

From: Zoom Customer Care customercare@zoom.us
Subject: Re: New Whiteboard function
Date: 8 Apr 2024 at 04:43:37
To: ceonlinetutor@gmail.com

Your request ([ES1031578](#)) has been updated. Reply to this email or follow the link above. Sign In

2024-04-07 20:43:06 PDT - Edgar Jr. Dollesin Additional comments

Hi Phil,
Good day!
Please follow the screenshots: under Whiteboard cloud sharing, select Allow sharing with users in the same organization and outside your organization.

Out-of-meeting whiteboards USERS CAN EXPORT IN PDF, PNG, CSV FORMATS

Whiteboard cloud sharing

Whiteboard Sharing Defaults
Whiteboard Retention
Other Settings

Sharing

- Only users in the same organization
- Allow sharing with users in the same organization and outside your organization 🔗

Allow users in your organization to collaborate on boards outside your organization (meeting) ?
For in-meeting restrictions, visit [Read More](#)

Also allow external authentication

Authentication Options:

⚠️ Adjusting settings here may change the settings your users can see in the "Whiteboard Sharing Defaults" section.

Whiteboard Sharing Defaults
These sharing settings will apply by default when a new whiteboard is created.

Default Access Level

Who can access:

- Only Invited Users
- MyMSP
- Anyone ?

Access level:

- Viewer
- Commenter
- Editor

Test and let me know how it goes.
Regards,
Edgar

2024-04-07 05:15:07 PDT - Phil Latham Additional comments

Hi,
Can someone please get back to me asap on this. I need this sorting otherwise will need to look at cancelling and moving to another platform provider

Many thanks
Phil

Sent from my iPhone

On 6 Apr 2024, at 08:00, Phil Latham <ceonlinetutor@gmail.com> wrote:

Thanks for your quick response Edgar.

I'm afraid it won't allow me to click 'anyone'. The option is there but it's greyed out.

I'm really surprised this is so complicated to set up! There should be an obvious button to allow access whilst in zoom on the whiteboard.

So still no further forward, I need my students to be able to annotate on the whiteboard...

I appreciate I can revert to the old style (thanks for the link) but would like to get this sorted.

Please advise.

Best wishes,
Phil Latham

On Sat, Apr 6, 2024 at 5:25 AM

...

2024-04-06 06:01:10 PDT - Phil Latham

Additional comments

Thanks for your quick response Edgar.

I'm afraid it won't allow me to click 'anyone'. The option is there but it's greyed out.

I'm really surprised this is so complicated to set up! There should be an obvious button to allow access whilst in zoom on the whiteboard.

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I appreciate I can revert to the old style (thanks for the link) but would like to get this sorted.

Please advise.

Best wishes,
Phil Latham

On Sat, Apr 6, 2024 at 5:25 AM

...

2024-04-06 21:26:16 PDT - Edgar Jr. Dolwin

Additional comments

Hi Phil,

Thank you for contacting Zoom Support, my name is Edgar.

I understand that you're having issues with the Zoom whiteboard. I'll be glad to assist you with this.

Please click the link to login and that will direct you the Account Settings - <https://us06web.zoom.us/account/settings>

Go the whiteboard tab and change the default access setting to "Anyone" See the screenshot.

DMIN

Plans and Billing

User Management

Team Chat Management

Device Management

Room Management

Workspaces Management

Account Management

Account Profile

Account Settings

Alerts & Notifications

Recording Management

Reports

Whiteboard Sharing Defaults

These sharing settings will apply by default when a new whiteboard is created.

Default Access Level

Who can access:

- Only Invited Users
- Tasha Woodberry
- Anyone ⓘ

Access level:

- Viewer
- Commenter
- Editor

ⓘ When "Only Invited Users" is selected, the access level is chosen for each user when added. ×

Test and let me know how it goes.

You also have the option to switch to old whiteboard, please see the steps here - [Sharing a classic whiteboard](#)

Thank you for choosing Zoom!

Best Regards,

Edgar

Ref:MSG7588685_KbcFNb1luyZrPjuCSiMu