



Using Zoom for Collaboration

Zoom is an easy-to-use, healthcare appropriate, virtual meeting tool that has been licensed by Alberta Health Services (AHS) to facilitate clinical collaboration (meetings) and care (remote patient interactions).

The Zoom teleconferencing toolkit is made available for use by clinicians with AHS credentials who need to work, collaborate or support care remotely. All have access to a basic level of service that allows:

- Holding one meeting at a time, with no limit on the number of meetings over time.
- 1:1 meetings lasting any length of time and group meetings (up to 100 participants) for up to 40 minutes at a time.
- Full video conferencing, screen-share, chat, whiteboard and other collaboration features.
- Health-grade encryption and security.

Advanced accounts can be provisioned for those needing to schedule, manage participants, record, report and sequence multiple unlimited meetings. The CMIO and Medical Affairs are working together to facilitate advanced account provisioning for those needed extra functionality.

Zoom Access

A common point of access is provided for basic or advanced accounts:

- <https://albertahealthservices.zoom.us> or <http://ahs-cis.ca/zoom>

Preparing for Zoom

Technical Readiness

- First-time users should prepare before attempting client or team meetings. Initiate a test call via <https://zoom.us/test> and note recommendations and help provided there, including installation of the Zoom app if required. Mobile apps are available for iOS and Android devices.
- Short [demo videos](#) offer efficient orientation to the simple Zoom interface.

Personal Account

- AHS clinicians can initiate a personal account independently. Advanced accounts are provisioned by an account administrator.
- To self-register, go to <http://ahs-cis.ca/zoom> and select the “Sign in” button. Provide your AHS email address when requested but be sure to use the “@albertahealthservices.ca”, not “@ahs.ca” format. When asked for a password, use your standard AHS ‘HEALTHY’ credential (same as used to log on for AHS email). An account should be created automatically.
- Once signed in, interested users can follow Zoom support resources to personalize their account.

Joining a Meeting

- Most Zoom meetings are joined by simply following the internet link provided by the meeting host
- All meetings have a meeting ID which can be used to join via <http://ahs-cis.ca/zoom>
- In most cases, it is best to “Join by Computer Audio”, which is easily tested via a provided link but when internet capacity is limited, it is also possible to use one’s phone for audio.



Participating in a Meeting

- To unmute and speak, click on the microphone icon in the bottom left of the Zoom window. Click on the microphone again to re-mute yourself when done.
- A Chat feature allows comment exchange with participants, accessed via a “Chat” bubble icon.
- To hang up at the end of the meeting, click on End Meeting (may say “Leave Meeting”)



More Information

- Zoom instruction and support: <https://zoom.us/resources>.