ConferZoom Starter Guide

About

Updated 08/01/2022.

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/

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.
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Information for New Employees

Please follow the New ConferZoom User Sign Up Steps.

New users must sign up under the ConferZoom website using their RSCCD employee email address.

This creates the ConferZoom educational licensed account that provides unlimited meeting minutes and up to 300 participants.

If you sign up for an account on the regular Zoom website (https://www.zoom.us/), you will only have access to a Basic account with a limit of only 40 meeting minutes and only up to 100 participants.

If you previously signed up for a Basic Zoom account, you can request ConferZoom Support to upgrade to the free educational licensed account.

Information for Employees Hired Prior to March 2020

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

Each person will receive an email from no-reply@zoom.us with the subject line "ConferZoom Account Invitation'.

The activation email link will expire within 30 days.

Once they respond, it will take 24-48 hours for the final approval.

Canvas users can learn how to sync to their new ConferZoom account by viewing the 'Account & Email Settings; article on our support site.

Our support website has easy to follow articles with instructions for using ConferZoom both inside and outside of the classroom.

If you have forgotten your password or are not sure if you have an existing ConferZoom account, please follow the ConferZoom Password Reset Steps.
New ConferZoom User Sign Up Steps

Step 1 – Go to ConferZoom website and select Sign Up link

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

On the ConferZoom home page, select the link for Sign Up.
Step 2 – Fill out the Faculty and Staff New Account Sign-Up form

On the **Faculty and Staff New Account Sign-Up** page, fill out the required fields.

For the **Email** field, use your RSCCD employee email account.

Examples include *LastName_FirstName@sccollege.edu*, *LastName_FirstName@sac.edu*, and *LastName_FirstName@rsccd.edu*.

When complete, select **Sign Up**.
Step 3 – Verify the Confirmation page appears

Upon completion, you will be taken to a confirmation page saying it may take up to **72 hours for final approval**.

Step 4 – 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 5 – 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 www.conferzoom.org

Select the Sign In link.
Step 2 – From the Zoom.us login page, select the link for Forgot password?

After selecting Sign In, you will be redirected to the Zoom.us login page. From here, select the link for Forgot password?
Step 3 – 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)