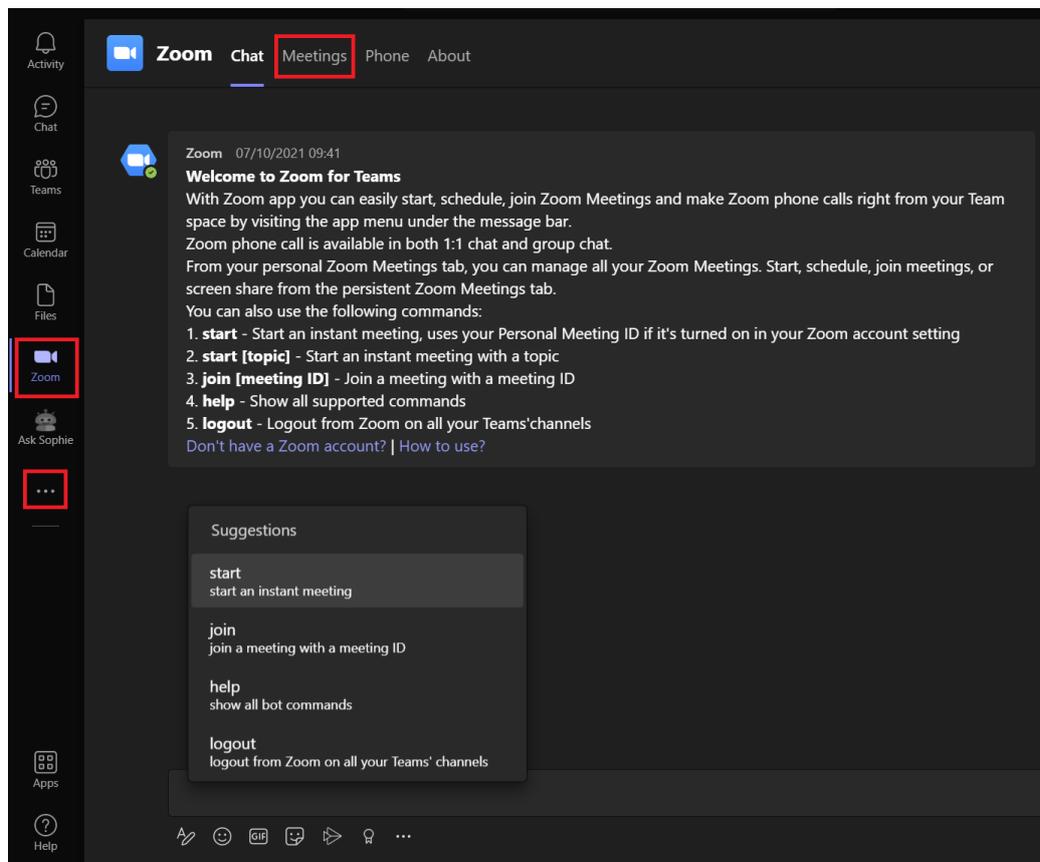


# How to use the Microsoft Teams integration

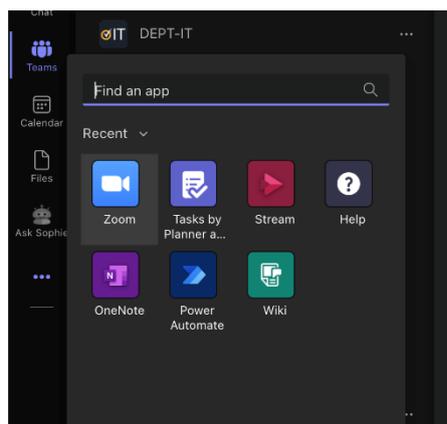
## Use the Zoom App

You can use the **Zoom app** to schedule or start a Zoom meeting with anyone else in our organization that also has the Zoom app added.

To **access the Zoom app**, find the three dots on the left side of the Microsoft Teams application and click on it.



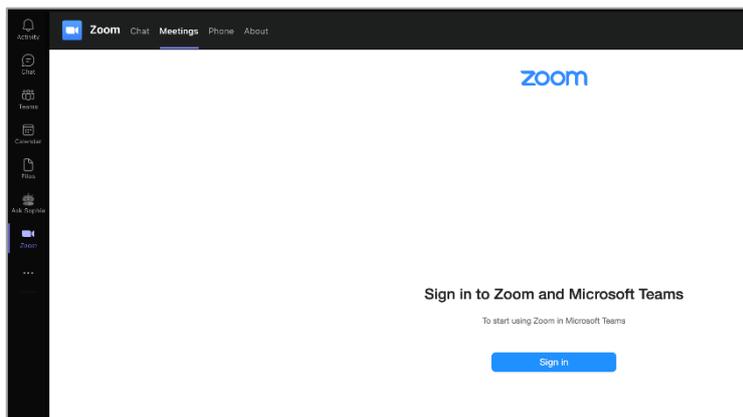
If the Zoom app does not show in the Recent list you can search for it by typing Zoom in the search box; Once its shown, click on it.



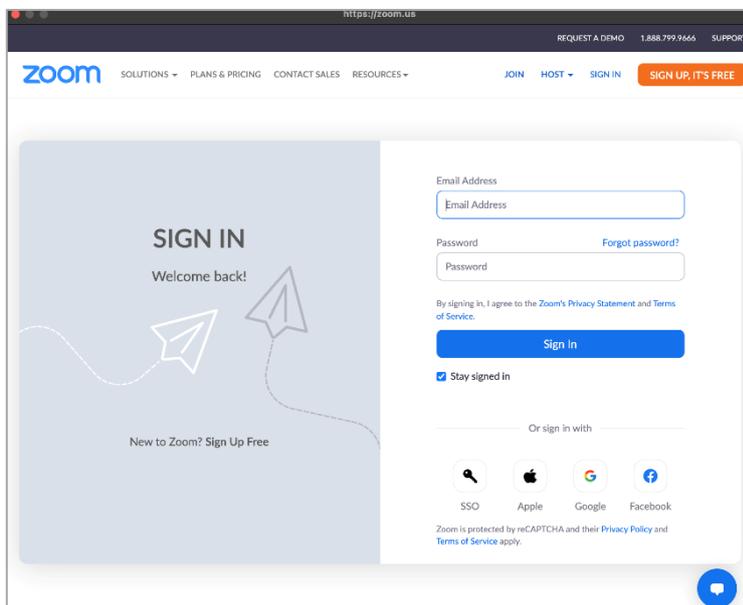
The **Meetings tab** lists all meetings you have scheduled or are invited to. You can join meetings, delete meetings, or copy the meeting invitation.

**In case you are not signed in** to the Zoom app, a Sign In page will be shown. Please follow the steps shown below to sign in.

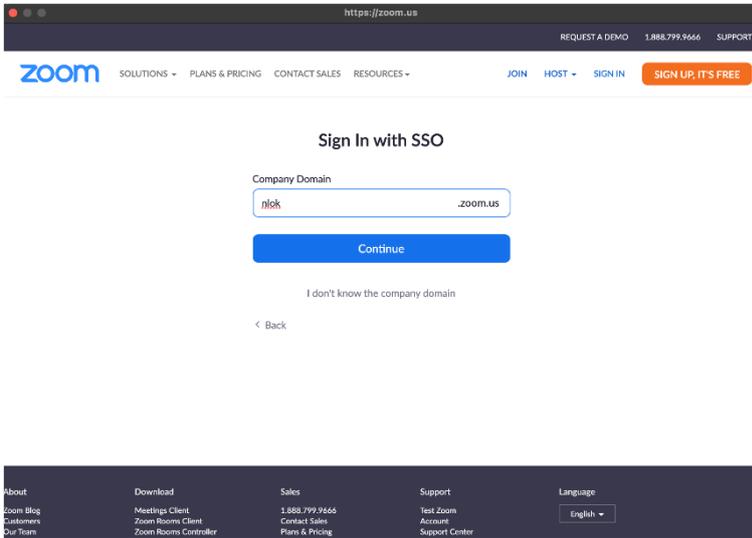
Click on the **Sign In** button



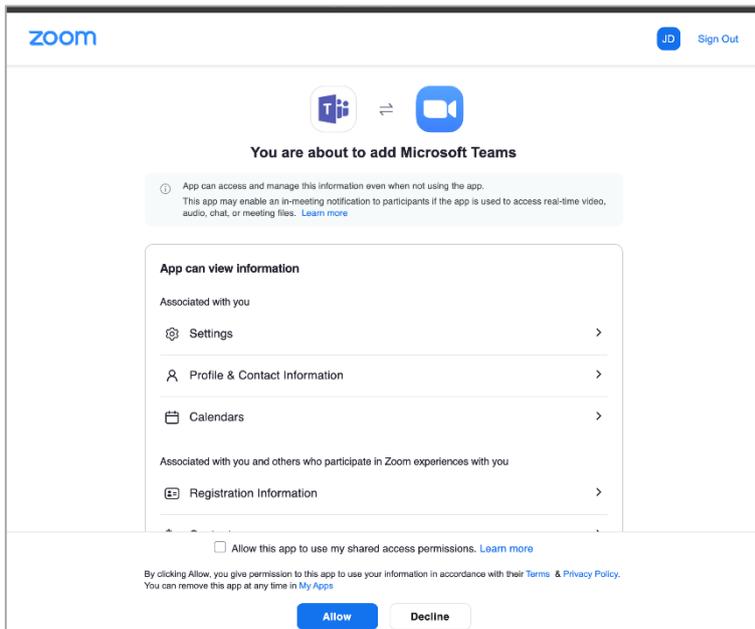
Select **SSO** from the options on the lower side of the screen



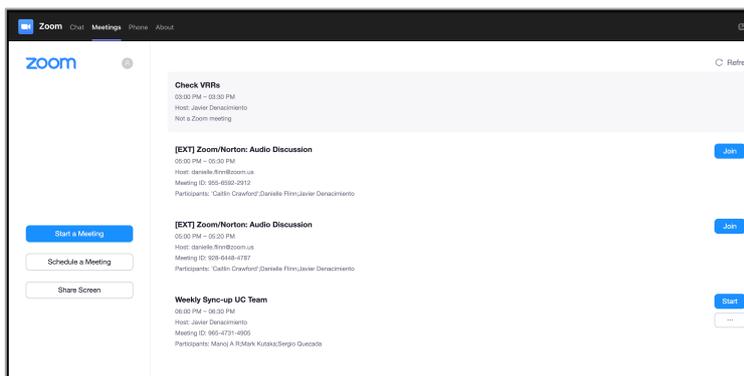
Type **nlok** in the company domain box and click **continue**.



Please click **Allow** to give Zoom permissions to be installed/used within Microsoft Teams.

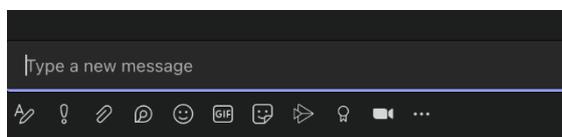


Once you are signed in, you will be presented with your daily meetings and will have the option start an ad-hoc meeting, schedule a meeting, or share screen in a meeting.



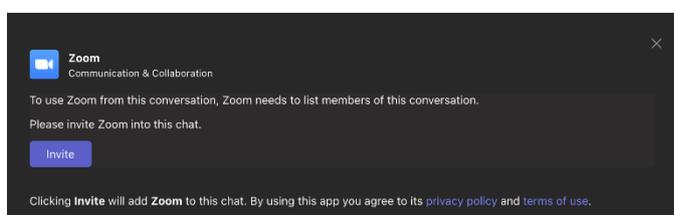
## Use the Zoom Meetings bot (Recommended)

To initiate a Zoom call, **you first need to invite the Zoom meeting bot in a channel/chat/chat group by clicking on the Zoom camera button** on the lower right corner of the chat window.



You will be presented with an **invite Zoom** in the conversation window to allow Zoom into this chat.

**Note: This will be shown each time you try to initiate a Zoom call with a participant or group you have not had a call with since the last Zoom update.** Zoom is working in a fix to avoid this.



Once you click **invite**, a summary of available bot commands will be shown. For example, to start an instant meeting, write **@zoom** and select **start**.



List all commands

1. Type **@zoom**
2. Select Zoom meetings bot
3. Type or select **help** and press enter to see all commands

#### Start an instant meeting

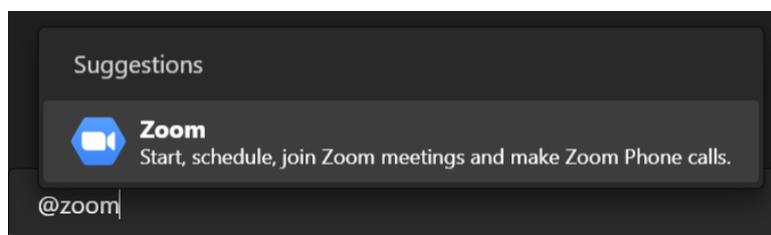
1. Type **@zoom**
2. Select Zoom meetings bot
3. Type or select **start** and press enter
4. Select **Click here to join**
5. Zoom opens a link in your browser and the Zoom application

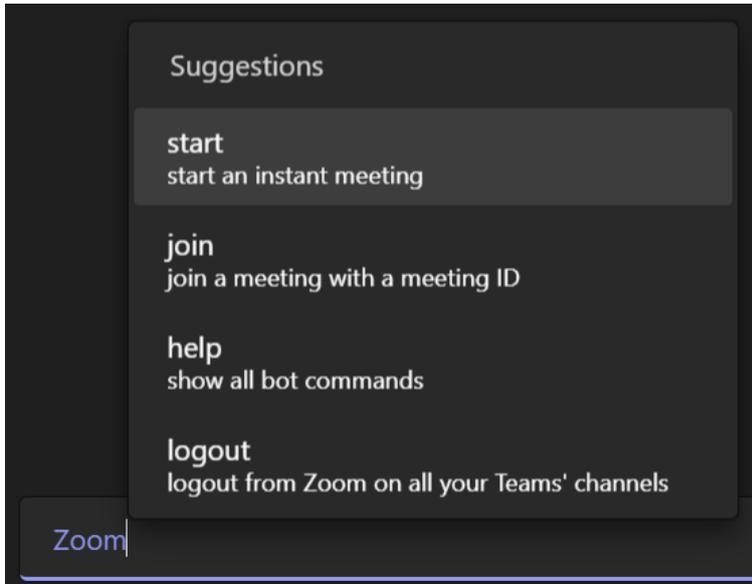
#### Start an instant meeting with a specific topic

1. Type **@zoom**
2. Select Zoom meetings bot
3. Type or select **start** followed by the desired **topic name** and press enter
4. Select **Click here to join**
5. Zoom opens a link in your browser and the Zoom application

#### Join a Meeting

1. Type **@zoom**
2. Select Zoom meetings bot
3. Type or select **join** followed by the **meeting ID** and press enter
4. Select **Click here to join**
5. Zoom opens a link in your browser and the Zoom application



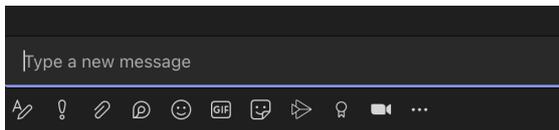


## Meeting summary and recording link

When the meeting ends, the bot posts a meeting summary and a recording link (if the meeting is recorded in the cloud).

## Zoom calls without the Zoom Meetings bot

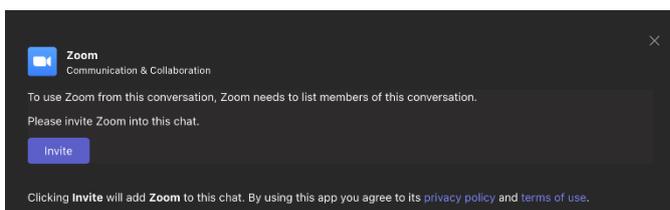
If you do not wish to use the bot to start meetings, you can locate the Zoom Camera icon on the lower right corner of the chat window.



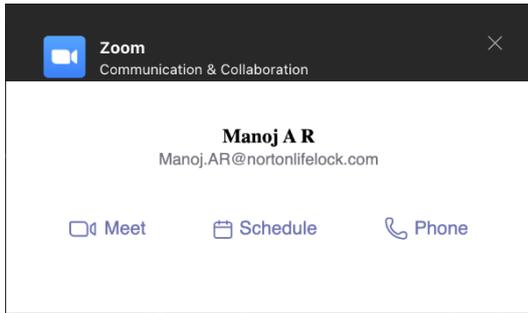
Click on the Zoom Camera icon to start a 1:1 meeting, schedule a meeting or call using Zoom phone (*only enabled for Zoom phone users*).

You will be presented with an **invite Zoom** in the conversation window to allow Zoom into this chat.

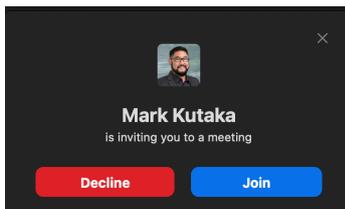
**Note: This will be shown each time you try to initiate a Zoom call with a participant or group you have not had a call with since the last Zoom update.** Zoom is working in a fix to avoid this.



A pop-up appears with the following prompt:

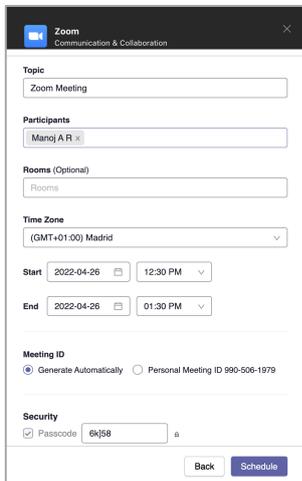


From here you can initiate a 1:1 meeting (or group if you are in a chat group). The other user(s) will get an invite to join the meeting.

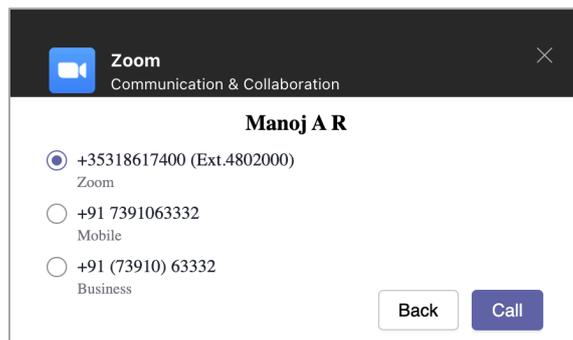


You can also schedule a meeting with the current chat participant(s) or place a phone call to the other participant (only available for Zoom phone users). The screenshots below show the meeting schedule and phone call options (only available for Zoom phone users).

### Schedule



### Phone



## Security and privacy

This app accesses and uses the following information from Zoom:

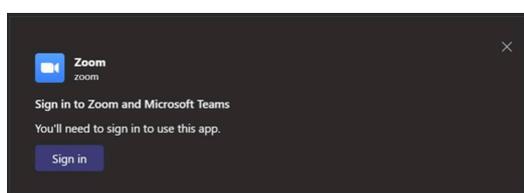
- Upcoming meeting: Start time, topic, meeting Id, participant, host list.
- Meeting details for each meeting: meeting ID, topic, start time, duration, meeting password, join link, meeting invitation with join instructions.
- Meeting settings: video, audio, password, Enable join before host, Mute participants upon entry, Personal Meeting ID, Enable waiting room, Only

authenticated users can join, Recording option, Enable additional data centre regions for this meeting.

- Start a meeting: join link, meeting Id, topic, password.
- Schedule meeting message: meeting ID, topic, start time, duration, meeting password, join link.
- User detail: first name, last name, user type, PMI (Personal Meeting ID).
- Meeting summary: topic, meeting Id, start time, meeting length.
- Recording detail: topic, password, recording link.

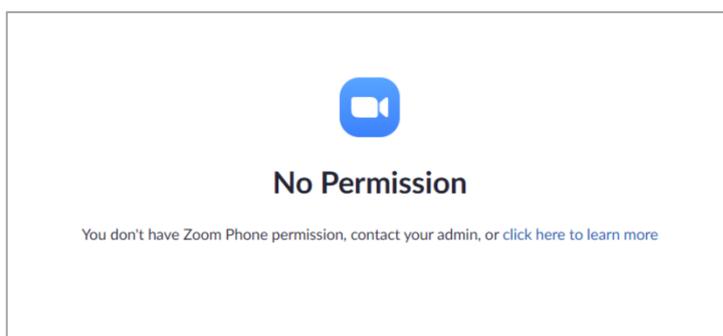
## Troubleshooting

If you get the following message, please *click **Sign in** and follow the sign in process using **SSO** and **nlok** as the company domain.*

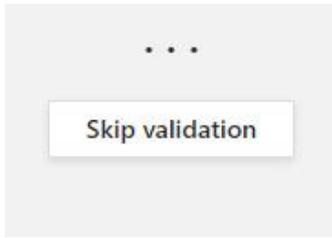


If you get the following error trying to do a phone call, it means you do not have *Zoom Phone enabled because it is not available in your location.*

Locations with Zoom phone availability are: Mountain View, Tempe, Plano, Dublin, Tettngang, Bucharest and Chennai. If you are in one of these locations and you still do not have Zoom Phone, you can request it via ServiceNow.



If you are unable to connect to the Zoom meetings through MS Teams and the page keeps loading on Skip validation, *please clear the browser cache and try again.*



**The other user does not get a call after you click Meet.**

This is due to the other user being logged out from the Zoom client, so Zoom cannot push a call to the user.

*Ask the user to log in to the Zoom Client.*

It is recommended to use the @zoom bot to avoid this problem.

For a quick video on how to use Zoom for Teams please check:  
<https://youtu.be/aDX0fMJZVSI>