

Initial Zoom Setup in the Zoom Web Portal

The Zoom web portal is the place where settings and configurations are made for the entire Zoom application. Settings and adjustments made in this location will impact all devices where the Zoom client application is installed (computers, smartphones, etc.)

To access the Zoom web portal, you can:

- Go to <http://zoom.us> and press the **Sign In** button at the top-right corner. Click on the SSO button below the username and password fields,

Sign In

[Forgot password?](#) [Help](#)

By signing in, I agree to the Zoom's [Privacy Statement](#) and [Terms of Service](#).

Stay signed in

Or sign in with


SSO


Apple


Google


Facebook

Zoom is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

- Enter conncoll-edu as the company domain. You will be redirected to CAS for sign-in.

Sign In With SSO

Enter your company domain.

Company Domain conncoll-edu	.zoom.us
--------------------------------	----------

[Help](#) 

[Continue](#)

[I don't know the company domain](#)

- Go to zoom.us/signin and press the SSO button below the username and password fields. Then, enter conncoll-edu as the company domain. You will be redirected to CAS for sign-in.
- Go to conncoll-edu.zoom.us and click on the purple Sign In button to be sent to the CAS SSO sign-in page.
- Go to conncoll-edu.zoom.us/signin to be sent straight to the Shibboleth SSO sign-in page.

All of these options work in the same way.

If you are prompted for DUO authentication, complete that process.

Once you are logged in to the Zoom Web Portal, you may be brought to the main screen for your profile:

CONNECTICUT COLLEGE 1.888.799.9666 SALES PLANS JOIN A MEETING HOST A MEETING 

- Profile
- Meetings
- Webinars
- Events & Sessions
- Phone
- Personal Contacts
- Personal Devices
- Whiteboards
- Notes
- Surveys
- Recordings & Transcripts
- Clips
- Scheduler
- Settings
- Analytics & Reports
- Account Profile

Zoom Learning Center
Video Tutorials

When you join meetings, webinars, chats or channels hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants or members. Your name and email address will also be visible to the **account owner** and host when you join meetings, webinars, chats or channels on their account while you're signed in. The account owner and others in the meeting, webinar, chat or channel can share this information with apps and others.

Enable Nested App Authentication to keep your zoom web portal and calendar meeting updates in sync. [Learn more](#) ×

 **Jason Gray** [Edit](#)

Jason Gray

Pronouns **He/Him/His**
✓ Ask me every time after joining meetings and webinars

Company **Connecticut College**

Department **Information Services/Enterprise Systems**

Personal

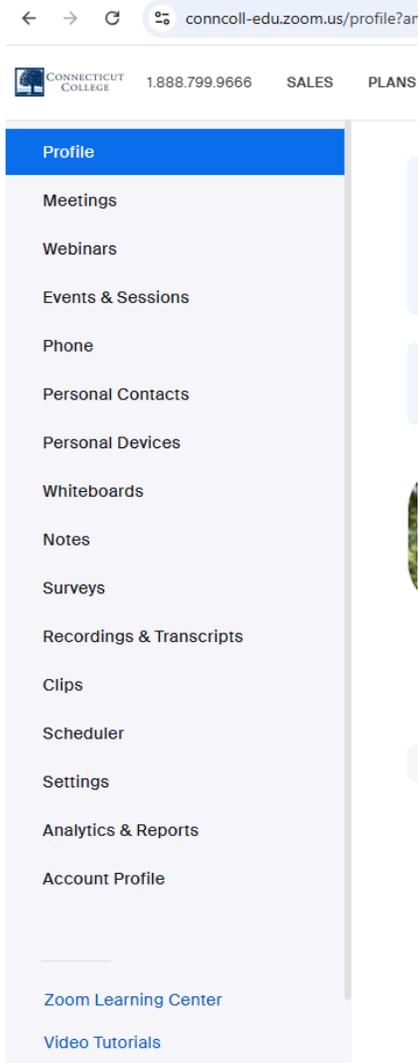
Phone **Not set** [Add Phone Number](#)

Zoom Phone **Extension Number** 2599
Direct Number Not set

My direct chat link https://conncoll-edu.zoom.us/j/launch/chat?src=direct_chat_link&email=jgray10@conncoll.edu [Cc](#) 

Edit your Profile

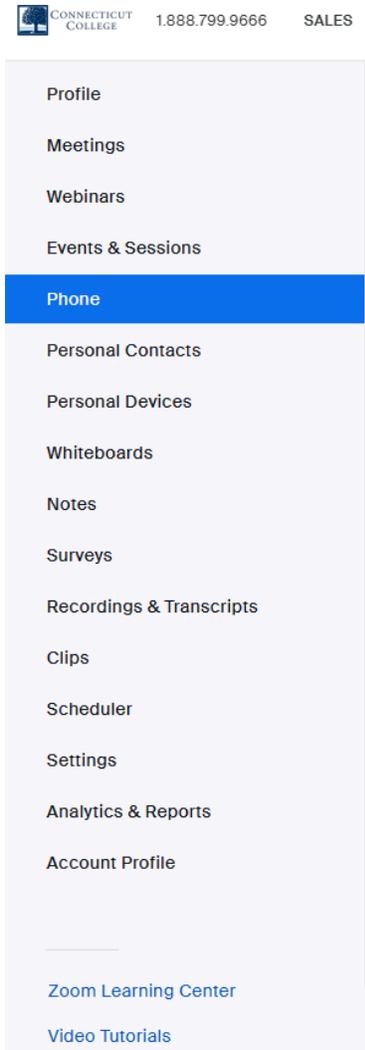
To adjust your profile, click on Profile in the Zoom menu if not already selected



1. Here, you can change:
 - a. First Name - set this to your preferred first name (nothing else)
 - b. Last Name - set this to your preferred last name (nothing else)
 - c. Display Name - set this to the name you want to appear in meetings (DO NOT include pronouns here!)
 - d. Pronouns - set this to your preferred pronouns (they/them/their, she/her/hers, he/him/his, etc.)
 - e. Where you want your pronouns to appear
2. Click on the blue Save button before continuing.
3. If you scroll down further on this same page, you can also set
 - a. Company - Connecticut College
 - b. Location - New London (or what city/state you're in if you are remote)
 - c. Department

Zoom Phone First Time Setup

This section covers items typically set up for initial use. On the left-side menu options, click on **Phone**



Within the Phone menu, there are several options you can configure:

1. Values such as Site, Package, Extension Number, Emergency Address, Outbound Caller ID, Country/Region, and Area Code should already be set and do not need to be configured
2. **Call Handling**
 - a. Business Hours - under the “Settings” tab, adjust the Business hours values to match your business hours. If someone tries to call you outside of your business hours, their call will be sent straight to voicemail. A possible configuration is below:

The image shows a screenshot of the Zoom settings interface. On the left is a vertical sidebar with various settings categories. The 'Phone' category is highlighted in blue. The main content area on the right is titled 'Call Handling' and contains the following settings:

- Business Hours:** A table showing hours for Monday through Wednesday, all set from 8:30 AM to 5:00 PM.

Day	Hours
Mon	8:30 AM ~ 5:00 PM
Tue	8:30 AM ~ 5:00 PM
Wed	8:30 AM ~ 5:00 PM
- Call Handling:** Includes an 'Edit' link and a list of supported applications: Zoom Phone Appliance Apps, Zoom Desktop Apps, and Zoom Mobile Apps.
- Call Handling Ring Mode:** A dropdown menu currently set to 'Simultaneous'.
- Max Wait Time:** A dropdown menu currently set to '30 seconds'.
- When I'm busy on another call:** A dropdown menu currently set to 'Call waiting'.
- When a call is not answered:** A dropdown menu currently set to 'Forward to voicemail / videomail'. Below this is an unchecked checkbox for 'Allow callers to reach an operator'.
- Greeting & Leave voicemail instruction:** Includes a 'Default' button, an 'Edit' link, and a dropdown arrow. A note below states: 'Videomail greeting can be recorded at Zoom client.'

b. Closed Hours - hours that aren't inside the business hours set above are treated as closed hours. Similarly to setting business hours, set the behavior for how phone calls to the Zoom applications outside of business hours.

3. PIN Code

a. PINs are used to check voicemail. To set your PIN code, edit the PIN Code field and enter a new value (don't use 1234). It must be a 4-digit number. When complete, click "Save"

Zoom Assistant - Phone

Zoom Assistant - Phone 

Desk Phone

Keys & Positions [View or Edit](#)

Desk Phone(s) **Phone Screen Lock** 

PIN Code 

Others

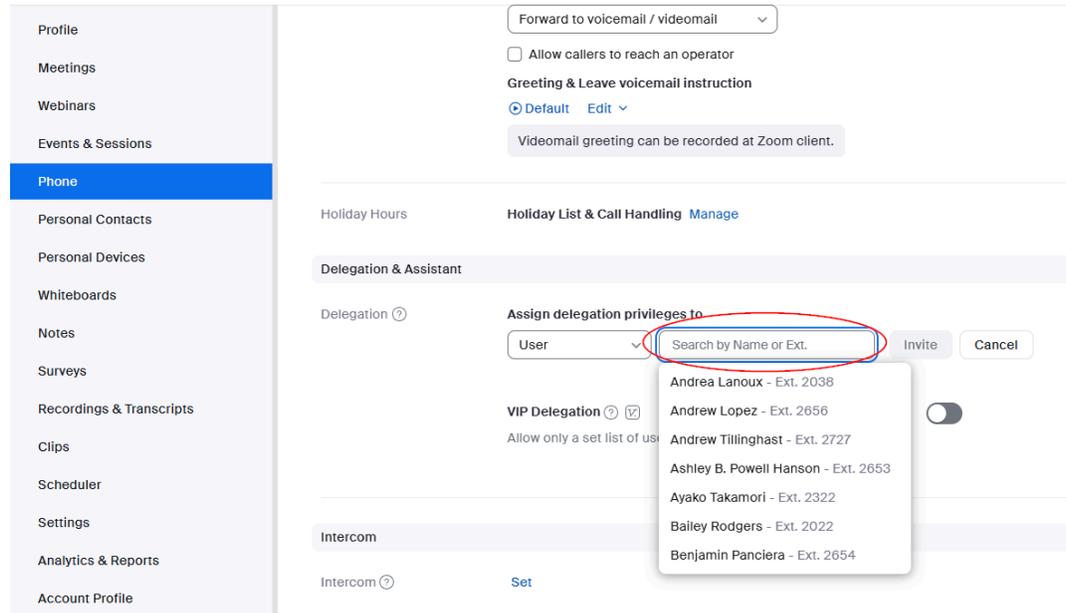
Voicemail & Videomail **Access**  [Set](#)

Call Screening **Call Screening**

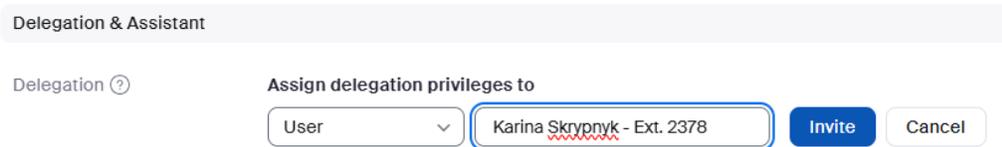
Incoming direct external callers will be prompted to respond to a button to reach you, callers who don't respond will be disconnected. If enabled, your devices will not receive any third party faxes.

4. Delegation Settings

- a. Delegation is used to designate someone else, a delegate, to receive your phone calls. Your delegate is essentially your phone number's receptionist. When a call comes to your number, your delegate's phone will ring, not yours. Your delegate can then transfer the call to you or just handle the call themselves.
- b. Delegation is a better permanent solution to handling someone else's call, compared to forwarding, which is a better temporary solution.
- c. In the Delegation & Assistant section, click "set" to specify an individual to delegate calls to:



d. When done, select “Invite”



e. Your delegate request will be sent. The delegate will get an invitation that they must accept before the delegation becomes active. If they deny your delegation invitation, the delegation request is erased, and the delegator can choose someone else to assign those privileges to.

5. For other options such as managing Block and Spam lists, transcription language, and blocking external calls, please refer to Zoom documentation available at this location:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0058317

What if I have more questions or need more help?

We understand that transitioning to Zoom Phone represents a significant change from our current telecommunications system, and we are here to provide support. If you are having an issue with your Zoom Phone, make a ticket through WebHelpDesk at <https://whd.conncoll.edu/>. For general questions or any other concerns, call the IT Service Desk at 4357 (HELP).

For general Zoom questions, here is an article from the vendor that may provide overall insight:

[Getting started with Zoom Phone](#)

For quick answers to basic Zoom questions, here is an article from the vendor:

[Quick start with Zoom Phone](#)