

Tips for Using Zoom safely

1. The same standard of care and attention to privacy and consent is necessary in telehealth consultations as in-person consultations
2. While hosting or joining a consultation: It is recommended to use the Zoom desktop app rather than the mobile phone app. If you can only use your mobile, it is suggested to use Zoom's in-browser option rather than download the app
3. When setting up/ hosting a consultation:
 - Generate a random meeting ID rather than sharing the meeting link
 - Enable meeting password and send the password in a separate email
 - Send meeting information only to those attending the meeting
 - Disable the join before host option and enable the waiting room option
 - Consider enabling a doorbell option to hear a chime when participants enter or leave
4. During the Consultation:
 - Check only invited/ signed in users have joined and lock the meeting room once all participants have joined
 - If the consultation is being recorded, ensure those attending are aware and have consented to this.
 - Use the local recording option and ensure the recording is stored securely
 - Lock screen sharing and allow the option only to participants you know
 - Accept/ open attachments only from invited users
 - Consider disabling chat and auto saving message options
5. Joining as an attendee:
 - Be aware when using Zoom private messages as if meetings are being recorded, the host will receive a transcript of everything that is being said on chat
 - Consider other, more secure options for consultations if particularly sensitive information is being shared.

References

For the latest information refer to:

[NZ Telehealth Resource Centre](#)

[Government Communications Security Bureau](#)

