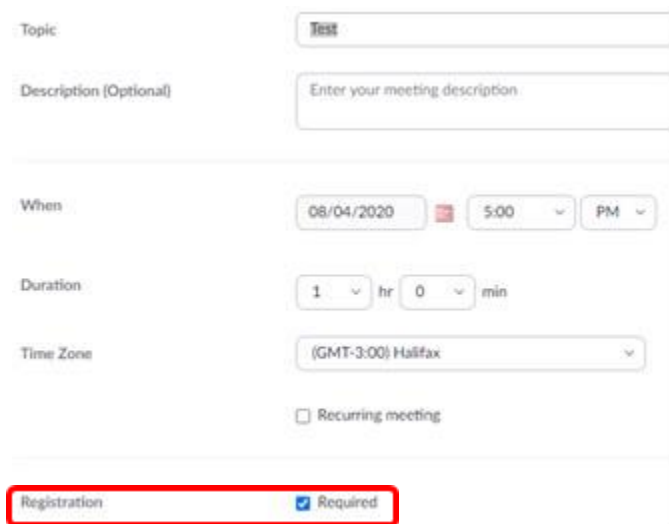


Zoom for Healthcare Registration Feature

Original Email Distributed August 17, 2020

This message is intended for Nova Scotia Health and IWK Zoom for Healthcare users who are currently using the **Zoom Registration** feature (Figure 1) when scheduling a new meeting.

Figure 1: Zoom Registration Feature



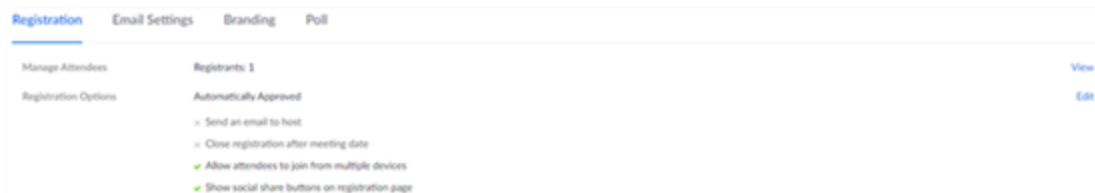
The screenshot shows the Zoom meeting scheduling interface. The 'Registration' section at the bottom is highlighted with a red box, indicating that the 'Required' checkbox is checked. Other fields include Topic (Test), Description (Optional), When (08/04/2020, 5:00 PM), Duration (1 hr 0 min), Time Zone ((GMT-3:00) Halifax), and a checkbox for 'Recurring meeting'.

We have recently learned that the **Zoom Registration** feature stores patient/client information in the Zoom for Healthcare data centre and is considered a privacy risk if used. If you have used the **Zoom Registration** feature when scheduling a new meeting, **you must delete the meeting (both Previous and Upcoming Meetings) containing the patient/client registration data immediately** and discontinue using this feature for any future meetings.

To do this:

- Log into your Zoom for Healthcare account using the Zoom [web portal](#).
- Select **Meetings**.
- To determine if the **Zoom Registration** feature was used when a meeting was first scheduled:
 - Choose the meeting by clicking on the meeting topic.
 - Scroll down to the registration details (Figure 2). Details will only appear if you selected the **Registration Required** box when the meeting was first scheduled.

Figure 2: Meeting Registration Details



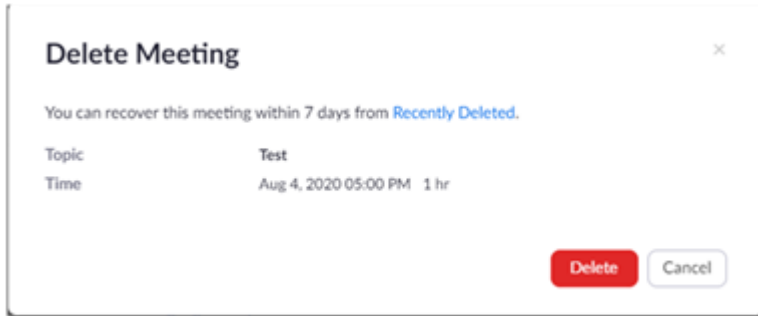
The screenshot shows the Zoom meeting registration details page. The 'Registration' tab is selected, and the 'Registration Options' section is visible, including options like 'Send an email to host', 'Close registration after meeting date', 'Allow attendees to join from multiple devices', and 'Show social share buttons on registration page'.

- If the meeting **does not** list registration details, no changes are required to this meeting.

Previous Meetings:

- If the meeting **does** list registration details, you must delete the meeting.
 - Go to **Meetings > Previous Meetings** and locate the meeting that used the **Zoom Registration** feature.
 - A **Delete Meeting** pop-up will appear (Figure 3).
 - Click on the **Delete** button. The meeting information will be deleted.

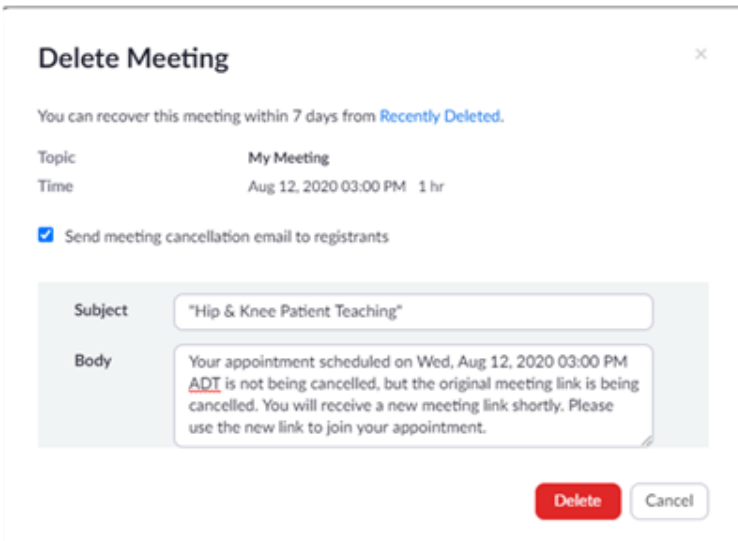
Figure 3: Delete Meeting Pop-up



Upcoming Meetings:

- If the meeting **does** list registration details, the meeting will need to be cancelled and rescheduled **without registration**.
 - Go to **Meetings > Upcoming Meetings** and locate the meeting that used the **Zoom Registration** feature.
 - Click on the **Delete** button.
 - A **Delete Meeting** email will appear. The body of this email can be customized and it is suggested that you advise participants that this meeting link is cancelled and a new meeting link will be sent shortly (Figure 4). Suggested text: *"Your appointment scheduled on <insert date> is not being cancelled, but the original meeting link is being cancelled. You will receive a new meeting link shortly. Please use the new link to join your appointment."*
 - Click on the **Delete** button and the email will be sent to anyone who has registered for the meeting.

Figure 4: Delete Meeting Email



- Reschedule the meeting **without check marking the Registration Required** box.
- Email the new meeting link to the participants.

If you have any questions or require any assistance, please contact VirtualCare@nshealth.ca.

Thank you,
Virtual Care Team