

Using Zoom in South Ayrshire Council

Following Government guidance to help stop the spread of coronavirus (COVID-19), many of us are now working from home for the first time. This change to your daily routine, and the challenges it brings, has seen many of you begin using new technologies to stay in touch with your team, suppliers and customers. One of these is the video conferencing application Zoom.

Recently, a number of news stories have circulated describing privacy and security flaws in Zoom. Now, detailed technical analysis of the tool has shown serious vulnerabilities and poor programming practices (that will enable future vulnerabilities) in the Zoom installation. As a result many NHS Scotland Boards, local Councils and the Scottish Government have now taken the decision to block Zoom, and to ban its use across their organisations.

We understand that Zoom may already form a substantial part of your remote working practices and, if it does, we will continue to permit its use during this period **providing the following guidelines are adhered to:**

- You stop using (and uninstall) the stand-alone Zoom client on your Council device;
- You start to use the Zoom web application rather than installed service;
- You do not use Zoom to conduct classes specifically targeted at children where their images might be displayed on screen; and
- You do not use Zoom to share or distribute Commercially Sensitive, Official Sensitive or have discussions involving sensitive customer or personal data.

Please note that these guidelines only apply to **Council devices** where the device **connects to our corporate network**.

If you are unable to comply with these four guidelines, then we ask that you **stop using Zoom immediately** and move to a different solution such as Skype for Business (preferred), or Cisco WebEx (free for Education use, 90 day free trial for business use). The conferencing functionality available with Zoom can be delivered using these technologies in a secure and recommended manner.

If you have any concerns or queries relating to this, including how to access the Zoom web application, please email ICT.ServiceDesk@south-ayrshire.gov.uk

Using the Zoom web application (web browser)

We recognise that Zoom is still what many partners and external suppliers are using for things such as conference calls, webinars and training. In these situations, and providing the 4 guidelines noted above are adhered to, the use of Zoom through your web browser is acceptable. The following outline the steps you should take to join a Zoom meeting through your browser.

1. Open the meeting/webinar/training invitation. This should look something like the following.

An organisation is inviting you to a scheduled Zoom meeting.

Topic: Sample Meeting

Time: Apr 24, 2020 09:30 AM London

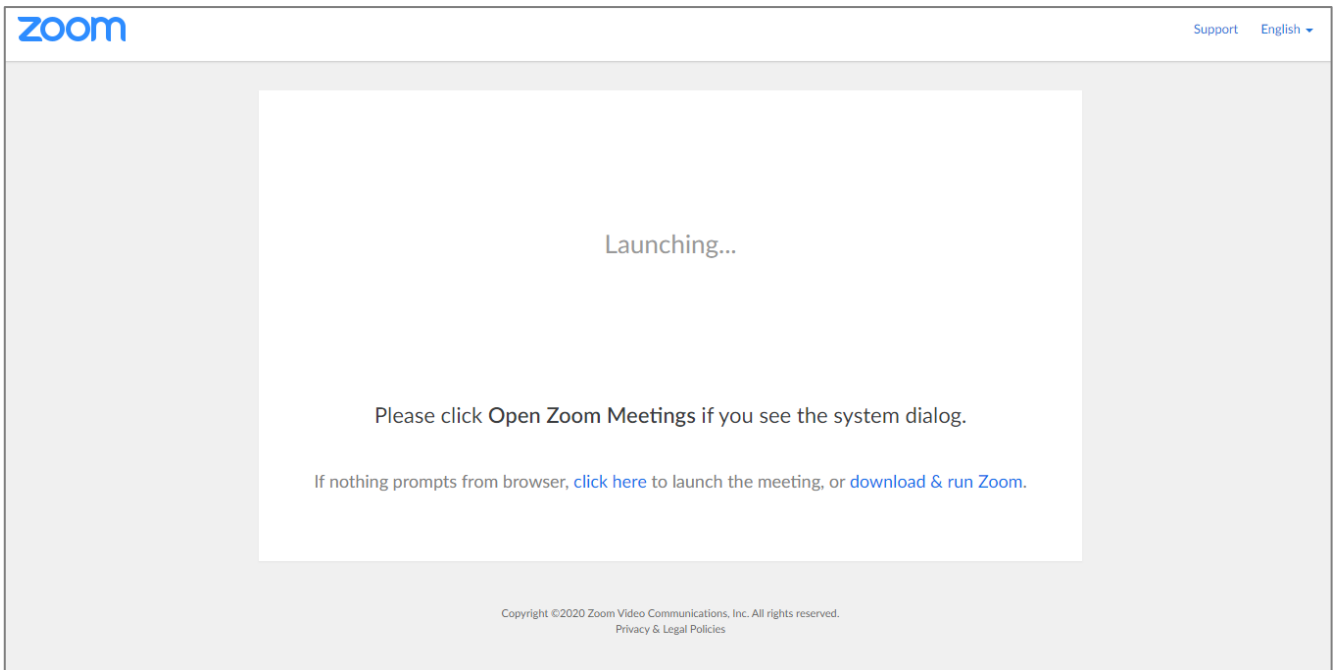
Join Zoom Meeting

<https://us04web.zoom.us/j/71782044469?pwd=M1NGb1MzUmNXbUx2SmJSMGdRSkVldz09>

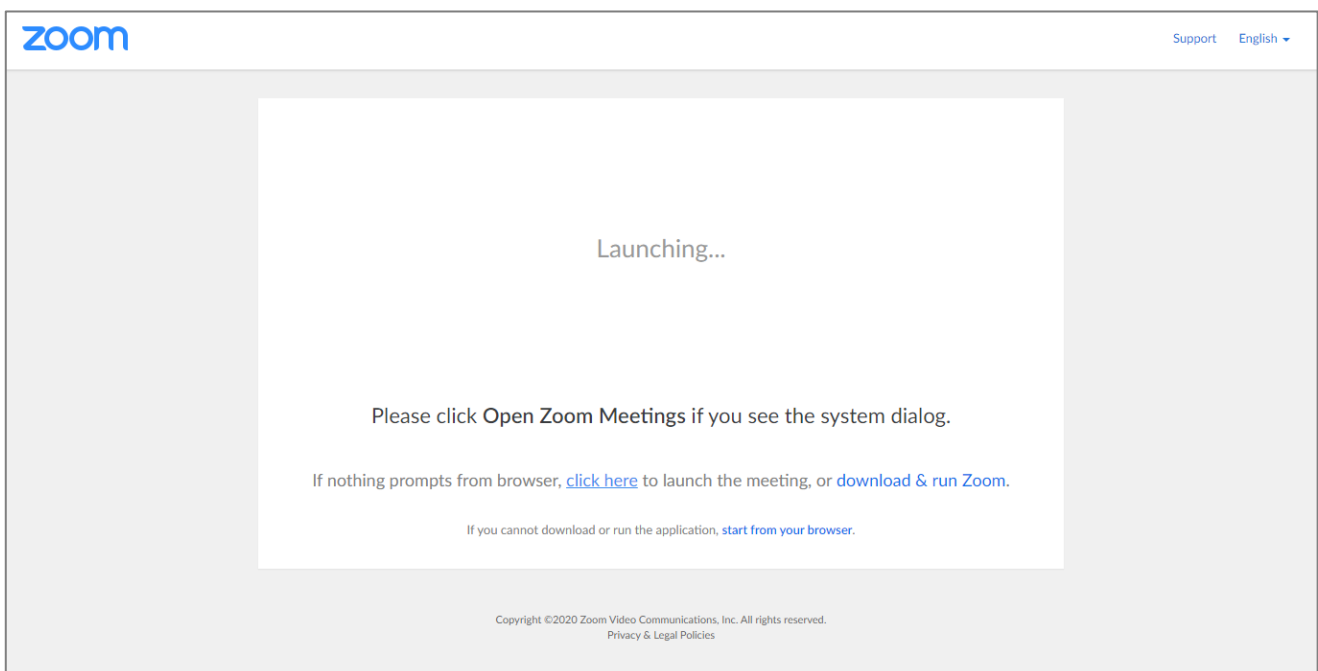
Meeting ID: 717 8204 4469

Password: 0wQsDP

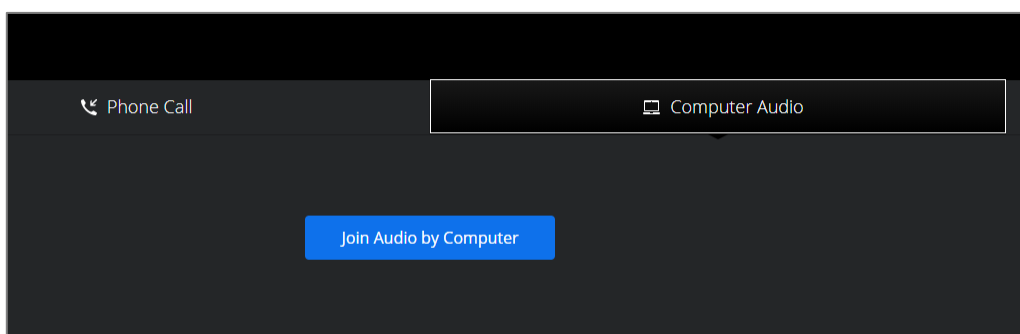
2. Click on the link/URL to join the Zoom meeting. You should see a message similar to the one shown below.



3. Click on the “click here” link. The web page will update to the following.



4. Next, click on the link “start from your browser”
5. You will be connected to your Zoom meeting and will be prompted to enter the Meeting ID and password. These can both be found in the original meeting invitation.
6. Once in the meeting, click on the button “Join Audio by Computer”.



7. You will now be taken into the meeting/webinar/training.



8. Check in the bottom left of the browser window to check if your microphone has been muted. Many meeting organisers automatically mute attendees. You will need to click this if you want to speak. It is good practice in a call with more than 3 or 4 people to mute your microphone to avoid background noises and interference on the call.



9. Remember to click "Start Video" if the meeting is a video call. This is also found in the bottom left of the browser window. This will normally be switched off for webinars and training events.