

Installing Zoom App for Mobile Devices - iOS

This article assists users who wish to use the Zoom softphone features on their personal mobile devices such as smartphones, tablets, etc.

Please note that using Zoom softphone features on your personal mobile device is entirely optional. This article is for those users who wish to enjoy the convenience and functionality of Zoom softphone on their mobile devices.

For Apple iOS systems:

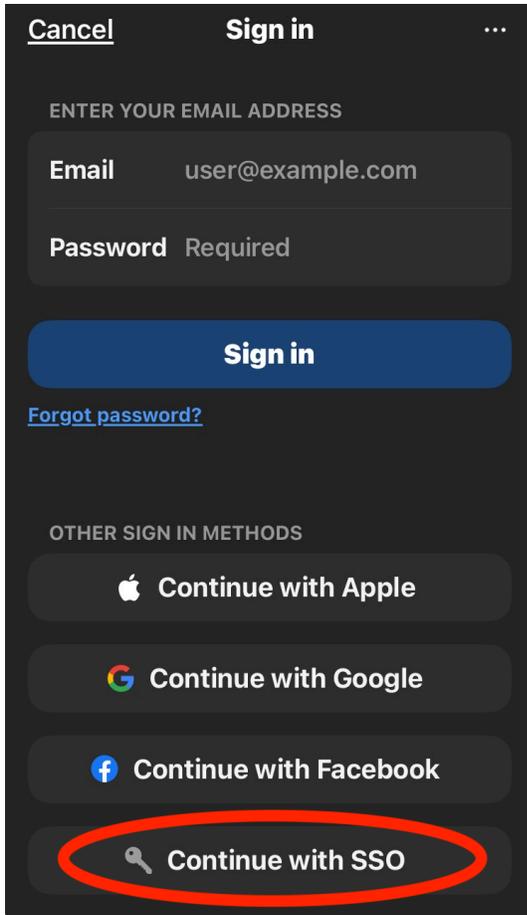
Search for the Zoom Workplace app from the App Store and select “Get” to install it.



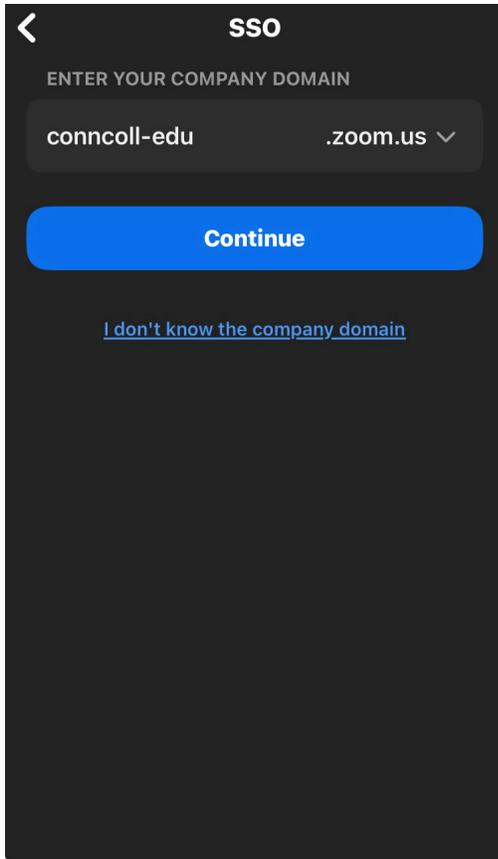
Once installed, open the app and select “Sign In”



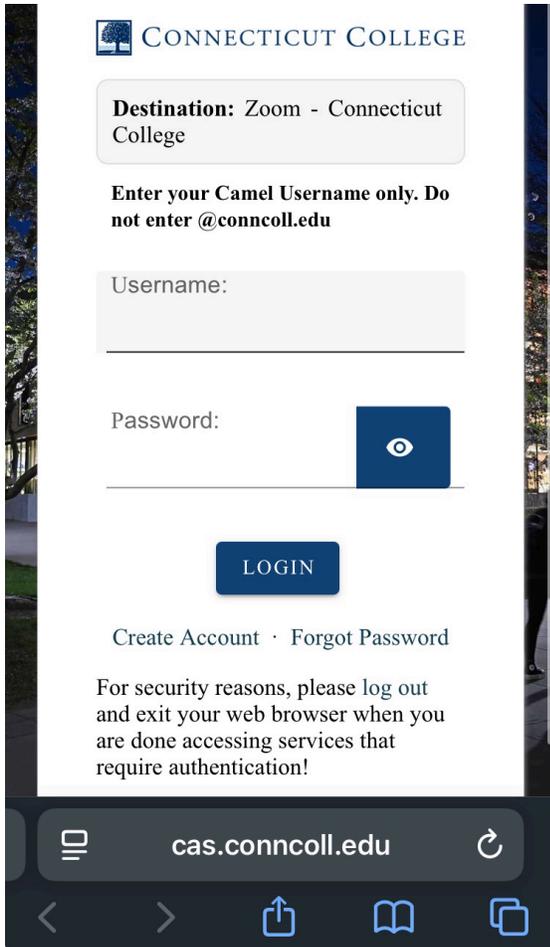
You will be asked how to sign in. Select "Continue with SSO".



Enter "conncoll-edu" for the domain then Continue.



You will then be prompted to login at the Connecticut College login screen. Enter your account ID (without the [@conncoll.edu](mailto:conncoll.edu)), your password, and then click "Login":



If prompted, complete the DUO authentication. You will see this screen, and then will need to select “Yes” to another prompt that will open.

Once authenticated through DUO, the Zoom app will prompt you with several permissions settings.

You do not need to allow Zoom to access other features on your phone, such as location or position data, contacts, etc. However, some permissions may be required for full functionality of the app. Our recommended permissions are below.

Recommend “Don’t Allow” for Zoom’s access to your contacts in order to avoid confusion with personal numbers being added to a work-specific app.

Get notified

Allow notifications so we can let you know a meeting is about to start or someone is trying to contact you.



"Zoom" Would Like to Access Your Contacts

Zoom Workplace needs access to your contacts so that you can easily connect with your friends. Contact information is stored locally on your device.

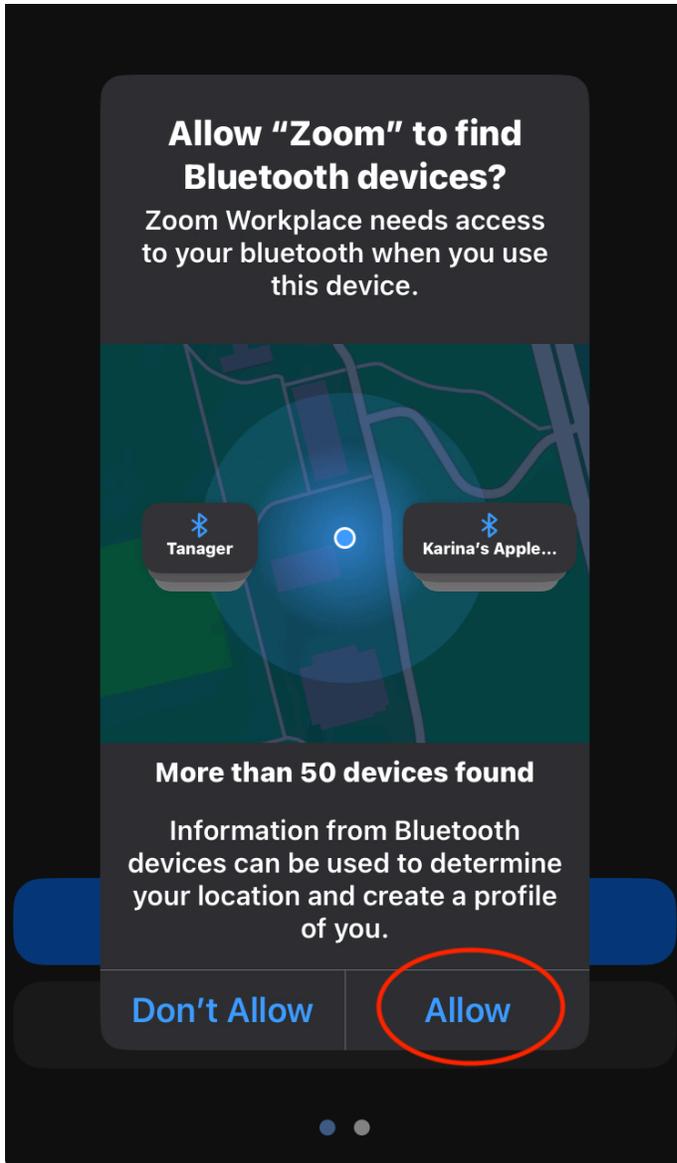
Don't Allow

Continue

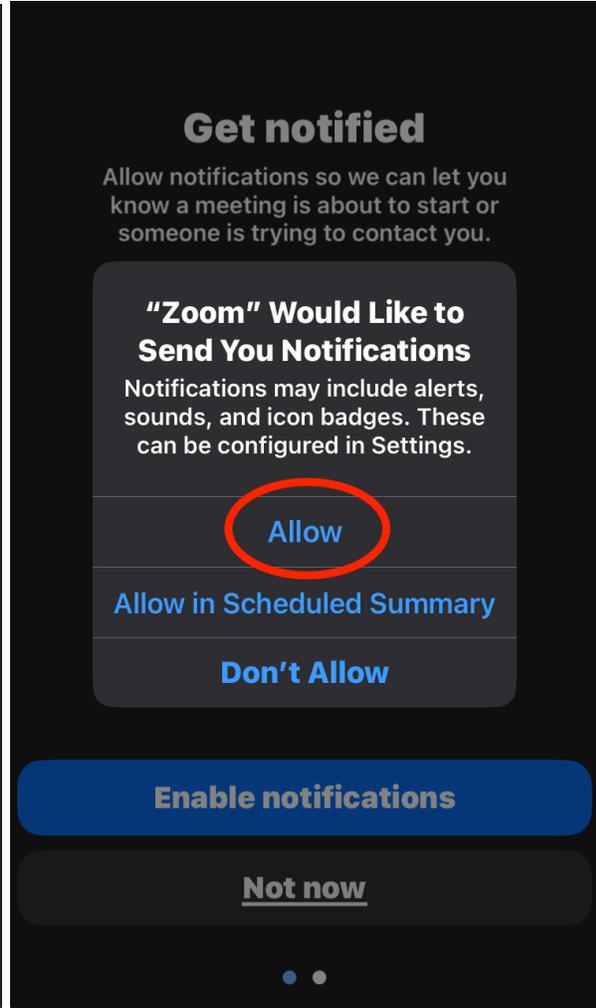
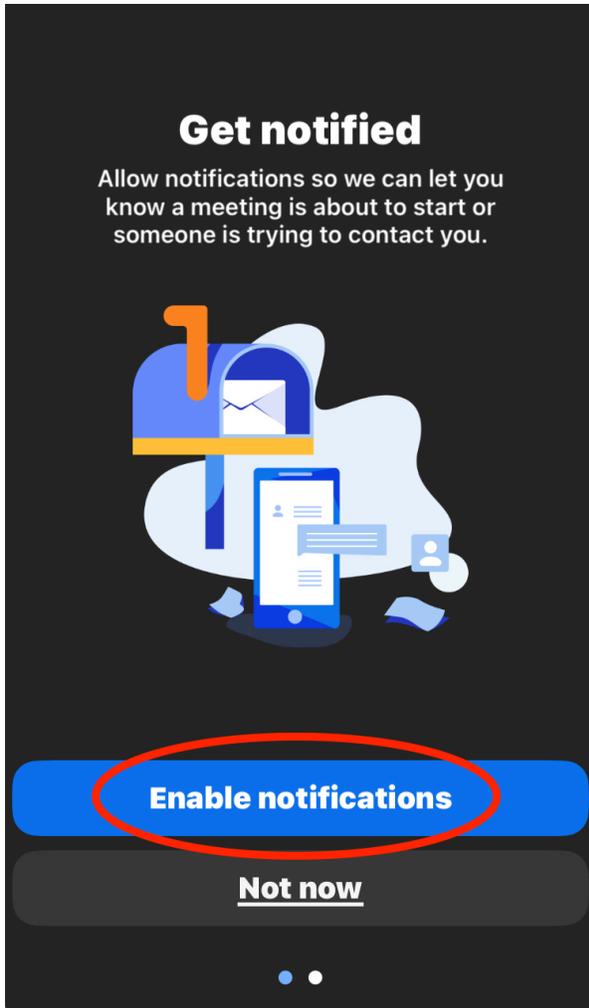
Enable notifications

Not now

Recommend "Allow" for access to bluetooth devices if you are planning to use wireless headphones for Zoom calls or meetings.

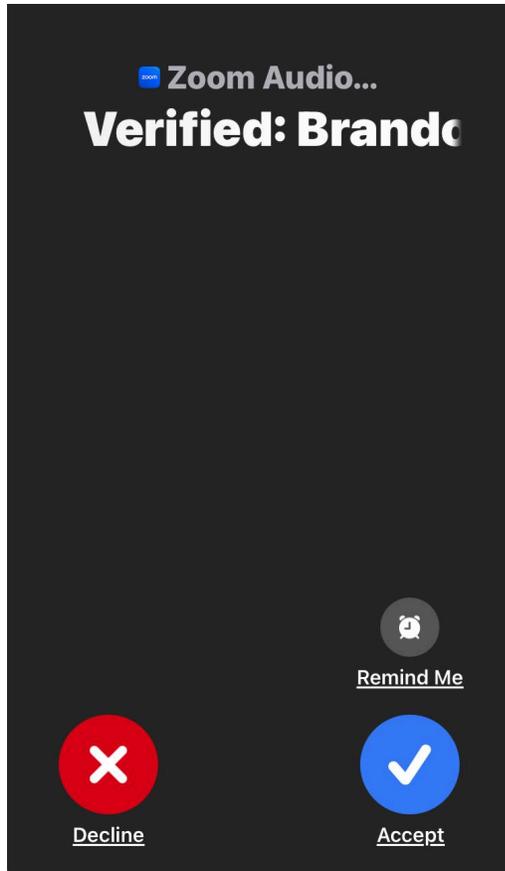


Recommend "Enable notifications" to ensure you receive phone calls.



Once you have finished allowing Zoom permissions, you should be able to use the Zoom application. You'll see a "Phone" tab at the bottom where you can place calls, see call history, and view voicemail messages.

Incoming calls will appear as a Zoom call in the Zoom application. You do not have to have the app open to receive a call.



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](#)