As of August 30th, 2020, Zoom Education Licenses (max. 300 participants) are now provided to instructors, staff and TA’s for the 2020 – 2021 year via a new, no-charge U of T Zoom portal. This was made possible by extending licensing in the original UTM Zoom portal.

This FAQ provides additional A&S specific questions and answers regarding the new roll-out. Please ensure you have read the ITS – ACT information first, especially if your U of T email address is connected to another Zoom license, as follows:

- The new ITS – ACT “Zoom Information” update (for important information about using Zoom at U of T and the new portal): https://act.utoronto.ca/zoom-information/
- ITS – ACT Enterprise Video Conferencing update (for an institutional view of video meeting products): https://act.utoronto.ca/enterprise-video-conferencing-video-meeting-resources/

Q1: Can we use Zoom past the 2020 – 2021 term?

Update: As noted in the ACT communications, the University will assess and select a new product as part of the RFP process. Updates will follow.

Q2: I’m not sure if I should use Zoom or other supported U of T video tools. Where can I explore feature comparisons between MS Teams Meetings (integrated into Quercus), Bb Collaborate Ultra (integrated into Quercus) and Zoom?

Update: Instructors should choose the collaborative technology they are most comfortable with. In addition to the ACT video meeting resources, the Online Learning Academy SharePoint site offers excellent comparison information for instructors:

- https://utoronto.sharepoint.com/sites/ArtSci-ASDO-OLA/SitePages/BbCollaborate,-Microsoft-Teams-or-Zoom-.aspx

Please note:
* MS Teams Meetings will be expanded to 1000 participants by the end of 2020 with no charge for use. Visit the OLA link above for details.
* For staff, MS Teams Meetings are fully integrated into Office 365 services and authenticated via UTORid. We recommend that you consider using MS Teams first for internal U of T and A&S meetings.

Q3: I am an A&S instructor, staff or TA and have already been using the UTM Zoom portal with my U of T credentials.

Update: Please now use the newly launched institutional portal: https://utoronto.zoom.us/
Q4: Can A&S undergraduate and graduate students use the U of T Zoom portal?

Update: The new institutional portal is licensed for instructors, staff and TA’s. ACT will advise if there are further changes to the licensing.

Q5: Which features are offered by the U of T Zoom Education License (max. 300 participants)?

Update: The Zoom Education License features screen sharing; break-out rooms (max. 50); virtual private and group chat; whiteboarding; multi-share; waiting room; local recording and more. Please refer to the following UTM articles for further details about feature and settings. You will need to login to access the information:

UTM Article: Resources for Getting Started with Zoom
UTM Article - Global Host Setting - UTM article

IMPORTANT: if you intend to use the new U of T Zoom portal but already have a Zoom license connected to your U of T email address, please see below to avoid service disruption.

Q6: I have been using a personal Zoom account.

Update:
*Refer to the ACT information to decide whether the new U of T portal with access the Zoom Education License (max. 300 participants) is right for you.
*If the Zoom Education License does not meet your needs and you need large meeting or Zoom Webinar capability, please talk to your department leader about technology funding and next steps. Ensure you connect with department leaders for pre-approval before making any purchases that may require departmental re-imbursement.

Q7: I am already using my U of T email for a Zoom license (either my own or provided by my department).

Update: **IMPORTANT** As noted in the ACT Zoom information, your U of T email address can only be affiliated with ONE Zoom license. If you decide to use the new U of T Zoom portal, you may need to arrange a generic address for other Zoom licenses, such as those enabled for Zoom Webinars and large meetings.

For department provided licenses: contact your department leader first and/or await their update.
For personally owned licenses: review the ACT Zoom information site and decide whether you want to migrate to the Zoom portal.
You can contact your local IT team or the Divisional A&S IIT team (email: iit@artsci.utoronto.ca) with questions.
Q8: I already have a Zoom Education License (max. 300 participants) or Zoom Pro License supplied by my department.
Update: Please continue to use your existing license. As noted above, your department leader should guide any changes and notify you of next steps.

Q9: I am a department leader and, considering this update, want to explore next steps with our current subscription. Should I keep my departmental licenses?

Update:
You can encourage A&S instructors, staff and TA’s to use the U of T Zoom portal using their U of T login credentials as long as the Zoom Education License (max. 300 participants) meets their needs. This will ideally reduce your department’s Zoom subscription needs. Please note that Zoom subscription changes may take time due to volume. Remember that U of T email addresses can only be affiliated to ONE Zoom license so please plan carefully before requesting or communicating changes to your instructors and teams. It’s important that their current licenses keep working while changes are planned.

First re-assess your end to end Zoom needs then connect with your local IT team, or the Divisional A&S IIT team (email: iit@artsci.utoronto.ca) for questions and/or to help facilitate the request. A ticket will be submitted to the ACT team via the Enterprise Service Centre (https://uoft.me/esc).

Q10: The U of T Zoom Education License (max. 300 participants) via the U of T Zoom portal does not meet my needs. I need more options (example: Zoom Webinars, large meetings)

Update: As noted above, please contact your department leader for a technology funding discussion and next steps.

Q11: How much do large meetings (LM) and Zoom Webinars (WEB) cost? How do I obtain these add-ons?

Update: A Zoom Webinar is a view-only platform where the attendees cannot see each other, and the Host cannot see the attendees. A Zoom Webinar has registration, reporting and in-meeting chat for attendees. Zoom Webinar subscriptions are pricey. Through ACT, Zoom has provided the CAD pricing update below with all prices subject to change:
If you would like to explore large meeting and/or Zoom Webinar capabilities, please contact:

- your local IT team, or the Divisional A&S IIT team (email: iit@artsci.utoronto.ca) for questions and/or to help facilitate the request.
- the Zoom Account Manager directly: Klaus Huber <klaus.huber@zoom.us (ideally copy your IT team). Please clarify that you are looking to purchase licenses/add-ons outside of the Zoom portal.

Online pricing details can also be viewed as follows: https://zoom.us/pricing/webinar.

Q12: I have Zoom account(s) which are enabled for large meetings and/or Zoom Webinars. Can I share these accounts with other units for some cost savings?

Update: Account sharing requires account management ownership agreements, schedule tracking, scheduling coordination and request management. If you are interested in exploring this, please email: iit@artsci.utoronto.ca.

Q13: How do I ensure proper meeting security for my meetings?

Update: As some of you may have heard, there is a disturbing phenomenon colloquially called “Zoom-bombing” which can negatively impact daily meetings and group events virtually. This can happen on any platform, not just Zoom, when an uninvited guest interrupts the meeting and shares disturbing content with the group.

If you are using the U of T Zoom portal, you will automatically inherit default security settings such as:
- "Waiting Rooms" will be enabled for all meetings
- "Bypass the password when joining meetings from meeting list" will be disabled
- "Embed password in meeting link for one-click join" will be disabled
- "Identify guest participants in the meeting/webinar" will be enabled
- "Mute participants upon entry" will be enabled
- Zoom data will be routed through Canadian data centers only

The following settings can be enabled or disabled for all meetings:
- "Require a password for every meeting and webinar"
- "Only authenticated users can join meetings for App and Web browser"
- "Join before host"

If you are using your own account, or your department’s account, please ensure your participants have a great overall meeting experience. Plan your meetings in advance and think about meeting settings such as registration for events, enabling lobbies or waiting rooms if necessary, disabling or controlling screen sharing, muting participants upon entry and carefully managing Q&A or “raise hand” features. We include links below to assist those who are not familiar with the steps.

Contact your local IT team, or the Divisional A&S IIT team (email: iit@artsci.utoronto.ca) for meeting support and consultations.

**Q14: Where can I find Zoom support documentation?**

**Update:** As with all technology, support materials should be reviewed, ideally in advance, to ensure good meeting coordination and/or readiness for meeting participation. Support materials may be provided by your department, IT team, other U of T institutional teams as well as the vendor, Zoom.

If you are using the U of T Zoom portal, please refer to existing UTM Zoom documentation as follows: [https://uoft.service-now.com/utm_iits?id=search&spa=1&q=zoom](https://uoft.service-now.com/utm_iits?id=search&spa=1&q=zoom).

In addition, for specific Zoom vendor and other support materials, please review the following links:

1. Zoom: [How to Keep Uninvited Guests Out of Your Event](https://zoom.us/blog/how-to-keep-uninvited-guests-out-of-your-event)
3. Zoom: [Zoom Privacy and Security for Zoom Video Communications – Main Page](https://zoom.us/security)
4. Zoom: [Zoom BLOG](https://zoom.us/blog)
5. A&S IIT Support Resources: [Zoom](http://iits.utoronto.ca/support/zoom)

Your department may also have support materials. Connect with your support team if you have questions or require a consultation.

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*We will continue to work with the ITS – ACT team to update any relevant information. Updates will be posted in the A&S IIT “Support Resource” SharePoint site.*

*If you have questions about this document, please contact:*

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