PHSA Office of Virtual Health

Providing support for *Zoom for Healthcare* to:

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Highlights of changes to the Zoom desktop client (version 5.4.6)

Effective Thursday, February 18, 2021

Purpose

- This documents highlights the key changes and improvements to the Zoom desktop client version 5.4.6. The previous desktop client version on most health authority computers and laptops was 5.1.3.

Requirements to receive version 5.4.6

- Updates will be deployed on the evening of February 17, 2021.

- The Zoom application needs to be exited before receiving the updates.

- All PHSA, PHC, and VIHA devices connected to the health authority network will be automatically updated with the Zoom desktop client version 5.4.6.

- If you are working from home, your laptop must be connected to the health authority network via VPN to receive the Zoom desktop client update.

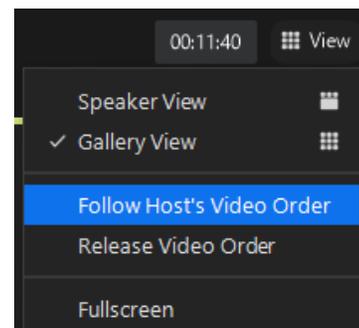
Virtual health visit features

Custom gallery view for hosts, co-hosts, and participants

Zoom gallery view

- Up to 49 participants are visible in gallery view.

- Host and co-hosts can rearrange the view of meeting participants in **gallery view**.
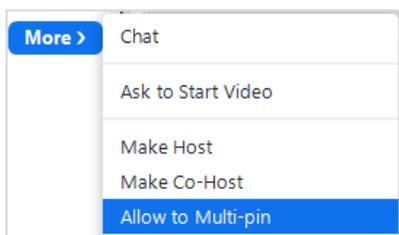 - ✓ Click and drag the participant's video square to the position you want in gallery view.

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00:11:40   ▦ View

Speaker View
✓ Gallery View

Follow Host's Video Order
Release Video Order

Fullscreen

- Host and co-hosts can also choose to push this view to meeting participants, or allow participants to create their own gallery view.
  - ✓ From the **View** menu, click **Follow Host's Video Order** to push the view to all meeting participants.
  - ✓ This layout will remain in place until **Release Video Order** is selected.
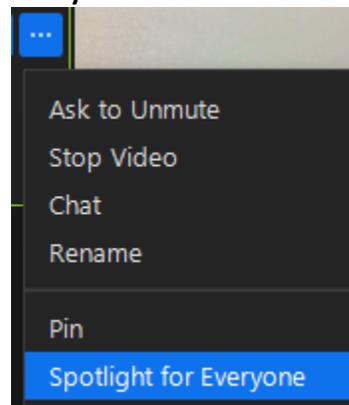
Pin and spotlight participants

Pin

- Allows specific participant to always be visible, even if someone who is not pinned is speaking.
- Only **affects your view**.
- Any participant can pin other participants.

- Participants can now pin up to 9 participants with the host's permission.
  - ✓ Click **Participants** in the meeting toolbar.
  - ✓ Hover over the participant, click **More**, and then **Allow to multi-pin.**

vs.

More >
Chat
Ask to Start Video
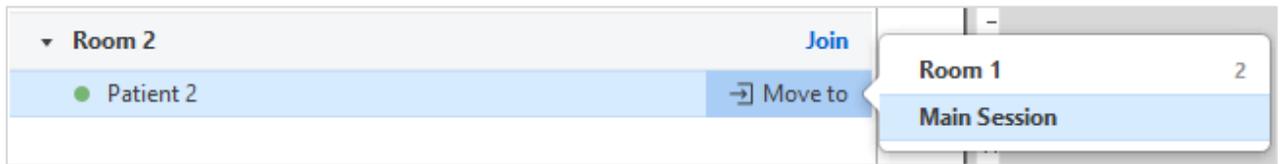Make Host
Make Co-Host
Allow to Multi-pin

Spotlight

- Allows a specific participant to always be visible, even if someone else is speaking.
- **Affects all participants** in the meeting.
- Requires **at least 3 participants** in the meeting with their **video on**.
- Only the host and co-host can set up the spotlight.

- The host or co-host can spotlight up to 9 participants, including themselves.
  - ✓ Hover over the participant's video window and click the **3 dots** (···)
  - ✓ From the menu, select **Spotlight for Everyone.**

···
Ask to Unmute
Stop Video
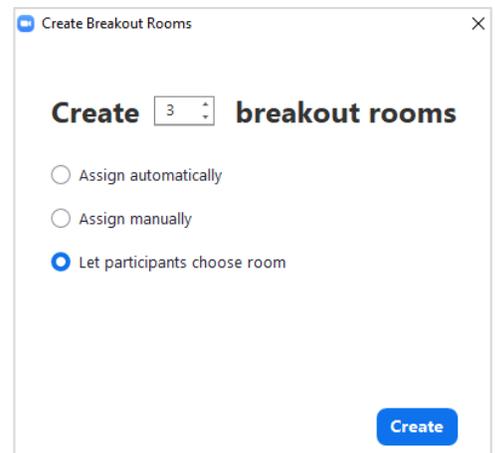Chat
Rename

Pin
Spotlight for Everyone

Breakout Rooms

- Co-hosts now have the same breakout-room controls as the meeting hosts.

- Hosts and co-hosts can assign a participant back to the main session, rather than ending the breakout session.
  - ✓ After opening the breakout rooms, hover over the **participant's name**.
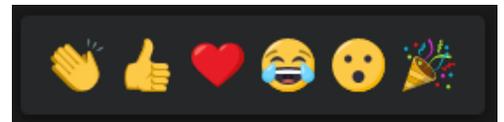 - ✓ Click **Move to.**
  - ✓ Select **Main Session.**

- Pre-assigned attendees joining after the Breakout Rooms have been started will now automatically be assigned to their Breakout Room.
  - ✓ See how to pre-assign attendees to Breakout Rooms [here](#)!

- The host can now create Breakout Rooms with the option for participants to self-select which Breakout Room they would like to join.
  - ✓ Click **Breakout Rooms** from the toolbar.
  - ✓ Adjust the **number of Breakout Rooms** you want to open.
  - ✓ Select the option to **Let participants choose room**
  - ✓ Click **Create**.

Participants can move freely between breakout rooms, without needing the host's help. Both the meeting host and participants need to be on desktop client version 5.3.0 or later to self-select Breakout Rooms.
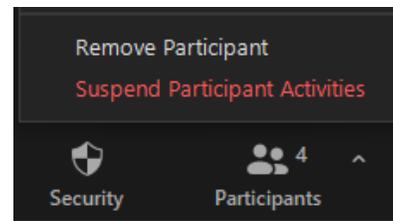
Additional meeting reactions

- Meeting participants can now react with a **heart**, **surprised face**, **laughing face**, or **party emoji**. Participants will also need to have the latest version of the Zoom client to see them.

Virtual health visit security features
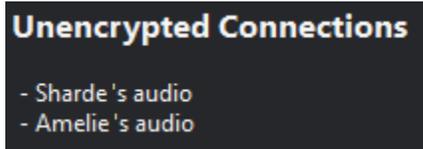
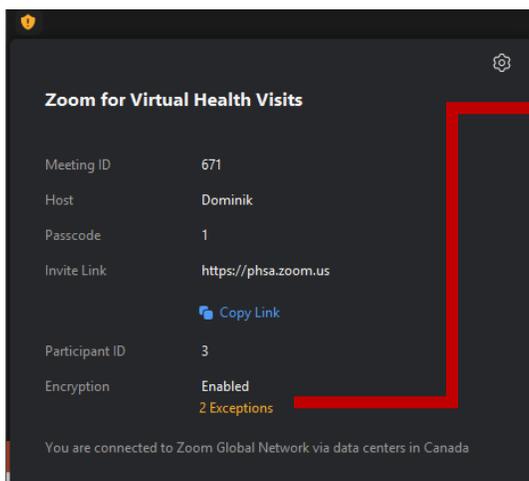### Suspend all participant activities

- Hosts and co-hosts can immediately suspend all participant activities from the **Security** option in the meeting toolbar. This will:
  - Mute all video and audio
  - Stop screen sharing
  - End all breakout rooms

Warnings about partially encrypted meetings

- In the top left corner, a warning will display if a meeting participant's connection cannot be encrypted.
  - ✓ Click the ⚠ icon and then **Exceptions** to view unencrypted connections.

NOTE: Participants phoning in do not have an encrypted connection.

Phone connections, even if unencrypted, still meet our privacy and security standards for virtual health visits with patients. **Confirm the participant's identity before proceeding.**

- If you are unsure about the encryption level of the connection, switch to an alternative method to host your virtual health visit.
- 🛡 = the meeting is encrypted*
- 🛡 = the meeting is using end-to-end encryption*

  (*: both encryption methods meet our security and privacy standards for virtual health visits with patients)