Zoom/Teams Informational Document

General Info

This document is meant to guide users on different aspects of teleconferencing and communicating with fellow employees as well as citizens/users outside of the organization. Below are some FAQs as well as a decision workflow to help guide members through when to use which software.

Zoom

1. When should I use Zoom?

Zoom should be used when hosting a meeting when participants who are not City employees are involved, or when other participants do not have access to email. If you need to host a public meeting or webinar please contact Brian Wheeler, Director of Communications.

2. How do I host a meeting in Zoom?

1. Sign in to Zoom
2. Click on the **Schedule** icon
3. Select your meeting settings
    a. Advanced Options: IT recommends enabling the following settings under **Advanced Options**
        i. **Require a meeting password**
        ii. **Disable *Join Before Host***
        iii. **Do not use your *Personal Meeting ID***
        iv. **Enable a Waiting Room if possible**
            1. **Contact IT for assistance with this**
4. Click **Schedule** to finish

3. Can I invite people not in the organization?

Yes, we recommend using Zoom for any meetings involving external users.

4. Can I conference into a Zoom meeting using a phone?

Yes, when you receive a Zoom meeting invitation there are phone numbers to call based on which country you are in. NOTE: if you dial a toll number, carrier rates apply. Instructions to join will be presented once you dial the number

Teams

1. When should I use Teams?

Teams should be used for all internal meetings.

2. How do I host a meeting in Teams?

The easiest way to schedule a Teams meeting is to use Outlook

1. Open Outlook
2. Navigate to your calendar
3. Click **New Teams Meeting** at the top of the screen
4. Fill out your meeting details as usual
5. Once you've finished and clicked **Send**, all attendees will receive a link to join the meeting in Teams. The meeting will also appear in the Calendar section of Teams for all attendees.

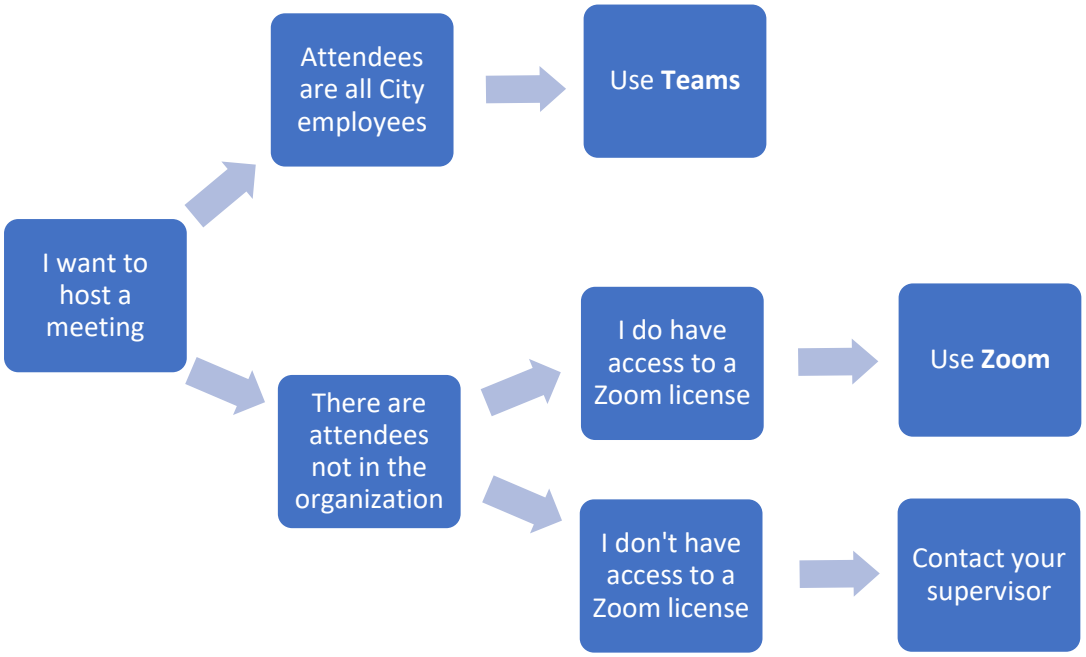
3. Can I invite people not in the organization?

Yes, Teams has the capability to invite guests if they have a valid email address. Invite them by entering their full email address in the **To** field when scheduling a Teams meeting.

4. Can I conference into a Teams meeting using a phone?

No, Teams only allows participants to join a meeting via computer or the Teams mobile app. If you have accessibility needs, please contact IT for assistance.

Workflow Diagram



FAQ

1. ### What if I need to conduct an interview? A series of interviews?
   IT recommends using Zoom for your interview(s) with the Waiting Room feature enabled. Zoom's Waiting Room allows the meeting host to control when a participant joins. You can meet with one person while another waits in the virtual waiting room, and then allow the person waiting to join the meeting when appropriate.

2. ### Can I still use Webex?
   Yes, IT still offers WebEx, and it has some advantages such as the capability to use a toll-free number for calling in. If you would like to use WebEx, please contact the IT Help Desk.

3. ### My department needs additional Zoom licenses. How can we get more?
   IT may be able to provide more Zoom licenses to your department. Please ask your supervisor to contact the IT Help Desk stating your business case.