

F FOCUSED

EDUCATION RESOURCES

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ZOOM Information and Resource Guide

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The following information has been provided by Zoom to assist the K-12 community with setting up their licenses and learning how to use the various features in Zoom.

This document is confidential, it is intended to only be used by districts or schools that are authorized by Focused Education to use the BC K-12 Education Plan.

1.0 PROVISIONING OF LICENSES

A) GETTING STARTED:

Once your district or school receives a notification to access the BC K-12 Education Plan, you will be able to manage your sub-account which allows the Administrator to assign licenses to teachers and staff within your district or school.

Below are links from Zoom which will help walk you through the steps to assigning your licenses.

- [User Management](#)
- [Manually Add Users](#)
- [Import Users via CSV](#)
- [Getting Started with SSO](#) (if you want to use Active Directory or similar to provision accounts.)
- [Role Management](#)
- [System Requirements](#)
- [In-Product Security Updates](#) (please make sure users are on current version 4.6.10 on desktop/laptop)

Other Items:

- Review [Network Firewall settings](#) to ensure Zoom is configured properly across your network. This is less important with remote work and learning being prevalent right now.
- Zoom also offers a [Managed Zoom Software Installation](#) option if you plan on remotely pushing or providing Zoom software for faculty/staff computers. Otherwise, software can be downloaded from zoom.us/download or respective app stores.

If you require support with assigning licenses, please contact our Customer Success Manager at Zoom: **Matthew Cupich** matt.cupich@zoom.us.

Note: If you find that you require more licenses for your school, please contact Michael Frost at Focused ED (mfrost@focusedresources.ca).

2.0 ZOOM PRIVACY AND SECURITY

Below are links to Zoom's Privacy and Security features:

- [Zoom Privacy & Security](#)
- [Best Practices for Securing Your Virtual Classroom](#)
- [Other Zoom Updates and Articles](#)

3.0 ZOOM ONBOARDING

A) How to Onboard Staff and Teachers:

The links below are part of a Google Drive folder with guides, documentation, whitepapers, and even announcement templates. Feel free to use, edit, brand, or borrow from anything for internal use.

 [Zoom Onboarding](#)

 [School Administrators Guide to Rolling Out Zoom...](#)

 [Securing Your Zoom Meetings \(1\).pdf](#)

 [Tips and Tricks for Administration Managing Zoo...](#)

4.0 SUPPORT AND TRAINING RESOURCES

A) Zoom Video Communications Technical Support

The following link explains their Support program and provides the contact numbers and portal for logging a support ticket.

<https://support.zoom.us/hc/en-us/articles/201362003>

B) Training Resources

In addition, there are video tutorials, live training and recorded training available:

[Zoom Video Tutorials](#), [Live Training](#), and [Recorded Training](#).

**** Zoom recommends Admin training and Zoom for Educators training, both available live or recorded.**

5.0 ADDITIONAL TIPS AND RECOMMENDATIONS

- **Passwords** – this is recommended but in order to be effective, **passwords should not be shared** with anyone who is not invited.
- **Screen share** – when facilitating a virtual classroom, it has been recommended that this feature be disabled by the Host to ensure students focus on the virtual content / lesson.
- **Chat** – for virtual classrooms, this should be controlled and enabled by the Host when it's appropriate.
- **Allow only authenticated users to join** – this feature should be turned on in your settings and will only allow authenticated users to join your meeting.
- **Waiting room** – this can be set up when you schedule your meeting. It allows the audience that is logging in to be kept in a virtual waiting room until you are ready to start the meeting.