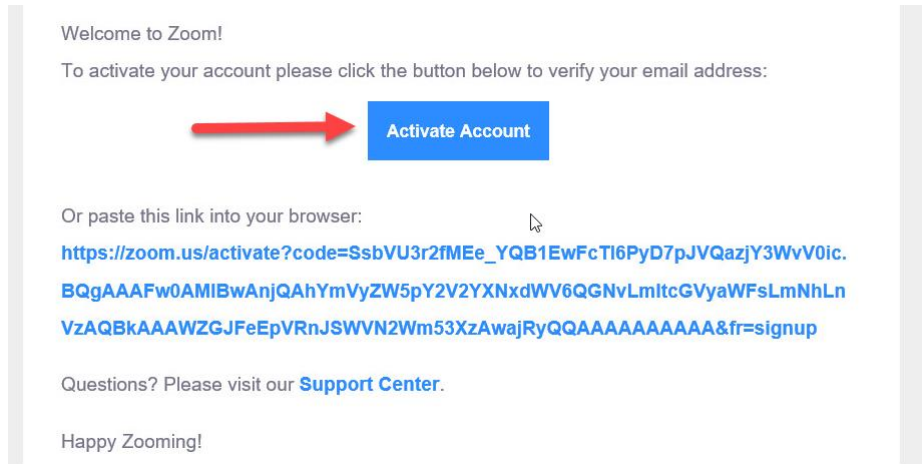
Step 5: Complete Activation Process

Continue with account activation process by entering in the fields the required information and click "continue"

Step 6: Enjoy your meeting sessions

You are ready to start meeting session
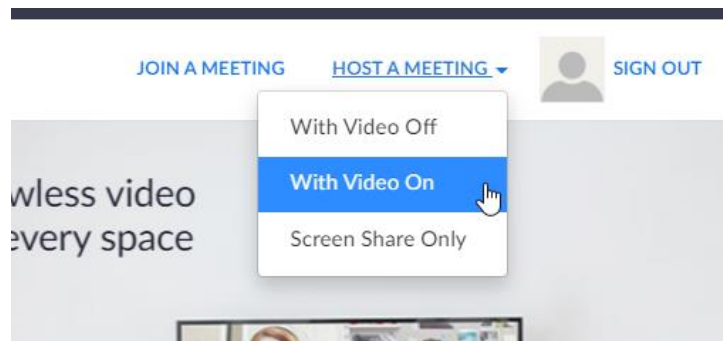
Free (Basic) Zoom Account Notes

- Zoom sessions are always end-to-end encrypted
- If discussing client information:
  - Do not record meeting session
  - Do not discuss any information in chat
- There is a 40 minutes maximum duration for sessions with 2 or more participants (1-to-1 meetings have no maximum durations)
- Meetings can have up to 100 participants.

Zoom Pro (Paid) Accounts do not have the above limitations and are also required for telemedicine sessions. Please contact Information Systems to request a Zoom Pro Account purchase.

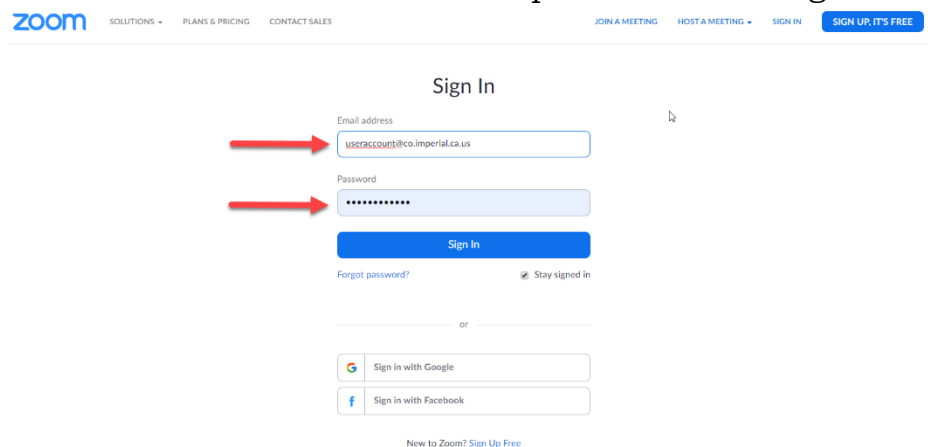## How to create a Zoom meeting session

Step 1: Hosting a Meeting

Go to Zoom Website https://zoom.us/ and Click on the HOST A MEETING dropdown located at the top right corner of the website and select "With Video On"
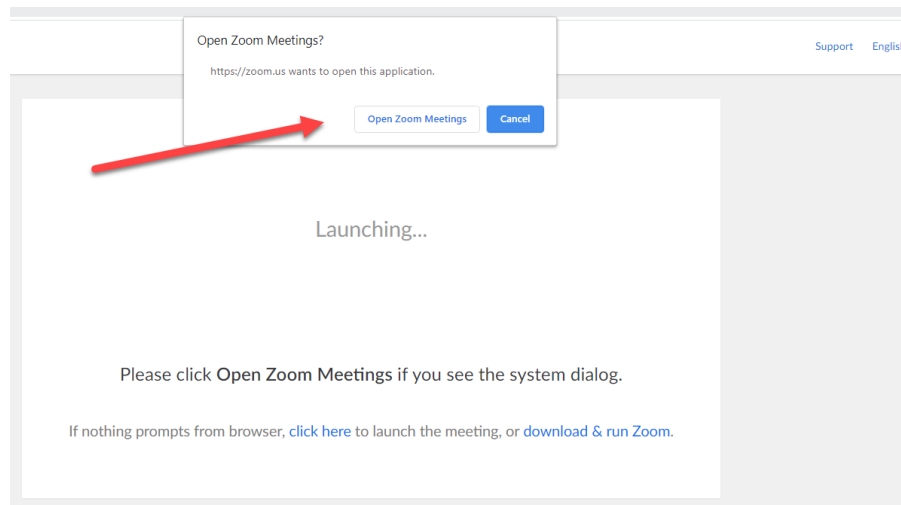

Step 2: Sign In

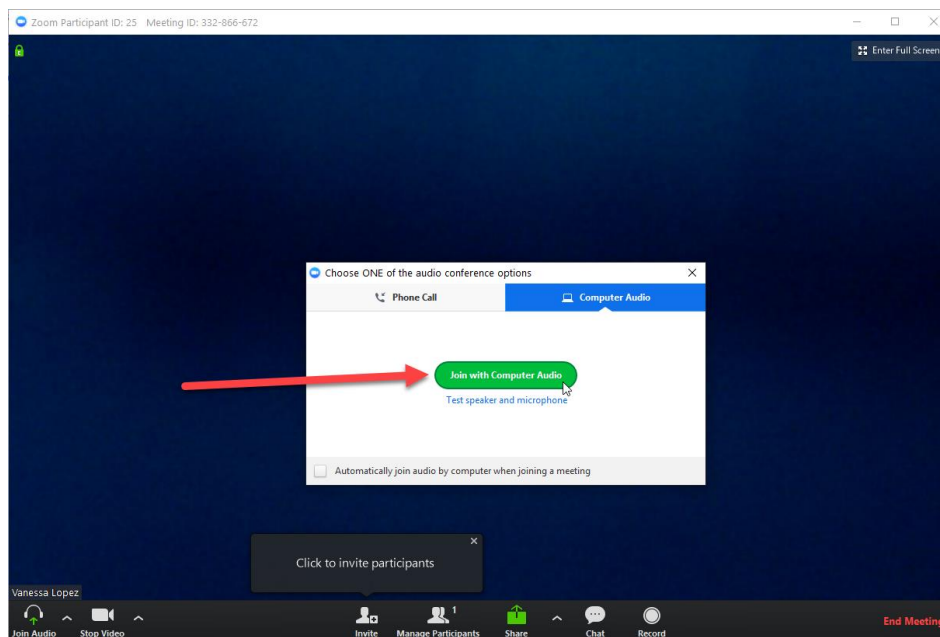Enter user's work email address and ZOOM password. Click Sign in.

Step 3: Granting Access to Zoom Meeting

Click on "Open Zoom Meetings" box:

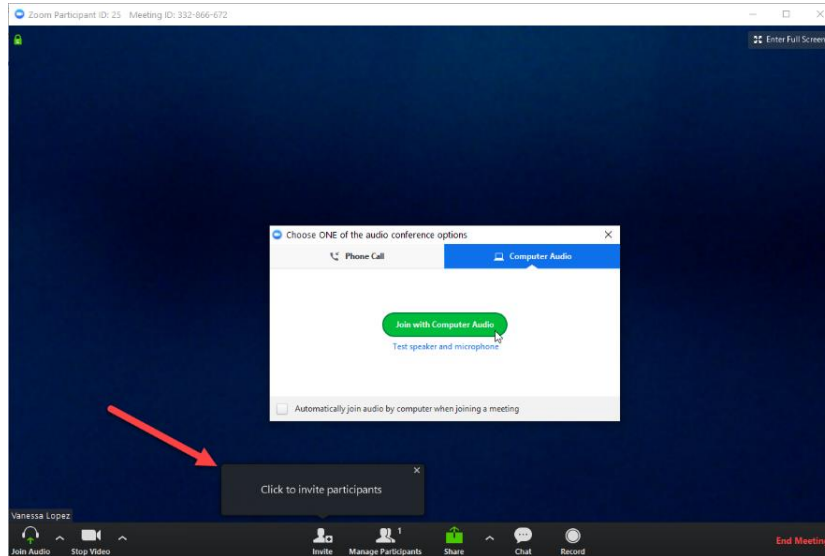
Step 4-: Setting up Audio Options

Click "Join with Computer Audio" If you have a webcam with built in microphone, Otherwise, use the "Please call" option and follow the prompts.
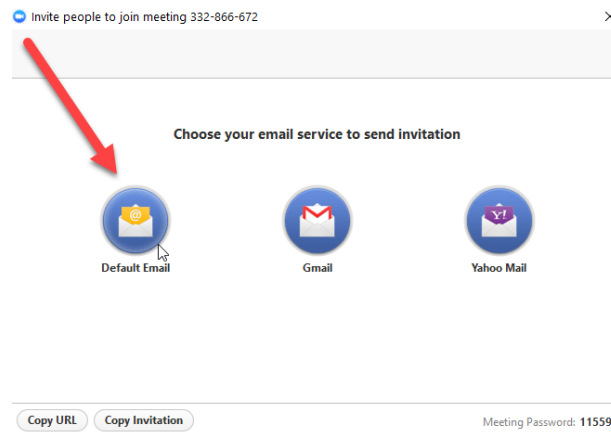
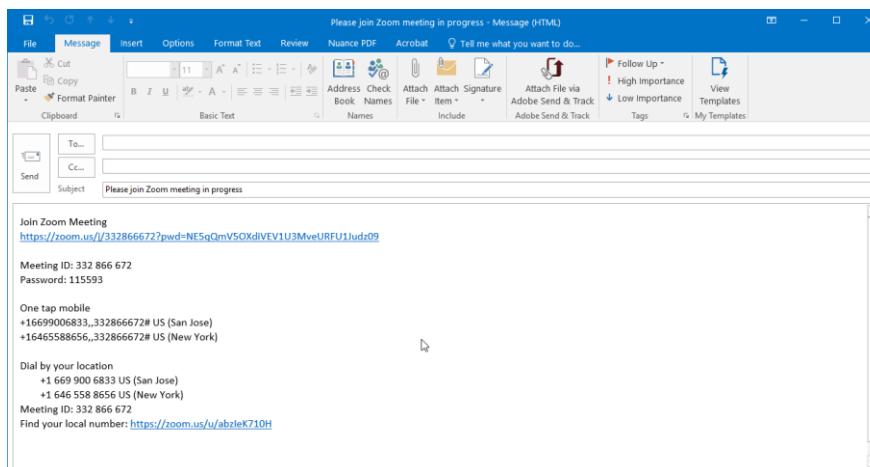## Step 5: Inviting Participants to Join Zoom Meeting

Click "Invite" to send invitation to participants to join Zoom Meeting

Choose "Default Email" as your email service to send invitation

A new email message will prompt including the meeting session link. Enter the email address of the user's you would like to invite to the meeting and send email.
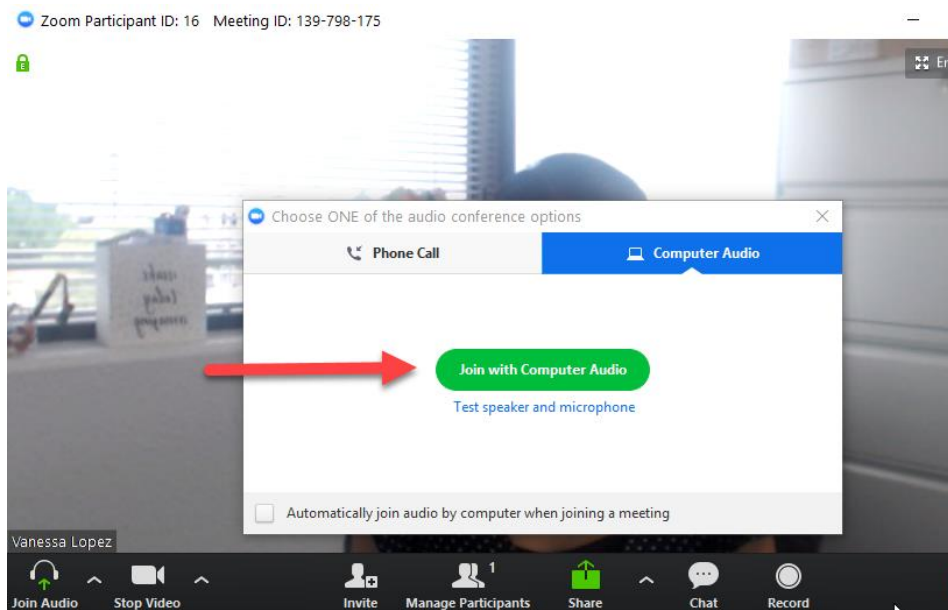
Step 6: Join the Zoom Meeting (Participants)

Invited attendees will need to click on the email link to join the meeting. Link will redirect them to zoom website and will request to open Zoom Meeting
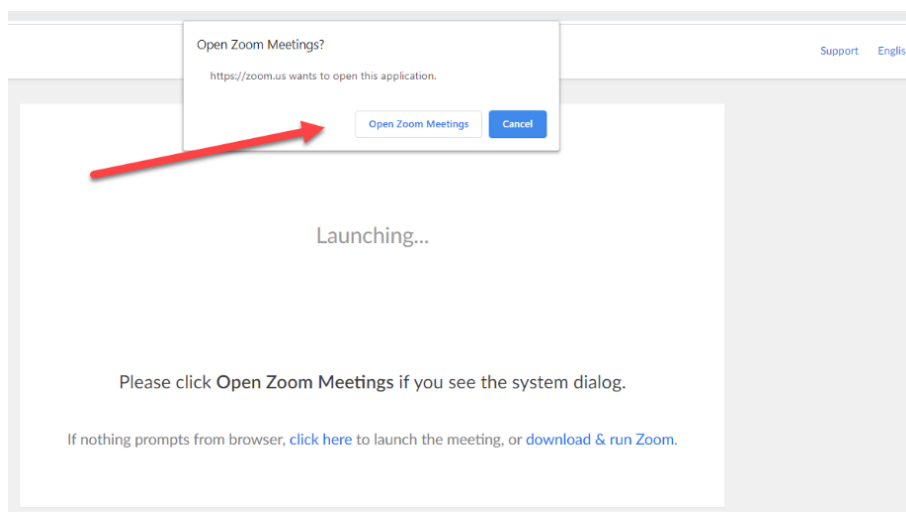
Step 7: Setting Audio Options (Participants)

A new window will appear with the meeting participants. Please select Joint with Computer Audio if you have a webcamera with builtin microphone, otherwise use the "Phone Call" option and follow the prompts.

Step 8: Zoom Meeting Ready

Zoom session meeting will start automatically and you will be able to see all participants once they join the meeting.