# How to verify that you are using the "right" Zoom
(i.e., everyone MUST use approved "ZoomPHI" under UF's institutional account)

We are all using Zoom for classwork, meetings, research, and clinical telehealth. ***But are you using the correct Zoom that is approved and HIPAA and FERPA compliant for these activities??*** You might think you are, but you'd better make absolutely sure and quickly correct yourself if you have a non-approved Zoom account running. Below, I outline the steps to be SURE you are using the "right" Zoom and how to fix it if you aren't.

1. **Open your Zoom application on your computer** (screen should look roughly like the image below)
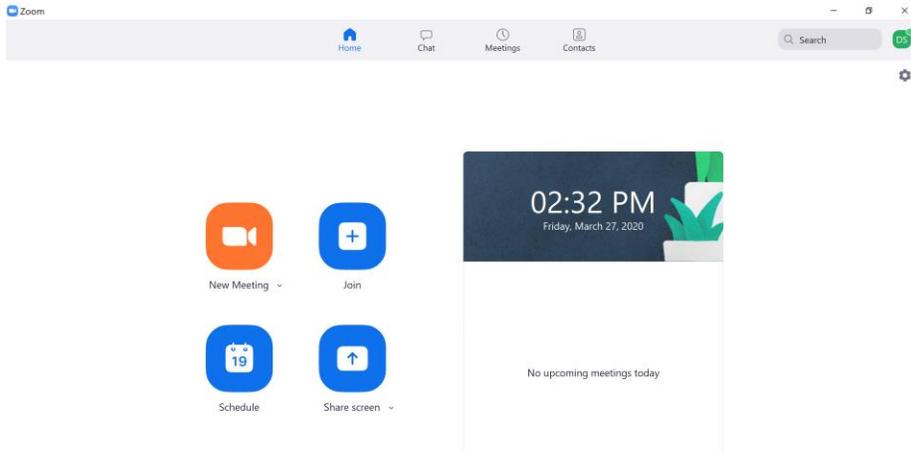

2. **Click on your account icon in the upper R corner** (shown in green) to get the drop-down menu. **Verify that "LICENSED" is listed next to your name *and* that your UF email is listed under your name** (w/out the phhp part).
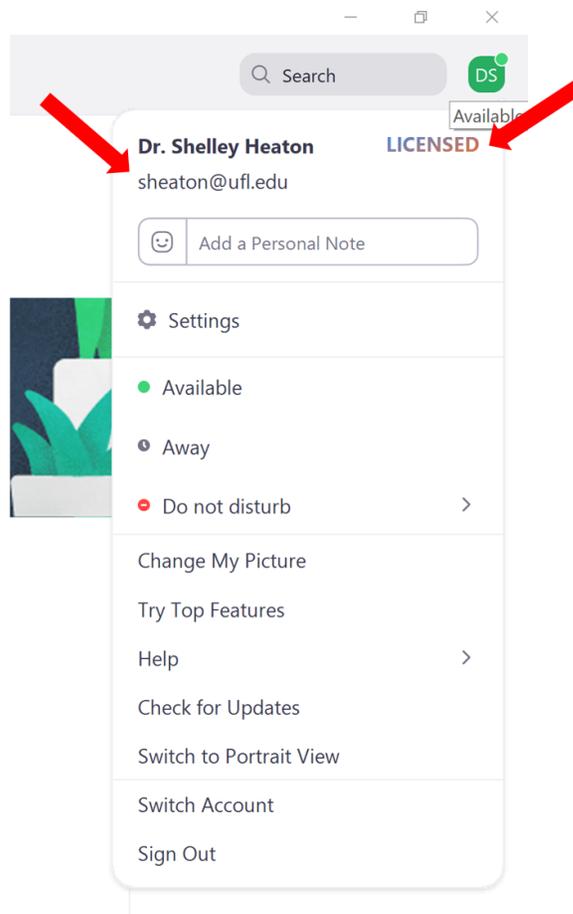
3. If step 2 looked good, you are probably all set, but let's do one final check to be absolutely sure. On the Home screen of your Zoom application, **open a New Meeting so you can check the settings of your Zoom sessions.**
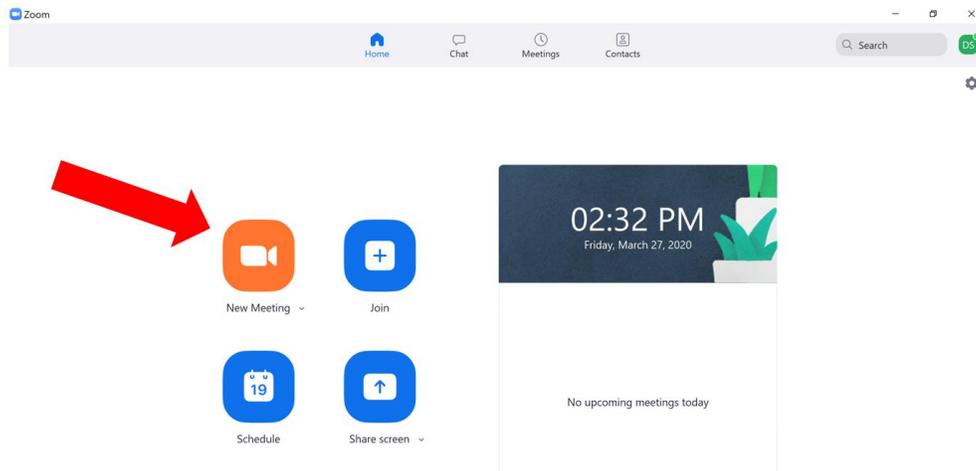
4. **After the new meeting window opens, you should see the Green Padlock in the upper L corner** (which means your Zoom is an encrypted session)**. If you hover your mouse over the padlock, a popup window will tell you that!**
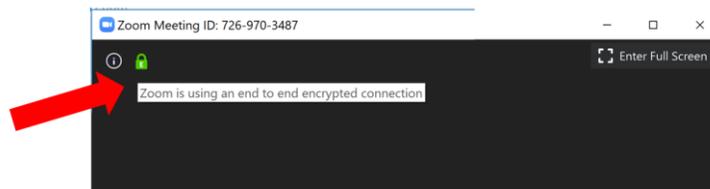
5. But *to be ABSOLUTELY sure that it is the CORRECT encrypted account* (UF's ZoomPHI), **click on the Information icon** (the i with the circle around it) next to the Green Padlock to bring up an information window and verify that the URL listed for your Zoom session has "uflphi.zoom.us" in the address. **All there? Then you are officially GOOD TO GO!**
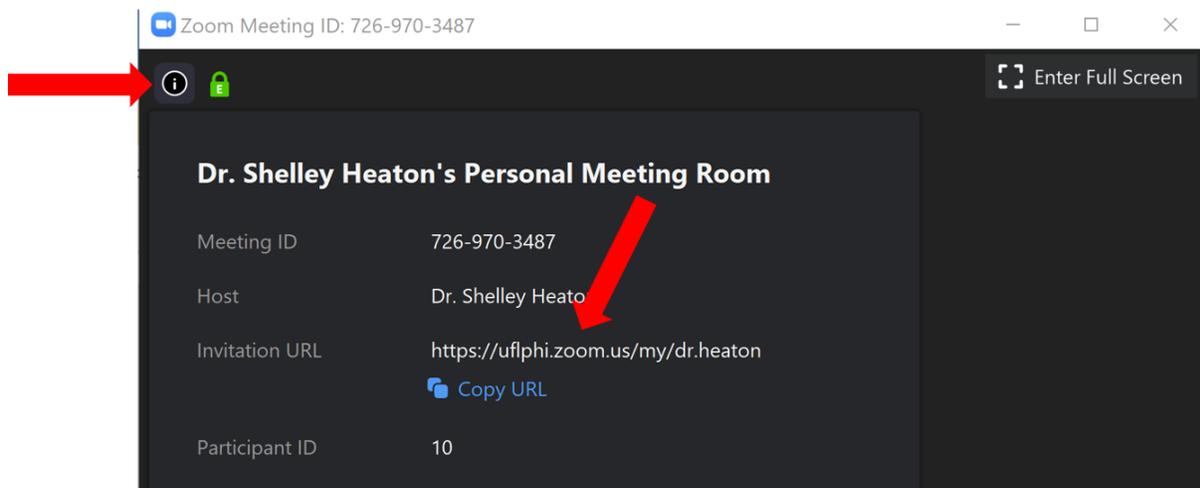
If, however, by going through these steps you have determined that you *DO NOT* have the correct Zoom account, you'll need to UNINSTALL any Zoom applications you have loaded onto any devices you use and then go thru the install and set up steps to get the correct one, following the instructions on UF's Zoom website (https://video.ufl.edu/conferencing/zoom/). Be sure to install and set up for the **UFL-PHI version of Zoom** *and* use your **plain UF email** (*no .phhp*) when setting it up. Since the UFHealth Telehealth Taskforce (an Epic group) is ensuring we are all set up correctly, please notify me (Dr. Heaton) and Keri Merchant if you just determined that you had the wrong Zoom set up initially so we can make sure the Taskforce group knows you are fixing it and creating the proper account. If you are super confused and feel stuck on how to fix your Zoom account, reach out to Dr. Marsiske.