ZOOM GOV

TRANSITION

Setup & Use

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ZOOMGOV ACCOUNT

The Administrative Office of the Courts (AOC) is transitioning from Zoom Commercial accounts to Zoom Government accounts. If you received your Zoom account through the AOC, you will need to transition to your government account prior to April 1, 2021.

Beginning April 1, 2021, the commercial accounts will no longer be accessible.

To transition to the government account, you will need to do the following:

1. <u>Account Setup</u> - Register with the new account.
2. <u>Use the Desktop Application</u>
3. <u>Personal Settings</u> – Reset your personal settings.
4. <u>Reschedule</u> – Reschedule any existing meetings that occur after the switch over date.
5. <u>Move Recordings</u> – Download any existing recordings that are in the Zoom cloud.

ACCOUNT SETUP

To host a hearing using Zoom Gov, you will need web access and a web camera. We recommend using a desktop or laptop computer, but Zoom Gov is also compatible with a tablet or cell phone.

1. Open the invitation from ZoomGov in your email account.

2. Click the button labeled **Activate Your Zoom Account**.

3. The system will take you to a website that allows you to either **Sign in with Google**, **Sign in with Facebook,** or **Sign up with a Password.**

   a. **Choose Sign up with a Password.**

4. Once you have chosen **Sign up with a Password**, the system will ask you for your name and email.

   a. For your email address use your tncourts.gov email.

   b. Once you enter the password and confirm the password, click **Continue**.

5. You will then be asked to enter a password that meets the listed criteria. Once you enter the password and confirm the password, click **Continue**.

6. The system will provide a **Personal Meeting URL**. Please take note of this web address.

7. Next, click **Go to My Account.**

8. Under the **Personal** section, you are able to review your **Profile** information, schedule **Meetings and Webinars**, manage **Recordings**, and enable and update **Settings**.

USING THE DESKTOP APPLICATION

To access your account, change your personal meeting settings, schedule and manage meetings, we suggest you access the Desktop Application instead of using your web browser.

1. To download the application, go to zoomgov.com/download
2. Click on the **Download** button for Zoom Client for Meetings.
3. If prompted, click **Run**.
4. Once the application has been downloaded, the icon should appear within the lower left hand of your screen or on your desktop.
5. Click the icon to open the application. Click the **Sign In** button. The **Sign In** window should appear.
6. Check to make sure that zoomgov.com is listed to the right of **Sign In**. If it says zoom.us, click the dropdown arrow and choose zoomgov.com.
7. Next, enter your email and your password.
8. Click the checkbox next to **Keep me signed in**.
9. Click the **Sign In** button.
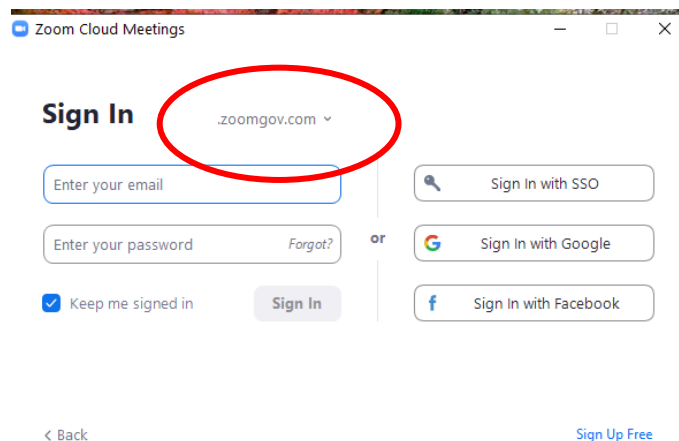
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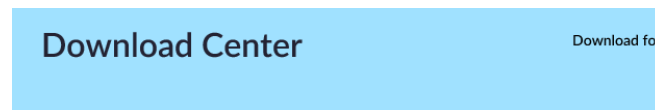
Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download Version 5.5.4 (13142.0301)

Zoom Cloud Meetings

Sign In   .zoomgov.com ⌄

Enter your email   🔍 Sign In with SSO

Enter your password   Forgot?   or   G Sign In with Google

☑ Keep me signed in   Sign In   f Sign In with Facebook

‹ Back   Sign Up Free

APPLICATION USE

- **Start a New Meeting Immediately**

- **Join a Meeting (not one that you scheduled)**

- **Schedule a Meeting**

- **View Scheduled Meetings**

- **Review, Update, Change Existing Personal Meeting Settings –** reaction skin tones, use of dual monitors, video and audio settings, backgrounds, etc… Clicking on **View More Settings** at the bottom of the **General** tab will open the **Personal Settings** online

PERSONAL SETTINGS

Unfortunately, your settings can not be transferred from the commercial account to the government account. You will need to review your settings to re-customize your meetings.

Most settings should be left at the default unless recommended below. In addition, some settings may be added when scheduling the meeting instead of making it a default for every meeting. Some settings are considered host preferences and are listed as optional or may not be listed here.

- **Note:** We recommend that you read through each setting and description before enabling or disabling any settings.

PROFILE PAGE:

- **Date and Time –** If you are in the Eastern Time Zone, you will need to edit the time zone on this page by clicking **Edit** and making the change.

SETTINGS PAGE: MEETING TAB

- **Waiting Room** (optional) **–** click the toggle switch to whether or not you would like your participants to be placed in a waiting room before the start of the meeting.

- **Waiting Room Options** (optional) **–** choose who should go into the waiting room and customize the waiting room by adding the judicial logo and adding a description of the waiting room.

- **Meeting Passcode, Personal Meeting ID Passcode, Webinar Passcode, and Passcode for joining by phone** (optional) **–** enabling these will ensure that participants are required to provide the passcode before joining your meeting or webinar.

- **Host video** (optional) **–** enabling this setting will start meetings with the host video on.

- **Participants video –** enabling this setting will start meetings with participant video on.

- **Audio Type –** choose Telephone and Computer Audio. This will allow your participants to join by phone or through computer audio.

- **Join before host** (optional) **–** enable this if you would like to allow participants to join the meeting before you arrive to the meeting.

- **Enable Personal Meeting ID –** leave this setting enabled. However, use of the personal meeting ID is not recommended.

- **Upcoming meeting reminder –** enable this setting to allow desktop notifications.

- **Auto saving chats** (optional) – enable this setting if you would like to automatically save the text of the chat after a meeting starts.

- **File transfer** (optional) **–** enable this default setting if you plan on having file sharing during a meeting. This option is not recommended unless you **Only allow specified file types** and limit the maximum file size to 200 MB.

    o   File types: Limit to Word (.docx), PDF (.pdf), Excel (.xlsx)

- **Feedback to Zoom –** disable this setting if on.

- **Co-host** (optional) **–** enable this setting if you would like someone to help with the host duties during a meeting.

- **Always show meeting control toolbar –** enable this setting to turn this option on.

- **Screen sharing –** for hearings it is recommended that Host Only is enabled. For meetings or webinars screen sharing is an optional function.

- **Remote control –** disable this setting if on.

- **Breakout room –** enable this setting to have access to the option of adding breakout rooms when creating a meeting. Also, enable **Allow host to assign participants to breakout rooms when scheduling**, then click **Save.** This will enable an additional option when you schedule a meeting.

  - Note: The Breakout room option does not automatically create breakout rooms, it allows the Host to add them during a meeting. If this is not on and a meeting is scheduled the meeting will not have breakout room capability.

- (Optional) **Language Interpretation** – enable this to allow the host to assign participants as interpreters who can interpret one language into another in real-time. Please note, clicking this option within Settings will allow for the host to assign an interpreter when scheduling a meeting or during the meeting. For more information regarding this setting with a meeting please read the Zoom Gov Guide.

- **Far end camera control –** disable this setting if on.

- **Virtual Background** – enable this setting to use virtual background. The AOC can provide a judicial background to you. Please speak with Nick Morgan or Barbara Peck.

- **Show a "Join from your browser" link** (optional) **–** enable this to allow participants to bypass the Zoom application download process, and join a meeting directly from their

browser. This is a workaround for participants who are unable to download, install, or run applications. Please note that the meeting experience from the browser is limited.

- **Allow live stream meetings** (optional) **–** enable this only if you are planning on live streaming your meeting. Once configured, the meeting will be live streamed using a YouTube account.

- **Request permission to unmute** (optional) **–** enable this option to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings schedule by the same person.

- **When attendees join meeting before host** (optional) **–** enable this option if you would like to receive a notification when participants join the meeting before the host joins.

Note: Settings may be changed or updated at any time prior to hosting a meeting/hearing.

RE-SCHEDULING MEETINGS/HEARINGS

Any meetings that are scheduled within the commercial account must be re-scheduled in the new government account. Unfortunately, they cannot be transferred.

Under the **Personal** section, click **Meetings**, found in the left panel. Then click the **Schedule a Meeting** button.

1. Fill in the information on the **Schedule a Meeting** page, as appropriate. Most information will have been auto saved on the **Settings** page.

   a. **Topic** – List an identifier for the hearing, such as the case number, docket type, etc.

   b. **Description** – this is optional but can be used to enter additional information about the proceeding.

   c. **When** – enter the date and time of the proceeding. Zoom only allows scheduling on the half hour. If the hearing is set to start at a time that is not on the half hour, set the start time to the half hour preceding the time of your hearing.

   d. **Duration** – enter an estimated length of the proceeding.

      - **Note:** This can be a guesstimate. Your meeting/hearing will not stop after length of time has occurred.

   e. **Time Zone** – the default time zone can be manually changed from here, if necessary.

      a. (Optional) Click the **Recurring meeting** box if the hearing will occur on additional days. Choose how the hearing will recur, if it will repeat, and an end date.

   f. **Registration** (Optional) – click the **Required** box if you would like attendees to register for one of the occurrences scheduled in the Recurring meeting section.

   g. **Meeting ID** – leave at **Generate Automatically**. Do Not Use your Personal Meeting ID.

   h. **Security –**

      a. enabling the **Passcode** will require the attendees (users) to use the invite link within the invite email or the passcode when joining the meeting.

b. Enabling the **Waiting Room** will place all attendees into a waiting room until the host admits them to the hearing/meeting. This will be particularly helpful with hearings that have several dockets of people.

c. **Requiring authentication to join** will force the attendees to sign into a zoom account (not recommended).

i. **Video** – leave both **Host** and **Participant** to **On**. These functions maybe be changed once entering the hearing/meeting.

j. **Audio** – leave at **Both**.

k. **Meeting Options –**

a. **Allow participants to join … before start time** (optional) – this corresponds to the waiting room. If the participant arrives before the host then they would be placed in the waiting room until the host allows entry into the meeting room.

b. **Mute participants upon entry** (optional) – this will keep everyone muted until they are unmuted by the host.

c. **Breakout Room pre-assign** (optional) – enable this function if you would like to pre-assign parties/attorneys prior to the hearing to specific breakout rooms for private consultation. A breakout room will allow the parties/attorneys to move to the breakout room for a conversation and to re-enter the main room when they are done. Please note that you can move them to breakout rooms spontaneously during the meeting, which will permit the same feature.

d. **Request permission to unmute participants** (If enabled within settings) - enable this option to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings schedule by the same person.

e. **Automatically record meeting** – this setting will produce a recording of the meeting that can be played later. You may also enable the recording function while in your hearing/meeting.

- Options to record - **On the local computer** or **In the cloud**. We recommend **In the cloud** as the recordings may fill up your hard drive quickly. Saving to the cloud will save the recording directly to Zoom and will be accessible to you when you log into your Zoom account

f. (Optional) **Enable language interpretation –** click this if you expect a need for an interpreter during the hearing. Please note, that this needs to be enabled in **Settings** before it will appear on the **Schedule a Meeting** page.

- The system will prompt you for an email address and language choices (from – to) for the interpreter. The system will send an invitation to the interpreter to join as an interpreter. Please note that you will need to coordinate with the interpreter prior to the hearing to guarantee that the interpreter is able to join via Zoom.

- Once in the hearing, you will be able to assign an interpreter and choose the language for that interpreter. When you click **start,** the system will switch the interpreter language in which they want to hear the proceeding.

Note: As of 3/12/21 this has not been enabled in the government account. We are waiting to have it enabled, as soon as it is, these instructions will be updated.

l. Click the **Save** button at the bottom of the page.

m. (Optional) After you get the settings on your hearing meeting correct, you should consider saving the meeting template for future hearings by clicking **Save as a Meeting Template**.

n. If you need to make any changes to your meeting click the **Edit this Meeting** button.

MOVING YOUR RECORDINGS

Any recordings that you have saved with your commercial account **in the cloud** will need to be downloaded to your computer prior to the end date of April 1, 2021.

2. In the **Personal** section, click on **Recordings**. In the **Cloud Recordings** tab, you will see your saved recordings.

Note: Download speeds will vary, depending on how many files you need to download and how fast your internet is.

3. To select all of the recordings, click the check box next to **Topic**.

☑ Topic	ID	Start Time	File Size		
☑ My Meeting	994 4536 7944	Mar 11, 2021 02:50 PM	2 Files (9 MB)	Share...	More ▾
☑ Disaster Recovery Exercises (Applications)	987 1004 7329	Jan 8, 2021 08:57 AM	2 Files (154 MB)	Share...	More ▾

b. Or to select each recording individually, click the box next to the recordings name.

4. Once your recording(s) are selected, click the **More** dropdown button.

| ☑ My Meeting	994 4536 7944	Mar 11, 2021 02:50 PM	2 Files (9 MB)	Share...	More ▾
☐ Disaster Recovery Exercises (Applications)	987 1004 7329	Jan 8, 2021 08:57 AM	2 Files (154 MB)		Download (2 files)
					Delete
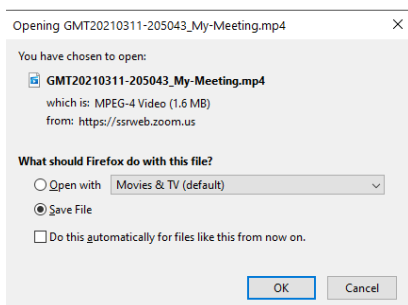
5. Next, click **Download**.

6. Choose **Save File**, and click the **OK** button.

7. Depending on your browser, you should see when the file is downloading. Once the file has downloaded, it will be saved into the **Downloads folder** on your computer.

8. We recommend you move your recordings from the Downloads folder to a shared drive where there is more space to hold/archive these items.

9. Repeat for each recording.
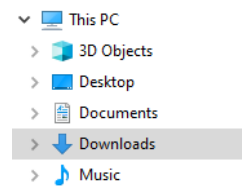
QUESTIONS

If you have any questions or need help please contact the AOC Help Desk at (615) 532-9503 or (800) 448-7980.