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. The website is located at http://www.conferzoom.org/

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For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 | Ext 44357 | helpdesk@rsccd.edu | webhelpdesk.rsccd.edu | Mon-Fri, 7:30am-4:30pm
Account Information for New Employees

1. Users must sign up under the **ConferZoom website** ([http://www.conferzoom.org/](http://www.conferzoom.org/)) as that will create the necessary type of Zoom **educational licensed account** that gives unlimited meeting minutes and up to 300 participants.

2. If the user signed up on the regular Zoom website ([https://www.zoom.us/](https://www.zoom.us/)) then they will only have a free **Basic** type of account with a limit of only 40 meeting minutes and only up to 100 participants.

3. If the user previously signed up with the Basic Zoom account then they can request from ConferZoom Support to **upgrade** to the free educational licensed account here: [https://ccctechconnect.zendesk.com/hc/en-us/articles/360036177174--Upgrade-to-a-ConferZoom-Licensed-Account-](https://ccctechconnect.zendesk.com/hc/en-us/articles/360036177174--Upgrade-to-a-ConferZoom-Licensed-Account-)

4. See steps in this guide for **ConferZoom Password Reset Steps (check to see if you have an existing account)** and **ConferZoom Sign Up Steps (or switch your account from Basic Zoom to ConferZoom)** to see if you have an existing ConferZoom account, or to upgrade an existing Basic Zoom account to ConferZoom.

Account information for employees hired prior to March 23rd, 2020:

**NOTE:** Notes in this section apply only for employees hired prior to March 23rd, 2020.

1. Each person will receive an email from no-reply@zoom.us with the subject line "ConferZoom Account Invitation'.
2. The activation email link will expire within 30 days.
3. Once they respond, it will take 24-48 hours for the final approval.
4. Canvas users can learn how to sync to their new ConferZoom account by viewing the 'Account & Email Settings; article on our support site [https://ccctechconnect.zendesk.com/hc/en-us/articles/360009515333-Account-Email-Settings](https://ccctechconnect.zendesk.com/hc/en-us/articles/360009515333-Account-Email-Settings)
6. If an employee already has a ConferZoom account, they will not receive an invitation. To verify their account they should sign-in at www.conferzoom.org using their email, the password can be reset if needed.
New User Sign Up Steps (or switch your account from Basic Zoom to ConferZoom)

**Step 1**
Open a web browser and go to http://conferzoom.org

http://conferzoom.org/

**Step 2**
Click the link for Sign Up.

NOTE: If you have an existing ConferZoom account, skip to Step X.
Step 3

Fill out the required fields for First Name, Last Name, Email, Organization, etc.

When complete, click “Sign Up”.

**NOTE:** A new ConferZoom account requires a college email address ending in .edu

**Examples:** LastName_FirstName@sccollege.edu; LastName_FirstName@sac.edu; LastName_FirstName@rsccd.edu
Step 4

You will be taken to a confirmation page saying it may take up to 72 hours for final approval.

You will be taken to a confirmation page saying it may take up to 72 hours for final approval.

You have successfully submitted a request for a ConferZoom account, final approval may take up to 72 hours due to the high volume of requests.

Any questions, contact us
Step 5

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

Subject line is “ConferZoom account invitation”.

Open the email and click the link to approve the request.

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By clicking the activation link above, you are indicating you have read and agree to the Zoom Terms of Service.

If you don’t want to approve the request, just ignore this message.

Thank you.

The ConferZoom Team
Step 6

**NOTE:** If you 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.

**NOTE:** To check and see if you have an existing ConferZoom account, follow directions for “ConferZoom Password Reset Steps (or check to see if you have an existing account)”.
Password Reset Steps (or check to see if you have an existing account)

**Step 1**

Go to www.conferzoom.org

Click “Sign In”
Step 2
Click “Forgot password?”
**Step 3**

Enter your school email address

Click the checkbox for reCAPTCHA ("I’m not a robot")

Click Send
Step 4
Check your email for a new message from no-reply@zoom.us
Subject line = “Zoom password reset confirmation”
Step 5

If you DO NOT have an existing 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.

If you DO have an existing account associated with the email address – you will receive a link to create a new password. Follow the prompts to create a new password.
District Zoom Resources
• Zoom Backgrounds – Click Here
• ITS Zoom FAQs – Click Here
• How to Avoid the Zoom Bomb - Secure Zoom Meeting Tips – Click Here
• Best Practices for Securing your Zoom Meetings – Click Here
• Secure your Zoom Meetings with Waiting Rooms – Click Here
• Zoom Plug-in for Microsoft Outlook – Click Here

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

SAC and SCC Distance Education Information for Instructors
• Santa Ana College – Instructional Continuity During Temporary Emergency Closures – Click Here
• Santiago Canyon College – Alternative Course Delivery Support – Click Here