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Converting from the Brown HIPAA Zoom account to the main Brown Zoom Account

Alex Vidmar - 2023-01-10 - Comments (0) - Zoom Web Conferencing

OIT is making an important improvement to your Zoom services from Brown University next Tuesday, January 17, but you will need to take action to use Zoom after that date.

Due to your work with research or clinical areas of Brown, your current Zoom service at Brown has been limited to our HIPAA-specific subservice. This was set up in 2017, based on requirements at the time, but it is no longer necessary for your work at Brown. We have spoken with leaders at the Office of General Counsel, the Division of Biology and Medicine, the Warren Alpert Medical School, and Brown University Health & Wellness, and all are in agreement. Clinical services provided to students at Brown are protected by FERPA, not HIPAA, and health-related research under Brown's IRB is not subject to HIPAA requirements.

As a reminder, Brown's Zoom services should never be used for commercial clinical practice outside of our student-facing Health and Wellness providers, nor for health-related research under other IRBs than Brown, such as Lifespan, Care New England, or other institutions or providers. This is not a change in policy, but is based on the terms of our Zoom licensing, and has always been the case.

Due to the separate class of service, many HIPAA Zoom customers have had trouble using scheduling assistance from support staff at Brown, and have not been able to use Zoom's useful cloud recording and auto transcription features, for example. This change will resolve these problems, and make Zoom more straightforward and functional for you and your colleagues.

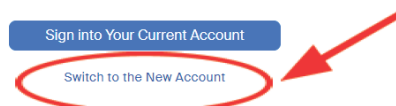
Actions Required on or after January 17th, 2023:

1. After this change is implemented on Tuesday, January 17, you will see the following pop-up message when you next log in to Zoom. **To join the main Brown Zoom account, click "Switch to the New Account".**

HELP ARTICLES

JOIN A MEETING

You are signing into a Zoom account that is
different from your current one

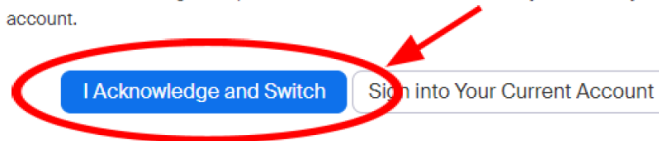


2. Then, the following pop-up message will appear. **Click “I Acknowledge and Switch” to proceed.**

Switch to the new Zoom account

Before you switch, be aware of the following:

- After you switch, you can still access your own data, such as your meetings and recordings.
- Your role on the new account will be “member”. This role might have fewer privileges than your role on your current account.
- Your new account might not provide access to all of the features you have on your current account.



3. An email will be sent to the @brown.edu email address associated with the Zoom account. **Please go to the @brown.edu email, open the message from Zoom, and click the button to “Switch to the new account”.**

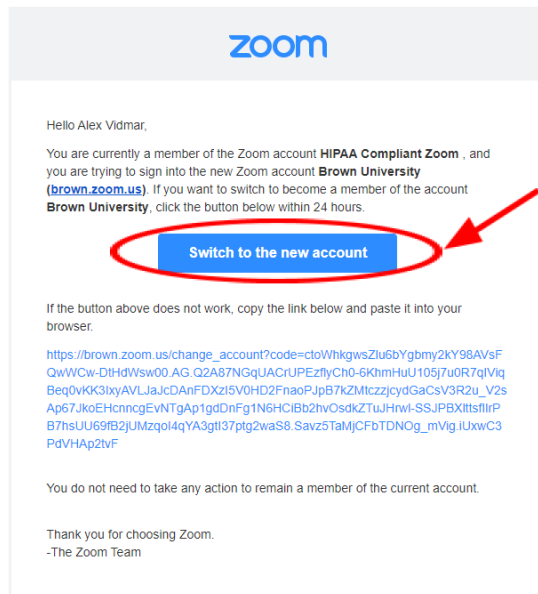
Zoom sent an email to the address you signed in with. Check your inbox and follow the instructions.

If you did not receive the email, please [go back](#) and try over again.

Confirm the requested change to your Zoom account External Inbox x



Zoom <no-reply@zoom.us>
to me ▼



4. Zoom will reopen. Click one final button that says "I Acknowledge and Switch".

I Acknowledge and Switch

5. A message about the account switch's success will display. Click "Sign in Now" to finish the process.

Your Zoom Account Switch Was Successful

You are now a member of the Zoom account **Brown University (brown.zoom.us)**.

Sign in Now

Notes and Support

The username, password, and all previously scheduled meetings of community members moving out of the HIPAA Zoom account will remain the same. No other actions beyond clicking to accept the pop-up message are required.

If you encounter any issues with logging into Zoom or with your Zoom settings, as always, please do not hesitate to reach out to the IT Service Center by phone (401-863-4357), chat (<https://helpchat.brown.edu>), or email (help@brown.edu).

Common Questions and Answers

- "Our staff conducts Zoom sessions with research participants sharing personal health information. Does the main Brown Zoom service meet requirements to continue those?"

Yes, as long as the research is conducted under Brown's IRB. If it is under any other IRB you should be using Zoom services provided by that IRB's institution or enterprise.

- "Our graduate/medical students use HIPAA Zoom accounts to meet with patients as part of their training program's curriculum. Does the main Brown Zoom service meet requirements to continue those?"

Yes, if this is work conducted as part of the teaching and/or research programs of Brown University, you are OK to use standard Brown Zoom service.

- "Currently, my team members who are members of the HIPAA Zoom service are unable to co-host meetings with others who are on the main Brown Zoom service. Will this change fix that?"

Yes! After the change, all licensed Zoom users at Brown will be able to co-host for each other.

- "The HIPAA Zoom service did not allow meeting recordings to be saved to the Zoom cloud. Will that be allowed now?"

Yes! After the change, all licensed Zoom users at Brown will be able to record to the Zoom cloud.

Updated 1/10/2023