PHSA Office of Virtual Health
Providing support for *Zoom for Healthcare* to:

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Deactivating Your OVH Zoom for Healthcare Account

Purpose

- OVH Zoom for Healthcare accounts are issued to people who are conducting or supporting Virtual Health Visits. To optimize the management of users and Virtual Health resources, we provide options to users to temporarily deactivate their account, unlink their account from the Zoom for Healthcare instance, or delete their Zoom account entirely.
- By deactivating your account, a license is freed-up and can be given to another user with immediate need to conduct or support Virtual Health Visits.
- Deactivating your account may be done for the one of the following reasons:
  - You do not need your Zoom for Healthcare account for an extended period of time → *temporarily* deactivate your account
  - You no longer provide or support Virtual Health Visits → *permanently* deactivate your account with the option of transferring your account to the free version of Zoom
  - You no longer want a Zoom for Healthcare account → *permanently* deactivate your account with the option of transferring your account to the free version of Zoom
- Deactivating your account will prevent you from signing in and utilizing any features of Zoom for Healthcare.

Requirements

- You have an OVH Zoom for Healthcare account.
- You no longer conduct or support Virtual Health Visits and hence no longer need access to Zoom for Healthcare, either temporarily or permanently.

Temporarily deactivating your Zoom for Healthcare account

Request to temporarily deactivate your account

1. Email OVHZoomSupport@phsa.ca to request to temporarily deactivate your account.
2. Your account settings will remain intact, but you will no longer be able to:
   - Sign in. If you attempt to sign in, you will receive a message saying your account has been disabled.
   - Use Zoom for Healthcare for Virtual Health Visits.

Request to reactivate your account

1. Email OVHZoomSupport@phsa.ca to request to reactivate your account. This can be done at any time.
2. Your will now be able to sign in and use your account for Virtual Health Visits again.

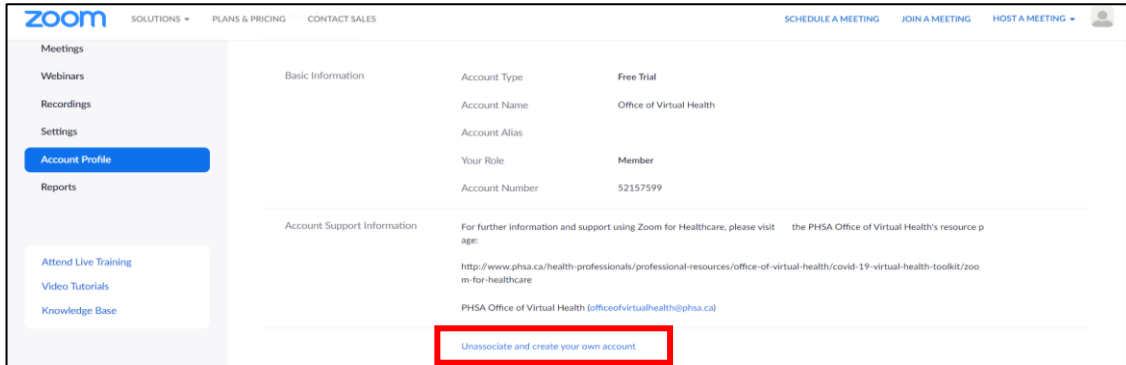# *Permanently* deactivating your Zoom for Healthcare account

Option A) Request to permanently deactivate (delete) your account

1. Email OVHZoomSupport@phsa.ca to request to delete your account. This can be done at any time.
2. All of your account settings, data, contacts, and scheduled sessions will be deleted.

Option B) Unassociate and transfer your account from the OVH Zoom for Healthcare instance

1. Sign into your Zoom for Healthcare account on the web browser - https://zoom.us/
2. Click **Account Profile**.

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3. Click **Unassociate and create your own account**.

4. Click **Yes** to confirm that you want to unassociate your account from the OVH Zoom for Healthcare instance and create your own account.

5. You will be redirected back to your Account Profile and briefly shown a message that you have successfully unassociated your account from the Healthcare instance.

6. Your new account will be a free Zoom basic account.

✗ Remember, this free Zoom basic account which has been unassociated from the OVH Zoom for Healthcare instance, **cannot** be used for Virtual Health Visits.

Terminating your free Zoom basic account

After transferring your Zoom for Healthcare account to a free Zoom basic account, you may decide you don't need the account at all. To terminate your free Zoom basic account:

1. Sign into your free Zoom basic account on the web browser - https://zoom.us/

2. Click the **Account Profile** tab.

3. Click **Terminate my account**.
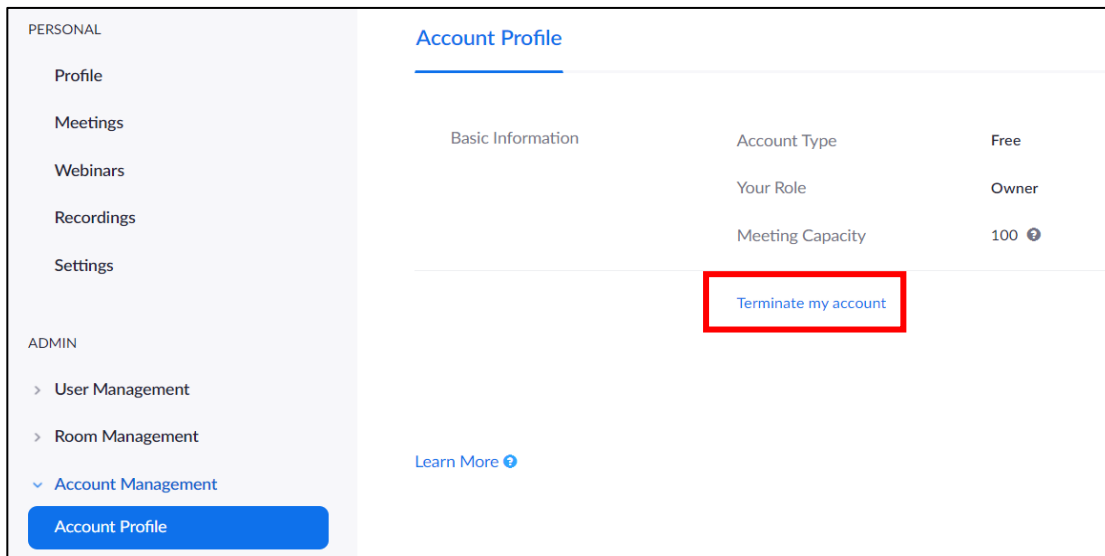
4. Click **Yes** to confirm that you want to terminate your account. Any contacts, scheduled meetings, or other data linked to your account will be lost.