

## Zoom FAQ

### Q. What is the “meet portal”?

A. The “meet portal” refers to [meet.churchofjesuschrist.org](https://meet.churchofjesuschrist.org) and is the online portal where local leaders can request Zoom licenses.

### Q. How to request a Church-provided Zoom license?

A. Only individuals assigned as a stake, mission, or district technology specialist can request Church-provided Zoom licenses. Individuals with these callings can request one license per unit associated with their stake/district/mission in the meet portal. Individuals assigned one of these callings that cannot access the Zoom licensing page in the portal should contact the GSD or request assistance through the portal feedback button.

### Q. What features are included in the Church-provided Zoom license?

A. The Zoom license provided by the Church includes several additional functionalities not included in a free Zoom license, such as:

- **Concurrent Meetings**
- **Zoom Webinar**
- **Up to 500 Connections (meetings & webinars)**
- **Unlimited Meeting length**
- **Account Sharing** - The Church’s agreement with Zoom allows the user credentials to be shared within the unit, provided that the account is used only for Church purposes.

### Q. How do I tell if I have a Church-provided Zoom license?

A. Sign into the Zoom account and confirm:

- Account Name under **Account Profile** shows “Church of Jesus Christ – local units.”
- **Profile** section **License Type** shows “Meeting 500 Participants” and “Webinar 500 Participants”.

If the Zoom account does not match the information above it is not assigned the Church-provided Zoom licensing.

### Q. What do I do if my Zoom account doesn’t have the Church-provided licensing?

A. If the email is assigned to a unit in the meet portal and has a status of “Setup Complete” contact the Global Service Department or request assistance through the meet portal feedback button.

If the email is assigned to a unit in the meet portal and has a status of “Setup Not Complete” check the email address inbox for an account activation/transfer email from Zoom. If the activation email was not received, contact the Global Service Department or request assistance through the meet portal feedback button.

If the email is not assigned to a local unit in the meet portal, request a license if the stake/district/mission has any remaining available licenses.

Q. Can we get more than one license per unit?

A. No. Currently, the Church is providing only one Zoom enterprise license per unit. Stakes and Wards are encouraged to use that license for meetings that require additional features include with the account and use free Zoom accounts for other meetings where possible.

Q. Will previously scheduled meetings and webinars be deleted when the Church-provided licenses is applied to an existing Zoom account?

A. No. Meetings and webinars associated with a Zoom account that is upgraded with the Church Zoom licensing will not be deleted or changed.

Q. Can local units get a refund if they purchased a Zoom license?

A. Yes. If a local unit purchased a Zoom license before Church-provided licenses were available, Zoom could refund unused balance if the license was not being paid for on a month-to-month basis. To get a refund, the email address associated with the locally purchased Zoom license must be assigned to a Church-provided license. During the account activation/transfer process Zoom will ask where any applicable refunds should be applied. In most cases, it will be easier to apply applicable refunds to the Church’s enterprise Zoom account as opposed to receiving the funds back locally if the license was paid for with Church funds.

Q. Can you host a webinar and interactive meeting concurrently?

A. No. Local units can either run a single webinar or two concurrent standard Zoom meetings.

Q. How can I transition to Zoom webinar without substantial cost or effort?

A. Units currently broadcasting with hardware that supports Zoom such as **cell phones** (Larix Broadcaster) or **laptops** (OBS) should be able to transition to Zoom webinar quite easily and without additional cost. Simply make sure the Zoom app is installed on the device and select the correct audio and video source.

Other units that may be able to transition to Zoom webinar with minimal cost and effort include those with a dedicated encoder like the **Teradek** or **J-Tech**. These systems typically have

an HDMI cable that delivers chapel audio and video to the encoder. To transition these systems to Zoom webinar, local units will need an HDMI to USB video capture device and laptop as shown below.



HDMI to USB video capture devices can be purchased for under \$50.00. It is recommended local units use an existing laptop if available. If not available, units should purchase a low-cost laptop or use a member-provided laptop.

Units using the **Mevo** all-in-one camera or similar device may decide to continue using Meetinghouse Webcast or setup the device as a [wired webcam](#).

Q. When a new ward or stake is created will a new Church-provided Zoom account be available?

A. Yes. The Church-provided Zoom accounts are made available in the meet portal based on the unit number. If a unit is created a Church-provided Zoom license will be made available for that unit in the meet portal.

**Note:** After the new unit is created, it may take up to a week for a Zoom license to be available for it in the meet portal.

Q. How do I change the email address that is associated with the local unit zoom account?

A. Sign into the Church-provided Zoom account and in the profile settings edit the “Sign-In” email address associated with the account.