

Changes to your Zoom for Virtual Health Visits account settings

Effective Thursday, November 12, 2020

Change 1: “Allow participants to join before host” or “Allow participants to join anytime” turned off

Purpose

To further enhance the security of your virtual health visit, the scheduling setting to **allow participants to join before host** or **allow participants to join anytime** has been turned off and is locked.

When scheduling a virtual health visit, you will no longer be able to select the “allow participants to join before host” option. This means that a participant can no longer enter the Waiting Room *before* the host starts the virtual health visit.

The options to allow participants to join before host are now greyed out or have a lock icon:

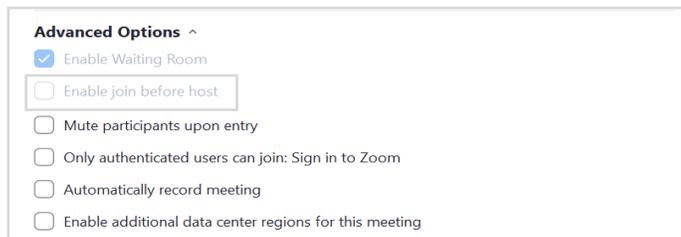


Figure 1 Zoom desktop application

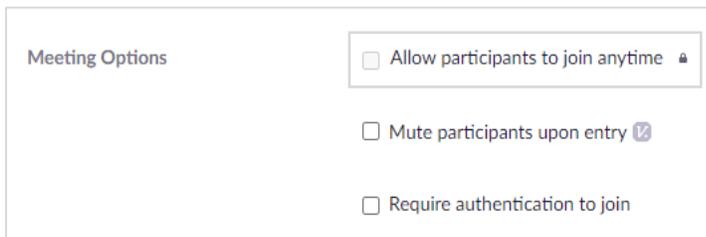
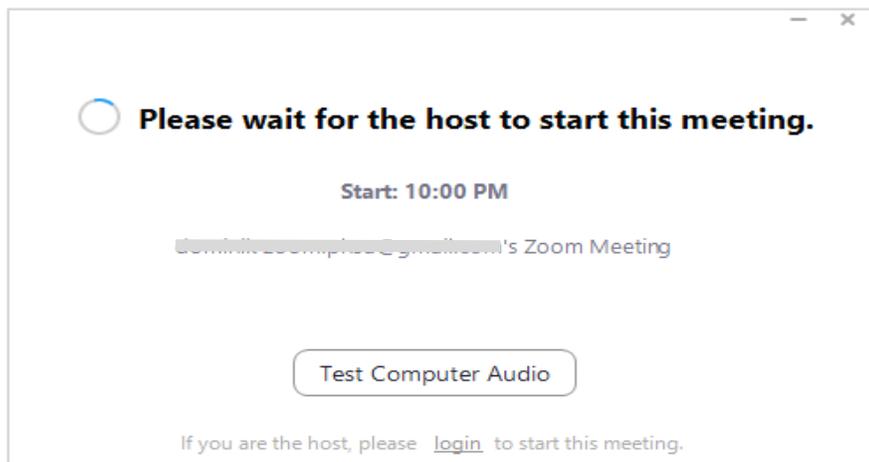


Figure 2 Zoom web browser

What does this mean for virtual health visit participants?

When participants join a virtual health visit *before* the host, they will see the following message:



The participants can simply wait for the host to start the virtual health visit. There is no need to refresh or exit and rejoin. The participants will automatically enter the Waiting Room *after* the host starts the virtual health visit.

Change 2: “Sound notification when someone joins or leaves” turned *on*

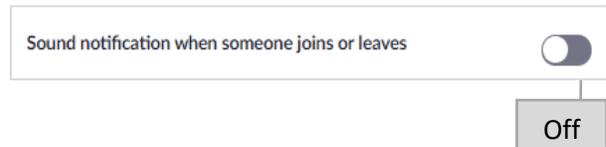
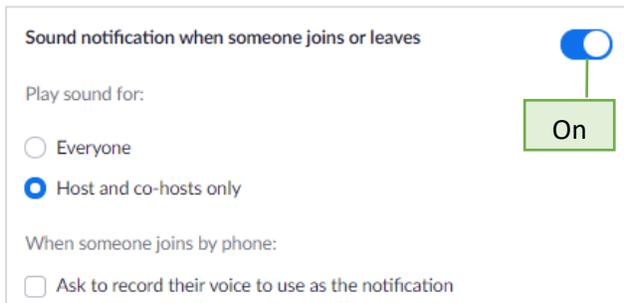
Purpose

To ensure that the host and co-host are alerted when someone joins or leaves the virtual health visit. The alert is an audio chime sound.

By default, the chime sound is only heard by the host and co-hosts of the virtual health visit.

If you prefer not to hear a chime sound when someone joins or leaves your virtual health visit, this can be turned off:

1. Sign into your Zoom for Virtual Health Visits account on the web browser - <https://zoom.us/>
2. Click **Settings**.
3. Scroll to **Sound notification when someone joins or leaves** and toggle ‘**off**’.



4. When the sound notification is switched off, please monitor the waiting room and the participant list extra closely for any newly arrived or departed virtual health visit participants.