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What You Need to Know About ZoomGov

1. **IMPORTANT:** Zoom for Government (ZoomGov) is a DoD Impact Level 2 Cloud-Service-Offering and is only authorized for Public Releasable Information. It is not to be used for Controlled Unclassified Information (CUI) or Classified Information. Only discuss or present Publicly Releasable Information in your meetings/webinars.
2. Commercial Zoom is prohibited for government use.
3. Use ZoomGov for mission essential meetings, town halls or webinars with both internal and external customers.
4. A license is not required to attend a ZoomGov meeting.
5. A limited number of licenses are available to host meetings, since [other tools](#) are available to meet similar needs.
6. Participants:
 - a. Meetings – Basic License - 40 minutes with up to 100 attendees, Host License - no timeout (except for inactivity) with up to 350 attendees, Host Extension License allows up to 1000 attendees.
 - b. Webinar / Town Hall – Schedule event with up to 30,000 attendees (view only for attendees)

How to set up a ZoomGov Meeting

- Zoom licenses will be assigned to those who have a valid Mission Requirement. To request a license email ZoomGov.AdobeConnect@dla.mil and cc James.Bruff@dla.mil.
 - Basic Meeting licenses are for small, short-term meetings (40 minutes, 100 attendees).
 - Licensed Meeting Host licenses are for larger capacity, no time-limit meetings (350 attendees, with a limited number of upgrades available to 1,000 attendees).
 - Webinar licenses are assigned to designated J6 personnel, who can schedule approved events as requested for attendee sizes of 1,000, 10,000 and 30,000.

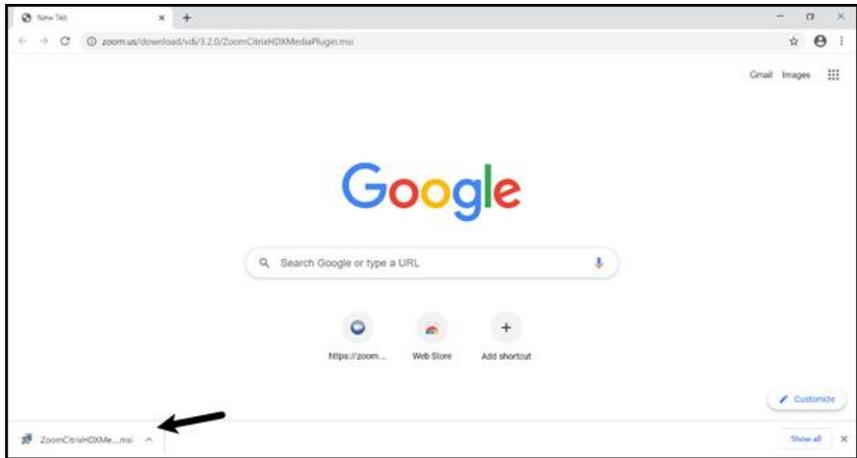
Installing the Zoom Client

Zoom Notes For VDI Users

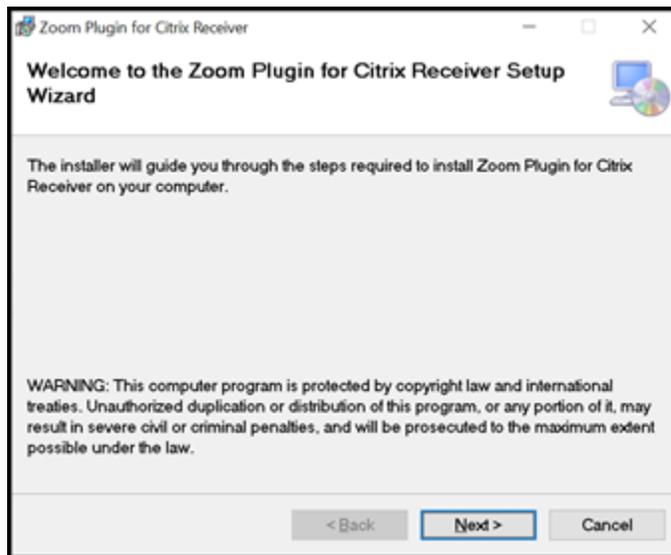
1. Zoom is automatically on the DLA VDI desktop.
2. DLA VDI users using the Zoom app who do not have the Zoom VDI Plugin installed, it isn't installed correctly, or are using a Zero Client, will not be able to use their camera in a Zoom meeting/webinar. All other Zoom functionality will work.

Installing the Zoom Client Software and VDI Plugin On UMC Devices

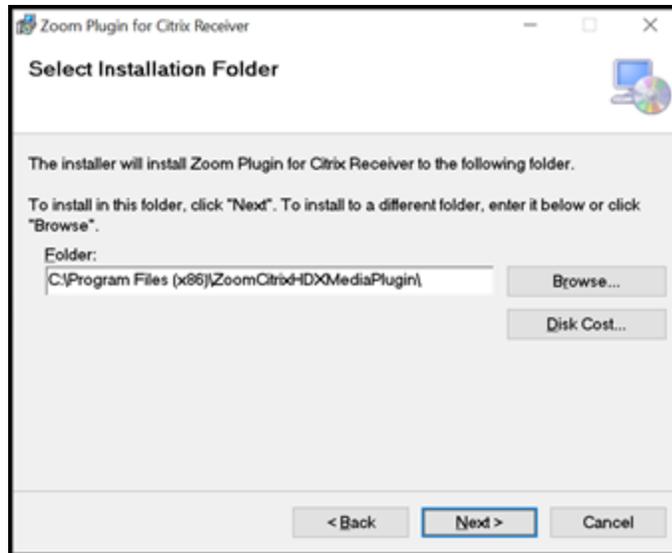
1. Install the Zoom Client Software and the VDI plug-in software from the Zoom website, while not connected to the DLA network.
 - a. Write the link down before you disconnect from the network (link is case sensitive):
 - i. Zoom Client for Meetings: <https://www.zoomgov.com/download>
 - ii. VDI Plug-in for use in DLA VDI environment:
<https://zoom.us/download/vdi/5.10.6/ZoomCitrixHDXMediaPlugin.msi>
Note: Version is subject to change. Contact James.Bruff@dla.mil for the current supported plugin version.
 1. After the download completes click on the **ZoomCitrixHDX...msi** file to start the installation.



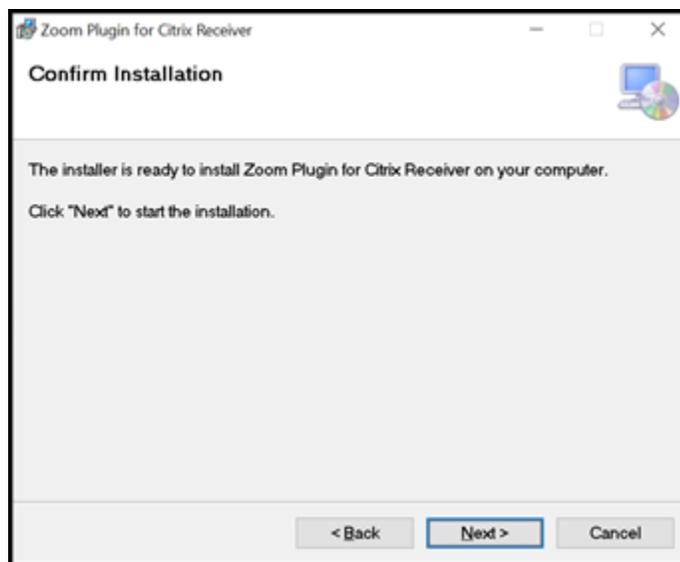
2. Click **Next** to continue.



3. Click **Next** to continue.

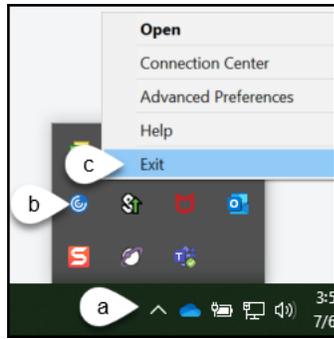


4. Click **Next** to continue, then click **Yes** when prompted.



5. Click **Close** to finish installation.

2. **Note:** The plug-in software above will allow your camera to work in a ZoomGov VDI meeting. If while installing you get an admin rights message, it can be bypassed:
 - a. Click the ^ in the lower right of your screen to bring up hidden icons.
 - b. Right click the blue/white swirl icon for Citrix Workspace.
 - c. Select Exit.



- d. Either continue the Zoom software and/or plugin installation or start the installation process again.

Installing The Zoom Client on Thick Client Devices

1. You can attend ZoomGov meetings from your web browser without installing the Zoom client. Everyone without an account should attend a zoom meeting or webinar using this method and follow the directions in the section below titled “**Connecting To A ZoomGov Meeting Using A Web Browser**”.
2. If problems prevent you from attending a zoom meeting or webinar using your browser, please send a request for the zoom client to james.bruff@dla.mil. Only after confirmation from Mr. Bruff, you will be able to see the Zoom client in Software Center and install it.
3. Install the Zoom Client [from Software Center](#).
4. In the Software Center search box, type Zoom.
5. Install the app called “Zoom Meetings x.xx.xx.”
6. You may need to restart your computer after installation.
7. **Note:** The *Zoom Plugin for Citrix Receiver* software (in Software Center) is for VDI users. If you also want to use Zoom in VDI, install this software to enable your camera in VDI Zoom meetings.

Installing The Zoom Client on iPhone and/or iPad

1. You may connect to ZoomGov meetings using either a DLA-issued iPhone/iPad, or your personal device.
2. To install Zoom on a DLA iPhone or iPad:
 - a. Open “DLA Apps” on your device.
 - b. Install “ZOOM Cloud Meetings.”
3. To install Zoom on your personal iPhone or iPad:
 - a. Open the App Store on your device.
 - b. Search for “Zoom.”
 - c. Install “ZOOM Cloud Meetings.”
4. To install Zoom on your personal Android device:

- a. Download and install the client from the Zoom website:
<https://www.zoomgov.com/download>

Connecting to a ZoomGov Meeting

Connecting To A ZoomGov Meeting Using The Zoom Client

1. Launch the Zoom app.
2. A Zoom window will open giving you options to "Join a Meeting" or "Sign In".
3. If you have a DLA-issued Zoom account, click Sign In to access your account.
4. If you only need to join a Zoom meeting/webinar, click the "Join a Meeting" button.
5. Enter the Zoom Meeting ID you were given, enter your Name as you want it shown in the meeting/webinar, select any of the remaining options that you want to use, and click "Join."
6. If the meeting/webinar has a passcode, you will be prompted to enter it.
7. After entering the passcode, click "Join Meeting" and enter any other information when prompted to access the meeting/webinar.

Connecting To A ZoomGov Meeting Using A Web Browser

1. Open Microsoft Edge or Google Chrome using the meeting link.
2. Click "Cancel" on the Zoom pop-up window (if shown).
3. Click "Join From Your Browser." at the end of this logon option: "If you cannot download or run the application, Join From Your Browser."
 - a. **Do not click** "Otherwise, download and run Zoom" or "Launch Meeting."

Connecting To A ZoomGov Meeting Using VDI

VDI Users have the zoom client installed on their desktop: Use Microsoft Edge or Google Chrome to logon to a Zoom meeting/webinar.

- a. Enter the Zoom meeting link into the browser, click "Open" on the "This site is trying to open Zoom Meetings" pop-up.
- b. The Zoom Client will launch.
- c. Enter your information when prompted to access the meeting/webinar.

Zoom Webinars

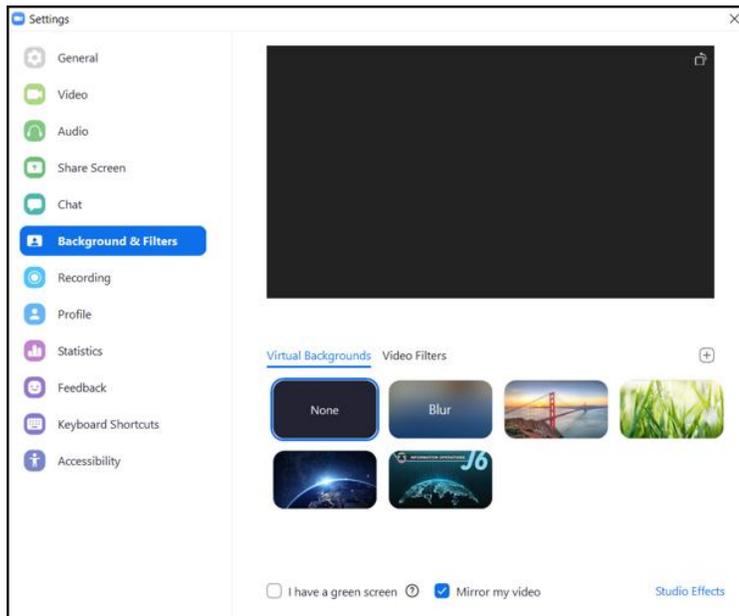
- If you need to host a larger audience for a town hall or conference, Zoom Webinar is an additional product available for scheduling.
- It can accommodate an audience size up to 30,000.
- Zoom Webinars are different than interactive Zoom meetings and are ideal for presenting information to a view-only audience.
- To schedule a Zoom Webinar, contact Jonathan Graham at Jonathan.Graham.ctr@dla.mil, Brent.Stare@dla.mil or James.Bruff@dla.mil

Zoom allows attendees to listen using either their computer (network) audio or through a phone call.

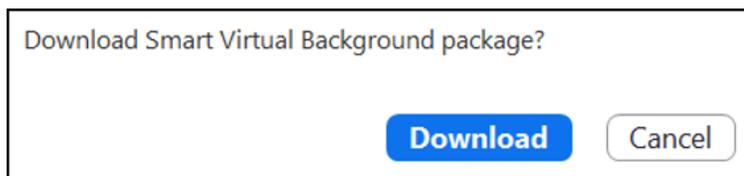
1. When initially joining a Zoom meeting/webinar, you will see a box that says, "Choose ONE of the audio conference options" for "Phone Call" or "Computer Audio."
2. Computer Audio is the default option.
 - a. The "Join with Computer Audio" option will connect using your network. For the most stable audio, we recommend using the "Phone Call" option.
3. Phone Call is the most reliable audio option. To join using a phone:
 - a. Click the "Phone Call" tab.
 - b. For the United States, dial in to any of the four toll-free numbers.
 - c. When prompted, enter the Meeting ID, Participant ID and if prompted, Passcode.
4. If you enter the Zoom meeting/webinar using Computer Audio and want to change to Phone Call later:
 - a. Click the ^ symbol to the right of the microphone icon on the lower left of the Zoom screen.
 - b. Select "Switch to Phone Audio" or "Leave Computer Audio."
 - c. The audio connection screen will show up again.
 - d. Click the tab to connect using "Phone Call" and follow the steps under #3 above.
 - e. Some browser attendees may not see these specific words in their choice of options, but the steps are the same.
5. Zoom meeting/webinar invitations may also contain a list of "Dial by your location" phone numbers. These are U.S based toll-free dial-in numbers that attendees can use. Enter the Meeting ID and Passcode when prompted to attend the Zoom meeting/webinar using your phone for audio.

Changing your Background in Zoom

1. Sign into your Zoom Desktop Client account.
2. Click on your profile picture (or initials), located at the top-right of the window, then click **Settings**.
3. Click **Backgrounds & Filters**. If you do not have the Virtual Background tab and you have enabled it on the web portal, sign out of the Zoom desktop client and sign in again.



4. Check **I have a green screen** if you have a physical green screen set up. You can then click on your video to select the correct color for the green screen.
5. Click on an image or video to select the desired virtual background.
6. If prompted, click **Download**.



7. (Optional) Add your own image by clicking the “+” button and choosing if you want to upload an image or a video.

Note:

- a. To disable Virtual Background, open the virtual background options again and choose the option **None**.
- b. Ensure that you are using a solid background color when **I have a green screen** is checked.

- c. After you select an option, that virtual background will be used for your future meetings.

Resources and Training

1. [Best practices for securing your meeting](#)
2. [Zoom Training](#)
3. [Zoom Learning Center](#)
4. [Zoom Support](#)