HIPAA Compliant Video Conferencing Software

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Purpose
This training material highlights how to use Zoom video conferencing software that is HIPAA Compliant.

Audience
This training material is designed for University faculty, staff, and students that will be using HIPAA Zoom video conferencing software.
Getting Started

Zoom is a video conference service. It allows users to conduct live, multi-person video conferences from any video-enabled device with Internet access that is now HIPAA Compliant. **Note:** Recommended browsers for use with Zoom are Firefox, Chrome, or Safari.

Requesting a HIPAA account

1. Complete a Service Request form from the umHelpdesk system for a HIPAA Account Request. From the umHelpdesk site go to: Software & Applications > Zoom Video Conferencing > Zoom HIPAA Access Request. Fill out the form and you will receive an email. Log out of your memphis.zoom.us account, then click I Acknowledge and Switch.

   By accepting this invitation, you are switching to a new Zoom account

   Before you switch, be aware of the following:

   • After you switch, you can still access your own data, such as your meetings and recordings.
   • Your role in the new account will be "member". This role might have fewer privileges than your role in your current account.
   • Your new account might not provide access to all of the features you have in your current account.

   ![I Acknowledge and Switch](image)
2. Once you have successfully signed in and switched over, you will receive the following and will receive an email.

![Your account has been switched successfully]

Your account has been switched successfully
You are now a member of the Zoom account HIPAA.

Sign In to Profile Page
Signing into the HIPAA Web Portal

1. Log out of your memphis.zoom.us account.

2. Sign into your account at the UofM HIPAA Zoom site using your UUID and UofM credentials. ([https://memphis-edu-hipaa.zoom.us](https://memphis-edu-hipaa.zoom.us)) From here your Zoom HIPAA account will look and behave just like a regular zoom account. Note: When you want to log back into your regular Zoom account, logout of the Zoom HIPAA and log back into memphis.zoom.us.

3. Zoom uses your UUID, the first part of your University of Memphis email address (UUID@memphis.edu) and associated password. Click Login.
4. Authenticate using DUO.

5. You will see this landing screen that contains a list of meetings upon Login.
6. Parts of the Landing Page:

A) Review your Profile, Webinars, Recordings, Settings, Account Profile, Reports, Attend live training, Watch video tutorials or explore the Knowledge Base.

B) View Upcoming or Previous Meetings, your Personal Meeting Room, and Meeting Templates.
C) Click to Schedule a new meeting.

D) A list of upcoming meetings will appear in this area.

E) You can save time by scheduling your meetings directly from your calendar using the Microsoft Outlook Plugin or the Chrome Extension.

F) From here you have the option to Schedule, Join, Host a Meeting or Sign Out.

G) This is a link to Video Training.

H) This is a link to the Help section of Zoom.
Downloading Zoom Client

Go to https://zoom.us/support/download the desktop client should automatically download to your computer. A) On a Mac, you will see a .pkg file and on a Windows OS system you will see a .exe file in your Downloads folder. B) From here, you may also download the IOS Client (also available in Apple Store) and Tablet Client (also available in Google Play Store).

1. Once the .exe (PC) or .dmg (MAC) file is downloaded double click to install.

2. Double click the Zoom Application to open the Desktop Client.
3. Once the Zoom Application or Zoom Client for Meetings is installed, click the Sign In button to sign in or Join a Meeting to join an existing meeting.

4. Select Sign In with SSO.
5. A) In Your Company Domain enter “memphis-edu-hipaa”, B) click Continue.

![Image of Sign In with SSO screen]

6. Authenticate using DUO.

![Image of DUO authentication screen]

7. On the Sign in with SSO screen select Launch Zoom.

![Image of Launch Zoom button]
8. Your Computer will ask if you would like to allow Notifications. Click Allow.

9. Once Logged in you will see the Home Screen. From here, you can Schedule a Meeting, Join a meeting, or Share your Screen.

You now have the Zoom client for Meetings installed.
Chat Screen

1. When in a meeting, click Chat to start an in-meeting message with participants in the meeting.
2. The dropdown on the chat window will allow you to message Everyone, or a specific participant.
Meetings

This page contains a list of your scheduled meetings. You can access Upcoming and Recorded Meetings. **PMI - Personal Meeting ID** - This tool can be used to meet with your students for virtual office hours. The meeting ID will be the same and will not change; however, it shouldn’t be posted on a personal website or to the public. Please note, we also recommend using additional security features such as waiting room or password.
Contacts

Contains access to your contact list in Zoom.
Scheduling Meetings

Zoom offers you several ways to schedule your meetings. If you’re using Google calendar or Outlook, installing plug-in or extension makes it easy and efficient.

Web Portal

1. First, sign into your account, at the UofM Zoom site.

2. Click “Schedule a Meeting” in the top navigation bar

3. Input details for the meeting and click “Save”
4. You can then **Add to** the URL or Invitation or add to your calendar with available plug in.

![My Meetings](image)

**Desktop Client**

1. Click “Schedule” button on the Zoom App.
2. Input details for the meeting and click **Schedule**.

3. You can then copy the URL or Invitation or add to your calendar with available plug in Outlook Add-in (Web & Desktop).
Hosting a Meeting

From the Desktop App

1. **A)** From the top menu select **Meetings**.

2. **B)** Select the meeting you want to begin and click **Start**.
Joining a Meeting from Web Client

1. Click the **Join A Meeting** button to enter the Meeting Room.

2. **A)** Enter the meeting ID or Personal name. **B)** Click Join.
Hosting a Meeting

From Web Browser

1. Select Meetings in the left-hand menu.

2. A) From the Meeting List, B) click on the Start to begin your meeting.
The Meeting Room

Once you have entered the meeting room, your desktop screen should appear like so.

Starting a Meeting in Outlook - *If Outlook Plugin Has Been Installed*

1. Open the **Outlook Desktop App** and switch to calendar view.

2. In the Home tab, select **New Meeting**.

3. Select **Add a Zoom Meeting**.
4. Add meeting details and **Send**.

**Additional Support and Tutorials for Zoom**

Below are some helpful resources from our Knowledge Base that provide more information about how to use Zoom:

- [Watch the Getting Started Videos](#)
- [Join Weekly Zoom Meetings and Webinar training](#)
In-Meeting Controls

Audio

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

- Choose Join with Computer Audio to connect your computers mic and speakers to the Zoom Meeting. You can test your Audio sources by using the Test Speaker and Microphone link before joining.
- Choose Phone Call and dial the number provided. Enter in the Meeting ID and make sure to input the Participant ID.

Note: Clicking on the Mic icon will let you mute and unmute your audio once connected
**Video**

Access Video settings before or during a meeting by clicking on 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.

Additional Video Settings can be found by clicking on video settings from the drop-down menu.
This will provide additional settings for your video.

Invite Participants
You can invite participants during a meeting, click “Invite” to send meeting information to more participants by email, Zoom chat, phone, or room system. Choose to invite someone from your contacts or by sending them an email.
Manage Participants

When hosting a Zoom meeting, you have additional controls available to help manage your participants. Attendees can only view the other participants.

Click More to view more options.
Share Screen

1. Click Share Screen.

2. Choose to share your desktop, specific application, whiteboard, camera feed.

3. All participants in your meeting can share their screen if you choose or one person can share at a time.
Advanced Sharing Options

4. During screen sharing you and your attendees can use the Annotation tools for drawing, pointing, highlighting, etc.

Chat

1. Click “Chat” to start an in-meeting message with participants in the meeting

2. Type at the bottom of the window and message will appear in message pane to right of home screen.

Note: The chat window will allow you to message Everyone, or a specific participant.
Record
As a host you can record the meeting to either the Zoom cloud or your local machine.

1. Click on the “Record” icon in the toolbar.

2. Choose to record to the Cloud or Local machine.

3. Recording will process once the meeting ends.

Full Screen Mode
To enter in full-screen mode click on the full screen icon at top right corner of room.

To exit full screen

Ending the meeting

To end meeting click End Meeting.
Zoom - Best Practices to Avoid Zoombombing

While we have moved to meet virtually on campus with Zoom. We want you to be aware of how to protect your meeting from unwanted guests joining or Zoombombing. These attacks disrupt online Zoom classes by individuals spewing racist, misogynistic or screen sharing vulgar content. Not only can Zoombombing be disruptive on screen, but it can also cause problems in the chat room of the meeting. We’ve put together some best practices to help you address and avoid Zoombombing.

When sharing a meeting link on social media or other public forums, that makes your event extremely public. ANYONE with the link can join your meeting. We recommend not sharing Zoom meeting links on social media.

Avoid using your Personal Meeting ID (PMI) when hosting public events.

Enable Waiting Room - The waiting room feature will allow you as the host to control when a participant can join a meeting. This can be turned on under meeting options when scheduling a meeting. View the training video to learn more about meeting controls.

Enable Only Authenticated Users Can Join - With this feature participants must log in with their UUID and password before joining a meeting. This can be turned on under meeting options when scheduling a meeting.

Here are a few other preventive measures to keep in mind when conducting a virtual meeting in Zoom:

- Allow only signed-in users to join your meeting
- Manage your screen sharing
- Lock the meeting
- Remove unwanted or disruptive participants and prevent them from rejoining
- Disable Video and prevent users from screen sharing
- Mute participants on entry
- Turn off File Transfer feature
- Turn off Annotation
- Disable Private Chat
- Use the Waiting Room

Additionally, Zoom has developed a blog that helps to define how to prevent Zoombombing.
Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation