Northern Light Health
Zoom Basic End User Guide

Version 1.0, March 2020

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General Guidelines

While there are multiple groups users are placed into behind our Northern Light Health build with the Zoom application (Telehealth and non-telehealth), both are HIPAA compliant.

ZOOM has multiple account options for Northern Light Health meeting organizers. Below is a brief comparison between the two most common account types:

Item	Free	Paid
Cost	Free	$230/year
Maximum Participants	300	300*
Meeting Duration Limits	- Unlimited minutes for calls between <u>two</u> users. 40 minutes for calls between <u>three or more</u> users.	Unlimited
Number of Meetings	Unlimited	Unlimited

*additional account options are available at a cost for accounts where more than 300 users are necessary.

This guide focuses on general use of the Zoom platform, it is not intended to replace any documentation specific to Telehealth. For Telehealth specific education, please navigate to http://ci.emhs.org/Infection-Control/Telehealth-Visits.aspx

Account Setup and Installation

Anybody can sign up for a Free license directly from the website noted below. A paid license must be requested through the ServiceNow self-service portal, or by contacting the IS Service Desk at 973-7728.

Where the introduction of Zoom at Northern Light Health has been focused around Telehealth, by default all accounts created will be associated to a standard set of Telehealth settings. If you have a Zoom account which is not being used for purposes of Telehealth, please notify the IS Service Desk so we can remove certain setting restrictions from your account.

1. To sign up for your free license, open your web browser and enter the web address below into the address bar (or click directly on the link):

   https://emhs.zoom.us/

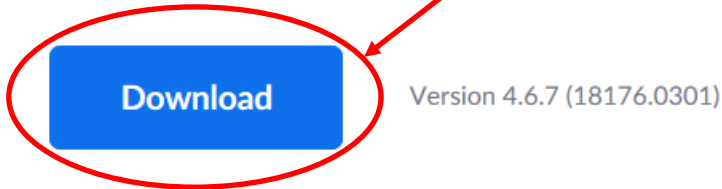2. Click on "Download Client" at the bottom center of the web page
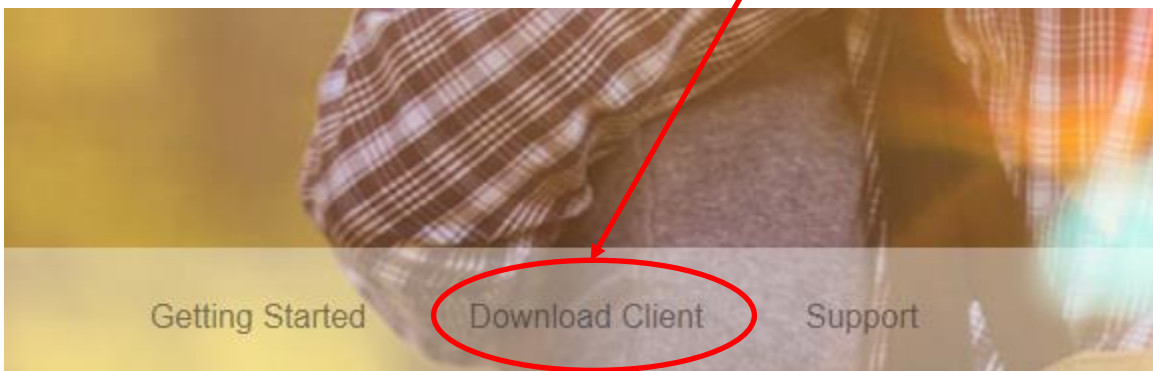
3. When downloading the client, choose "Zoom Client for Meetings" and click "Download"

    NOTE DO NOT INSTALL "Zoom Plugin for Microsoft Outlook" as it will disable your ability to create Skype meetings.
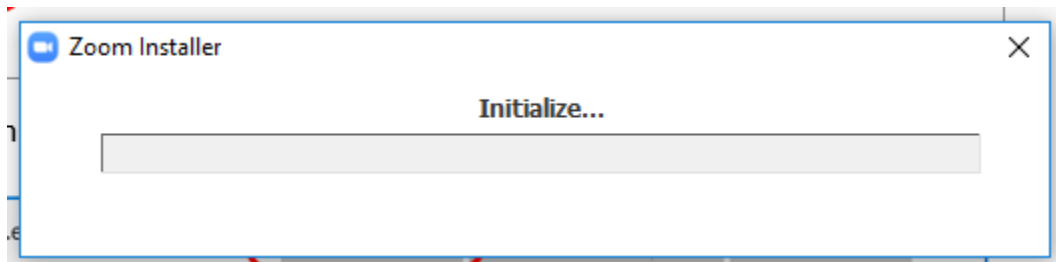

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.
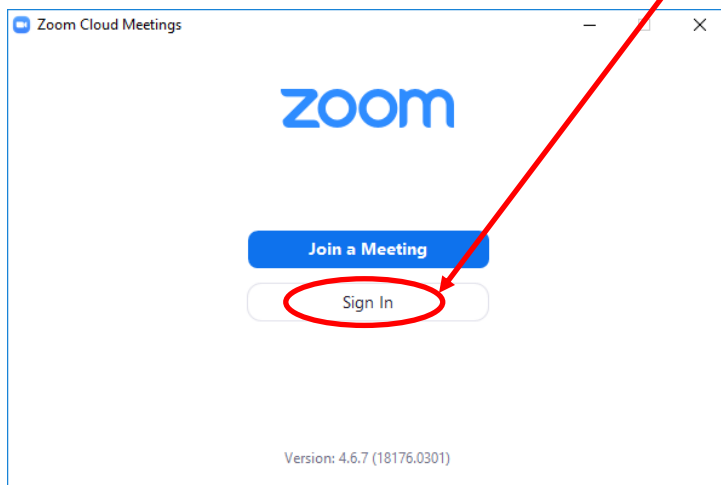
Download   Version 4.6.7 (18176.0301)

4. When prompted, select "Run" from the dialogue box:

What do you want to do with ZoomInstaller.exe (10.7 MB)?
From: d11yldzmag5yn.cloudfront.net   Run   Save   ∧   Cancel   ✕

5. An Initializing screen will appear with a progress bar:

Zoom Installer   ✕

Initialize...

6. When completed, the box below will appear. Click "Sign In".

Zoom Cloud Meetings   —   ✕

zoom

Join a Meeting

Sign In

Version: 4.6.7 (18176.0301)
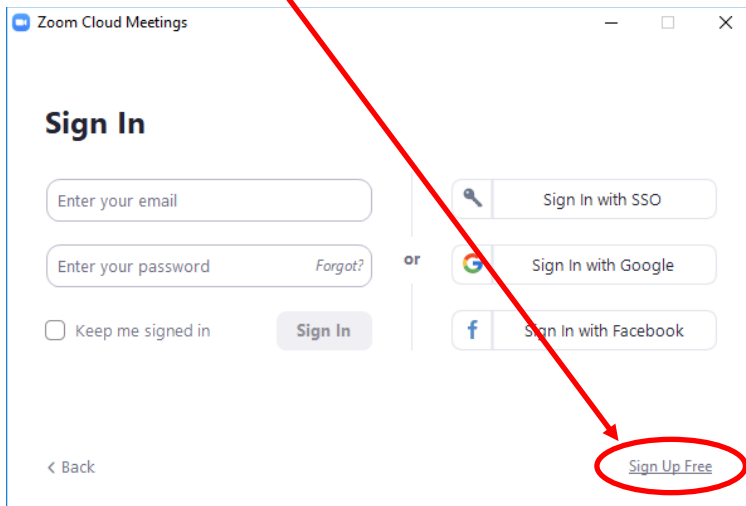
7. Click "Sign Up Free"

8. In the "Sign Up Free" box, enter your work email address. It is recommended to use *username*@northernlight.org Once your email is entered correctly, click "Sign Up" to initiate registration. ZOOM will send you an email to complete the process.

9. Once your email is entered correctly, click "Sign Up" to initiate registration. ZOOM will send you an email to complete the process. It may take several minutes to receive the email.

We've sent an email to

Click the confirmation link in that email to begin using Zoom.

if you did not receive the email,

Resend another email

10. In your Outlook client, open the email from Zoom. It will come from Zoom (no-reply@zoom.us). Click "Join the Account" to link your email address to the Zoom meeting client

Hello @northernlight.org,

We are setting up a Business account with Northern Light Healthcare Systems. Since your Zoom account uses an email address with "northernlight.org", you need to choose either join the account or sign up with a new email address.

Join the Account

Sign Up with a New Email Address.

If you have any questions about your account, learn more or contact Zoom Support.

Thank you for choosing Zoom.
-The Zoom Team

11. When the web browser opens back up, fill in the boxes as directed with your information, and click "Continue". This is what will display when you join a meeting. For security purposes, it is recommended you DO NOT use the same password used to logon to your computer at work.

Welcome to Zoom

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

First Name

Last Name

Password

Confirm Password

By signing up, I agree to the Privacy Policy and Terms of Service.

Continue

12. Once completed, the dialogue box below will appear. Please click on "Skip this Step" to continue.

Don't Zoom Alone.

Invite your colleagues to create their own free Zoom account today! Why invite?

name@domain.com

name@domain.com

name@domain.com

Add another email

I'm not a robot
reCAPTCHA
Privacy - Terms
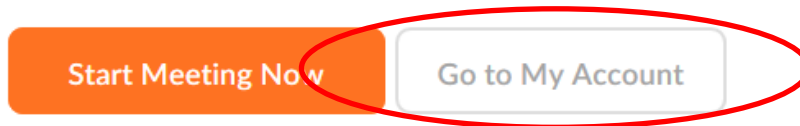
Invite   Skip this step

13. This completes your registration. The next screen displays your personal meeting URL. Click "Go to My Account" to configure ZOOM to always use your personal meeting URL.
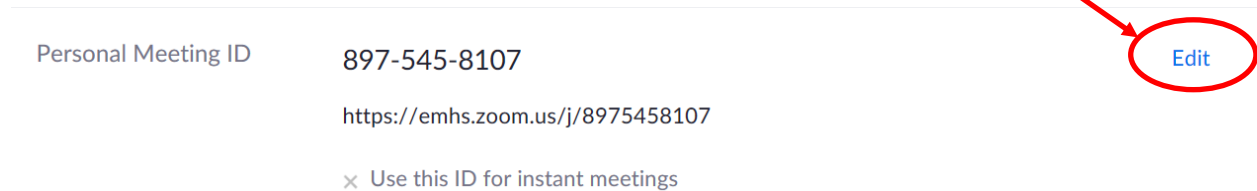
Start your test meeting.

Excellent! Now it's time to start meeting.

Your personal meeting url:
https://emhs.zoom.us/j/8975458107

Start Meeting Now   Go to My Account

Once the Profile screen opens up, scroll down to "Personal Meeting ID" and click "Edit" on the right side of the screen.

Personal Meeting ID   897-545-8107   Edit

https://emhs.zoom.us/j/8975458107

✕ Use this ID for instant meetings

Select "Use Personal Meeting ID for instant meetings" and then "Save Changes"

Personal Meeting ID

897-545-8107

Only paid user can choose a Personal Meeting ID. Upgrade

☑ Use Personal Meeting ID for instant meetings

Save Changes   Cancel
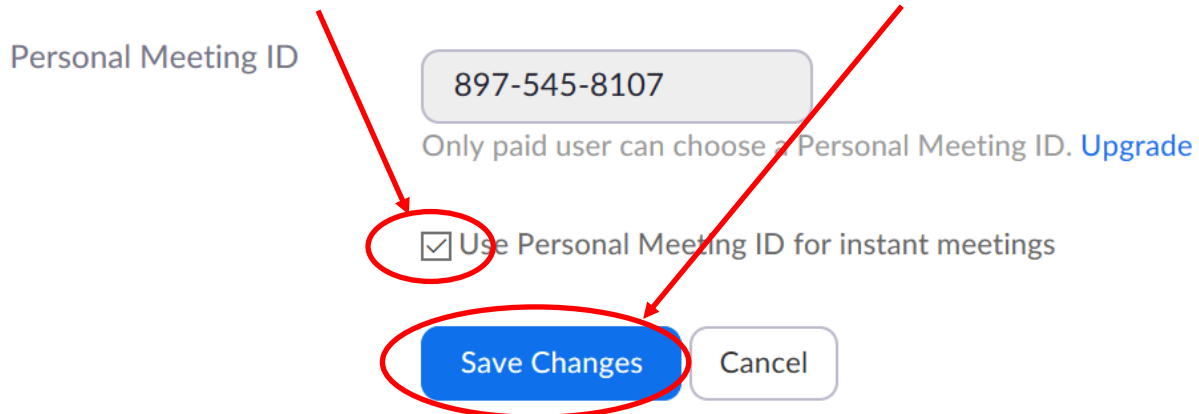
Click "Sign Out" in the upper right to log out of the web portal.

SIGN OUT

You are now ready to schedule your ZOOM Meeting!

Creating a Zoom Meeting

This guide focuses how to set up a meeting using basic settings. While there are more advanced methods, this guide will stay high level.

1. Open the ZOOM client on your computer by clicking the Windows menu in the lower left corner of the desktop, and then start typing zoom as indicated in the screenshot below, and click "Start Zoom"
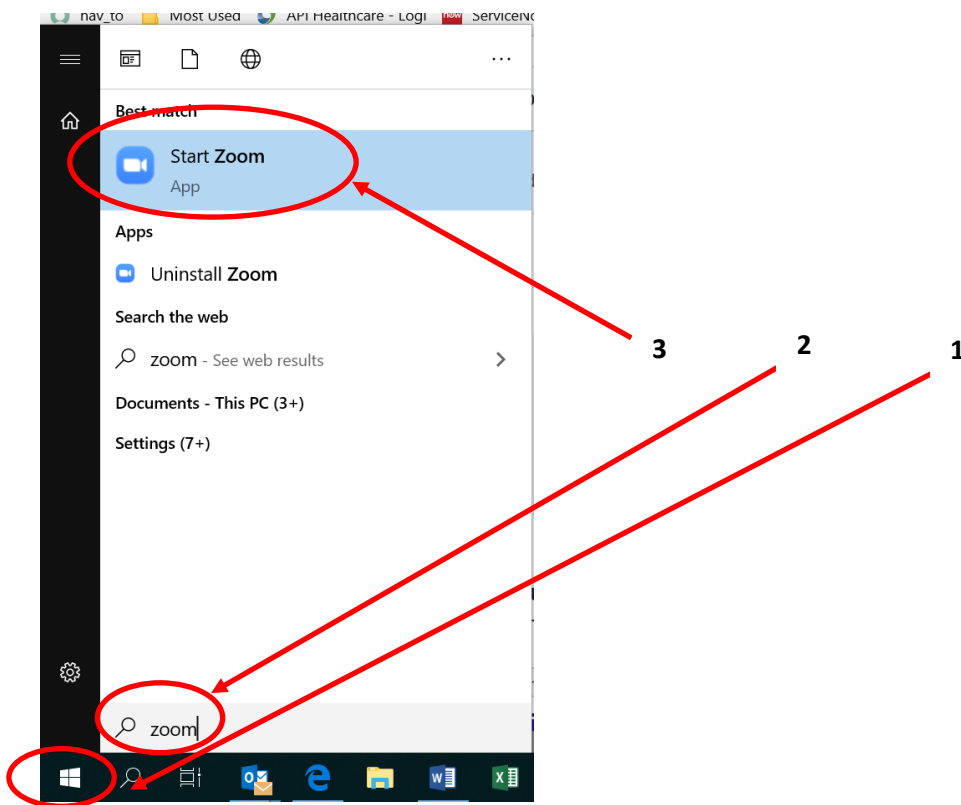
2. Sign in using your ZOOM client using your username and password:
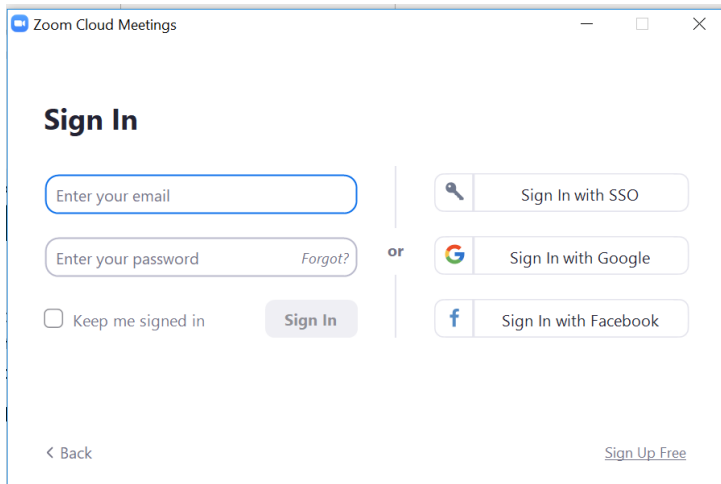
3. Once signed in, click on the "Meetings" icon on the tool bar. Click "Copy Invitation" to copy the ZOOM meeting information to the clipboard.
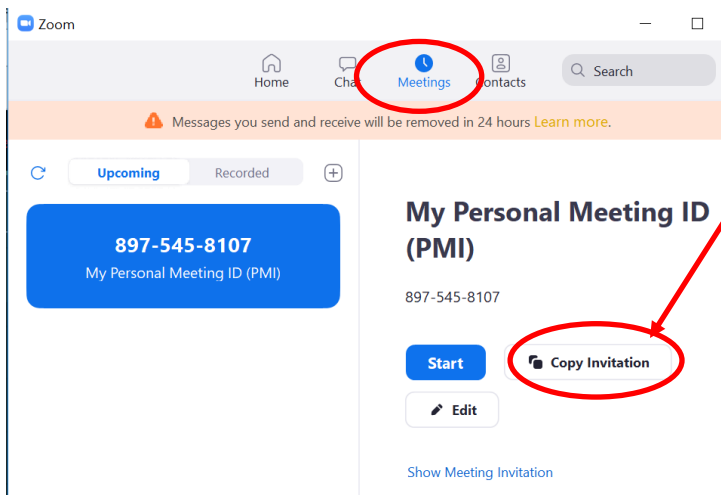
4. With Outlook open, schedule a meeting like you normally would; fill in your meeting Subject, select your list of attendees, and choose the best time when most or all are available to attend. In the open area below the Subject line, paste your ZOOM meeting information as illustrated below. ** You can also paste and save the meeting information into a text (or Word) document, to keep handy for the next time you schedule a meeting, as the meeting ID will remain the same for all ZOOM meetings you schedule. **

From this point you will conduct the meeting as you would a Skype call. Note the controls may be in different locations, so you may want to trial this by yourself or with a co-worker prior to scheduling your first actual meeting.

NOTE DO NOT INSTALL "Zoom Plugin for Microsoft Outlook" as it will disable your ability to create Skype meetings.

** For more information on how to use ZOOM, click on the link below **

https://support.zoom.us/hc/en-us/sections/201728913-Joining-Starting

Installation and Account Setup (Smart Phone) for Users with Northern Light Email Installed on Your Smart Phone

The following instructions assume you are already receiving work email on you phone via the Outlook applications. If you are not, you will need to work with your supervisor to first have this access before the next steps will work.
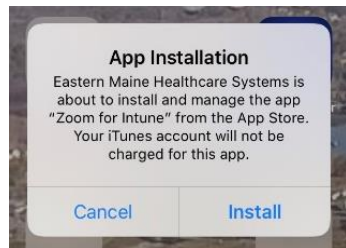
1. Find and open the **Comp Portal** app on your phone
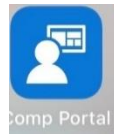
2. Under **Recently Published** select **Zoom for Intune** and click **Install**
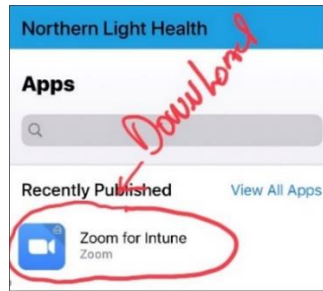

3. A pop-up, like the below, will display and click **Install**

4. You will get an email to activate your account. Go to your email and click **Join the Account.**
   a. Zoom will open and you can continue to sign up. Enter your name and set a password or if you already have an account sign-in with your email and password.
   b. If prompted, you can 'Skip this step' for Invite Your Colleagues.
   c. Lastly click **Go to My Account**

Configuring Your Audio Output and Microphone

   a. After logging in, the main window appears. Click on the gear icon in the upper right-hand corner to open your settings.
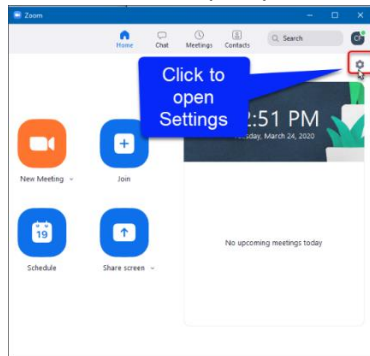
   b. Select the _Audio_ tab
   c. Select the desired _Speaker_ from within the pull-down drop-box.
   d. Select the desired _Microphone_ in the same manor.

e. Close the settings.