ConferZoom Starter Guide

About

Updated 09/05/2023.

CCC TechConnect Zoom (a.k.a. ConferZoom) is an online conferencing platform that provides faculty, staff, administrators, and students in the California Community Colleges system the ability to meet virtually.

This guide shows how to register an account for a ConferZoom educational license, and how to manage your existing account.

For further assistance, please contact the ITS Help Desk.

ABOUT 1

NEW CONFERZOOM USER SIGN UP STEPS 3

Step 1 – Submit a ticket to the ITS Help Desk to request a ConferZoom account be created 3

Step 2 – Check your RSCCD employee email for the ConferZoom account invitation 4

Step 3 – Additional step for if you had an existing ConferZoom account 5

CONFERZOOM PASSWORD RESET STEPS 6

Step 1 – Go to the ConferZoom website Sign In page 6

Step 2 – Enter your school email address and select the reCAPTCHA checkbox 7

Step 4 – Check your email for the Zoom password reset confirmation email. 8

Step 5 – Follow steps to either Sign Up for a new account, or continue resetting your password 9

ADDITIONAL RESOURCES 10

District Zoom Resources 10

More ConferZoom Training Materials 10

SAC and SCC Distance Education Information for Instructors 10

TROUBLESHOOTING PROBLEMS 11

Troubleshooting sign-in problems 11

Contact the ITS Help Desk 11

New ConferZoom User Sign Up Steps

Step 1 – Submit a ticket to the ITS Help Desk to request a ConferZoom account be created

You may submit a ticket to the ITS Help Desk to request a ConferZoom account be created on your behalf.

Send an email to helpdesk@rsccd.edu or go to https://webhelpdesk.rsccd.edu and create a ticket to submit this request.

The Request Type is **Software > ConferZoom.**

Please include the following information in your request:

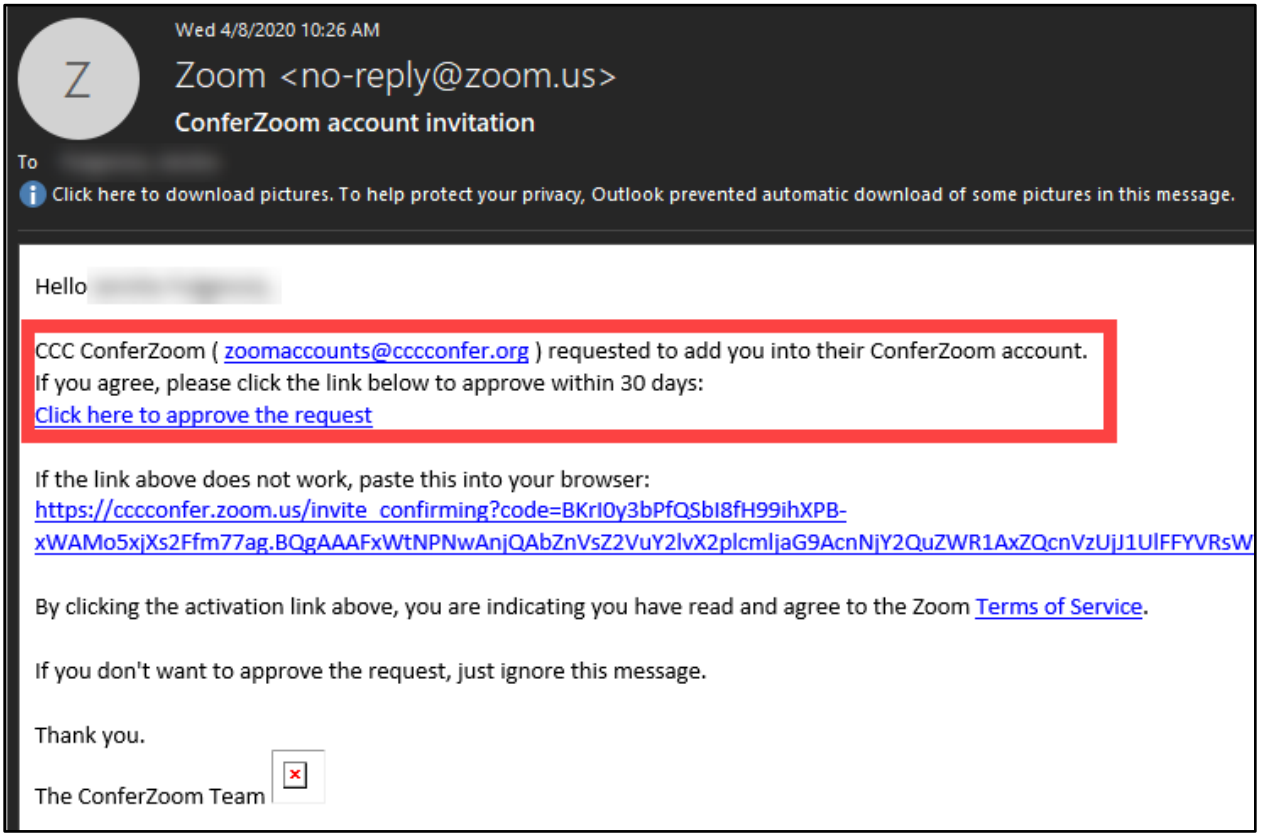
1. First Name
2. Last Name
3. District Email Address (e.g., Your employee email ending in @sac.edu, @sccollege.edu, or @rsccd.edu)
4. Organization (i.e., your campus)
5. Job Title
6. Phone Number

Step 2 – Check your RSCCD employee email for the ConferZoom account invitation

Check your email inbox for a message from **Zoom <no-reply@zoom.us>**

Subject line is **"ConferZoom account invitation".**

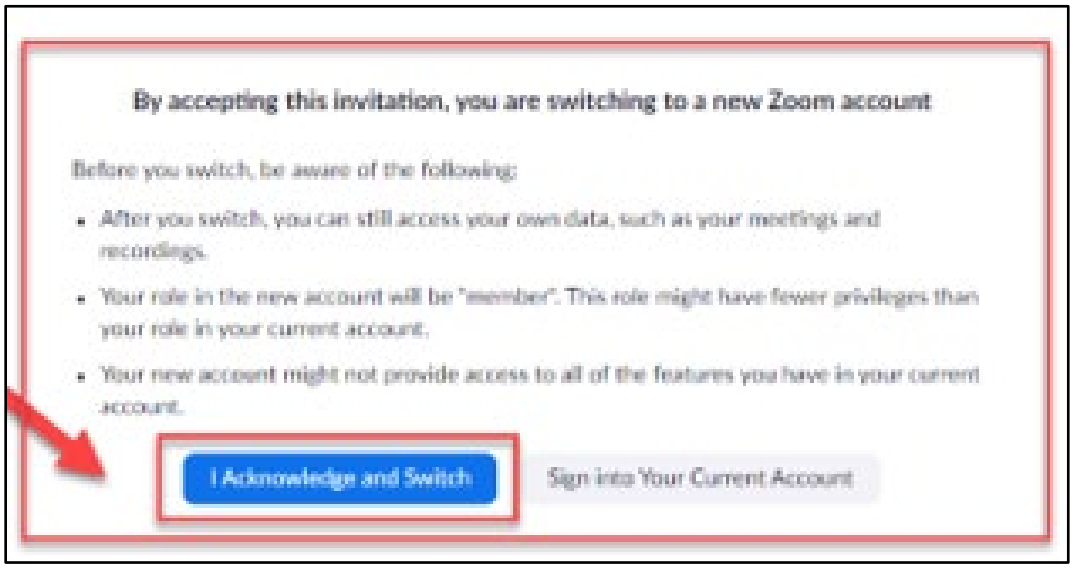
Open the email and select the included link to approve the request.



Step 3 – Additional step for if you had an existing ConferZoom account

If you went through the Sign Up steps and already had an existing Basic Zoom account, the ConferZoom account invitation link from the no-reply@zoom.us email will take you to a page where you can switch your Zoom account.

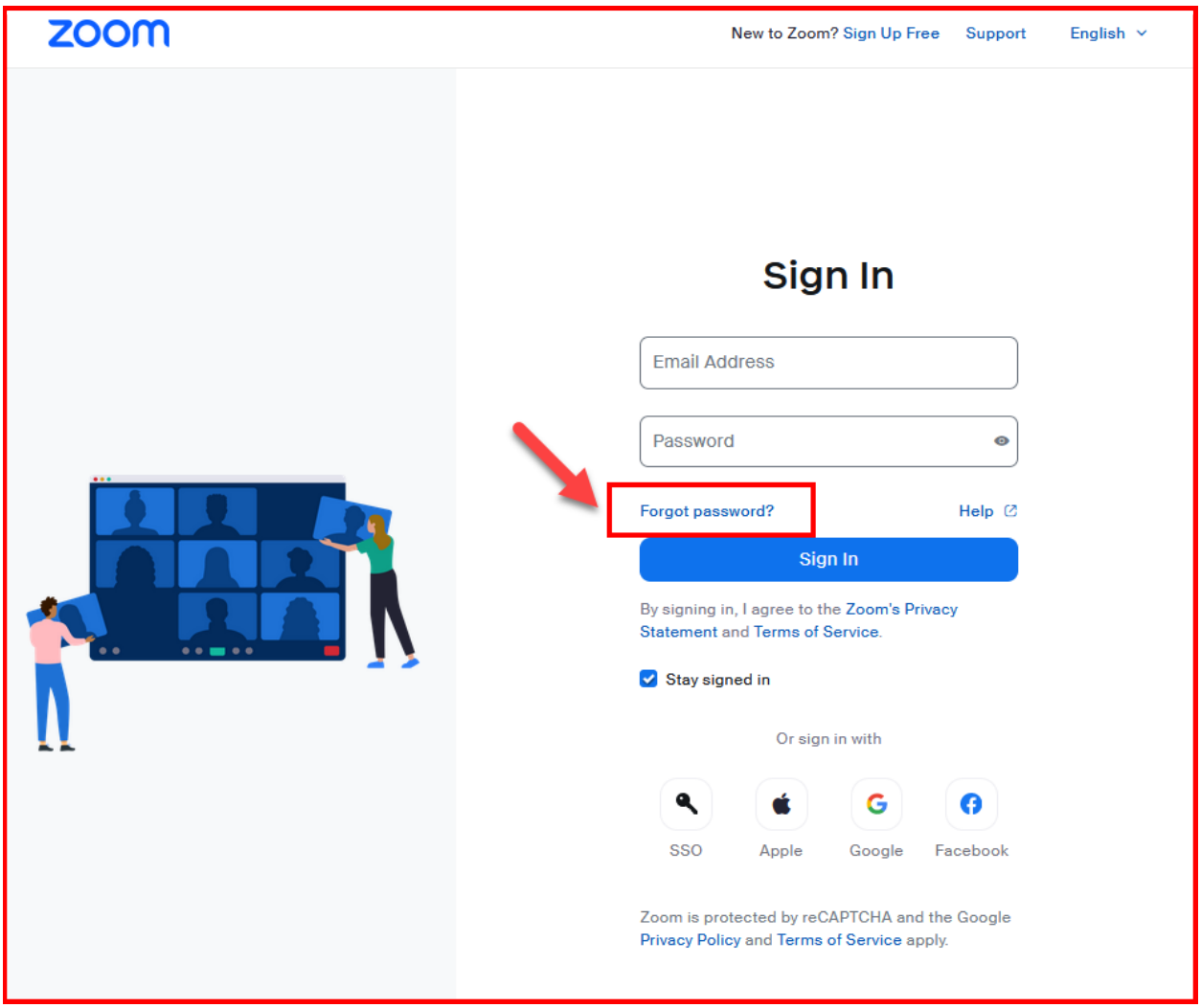
Click **I Acknowledge and Switch** to finalize the switch.



ConferZoom Password Reset Steps

Step 1 – Go to the ConferZoom website Sign In page

Go to https://zoom.us/signin and select the **"Forgot password?"** link.

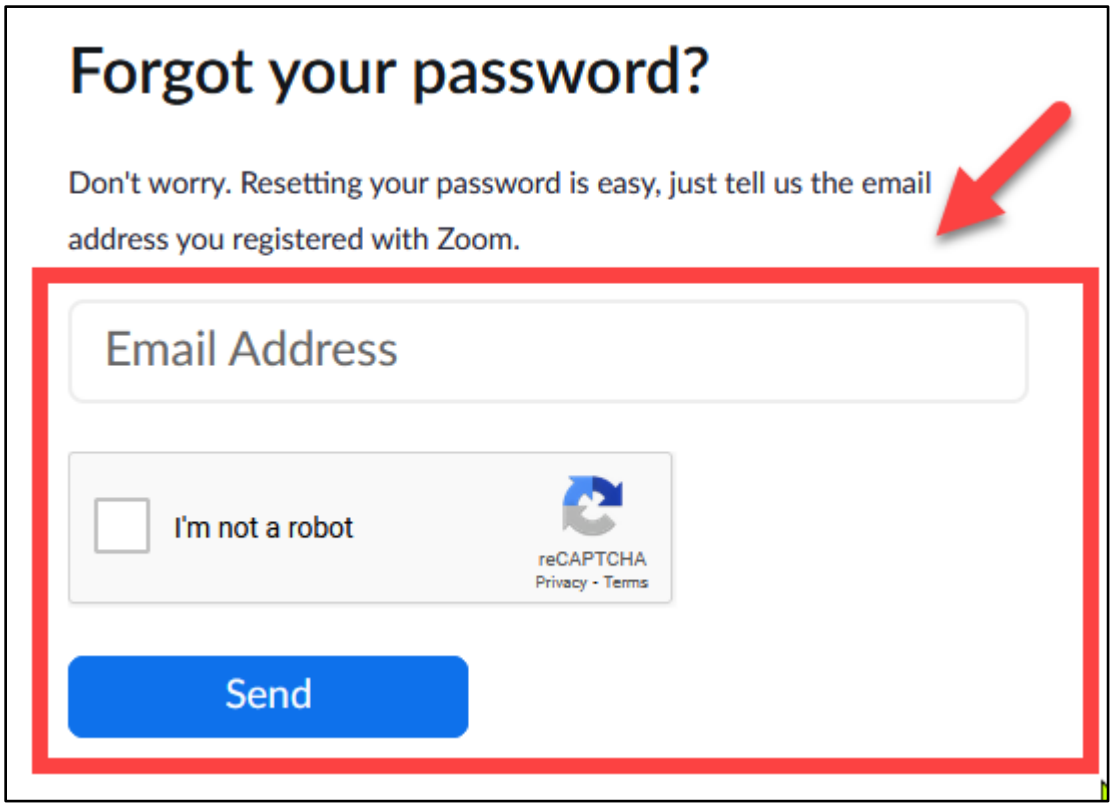


Step 2 – Enter your school email address and select the reCAPTCHA checkbox

On the **Forgot your password? page**, **enter your school email address**.

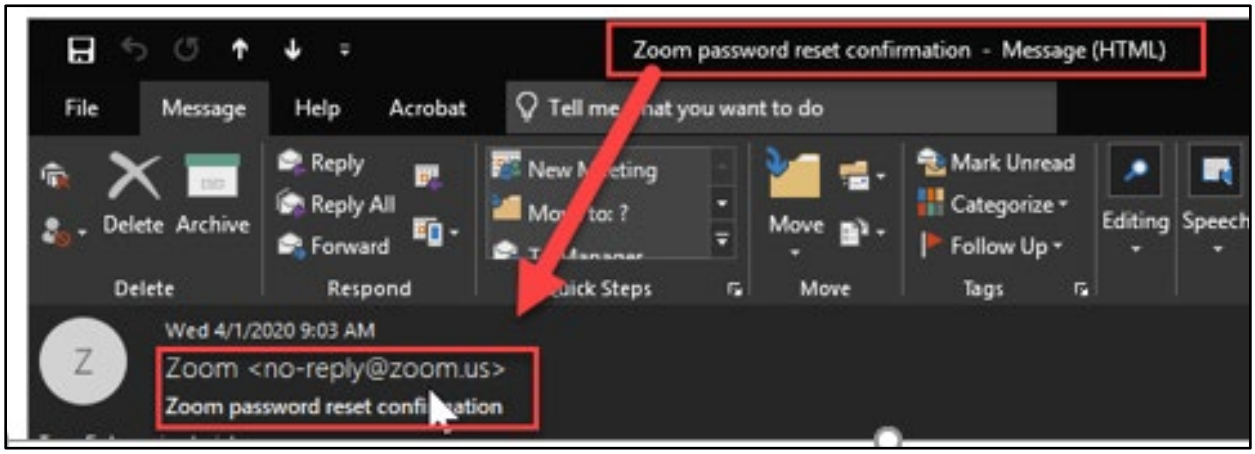
Select the checkbox for reCAPTCHA (for "I'm not a robot").

Then select **Send**.



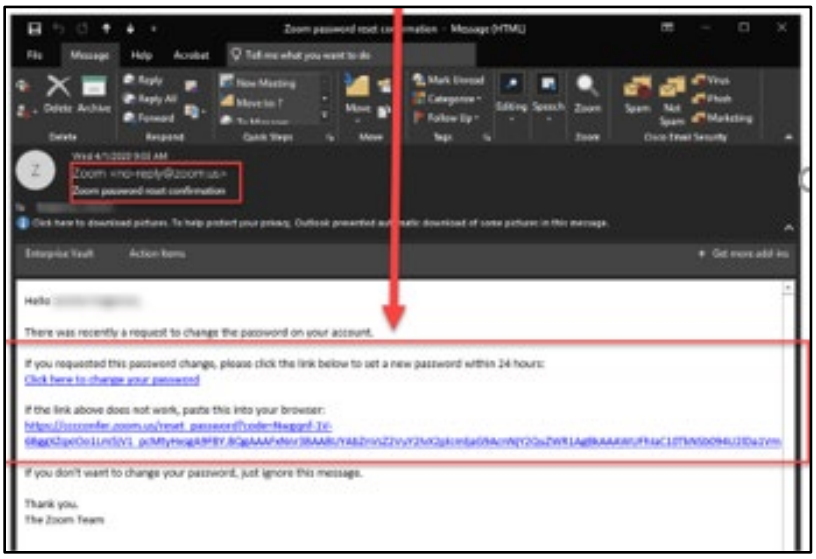
Step 4 – Check your email for the Zoom password reset confirmation email.

Check your email for a new message from **no-reply@zoom.us** with the subject line is **Zoom password reset confirmation**. Then open the email.

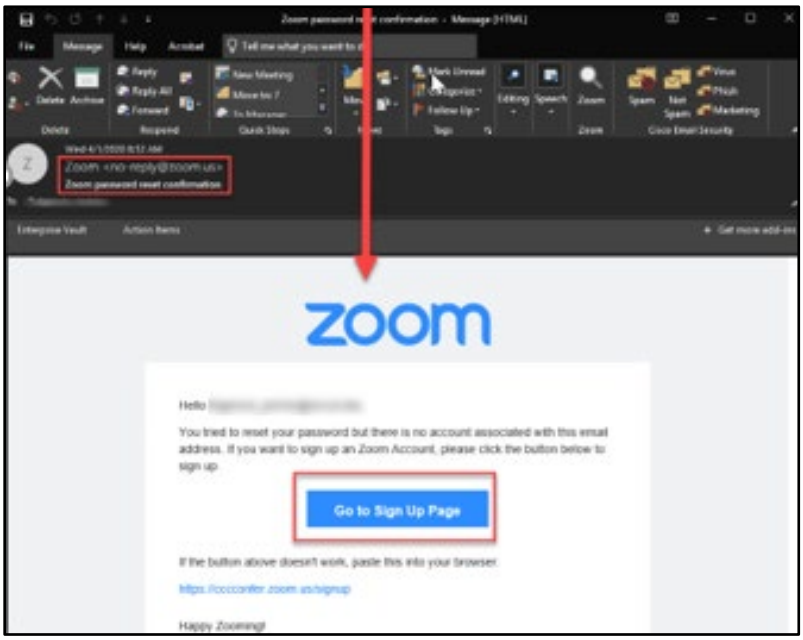


Step 5 – Follow steps to either Sign Up for a new account, or continue resetting your password

If you already have an existing ConferZoom account associated with your email address – you will receive a link to create a new password. Follow the prompts to create a new password.



If you did not already have an existing ConferZoom account associated with your email address – you will receive a link to create an account ("Go to Sign Up Page"). Follow the prompts to create an account.



Additional Resources

The following section contains links to additional ConferZoom resources, including training materials and guides.

District Zoom Resources

- **Zoom Backgrounds**
- **ITS Zoom FAQs**
- **How to Avoid the Zoom Bomb - Secure Zoom Meeting Tips**
- **Best Practices for Securing your Zoom Meetings**
- **Secure your Zoom Meetings with Waiting Rooms**
- **Zoom Plug-in for Microsoft Outlook**

More ConferZoom Training Materials

- **Zoom Password Reset**
- **Zoom App Download and Update**
- **Zoom Status Page (Is Zoom Down?)**
- **Test Zoom Settings**
- **Canvas Instructor Guide for ConferZoom**
- **Enable Zoom in Canvas**
- **Set up a virtual meeting in your course using Zoom**
- **More documentation located at CCC Confer and ConferZoom Support Guides**

SAC and SCC Distance Education Information for Instructors

- **Santa Ana College – Instructional Continuity During Temporary Emergency Closures**
- **Santiago Canyon College – Alternative Course Delivery Support**

Troubleshooting problems

Troubleshooting sign-in problems

- Use the **Password Reset page** if you've forgotten your password, or need to retrieve your username.
- Use the **Change Password page** to create a new password.
- Read the **Single Sign-On FAQs page** for other sign in issues.

Contact the ITS Help Desk

- Website: **https://webhelpdesk.rsccd.edu**
- Phone: **714-564-4357 Extension 0**
- Email: **helpdesk@rsccd.edu**

(Select this link to return to the beginning of the document)