

Clinical Communications – Zoom Setup

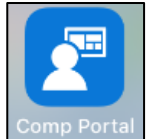
What is Zoom? How to Setup Up on Your Mobile Device

Zoom is a video and web conferencing platform. Zoom is a cloud-hosted, online collaboration platform enabling users with real-time communication to support meetings, webinars, office hours, remote support, and ad-hoc collaborations. See the Help section that includes an overview of the service, guidance on provisioning accounts, and support information for Zoom at Johns Hopkins.

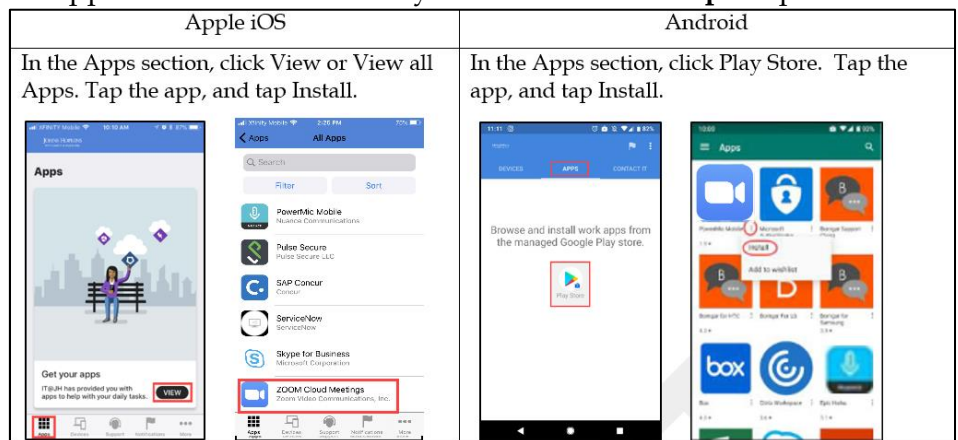


Setup – Within Intune Download the App

All Users are recommended to install the Johns Hopkins Mobile Device Management (MDM) Microsoft Intune Company Portal (Intune) in order to use Zoom. If you already have Intune, pictured right, downloaded to your device to enable use on your phone, no further action is needed, you do NOT need to download it again. However, if you do not have Intune you are encouraged to install it now by following the Intune at Johns Hopkins tipsheet or visit the [Intune website](#).

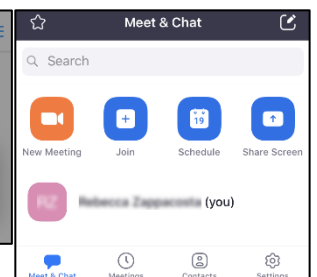
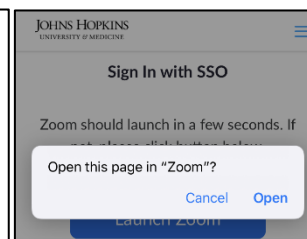
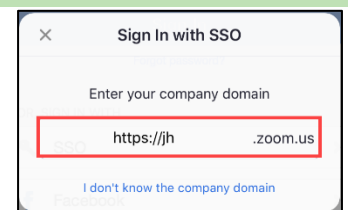
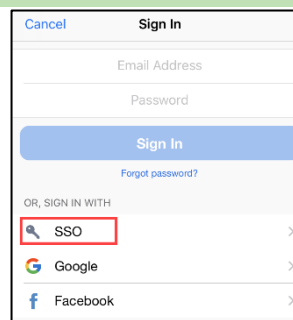
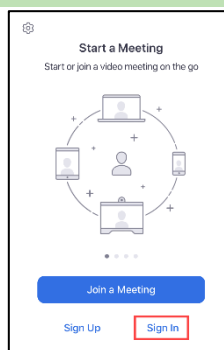


- Once you have the Intune Company Portal application downloaded to your mobile device **Tap** to open.
- Make sure you are in the **Apps** section. Click **View** or **View All Apps** if you have an **Apple iOS** system **OR** click **Play Store** if you have an **Android** system.
- Click **Install**, this will download Zoom to your mobile device.
- In the future when you receive a Zoom invite click the link from your mobile device to join the Zoom session.



Zoom Account

- Open your **Zoom** app on your mobile device.
- Click **Sign In**.
- Click **SSO** to continue.
- Enter in **JH** as your company domain.
- Enter in your **JHED password**.
- After you have entered in with SSO you will receive a pop-up to open the page in Zoom. Click **Open**.
- You will then be directed to the Zoom homepage where you will be able to initiate a now with **New Meeting**, **Join** a meeting, **Schedule** a future meeting, and **Share** your Screen.





Help?

- If you require technical assistance, you can reach Zoom at [888-799-9666](tel:888-799-9666) (option 2) for their 24/7 support
- If the matter is less urgent, please fill out a [Support Request](#)
- Sign up for a Zoom pro-level account through the [IT Service Catalog](#)
- Access Zoom: <https://jh.zoom.us>
- Direct all questions to zoom@jhu.edu
- Contact your LAN Admin to have the desktop client package installed; for unmanaged machines please [download directly from Zoom](#)
- [Getting Started Zoom Help Center](#)
- Watch the [Getting Started Videos](#)
- Join our Weekly Zoom Meetings and Webinar [training](#)
- To receive notifications whenever Zoom creates, updates or resolves an incident, subscribe to [Zoom Service Status Updates](#)
- Review the Using Zoom tipsheet for more information