

Highlights of changes to the Zoom desktop client (version 5.0.1)

Purpose

This document highlights the key changes and improvements to the new Zoom desktop client version 5.0.1.

Requirements to receive version 5.0.1

All PHSA and PHC devices connected to the health authority network will be automatically updated with the Zoom desktop client version 5.0.1.

If you are working from home, your laptop must be brought on-site and connected to the network to launch the automatic installation of the Zoom desktop client updates. Updates will be available starting May 27, 2020.

As of May 31, 2020, desktop client versions below 5.0 will no longer work. If you are unable to download the updates before May 31, you can host meetings from your Zoom for Healthcare account on the web platform (zoom.us) and download the desktop client updates at a later time.

Enhanced encryption

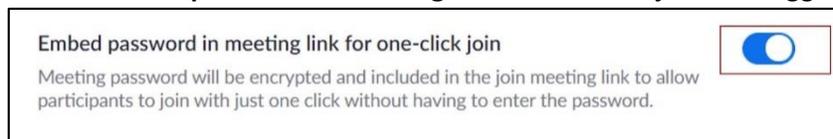
Zoom has upgraded to the AES 256-bit GCM encryption standard. It offers increased protection of data in transit and resistance against tampering to improve the confidentiality and integrity of your Virtual Health Visits. There is no impact on user experience.

Embedded passwords in meeting links

We are recommending to embed the password in the invitation URLs. This allows for patients to click the link to join their Virtual Health Visit. To enable this function:

- Log into your Zoom for Healthcare account in the **web browser**.
- Click the **Settings** tab.

Scroll to **Embed password in meeting link for one-click join** and toggle to 'on.'

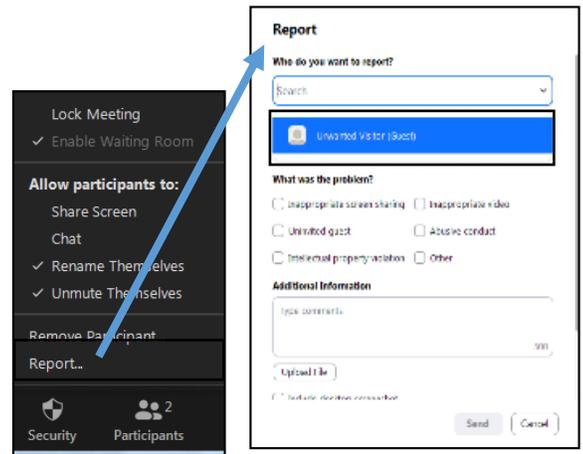


In the new version, meeting passwords will no longer be included in the Virtual Health Visit URL unless enabled in account settings as shown above. This means the patient would be required to enter a password to join their Virtual Health Visit.

Security reports for unwanted attendees

In the unlikely scenario that an unwanted attendee is in your virtual waiting room or joins your Virtual Health Visit, you can report the user after removing them:

- Click the new **Security** icon in the toolbar.
- Select **Report** and identify the unwanted attendee from the drop down list.
- Complete the report details.
- Click **Send**.

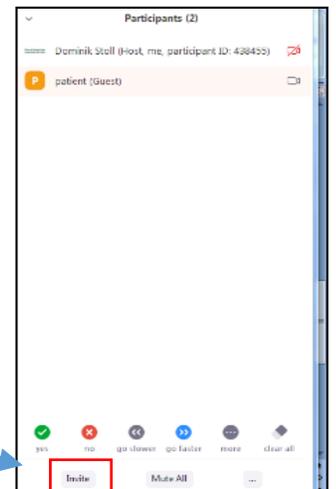


'Invite' button relocated to 'Participants' tab

The button to invite additional participants to join your Virtual Health Visit has moved to the **Participants** tab. The 'Invite' button was previously located as a standalone button in the Zoom toolbar.

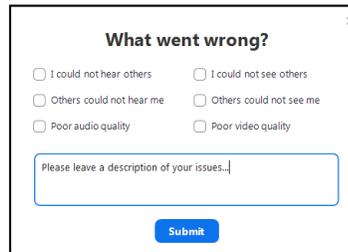
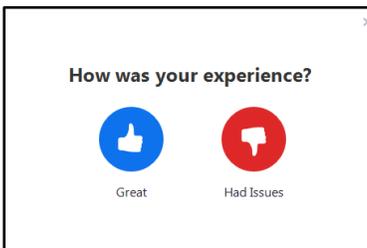
To invite additional participants:

- Click **Participants** from the toolbar.
- Click **Invite**.



Post-meeting surveys

Users of the PHSA Zoom for Healthcare instance have the option to complete a post-meeting feedback survey after Virtual Health Visits. Additional elements have been added to this survey.



Enhancement to the 'leave' session workflow

If the host **leaves** a Virtual Health Visit, they will be prompted to assign a new host before exiting. The new host can be selected from a dropdown list.

