

EOTSS Zoom Support: Zoom Application Installation via SCCM



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*Prepared by the Massachusetts Executive Office of Technology Services and Security
Last Updated: October 5, 2021*

Ensure your computer is compatible

Before getting started, you need to ensure that:

You have a Commonwealth-issued device with SCCM/Software Center.

These instructions are for Commonwealth-issued devices with SCCM/Software Center ONLY.

*If you're not sure if your device has SCCM/Software Center, see **Step 1** under [Install Zoom Client for Meetings and Zoom Plugin for Microsoft Outlook](#) below for instructions on how to search for Software Center.*

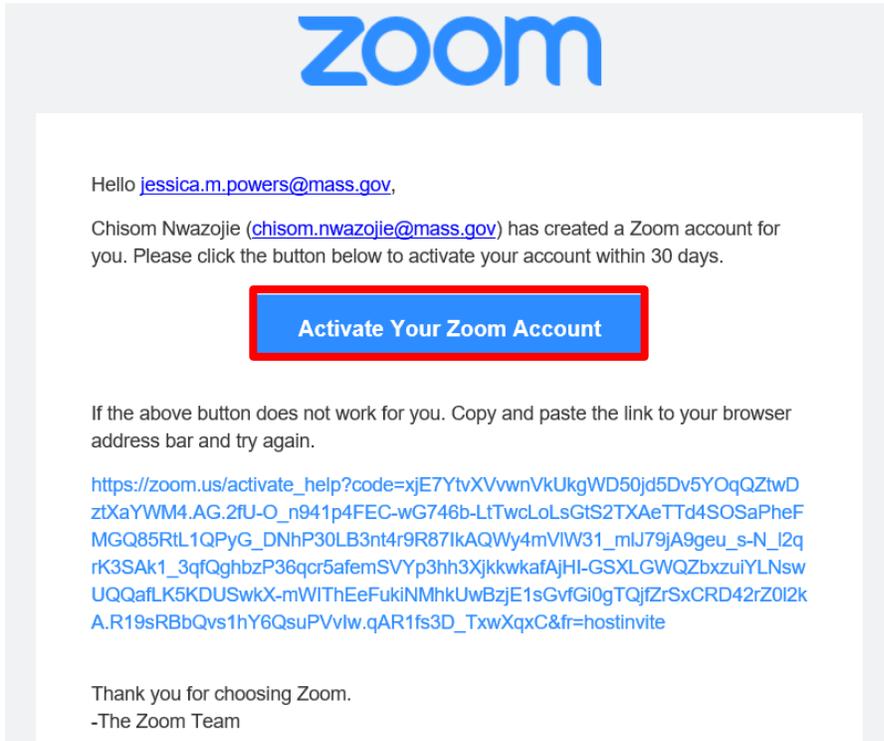
If you do not have a device with SCCM/Software Center, please reach out to your IT help desk.

You have been provisioned with a Zoom account.

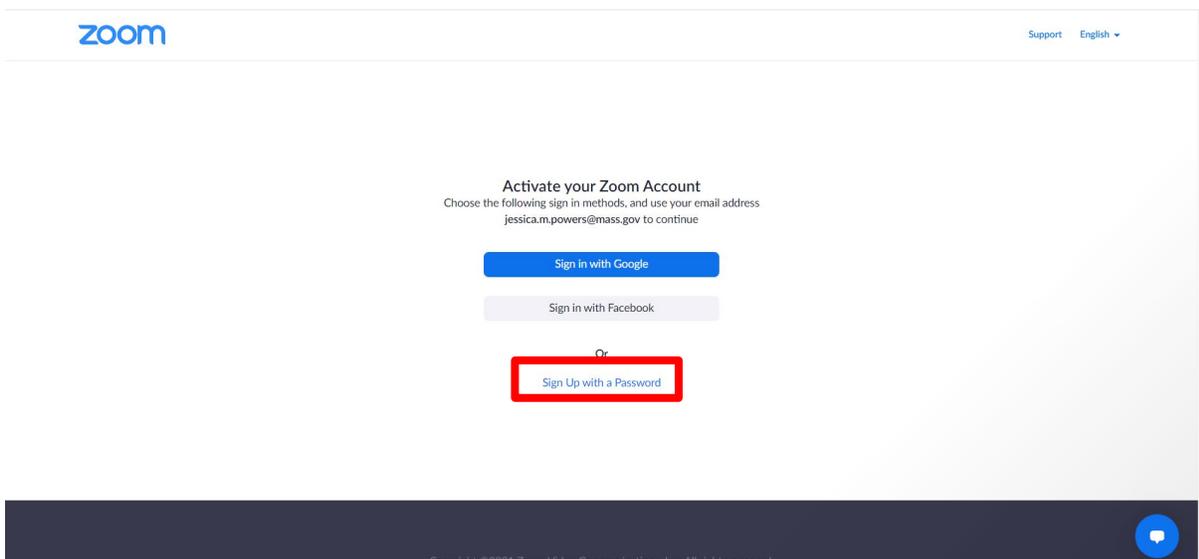
Once the requested Zoom account has been provisioned, you will receive an email from Zoom notifying you that you have access to Zoom. If you download the Zoom application and are unable to log in, you may need to wait until a Zoom account has been provisioned for you.

Activate your Zoom Account

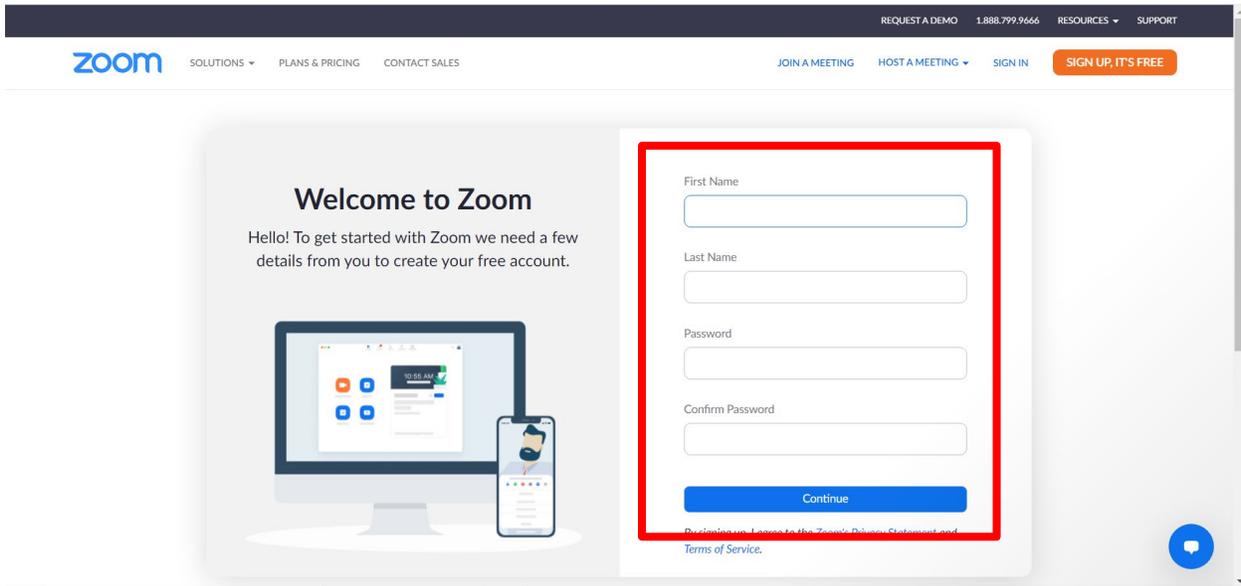
Step 1: Once you have been provisioned with a Zoom account, you will receive a Zoom account invitation via email. Click “Activate Your Zoom Account”.



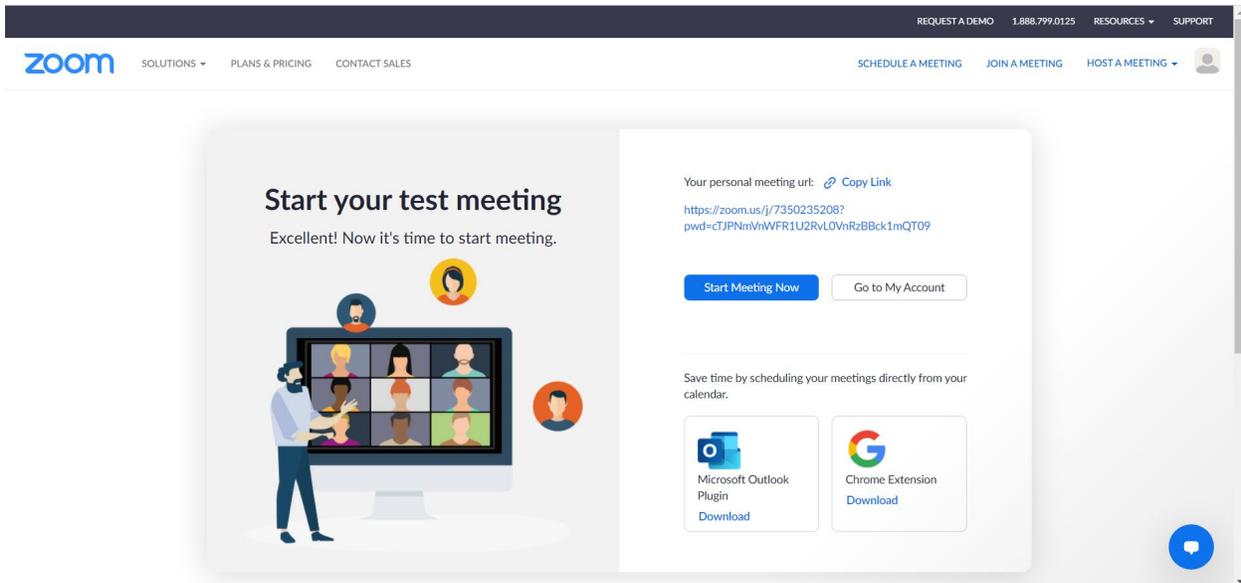
Step 2: You will be redirected to an internet page to activate your Zoom account. Click “Sign Up with a Password”.



Step 3: Enter your First Name, Last Name, a new password for Zoom, and confirm the password; click “Continue”.



Step 4: You will then be directed to the below screen, indicating you have successfully activated your Zoom account!



Install Zoom Client for Meetings and Zoom Plugin for Microsoft Outlook



You will need to download 2 (two) applications from Software Center to effectively use Zoom on your device:

- Zoom Client for Meetings
- Zoom Plugin for Microsoft Outlook

Step 1: Open Software Center.

You can find Software Center by clicking the “Type here to search” magnifying glass (on the task bar at the bottom of your screen) and entering “Software Center”; select “Software Center”.

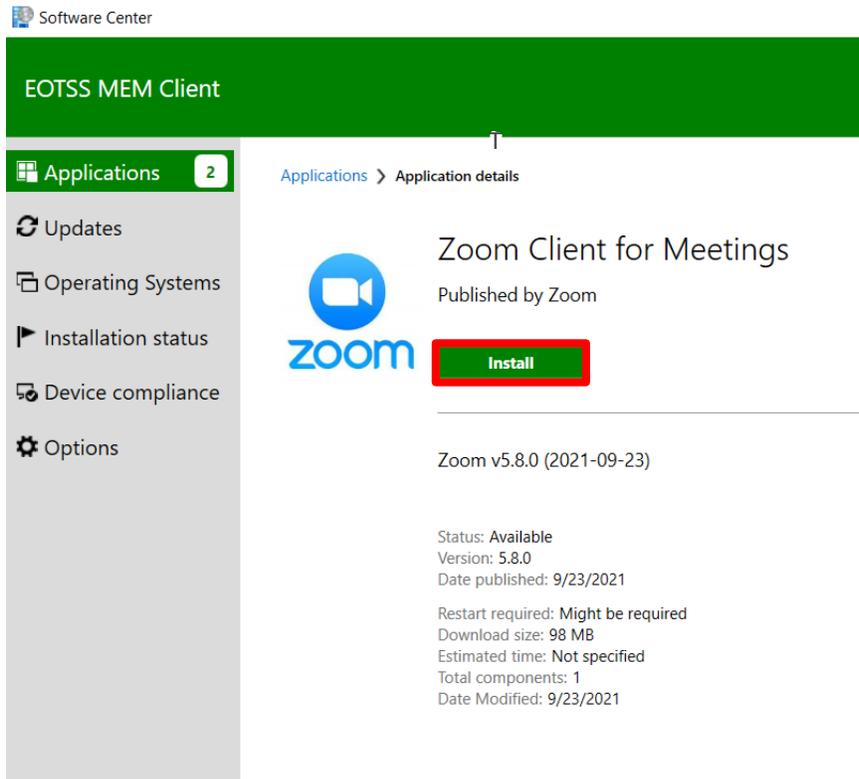


Step 2: Select “Applications” from the left-hand menu. Select “Zoom Client for Meetings”.

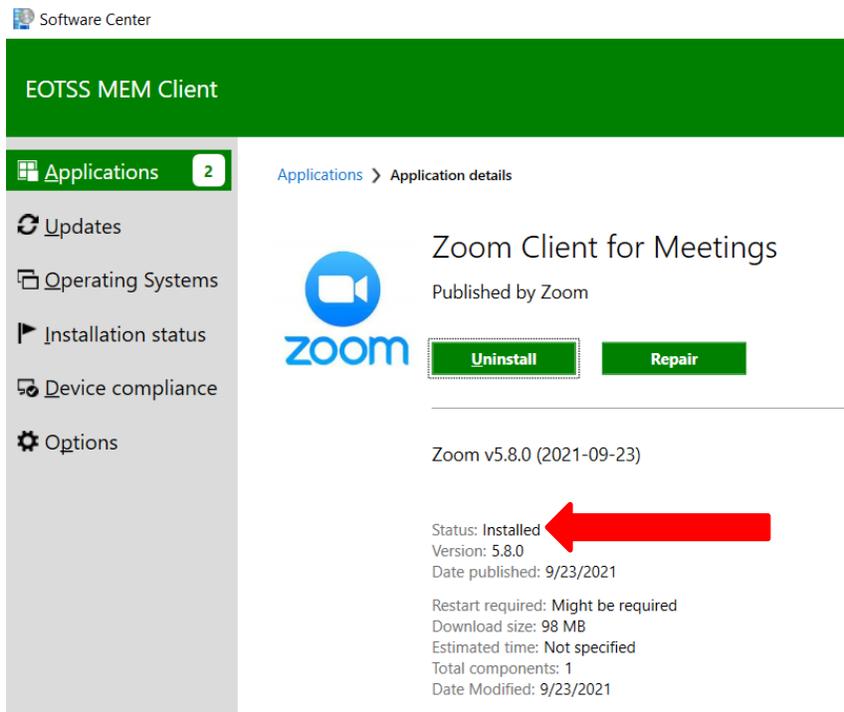
The screenshot shows the Software Center interface. The left-hand menu is open to the 'Applications' section, which has a notification badge with the number '2'. The main area displays a list of applications. The 'Zoom Client for Meetings' application is highlighted with a red box. Other applications visible include 'Zoom Plugin for Microsoft Outlook', 'Chrome - Install Chrome', 'TASKE Desktop UPGRADE', 'Thunderbolt Dock G2 - HP Thunder...', and 'Clear Cre Manager'. The interface includes a search bar at the top, a filter dropdown set to 'All', and a sort dropdown set to 'Most recent'.

Application Name	Developer	Version
Zoom Client for Meetings	Zoom	5.8.0
Zoom Plugin for Microsoft Outlook	Zoom	5.8.0.110
Chrome - Install Chrome	Google	94.0.4606.54
TASKE Desktop UPGRADE	TASKE Technology	1197
Thunderbolt Dock G2 - HP Thunder...	HP	1.0.69.1
Clear Cre Manager	TSS	1.0

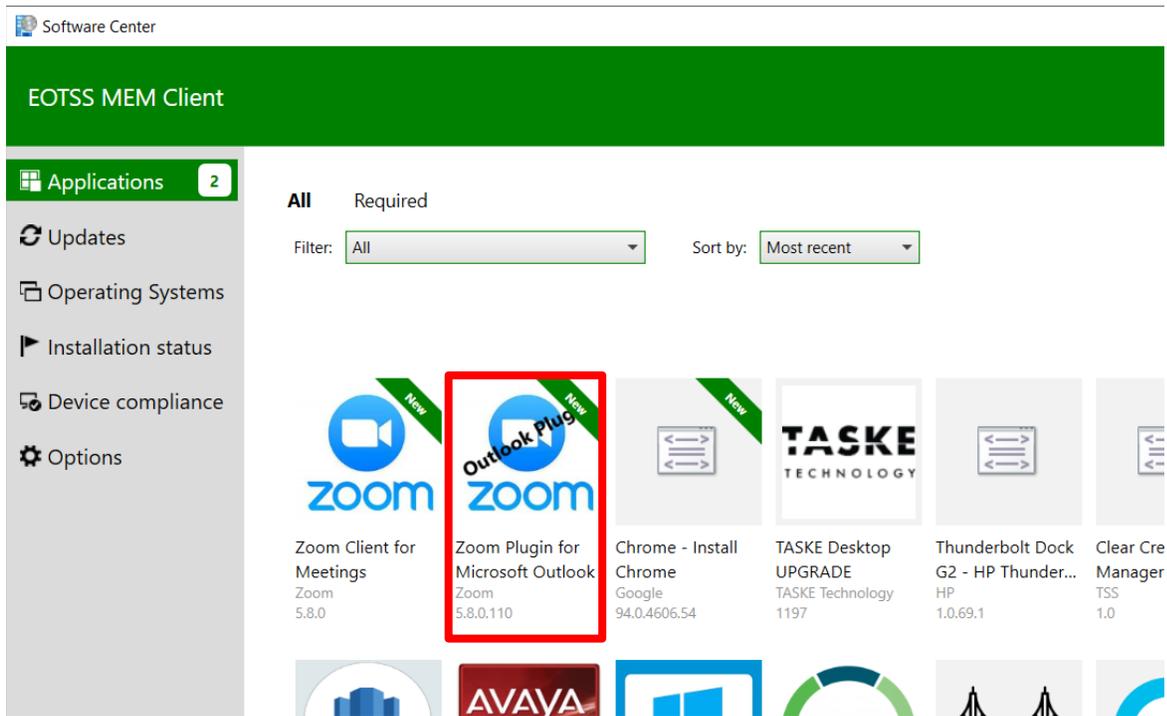
Step 3: The following screen will appear; click “Install”.



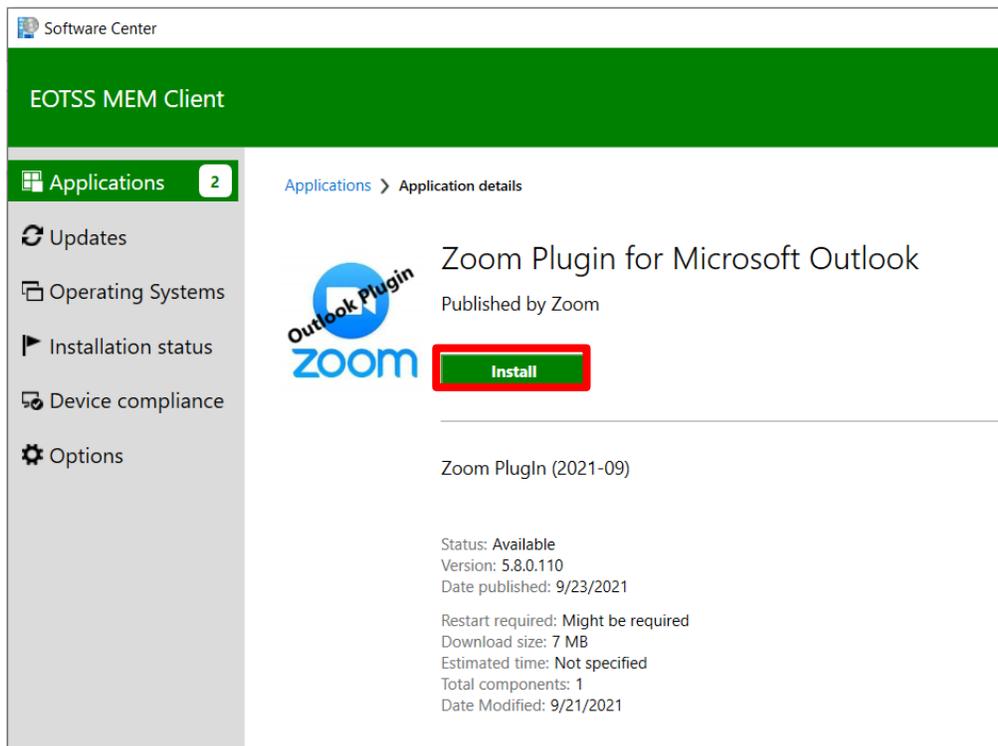
Step 4: Once the installation is complete, you will see the below message, indicating that you have successfully installed Zoom Client for Meetings!



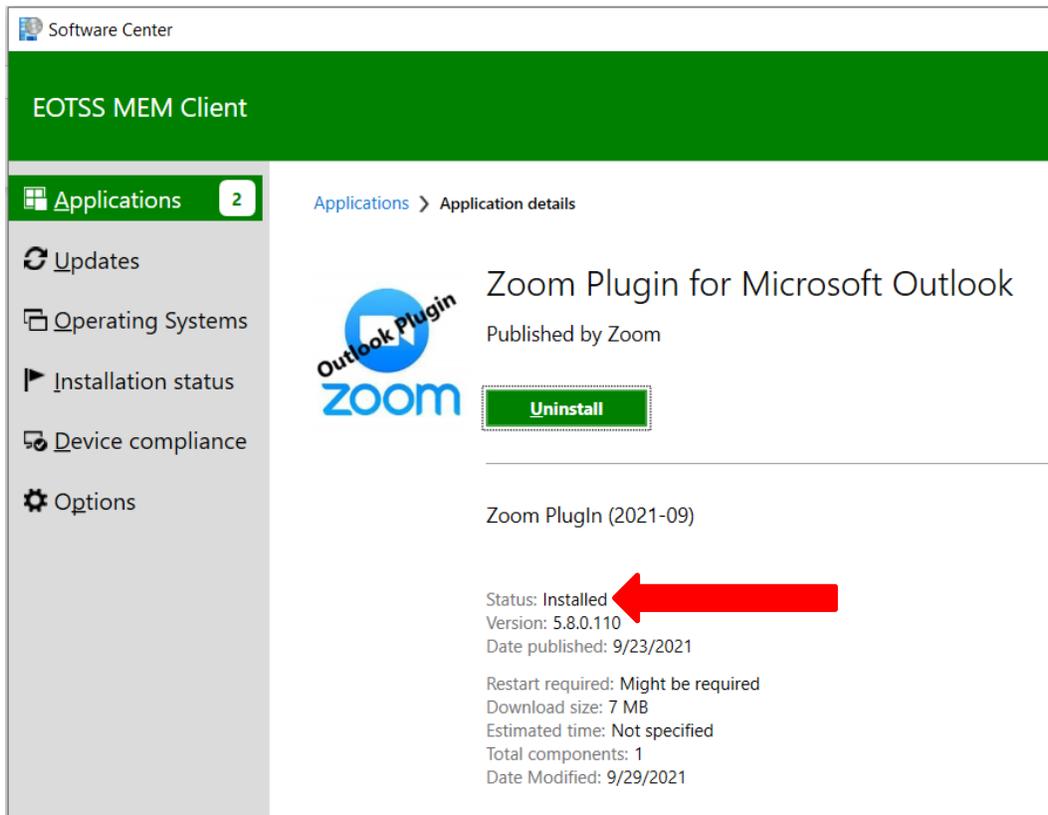
Step 5: Select “Applications” from the left-hand menu. Select “Zoom Plugin for Microsoft Outlook”.



Step 6: The following screen will appear; click “Install”.



Step 7: Once the installation is complete, you will see the below message, indicating that you have successfully installed Zoom Plugin for Microsoft Outlook!



LAST STEP: Close all Outlook windows and relaunch Outlook.

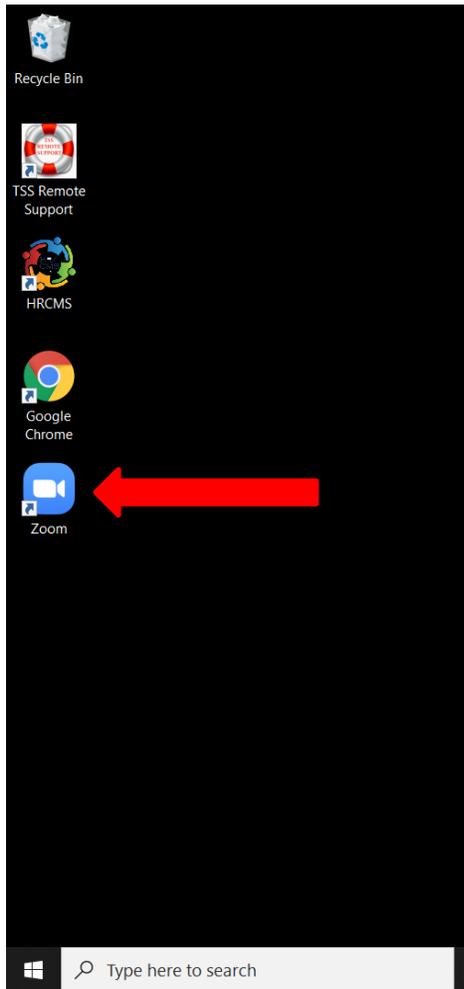
If you do not close and relaunch Outlook, the Zoom Plugin will not appear in Outlook.

 **You are now ready to use Zoom!**

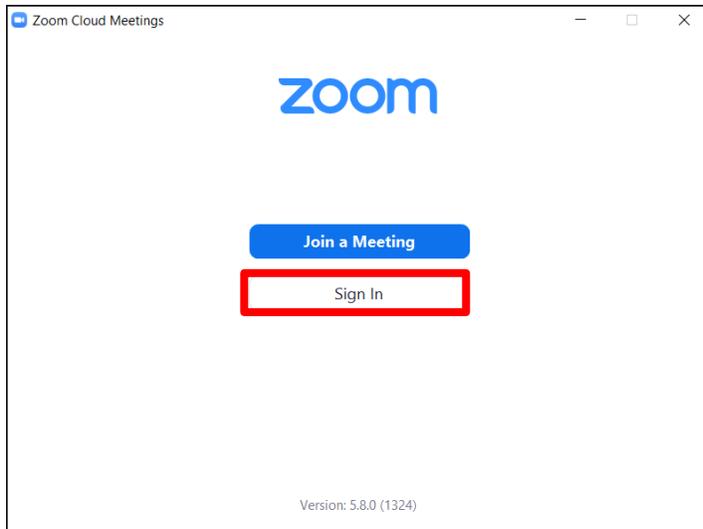
Using Zoom for the First Time

The below instructions will show you how to sign into Zoom for the first time.

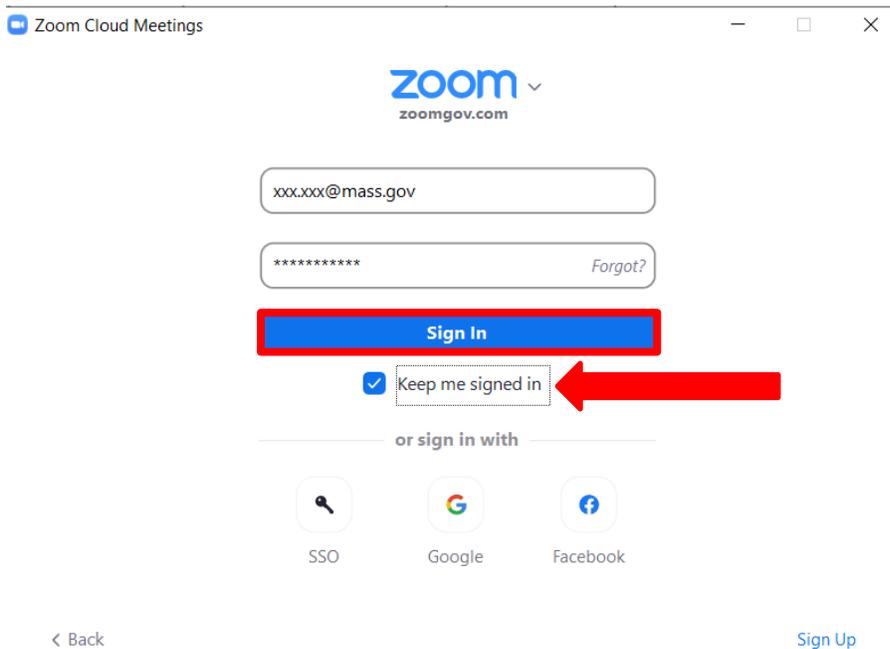
Step 1: Open Zoom (there will be a shortcut on your Desktop; or, you may use the Search Bar to search for Zoom).



Step 2: Click “Sign In”.



Step 3: Enter your Commonwealth email address and Zoom password (see “Activate Your Zoom Account” above for more information on your username and password). Check “Keep me signed in”, then click “Sign In”.



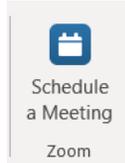
Scheduling a Zoom Meeting via Outlook

The below instructions will show you how to schedule a Zoom meeting via the Microsoft Outlook plugin.

Step 1: There are two (2) ways to start creating a Zoom meeting via the Outlook client:

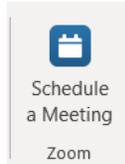
Method 1:

1. Create a new Meeting in Outlook
2. Click the “Schedule a Meeting – Zoom” icon at the top of the screen:



Method 2:

1. Click the “Schedule a Meeting – Zoom” icon directly from your Outlook Calendar:



Step 2: A dialogue box will open; set your meeting preferences and click “Save”.

The image shows the Outlook Meeting dialog box with the Zoom - Schedule Meeting dialog box open. The Outlook dialog box has a "Send" button and fields for Title, Required, Optional, Start time (Tue 10/5/2021, 1:00 PM), End time (Tue 10/5/2021, 2:00 PM), and Location. The Zoom dialog box is titled "Zoom - Schedule Meeting" and has sections for Meeting ID (Generate Automatically selected), Security (Passcode and Waiting Room checked), Video (Host Off, Participants Off), Audio (Telephone and Computer Audio selected), and Advanced Options (Do not show me again). A red box highlights the "Save" button in the Zoom dialog box.

Step 3: The Zoom meeting link will populate the “Location” field, and the Zoom meeting details will populate in the body of the invite.



Make sure you:

- ✓ Rename the meeting invite (“Title”)
- ✓ Add your participants (“Required”/ “Optional”)
- ✓ Select the time and date of the meeting (“Start Time”/ “End Time”)
- ✓ Set recurrence (*if necessary*)
- ✓ Fill out the body of your invite with any details you wish to include

The screenshot shows the Outlook Meeting form and its preview. The form includes fields for Title, Required/Optional status, Start/End time, Location, and a Send button. A red arrow points to the Location field containing a Zoom link. The preview shows the meeting details, including the Zoom link, Meeting ID, Passcode, and dial-in numbers for various locations.

Title: s' Zoom Meeting

Required/Optional: Required

Start time: Tue 10/5/2021 3:00 PM

End time: Tue 10/5/2021 4:00 PM

Location: <https://zoom.us/j/98322660079?pwd=LzlX...>

Preview:

s is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
<https://zoom.us/j/98322660079?pwd=LzlX...>

Meeting ID: 9
Passcode: 8L

One tap mobile
+192... 9#... *8... /2# US (New York)
+13C... 2,,9... *8... /2# US (Washington DC)

Dial by your location
+1... 9 US (New York)
+1... US (Washington DC)
+1... US (Chicago)
+1... 3 US (San Jose)
+1... 2 US (Tacoma)
+1... 9 US (Houston)

Step 4: Click “Send” on the Outlook meeting invite.

Support

ZOOM

Zoom Support/Training

<https://support.zoom.us/hc/en-us/articles/360029527911>

EOTSS

Request IT support or services

<https://www.mass.gov/how-to/request-it-support-or-services>

ServiceNow Portal

<https://massgov.service-now.com/sp>