Zoom Questions and Answers

IT Division, Ministry of SaskBuilds and Procurement
The document below is for the launch of Zoom in government.

Q. **What will happen if I am working remotely but I don't connect to VPN before the Zoom application is scheduled to be installed on my computer?**

A. The application installation may not be successful. This will install the next time you log onto your computer or you can visit the Software Centre on your desktop to manually install it.

Q. **How do I join a Zoom meeting?**

A. You join a Zoom meeting one of two ways:
   a. Click the "Join" link in the email invitation.
   b. Open the Zoom application from your desktop and go to the "meeting" tab. There you will see all of your meetings and you can select "Join".

Q. **A disclaimer popped up. Is this normal?**

A. Yes. This disclaimer is for your information about how the application should be used. Please read the disclaimer and click "Ok" to accept.

Q. **I was asked to verify my email. Is this normal?**

A. All Zoom users (licenced or not) will have to authenticate before you use the application using Single Sign On. This is done by entering the same login credentials you use to log into your government computer account. This will automatically create a user account in Zoom for you and will only happen the first time you log in. The next time you access Zoom, you will already be signed in and and ready to join the meeting.

Q. **Will the disclaimer show up every time I join a meeting?**

A. Yes. Simply click "Ok" to accept the disclaimer and proceed.

Q. **Will the web browser version of Zoom work to join my meetings?**

A. No. The Web browser version will not work. You will need to use the desktop version.

Q. **Can I join from any internet connection?**

A. Yes. Your government login credentials will work from any device, anywhere as it is not dependent on the government network.

Q. **How will we know whether or not an invitation is for a non-sensitive meeting?**

A. It will be up to user discretion to determine what is sensitive and what isn't.

Q. **Who do I call if I have questions about how to Join a Zoom meeting?**

A. If you have questions about this service, please call the Service Desk at 306-787-5000.

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Q. **I need to host a meeting, what do I do?**

A. Hosting access will be coming in the next couple weeks for those who need and request it and will require licensing (at a cost to your ministry). It is not available at this time. There will be further communication in the coming weeks to inform you how you can request this access and the cost. If you have any questions, please reach out to your IT Service Level Coordinator.

The IT Division is also running a 30-day trial for 247 users who will be able to host Zoom meetings. The number of trial users for your ministry has already been identified by your IT Service Level Coordinator (SLC). To find out if you are included in this trial, please reach out to your SLC. Hosting will be available to trial users as soon as the Zoom application is installed on their desktop and their SLC has provided trial user information to IT Division.

Q. **Why can I see the "Host a meeting" button in my Zoom application? Does this mean I can schedule and host a meeting?**

A. If you click this button and attempt to schedule a meeting, the meeting will be scheduled but no attendees will be able to join on that day and time — unless you are a trial participant. Attendees will see the window below when they attempt to join. This is because we do not allow "Host" user access yet for all of government:
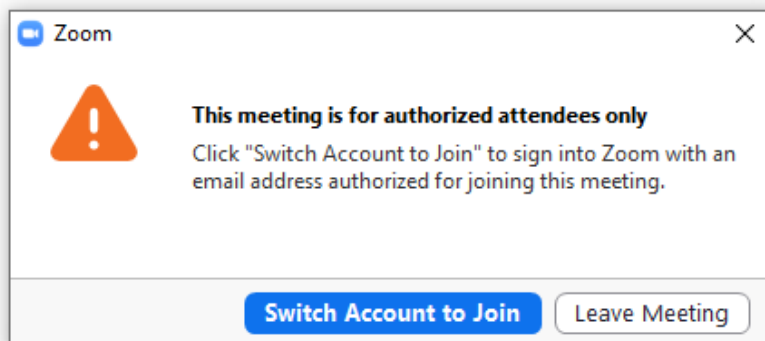
If you click "Switch Account to Join", it will take you to the Single Sign On window. Signing in there will just take you back to the error above.

Q. **How do I know if I have a "Host" user license?**

A. Clients can check whether they are licensed by signing into Zoom. If your license type shows as "Basic" like the screenshot below, you will not be able to host meetings. As mentioned above, we are not allowing hosting at this time.

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