Q: When scheduling through the Outlook calendar, why doesn't it sync on Zoom Meetings list? Why is this not always one for one when scheduling in Zoom or from Outlook with the plug-in?

> **A:** In order for Zoom to see all other calendar invitations from Outlook, employees must follow these instructions for [Zoom Calendar and Contacts Integration via Office 365](). After following these instructions, employees may have to restart their Zoom application for the change to take effect.

Q: Also, are there any nuances when scheduling as a recurring?

> **A:** As far as I'm aware of, there are no nuances when scheduling a recurring meeting. Simply select recurring meeting in the Outlook calendar event after adding the Zoom meeting invitation through the Zoom Outlook plugin to schedule a recurring meeting. Zoom will then create the meeting room invitations for each reoccurrence.

Q: Are there pre-set setting we can use to default joining and hosting a Zoom meeting with phone audio?

> **A:** The meeting organizer can adjust their settings from their Zoom portal to default the Audio Type from Telephone and Computer Audio to Telephone only.
>   o Login to https://ucdavishealth.zoom.us
>   o Click on Settings in the left navigation menu.
>   o Directly underneath the Meeting tab to the right of the left navigation menu, select the Schedule Meeting option.
>   o Under Audio Type, select the Telephone option.
>   o After this setting has been changed, newly scheduled meetings will default to and require host/participants to use a telephone to dial into the meeting.

Q: How do admins manage the availability on off schedule for someone else?

> **A:** The admin must have access to the Zoom account of the individual (or access to the individual's computer) that they would like to manage.
>   o Login to https://ucdavishealth.zoom.us
>   o Click on Settings in the left navigation menu.
>   o Scroll all the way to the bottom of the Settings page until you see Schedule Privilege.
>   o Click on the plus sign next to Assign scheduling privilege to and type in the admin's email address into the field.
>   o Click Assign when complete.

Q: Can we have an alternate host that is not UCDH (i.e.@healthco.com)?

> **A:** As a security precaution, this is not possible with our Zoom environment. Alternate hosts must have a UC Davis Health Zoom account to be granted alternate host privileges.

Q: Where can I find How To documentation related to Zoom?

> **A:** Access the [Remote Work Resources]() from the health system Internet.
>   o Locate the detailed information about Zoom, WebEx, etc.

Q: How can I learn more about Virtual Backgrounds in Zoom and other collaboration tools?

> **A:** Check out the [Zoom Backgrounds information]() online.

Q: How do I find meeting information (Meeting ID and password) after a meeting has started?

    A: Use the "i" icon in the top left which displays the meeting invitation information: meeting ID, Call in information, etc.

Q: If I have dual monitors, should I use the Dual Monitors Default Setting?

    A: It is not recommended to use the dual monitors default option in **Settings**, due to screen sharing issues.

Q: Can I remotely host and/or control a meeting if I am not a participant?

    A: Delegates cannot manipulate a meeting without being invited or actively participating in the meeting.

Q: How do I remove a participant and disallow re-access to the meeting?

    A: Click **Security**, click **Remove Participant**, and then click **Lock Meeting**.

Q: How do I learn more about registration options using Zoom?

    A: [Click here!](#)