

Zoom FAQs

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GENERAL

When will I have access to Zoom?

Zoom will be available from Wednesday 2 September for all staff and students to use alongside our existing live teaching platforms such as Blackboard Collaborate and MS Teams. Take a look at our [Zoom Support site](#) to get started.

Will Zoom be integrated with Moodle?

Yes, but this will follow. We are aiming to have Zoom integrated with Moodle by mid-September.

How long is our UCL Zoom licence?

UCL has purchased a 12-month licence for Zoom as it is currently the most reliable platform for access from China. Our choice of platform for live teaching will be reviewed during 2020/21 and there is no guarantee that we will extend the Zoom licence beyond the 'remote teaching' period.

Which digital teaching platform should I use?

The teaching platform you choose will depend on a variety of factors including teaching requirements, the nature of the subject being taught, and – critically – whether your live sessions include students who are based in China. Further guidance on [how to choose the right platform for live teaching](#) is now also available.

I will be teaching students in China, should I no longer use Blackboard Collaborate?

If you have students accessing your teaching event from China we recommend you use Zoom. This will give your students the most reliable experience. For all other teaching events you can continue to use Blackboard Collaborate.

Can I use MS Teams for Teaching?

Yes, however please be aware that Teams is not integrated with Moodle, SITS or CMIS. MS Teams, like Blackboard collaborate, doesn't have infrastructure in China and therefore is subject to the same limitations of the Chinese firewall. For further guidance take a look at our webpage on [how to choose the right platform for live teaching](#).

Will UCL alumni have access to a Zoom account?

No, only existing staff and students can create a UCL Zoom account.

Are there any privacy concerns with regards to using Zoom?

Zoom needs to be treated as an open platform with no guarantee of privacy for call participants. UCL has no verifiable knowledge of, or influence over, Zoom's worldwide infrastructure agreements with national authorities. We advise all staff to use care and discretion when sharing sensitive content or research data with participants or when discussing potentially politically sensitive matters with call participants. In particular, staff should consider whether discussion of a topic could put students at risk. An Information Risk Assessment and Data Protection Impact Assessment has been agreed with the Information Security Group, to ensure that all known risks have been investigated and are deemed to be manageable. Colleagues should follow [UCL's Information Management Policy](#). If there

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are further questions regarding the DPIA or Information Risk Assessment and/or you require further guidance on using Zoom for discussing sensitive research, please contact the Information Security Group at jsg@ucl.ac.uk who can advise you on the best course of action.

What functionality will be available on the UCL Zoom account?

All of the standard functionality familiar to existing Zoom users will be available i.e. ability to schedule/host meetings; record meeting to Zoom Cloud or Local, lock meeting; meeting registration; waiting room; breakout rooms (Meetings); administer breakout rooms; (Dashboard); Chat Function.

How do I share my screen in Zoom?

Please visit the Zoom support webpages for instructions on [how to share your screen](#).

How do I see my students' screen?

Firstly, we would advise you to use the breakout room functionality so that a student can display their screen in private (and not share with the rest of the class). Take a look at our [Sharepoint Support site here](#) for information on breakout rooms. You will then need to ask your student to share their screen using the [Zoom instructions on how to share your screen](#).

Why is UCL only purchasing a Zoom licence for 12 months?

UCL has purchased a 12-month licence for Zoom as it is currently the most reliable platform for access from China. Our choice of platform for live teaching will be reviewed during 2020/21 and there is no guarantee that we will extend the Zoom licence beyond the 'remote teaching' period.

Can someone external to UCL use the UCL Zoom account?

You can invite anyone (including external visitors/non UCL participants) to join a Zoom meeting as a guest. They will not need to create a Zoom account in order to join the meeting, but they may want to download the Zoom application to their device, instead of using the Zoom portal, for the best experience. However, if anyone outside of UCL (i.e. someone who does not have a UCL email address) needs the ability to organise and host Zoom meetings longer than 40 minute in duration (the limit Zoom applies to free accounts—no UCL account required) then they will need to have an account created in the [Services System](#). Once their account is set up on the Services System they will be able to create a Zoom account (after UCL officially enables the Zoom account) or they will need to change the non UCL email address used for their existing Zoom account to their UCL email address.

Where can I go for more information?

If you have any questions about our UCL Zoom account please email zoomsupport@ucl.ac.uk or visit our [Zoom Support site](#).

MIGRATING YOUR EXISTING ZOOM ACCOUNT TO THE UCL CENTRAL ACCOUNT

I have already registered a Zoom account with my UCL email address, what should I do?

We advise you to transfer your account to the central UCL Zoom account. This will ensure your account is integrated with Moodle once this becomes live from mid-September. This will also give you access to the benefits of the central account such as large meetings functionality (up to 300 participants) and cloud storage. If you are migrating a free account, you will also have the added benefit of end-to-end encryption which is currently not available on free accounts. For instructions on how to do this, visit our [Zoom Support site here](#).

How do I transfer my existing Zoom account to the central UCL account?

Once UCL's central Zoom account is operational (from 2 September) you will be prompted to join it the next time you login to your existing Zoom account. Follow the instructions on screen to join the central UCL account.

Once your account is migrated to the central UCL account you will sign-in with your UCL credentials. You will no longer be able to sign-in with alternative methods i.e. Google, Facebook, Apple ID. This is to ensure we comply with UCL's Security Policy.

If you do not wish to transfer your account to the UCL account, and want to retain it for personal use, you will need to provide an alternative email address. Please note: **You must change your email address (from your UCL email address to a personal email address) in order to ensure you do not lose access to your personal account.** If you 'skip' the request and do not provide a personal email address before your fourth login your account will automatically switch to the UCL Account.

For instructions on how to migrate existing Zoom Accounts visit our [Zoom Support site here](#).

I want to retain my existing Zoom account for personal use, what should I do?

Your existing Zoom account (if registered with a UCL email address) will be migrated to the central UCL account unless you choose otherwise. If you do not want your account to be transferred to the central UCL account, and wish to retain it for personal use, you will need to provide a non-UCL email address for the account. Please note: You must change your email address to ensure you do not lose access to your personal account. If you 'skip' the request and do not provide a personal email address before your fourth login, your account will automatically switch to the UCL Account.

For more information please visit our [Zoom Support site here](#).

I have already registered a Zoom account with a personal email address, how do I transfer this to the UCL account?

In order to join the central UCL Account, you will need to change your email address to your UCL email address. To do this, simply sign in with your UCL credentials. You will then be prompted to join the UCL Account. Follow the instructions on screen. For instructions on how to migrate existing Zoom Accounts visit our [Zoom support site here](#).

What happens to the data in my existing Zoom account?

Any stored data/recordings in your account will automatically move across to your new UCL account. Any meetings scheduled with an existing account will be migrated to the central UCL account.

I purchased 'add-ons' when registering my department Zoom account, will these still be available on the central UCL account?

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If you previously purchased Zoom add-ons (e.g. webinar functionality) as part of your department account, this will be retained and still available when your account is transferred to the central UCL account.

SETTING UP A UCL ZOOM ACCOUNT FOR THE FIRST TIME

How do I set up a UCL Zoom account for the first time?

UCL Zoom accounts will be available to all staff and students from 2 September. To set up your account visit the [UCL Zoom Support site](#) and follow the instructions.

REFUNDS FOR EXISTING DEPT ZOOM ACCOUNT HOLDERS

Will I be reimbursed as an account holder for my department's existing Zoom account?

All refunds from Zoom have been transferred centrally back to UCL. Your UCL Zoom account will be valid for the next 12 months.

I purchased a Zoom account on a personal credit or debit card and I haven't claimed it back from UCL, will I be reimbursed?

You will be prompted to refund the outstanding balance before joining the central UCL account. When joining the central UCL account, please select 'refund to me' when prompted to receive your refund. Your central UCL Zoom account will be valid for the next 12 months.

My department Zoom account was due to expire in the coming months will my access to Zoom still expire?

No. Once you join the central account, your Zoom account will be valid for the next 12 months.

I purchased 'add-ons' when registering my department Zoom account, will these still be available on the central UCL account?

If you previously purchased Zoom add-ons (e.g. webinar functionality) as part of your department account, this will be retained and still available when your account is transferred to the central UCL account (providing the licence for the add-on was still valid after 17th August 2020).