

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:

Advanced Options		
Enable Waiting Room	Meeting Options	Allow participants to join anytime
Enable join before host		
Mute participants upon entry		Mute participants upon entry 10
Only authenticated users can join: Sign in to Zoom		, _
Automatically record meeting	Require authentication to join	
Enable additional data center regions for this meeting		

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:

- ×				
Please wait for the host to start this meeting.				
Start: 10:00 PM				
s Zoom Meeting				
Test Computer Audio				
If you are the host, please <u>login</u> to start this meeting.				

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 <u>https://zoom.us/</u>
- 2. Click Settings.
- 3. Scroll to Sound notification when someone joins or leaves and toggle 'off'.

Sound notification when someone joins or leaves		Sound notification when someone joins or leaves
Play sound for:		
C Everyone	On	Off
O Host and co-hosts only		
When someone joins by phone:		
Ask to record their voice to use as the notification		

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.