

QuickStart User Guide : Zoom for Healthcare

Version: 2.1

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Before You Start

Before you can host a meeting with **Zoom for Healthcare (Zoom)**, you must have the Zoom Desktop Client software installed on your computer or device. You can download and self-install the Zoom Desktop Client application by visiting <https://gnb.zoom.us/download> from your Google Chrome browser.

Note: Zoom for Healthcare should always be used outside of Citrix.

If you use **Outlook on an RHA or GNB device** and wish to have the Zoom for Outlook Add-in installed, you may need to contact the Provincial Service Centre to have the Zoom for Outlook Add-in installed in Outlook. See below for additional Zoom for Outlook Add-in information.

Setup & Configuration

Zoom Web Portal:

Visit <https://gnb.zoom.us/signin> and enter your active directory (AD) email address and password. The email address connected to your AD account will end in one of the following: @gnb.ca, @horizon.ca or @vitaliténb.ca.

*Note: In order to ensure that your session is protected under healthcare security, you will **ALWAYS** login using your Active Directory (AD) credentials to book appointments. You will **NEVER** use a personal account to log into the site.*

Upon signing in, you will be taken to your Profile page.

Highlights of this page are:

- Setting your profile picture (persists through the Zoom platform).
- This is your personal dedicated virtual meeting space. You can use it anytime or schedule future appointments.

After configuring your profile, we recommend going to the **Meeting Settings** tab to configure your preferences based on how you would like to conduct meetings.

Zoom Desktop Client:

1. Once the Zoom Client for meetings is installed, click the **“Sign In”** Button.
2. Click **“Sign in with SSO”**.
3. Type **“gnb”** in the company domain field and click **“Continue”**.
4. Choose your AD account from the Microsoft window that appears.
5. If you are asked for your password, enter your AD password and click **“Sign In”**.
6. A Stay signed in window appears, click **“Yes”**.

You now have the Zoom client for meetings installed.

Zoom for Outlook Add-in (Desktop and Web):

If you use **Outlook Desktop** or **Outlook Web on an RHA or GNB device** and wish to have the Zoom for Outlook Add-in installed, you will need to contact the **Provincial Service Centre** to have the Add-in installed in Outlook.

Scheduling Zoom for Healthcare Meetings

Zoom for Healthcare offers you several ways to schedule your meetings.

Zoom Desktop Client

1. Click “**Schedule**” in the Zoom application.
2. Input details for the meeting and click “**Schedule**”.
3. You can then copy the Zoom link or invitation or add to your calendar with the available add-in.

*Note: If you are using a calendar application other than Outlook, or Outlook in Citrix, you will **ALWAYS** select the “**Other Calendars**” option and copy the invitation to your calendar application or Outlook calendar in Citrix. If you use Outlook, you have the option to select “Outlook” and the appointment will be automatically transferred to your Outlook calendar.*

Zoom Outlook Add-in (Desktop and Web)

Outlook (Desktop)

1. Log in to Outlook on your desktop.
2. Open your Outlook calendar and select “**New**” to create a new calendar event.
3. Select “**Add a Zoom meeting**” from the toolbar and sign in to Zoom (if prompted).
4. Add meeting details and select “**Send**”.

Outlook (Web)

1. Log in to the [Outlook web app \(OWA\)](#) in Google Chrome.
2. Open your Outlook web calendar and select “**New Event**” to create a new calendar event.
3. Select “**...**” in the top toolbar (to the right of “**response option**”). Sign in to Zoom, if prompted.
4. Add meeting details and select “**Send**”.

In Meeting Controls

Audio

When starting/joining a meeting, you can join the audio by phone or computer.

- Choose “**Join Audio by Computer**” to connect your computers mic and speakers to the Zoom meeting. You can test your audio sources by using the “**Test Computer Audio**” link when joining.
- Choose “**Phone Call**” and dial the number provided. Enter the Meeting ID and make sure to input the “**Participant ID**”.

Clicking on the **Mic** icon will mute and unmute your audio once connected.

Video

Access video settings before or during a meeting by clicking the “**Settings**” icon on your Zoom desktop application. On the video tab you can preview and change your camera source via the down arrow.

Clicking on the **Video** icon will let you start and stop your video feed.

Share Screen

1. Click **“Share Screen”**.
2. Choose to share your screen (desktop or specific application).
3. All participants in your meeting can share their screen.

Chat

1. Click **“Chat”** to advise the attendees of any technical difficulties (audio or video difficulties).
2. The dropdown in the chat window will allow you to message everyone, or a specific participant.

The **Chat** feature is only to be used to communicate any technical difficulties you or the participants may be experiencing. If the participant prefers a text communication use standard SMS text messaging services.

Add Participants

1. Click **“Manage Participants”** to open the *Participants* pane.
2. Click **“Invite”**. An *Invite people to join meeting* window will open.
3. If the participant (e.g. primary care provider and/or family members) is in your contacts you can select the participant and click **“Invite”**.
 - a. If the participant is not in your contacts, you can click **“Copy Invitation”** and open your Outlook or email service to paste and send the invitation to the participant email address.
4. In the *Participants* pane, hover over the name and click **“Admit”** to admit a participant.
5. To remove a participant from the meeting while leaving the meeting open, hover over the name and select **“More”** to open a menu. From the menu click **“Remove”** and **“OK”** to validate.

Inviting other participants can be used when it’s determined that a primary care provider or family member is required to provide appropriate services to a client. Always have a discussion with the client first to ensure consent is obtained.

Zoom for Healthcare Best Practices

Before the Meeting:

- Test your audio and video [here](#).
- Make sure to choose the correct audio and video sources.
- Have the content and applications that you need to share open and prepared ahead of time.
- Close applications that have notifications or pop ups.

Hosting a Meeting:

- Mute your mic if others are presenting/speaking.
- Share specific applications to control displayed content.

Turn the camera on!

- Put your webcam at eye level or higher - experiment for best angles.
- Make eye contact - try to look at your webcam versus the screen.

Technical Support

Zoom for Healthcare Support

Zoom for Healthcare offers a wide range of support features: videos, webinars, FAQs, email or live support, and search help capabilities. Visit <https://support.zoom.us> for additional information about Zoom for Healthcare features and functionality.

Internal Zoom for Healthcare Support

Internal Zoom for Healthcare Support – Provincial Service Desk 1-844-354-4357 or service@snb.ca

Device Support – For device support, continue to contact your current provider (GNB Service Desk or Provincial Service Desk)

Webcam/Headset Support – GNB Service Desk is available for initial troubleshooting with user and will identify if and when Provincial Service Desk support is required.

License Types and Limitations for Zoom for Healthcare

There are two license types for Zoom for Healthcare. Most users will have the Basic license. If you require more functionality, please contact your manager.

Basic license

- The number of participants is unlimited.
- Calls with 3 or more participants are limited to 40 minutes.
- No 1-800 telephone access for meeting participants.
- Can accommodate up to 100 meeting participants.
- Unlimited number of meetings.

License

- No time limit for 2 or more participants.
- Access to meeting participants by telephone (1-800).
- Can host up to 200 meeting participants by default (if there is a need to host large meetings with up to 500 users or webinars, send a request to connectedcare@gnb.ca to enable large meetings or webinars).
- Unlimited number of meetings.
- Can schedule meetings on behalf of another user when assigned scheduling privileges.