Using Zoom with External Collaborators

Guidance for Faculty and Student Users

For UAlbany Zoom users with a primary affiliation of FACULTY or STUDENT, scheduling meetings with guest users external to UAlbany (people without a UAlbany email address or NetID) requires some extra attention to specific settings as well as attention paid to preparatory communication with guests. Because guests users are required to log in when joining your Zoom meetings, you should communicate with them in advance of the meeting to inform them of the need to log in using their own Zoom account. If they don't already have a Zoom account, they will need to create one (for free) and use it to log in when joining your meeting. For more information on this, see Zoom Settings for Security, Privacy, and Managing Participants in Class Meetings.

Alternative Solution for Conferencing with Guest Users

UAlbany faculty and student users who wish to schedule web conference meetings that do not require your guests to log in can consider using Microsoft Teams for those meetings.

Schedule a Zoom Meeting that will Include Guests

Zoom settings for UAlbany faculty require that all participants for all meetings log in to join meetings. Follow these steps to schedule a meeting that can allow guests to log in.

1. In the Schedule a Meeting form, enter the title, date, time, and recurrence as usual.
2. Select Video and Audio options that you need for the meeting.
3. Under Meeting Options you need to select Anyone with Zoom from the drop-down menu beneath "Only authenticated users can join" as show below

4. Save the meeting and send the invitation to those whom you want to attend.
5. To join your meeting and ensure you are recognized as the Host, first log in to Zoom through either the desktop client or at https://albany.zoom.us.

How Guests Will Join Your Zoom Meeting

Everyone who will join the meeting must first log in. UAlbany users will log in using SSO (Single Sign-On) with their NetID and Password. Guest users (non-UAlbany participants) will log in using their own Zoom account credentials.

1. Guests can join your meeting by clicking the link in the invitation you’ve sent to them.
2. They will be prompted to log in to Zoom, unless they’re already logged in.

![Zoom login prompt](image)

3. They will select the log in option appropriate to their Zoom account.

![Zoom sign in options](image)

- Sign in with their email address
- Sign in with the SSO set up of their organization’s Zoom account
- Sign in with their Google account
- Sign in with their Facebook account

**Admitting Guest Users**

1. Once logged in when joining your meeting, guest participants will be listed in the Waiting Room until you admit them to the meeting. Click the Manage Participants button to see who’s in the meeting and in the Waiting Room:

![Waiting Room](image)
2. Click the **Admit** button next to the name of the person you wish to admit:

![Admit button](image)

3. When starting the meeting, pay attention to the Waiting Room so you can admit your guest participants to the meeting. Consider coordinating with other UAlbany participants to help manage this process.

**Dial-in Participants**

- If logged in on computer, participants can dial-in for audio.
- Callers will be prompted to enter the meeting passcode and can connect their phone number with the Participant ID from their computer login to streamline their participation.

![Dial-in options](image)

- If someone joins by dial-in only, they will be considered a guest and will be kept in the Waiting Room until you admit them to the meeting. Caller will be identified in the **Participants** list by the phone number used to connect. If you expect guest participants to join by dial-in only, pay attention to the Waiting Room and be prepared to admit them when they display there.
- Participants joining by dial-in only will not be able to view the visual content in the meeting, like screen share, video, or chat.

**Need more help? Contact the ITS Service Desk.**