

Zoom for Government – User Guide

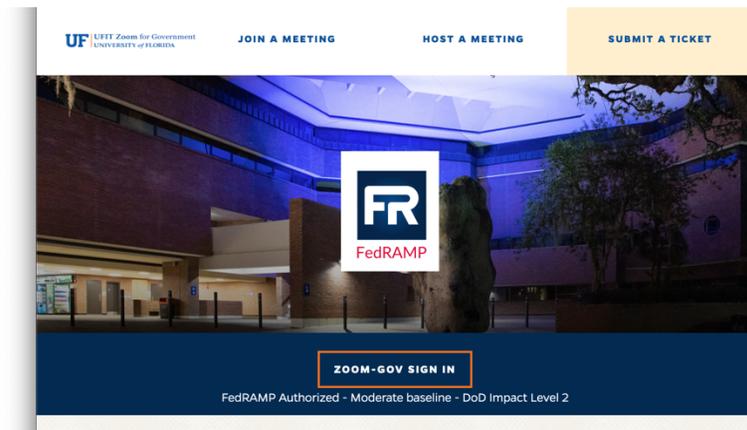
Date: Apr-30-2021 Ver: 1.4

Zoom for Government (Zoom-GOV) requires the provisioning of a separate Zoom user account from the account used in the *regular* Zoom educational (Edu) site.

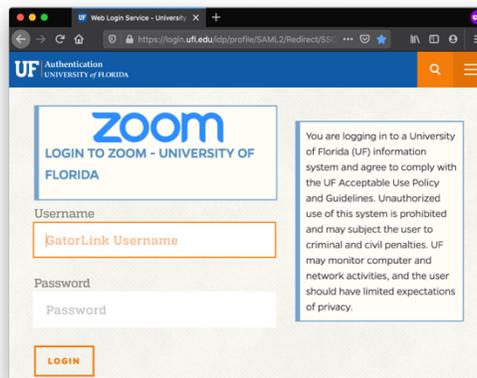
Note that only the host of the meeting needs to use the Zoom FedRAMP account, and participants may join using a *regular* Zoom account (Edu, free, etc.)

I. Obtain a Zoom-Gov Account

1. **Request** a new user account via <https://video.ufl.edu/request-service/zoom-gov/>
2. After your account request is approved, you will receive an **email confirmation** that your account has been provisioned
3. Browse to <https://ufl.zoomgov.com/> and click the 'Zoom-Gov **Sign-In**' button



4. You'll be redirected to UF's SSO webpage: Enter with your **Gatorlink** credentials.



5. Your new Zoom-Gov account is **now ready** to be used.

II. Hosting Zoom-Gov Meetings

There are two main ways to host Zoom-Gov meetings. The 1st method is more simple and leverages the Zoom-Gov website for all FedRAMP operations, but you may use either method at any point.

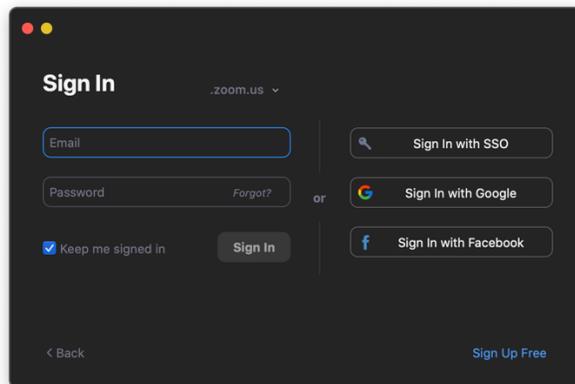
Be aware that you must follow the steps in the 1st method and host a meeting at least once, before you can use the 2nd method.

Method #1: Zoom-Gov Web Portal

In this method, your Zoom **desktop client always** remains signed-in to the **ufl.zoom.us Edu site**, while **all FedRAMP meetings** are scheduled and launched using the **Zoom-Gov web portal**.

Step 1: Client Sign-in to Zoom-Edu

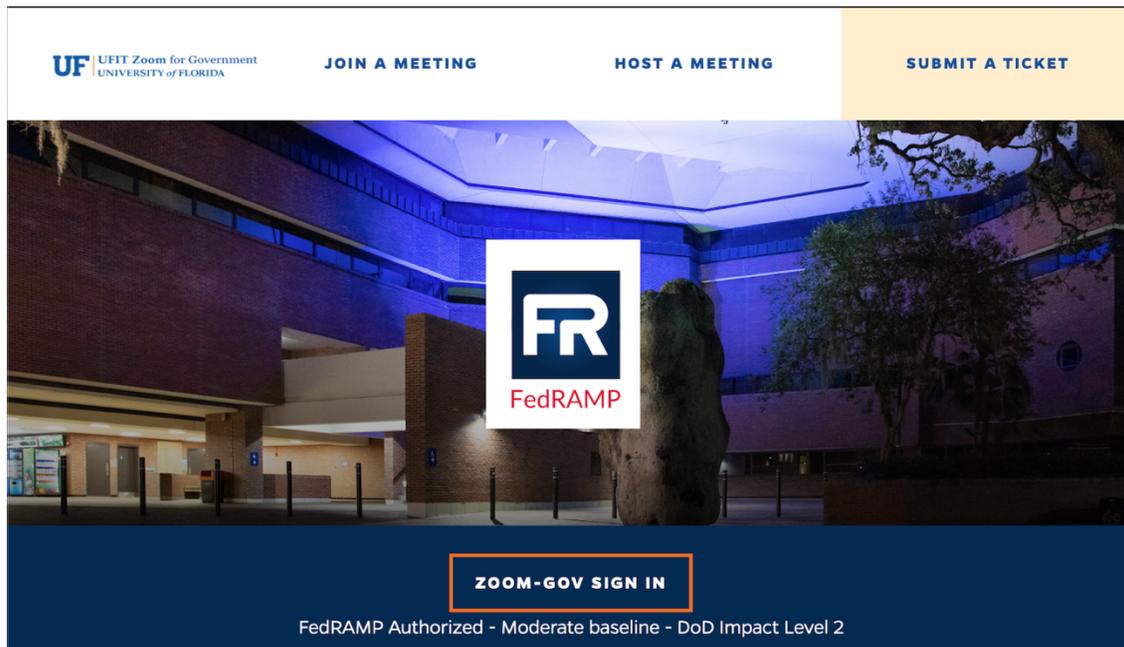
1. Start your **Zoom client** and 'Sign in with SSO' using the **UFL.zoom.us** domain (as usual).



2. You will be directed to UF's SSO portal to authenticate with your **Gatorlink** credentials (unless you already have a previously authenticated session).
3. At this point your Zoom client is signed in to UF's Zoom's educational site.

Step 2: Browser Sign-in to Zoom-Gov

1. Open your browser and navigate to <https://ufl.zoomgov.com/>
2. Click the 'Zoom-Gov **Sign-In**' button.
3. You will be redirected to UF's SSO to authenticate with your **Gatorlink** credentials.



4. At this point your **client** stays logged in to **UFL.zoom.us**, while your **browser** is authenticated to **UFL.ZoomGov.com**

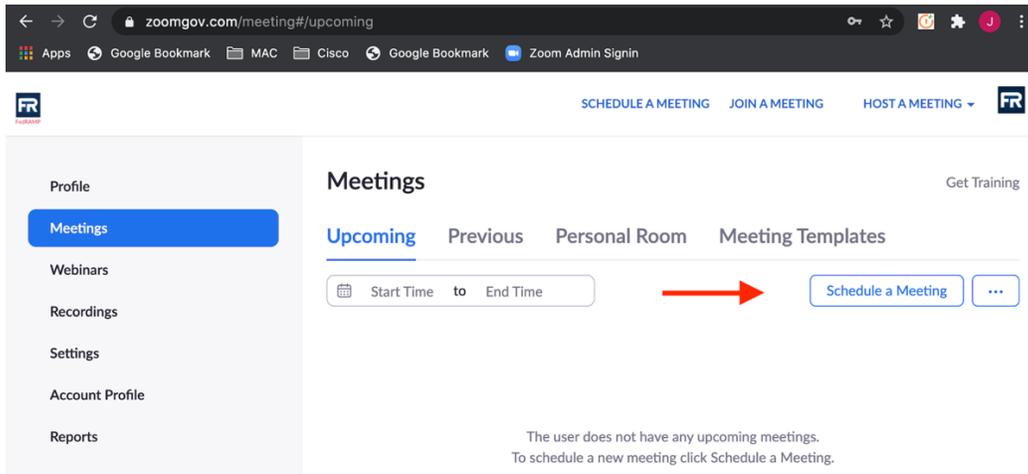
Step 3: Gather your Host-Key

You may need your personal **host key to claim ownership** of your meeting if you are not correctly signed in to Zoom-Gov. For more information about host keys use the link below: <https://support.zoom.us/hc/en-us/articles/205172555-Using-your-host-key>

1. Browse to your **Profile** page <https://ufl.zoomgov.com/profile>
2. Locate the '**Host Key**' entry at the bottom of the page
3. Click **show** to display your key, and take **note** or **edit** it to a more memorable number.

Step 4: To Schedule a FedRAMP Meeting

1. Browse to **Meetings** <https://ufl.zoomgov.com/meeting#/upcoming>
2. Select **'Schedule a Meeting'** to schedule an upcoming meeting
3. **Enter** the appropriate information like any regular Zoom meeting.

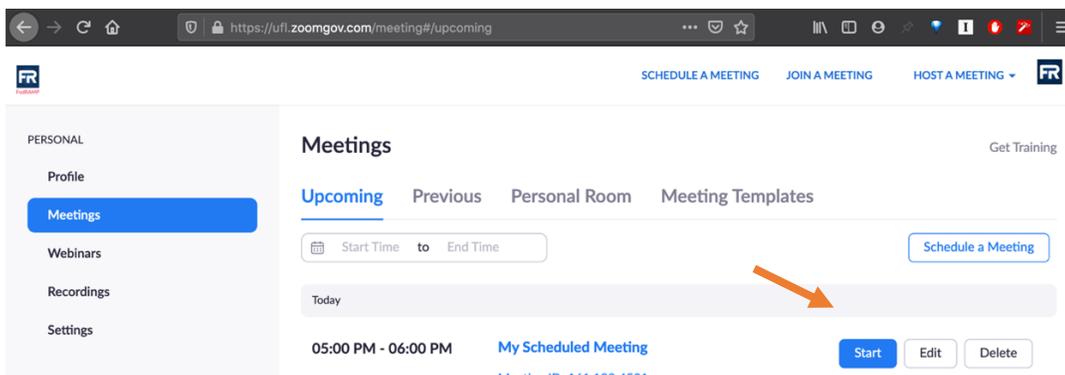


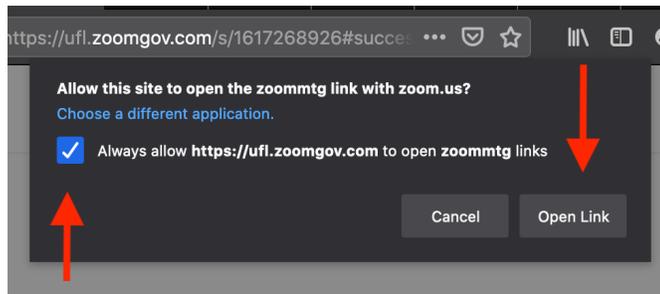
4. Click **'Copy Invitation'** to share the meeting information with participants



Step 5. To Host an Scheduled FedRAM Meeting

1. With your **Zoom client**: Sign-in to the **Edu** site at [UFL.zoom.us](https://ufl.zoom.us) (as per Step 1)
2. With your **browser**: Sign-in to <https://ufl.zoomgov.com>
 - 2.1. Go **Upcoming Meetings** <https://ufl.zoomgov.com/meeting#/upcoming>
 - 2.2. Hover you mouse over the meeting, and select **Start**



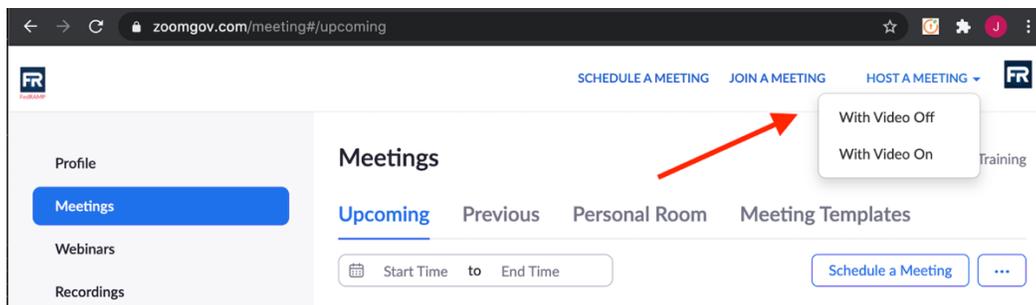


If this is the **first time** starting a Zoom-Gov meeting from your browser, you will see a pop-up window requesting permission to open the Zoom client. Select to **'Always allow'** and click **'Open Link'**.

3. While your Zoom client is logged in to Zoom-Edu, you will actually join in the Zoom-Gov meeting with your Zoom-Gov account as the host.

Step 6. To Host and Instant Meeting

1. With your **Zoom client**: Sign-in to the **Edu** site at [UFL.zoom.us](https://ufl.zoom.us) (as per Step 1)
2. With your **browser**: Sign-in to <https://ufl.zoomgov.com>
 - 2.1. Select **'Host A Meeting'** on the upper right corner (With Video Off or On)



Method #2. Zoom Client Switching

With this method you will use the Zoom client to sign in and out the Edu and Gov sites as needed.

- Keep in mind that you will not be reachable at your main UF Edu account while the client is signed-in to Zoom-Gov (and vice versa)

Step1: Launch a Zoom-Gov Meeting from the Web Portal

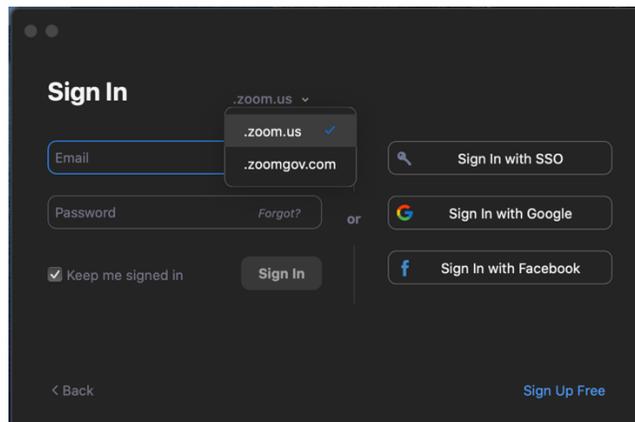
To unlock the Zoom client option to sign-in to .zoomgov.com you must host at least one meeting via the browser.

1. Follow the steps indicated in **Method #1-Step 6** to host an **instant meeting**. This is required to make the '.zoomgov.com' option visible on the Zoom client.

Note: You may start an instant meeting by yourself without any participants for this purpose.

Step 2: Client Sign-in to ZoomGov.com (or Zoom.us)

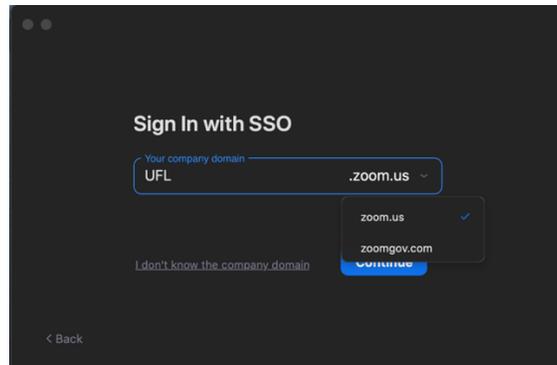
1. Start the **Zoom client**.
If the client is already signed-in, select 'Zoom - **Switch Account**' from the menu bar
2. Select '**ZoomGov.com**' as shown below, then click '**Sign in with SSO**'



If you do not see the above ZoomGov pull-down option, make sure you've started at least one meeting using your browser, as indicated in Method #1-Step 6

If the Zoom client session is completely signed-out, you may see the window below after selecting 'Sign in with SSO':

- Type **UFL** in the Company Domain, then select **ZoomGov.com**

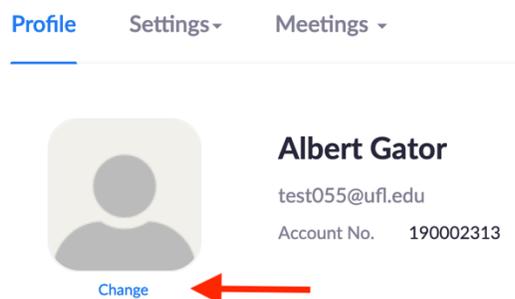


3. At this point you may **schedule and join meetings** using the **Zoom client** as usual. For more information about how to schedule and use Zoom see: <https://support.zoom.us/hc/en-us>
4. **To switch** between Zoom-Gov and Zoom-Edu, simply **repeat steps 1 and 2**

Step 3: Update Profile Picture (recommended)

If you plan to switch client logins between the two sites, it is advised that you update your Zoom-Gov profile picture to easily differentiate the site you are signed-in

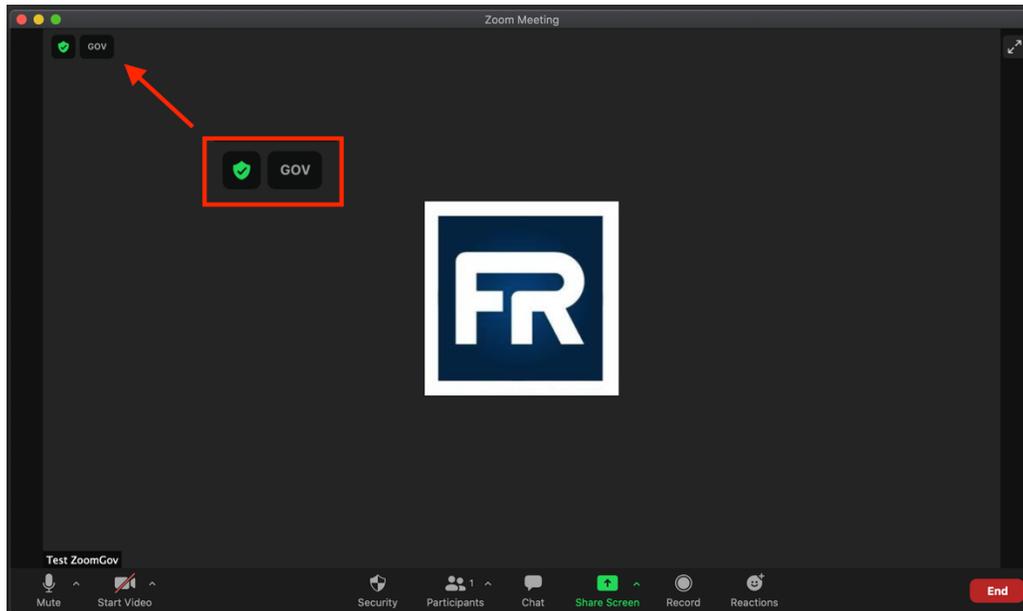
1. Browse to your **Profile** page <https://ufl.zoomgov.com/profile>
2. Click '**Change**' under the image icon
3. Click the '**Upload**' button, then select a jpg, gif or png **image file** (up to 2 MB in size) and '**Save**'.



Frequently Asked Questions

How do I confirm I am in a meeting is in Zoom-Gov meeting?

Zoom-Gov meetings display a 'GOV icon in the upper left side in the main meeting window (next to the shield icon).



My colleagues don't have a Zoom-Gov account. Can they still join the Zoom-Gov meeting?

Yes, only the host of the meeting needs to use their Zoom-Gov account. All other meeting participants may join in with any regular, educational, or free Zoom user accounts.

I've started my Zoom-Gov meeting, but I'm not the host of the meeting. Why?

To be the host of your Zoom-Gov meeting, you must be signed-in to ufl.zoomgov.com on your default web browser before joining the meeting. You can use your Zoom Host Key to claim your meeting 'host' status (for more details refer to Method#1, Step 3).

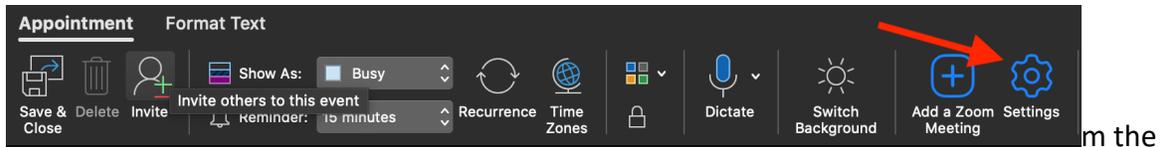
Can I use Outlook to schedule Zoom-Gov meetings?

The Zoom Outlook Add-in can only be used for either Zoom-Edu or Zoom-Gov at any one time.

Normally you will use the Outlook Add-In with your Zoom-Edu account, and schedule Zoom-Gov meetings from the portal (see Method #1- Step 4). But if you schedule the majority of your meetings in Zoom-Gov, you may choose to switch the account used by the Outlook Add-in following the steps below.

Outlook Add-In for Zoom Configuration Steps

1. Create a **'New Appointment'** in Outlook
2. Select Zoom **'Settings'** option from the Outlook ribbon



3. Select **'Sign-out'** at the bottom of the options.

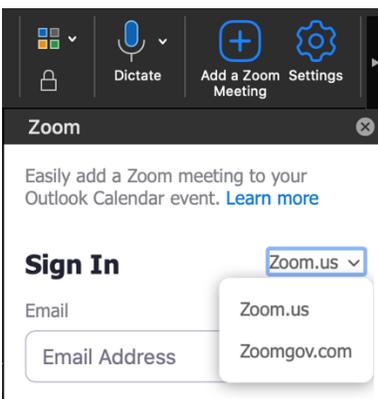
Advanced Options

Show

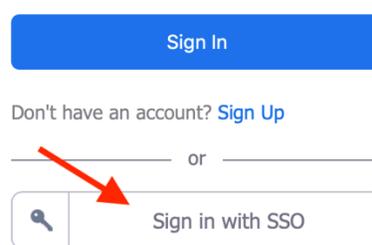
Signed in as jaimed...  Sign Out

4. Choose the desired option at **Sign-In**

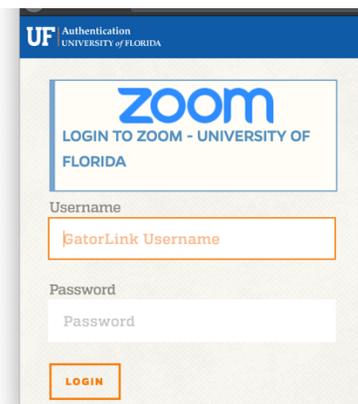
4.1 Select Zoom.us, or Zoomgov.com



4.2 Click **'Sing in with SSO'**



4.3 Enter your **Gatorlink** credentials



5. Outlook will now use the selected account in step 4.1 **for all future Zoom meetings.**

For more information about the Zoom for Outlook Add-In see the following:

<https://support.zoom.us/hc/en-us/articles/115005223126-Zoom-for-Outlook-add-in-web-and-desktop->