Zoom is a cloud-based videoconferencing service provider that will allow you to connect up to 300 people in a single meeting and see up to 49 of them at the same time.

Status as of Tuesday, September 1st: Learning and Technology Services received confirmation late into the night that our licensing was provisioned. We are now working through the process of setting up users as quickly as possible. Instructional faculty and staff will take priority, with the rest of our employees coming afterwards.

**Zoom Training Resources**

Visit the [Zoom Help Center](#) and perform a search using keywords for what you are trying to find. Zoom provides a robust library of video tutorials on their site covering a variety of how-to topics. You are encouraged to look through these resources. Their knowledgebase of articles is fairly comprehensive.

**Frequently Asked Questions**

**Q: Who will have Zoom licenses?**  
A: All UWEC students, faculty, and staff will have a PRO license of Zoom available to them using their uwec.edu email address for login.

**Q: How many people can I have in a single meeting?**  
A: Our PRO licenses are set for meetings of up to 300 users.

**Q: How many people can I see at one time on my screen in a Zoom meeting?**  
A: 49 maximum. Zoom provides a variety of layout settings for meetings. Visit Zoom’s [Changing the video layout](#) article for more information.

**Q: Will Zoom be integrated into Canvas?**  
A: Yes. Directions on how to use Zoom within Canvas will be provided as soon as they are available.

**Q: How do I install Zoom?**  
A: On UWEC owned computers you should install Zoom using Software Center (Windows) or Self Service (Mac). Installing this way does not require administrator privileges and also corrects some install issues with audio support and other functionality that require admin when you install. The support team is doing their best to keep the version of Zoom being deployed as current as possible. Personally owned devices can go to [Zoom's Download Center](#) and install from there.

**Q: Does Zoom have breakout rooms?**  
A: Yes. Breakout rooms are enabled in our system. Please visit Zoom’s [Managing Breakout Rooms](#) article for more information. Note that you can't use pre-assigned users to breakout rooms functionality until the site licensing for all UWEC users is in place.
Q: Can I join more than one Zoom meeting at a time? I'm a supervisor of students in multiple meetings.
A: Yes. Join multiple meetings is enabled in our system and allows you to participate in two meetings simultaneously. Please visit Zoom's Joining multiple meetings simultaneously on desktop article for more information. Note that this is only possible on a Windows or Mac computer using the Zoom client. Your first meeting you join will use the Zoom desktop client and the second meeting you join will load in your default web browser.

Q: Do we have access to Zoom webinar licenses?
A: Not by default. If you have interest in knowing how Zoom webinars work and the associated cost for licensing, email helpdesk@uwec.edu with your inquiry. Zoom webinars can be purchased at multiple levels of capacity starting at 500 viewers, and up to 10,000 (or more). View Zoom's Video Webinar Frequently Asked Questions article to learn more. Webinar licenses are assigned to a specific user and not available for everyone.

Q: Can Zoom connect to distance education classrooms that are utilizing a videoconferencing appliance, like a Polycom codec, sometimes referred to as H.323/SIP or "room system" connections?
A: Yes. Several 'Room Connector' licenses have been purchased to help facilitate this. However, one of the main reasons that Zoom wasn't purchased prior to this year to replace Bluejeans was the limitation of the Room Connector licensing. Once the number of Room Connector licenses purchased are in use no more room systems can join a meeting hosted by a UWEC user, all other rooms are locked out. Zoom does not allow bursting of additional licenses to pay for later, nor do they allow them to be assigned to a particular user at any given time, unlike webinar licenses. Bluejeans allowed for unlimited connections for room systems in meetings.

Q: Can I perform HIPAA related sessions using our Zoom accounts?
A: Yes, but you need to contact LTS and let them know you wish to be included under the Business Associate Agreement (BAA) and related HIPAA settings group within Zoom. This will ensure a variety of settings are enforced in compliance with HIPAA requirements for your account. Send an email to helpdesk@uwec.edu with your request. If you are going to perform HIPAA related work on a personally owned Windows or Mac computer, be sure to go through steps outlined later for encrypting your personal computer hard drive.

Q: Does Zoom have cloud recording capabilities?
A: For those users not setup under HIPAA restrictions, you will have 1GB of cloud recording storage available. HIPAA users will only be allowed to record locally to their computer and ONLY on UWEC owned computers, unless they've gone through steps outlined later for encrypting their personal computer hard drive.

Q: Why are some of the settings locked so that I can't change them?
A: Some settings of Zoom have been configured by the support team so that they are enforced globally for all users and cannot be changed. Many of these settings are security related.

Q: How do I encrypt the hard drive(s) on my computer so they are safer to use for HIPAA related sessions and recordings?
A: If you're computer is unable to support the current version of Windows 10 or your Mac is not running Mac OS Mojave (10.14) or Catalina (10.15), you should not be using it for HIPAA related activities.

Windows Users:
To verify which version of Windows you are running follow these steps.
To learn how to encrypt your Windows hard drive(s) read the article linked here.

Mac Users:
To verify which version of Mac OS you are running follow these steps.
To learn how to encrypt your Mac hard drive(s) read the article linked here.