

# Zoom - HIPAA - Tenant Information

## General Information:

Upon request, the WSU Zoom Services Team will be migrating users over to a HIPAA compliant tenant of Zoom.

Departments wishing to have users within their area HIPAA compliant must submit a request to [zoom.support@wsu.edu](mailto:zoom.support@wsu.edu) with a list of users needing to be moved into the tenant.

The following changes will occur to the user when they are hosting a meeting:

- Cloud and Local recordings will become unavailable
- User data will not be available on the Zoom dashboard, so technical support for HIPAA compliant meetings will be limited
- Some WSU room systems will be unable to join a HIPAA compliant meeting. Any requests for rooms to join these meeting types need to be vetted through the WSU Zoom Team
- Chat will be encrypted – no screen captures or images will be allowed in the meeting
- HIPAA compliant meetings will be required to have a password protecting the meeting entry
- Users in the HIPAA tenant won't be able to add Alternative Hosts from the regular WSU Zoom account when scheduling meetings
- Users will not be able to assign scheduling delegates if they are not also in the HIPAA account
- All Participant info is hidden for a HIPAA hosted meeting so reports will not have useful information

## NOTE:

**Any user submitted for this change effectively gets moved into a special bucket (the HIPAA compliant tenant).**

**Users in that bucket – when hosting have all these settings enforced automatically.**

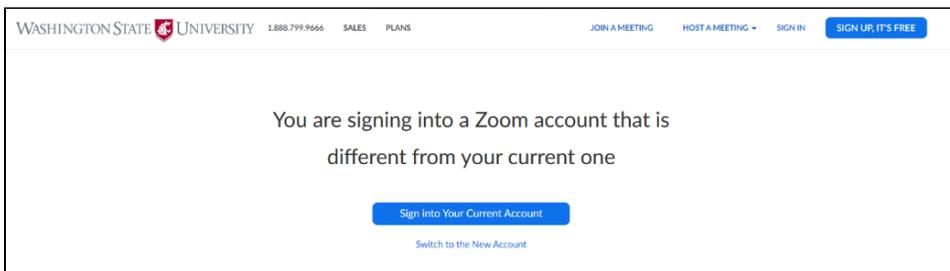
**As a participant of a meeting, they are able to join meetings as usual.**

**A participant outside this bucket does not need to be in the HIPAA compliant tenant in order to participate in a compliant meeting; those settings are dictated by the host.**

**If you have questions or concerns about Zoom and HIPAA compliance, please submit your request to [zoom.support@wsu.edu](mailto:zoom.support@wsu.edu).**

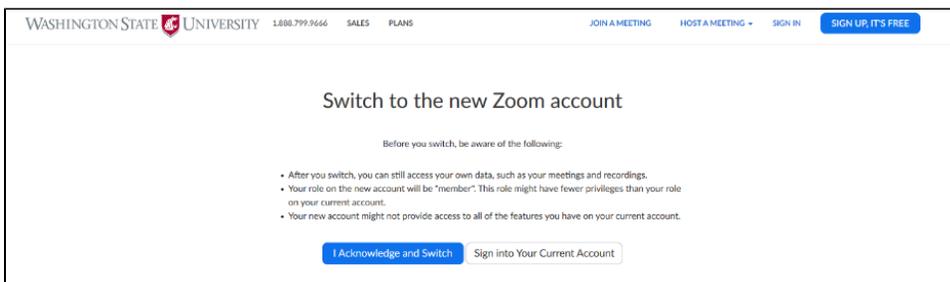
## For users who are switching to from the normal WSU Zoom Tenant to the WSU HIPAA Compliant Tenant:

1. Once the request has processed and has been applied to your WSU Zoom Account, you will need to log out and log back into [wsu.zoom.us](https://wsu.zoom.us).
2. Upon successful authentication, you will be presented with the following options:



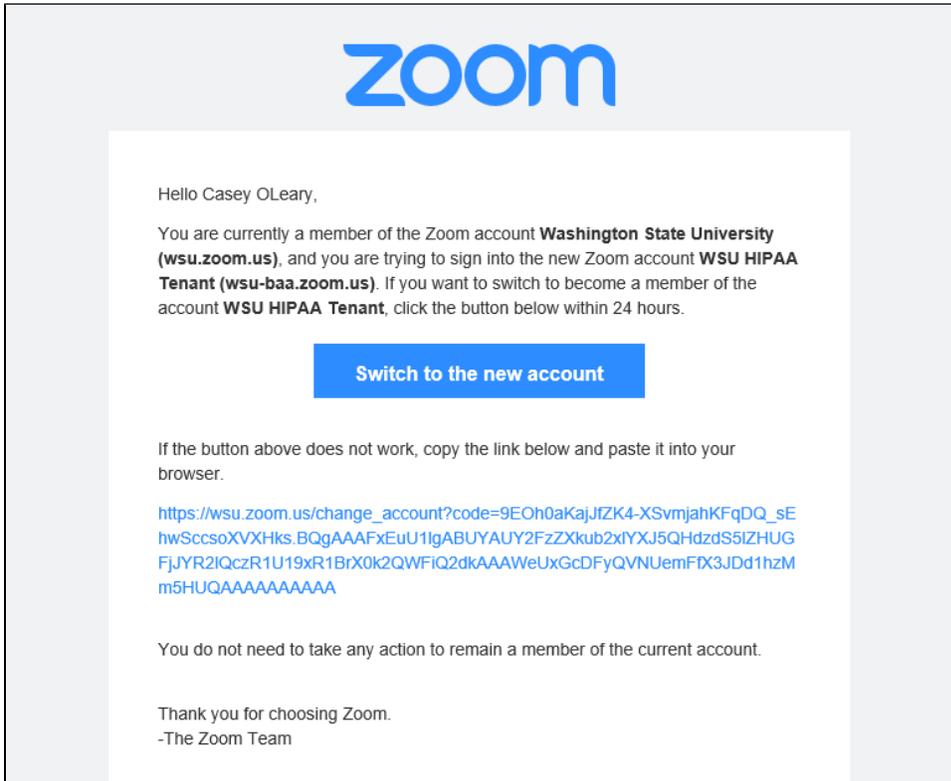
Select **'Switch to the New Account'**

3. Now, you will be presented with the following dialog:



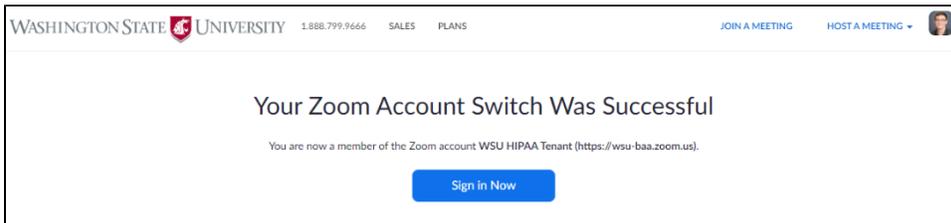
Select '**I Acknowledge and Switch**'

- An activation email will now be sent to your WSU email address - **NOTE: It could take up to 5 minutes for this email to arrive in your inbox, please be patient.**



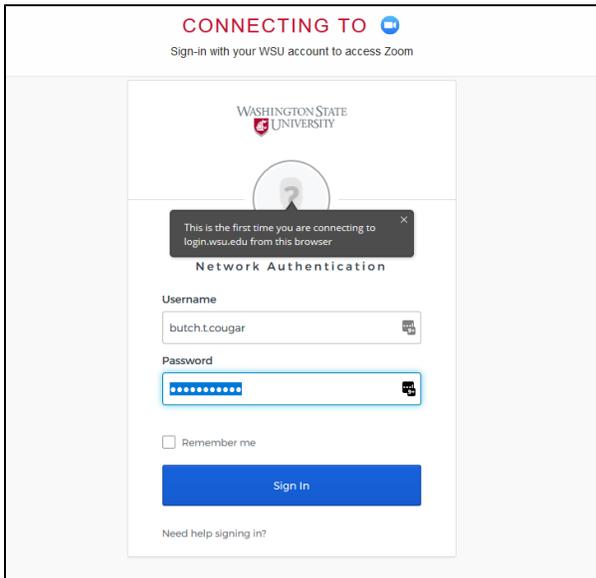
Click the '**Switch to the new account**' button, which will open a link in your preferred browser.

- If the activation was successful, you will now be presented with the following web page:



Click on the '**Sign in Now**' button

- Sign in with your WSU Credentials



7. Upon successful authentication, **any meeting you schedule and host will be HIPAA compliant**. There are now restrictions applied to your account for HIPAA compliance, please refer to the information at the **beginning of this article** for more information. **NOTE: You are still able to join any meeting as a normal participant.**
8. If you experience any difficulties throughout this process, please contact [zoom.support@wsu.edu](mailto:zoom.support@wsu.edu)

- [Badgr Integration in Canvas LMS](#)
- [How to Submit Final Letter Grades to myWSU Grade Roster - Canvas LMS](#)
- [How to Complete a Checklist in Peoplesoft](#)
- [How do I Add Classes to my Shopping Cart and Enroll in Classes?](#)
- [GL Error -- Total Debit Amount does not match Total Credit Amount \(14827,11103\)](#)