

Zoom Guide for Enabling, Disabling, and Managing the Waiting Room

Use this guide to help you turn the waiting room feature on or off in your Zoom meetings and admit participants from the waiting room. The waiting room allows participants to be gated for entry into the meeting, which is important in clinical settings and can be useful in other scenarios.

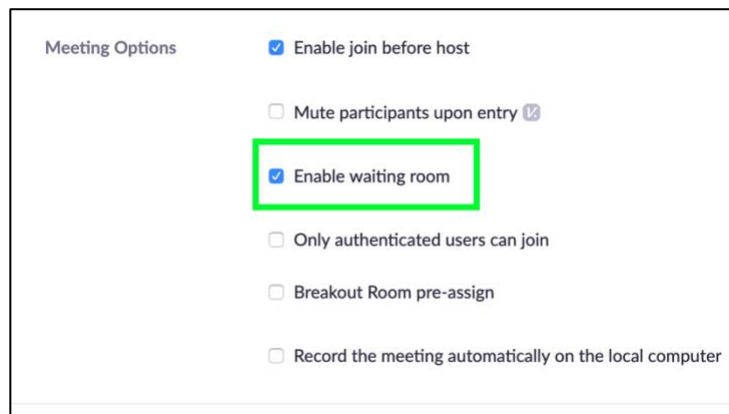
NOTE: Clinicians that are part of the TeleHealth group settings in Zoom have a waiting room enabled by default on all Zoom meetings run from their account. Zoom accounts that are part of the TeleHealth group settings, cannot disable waiting rooms.

Turn waiting rooms on

REMINDER: If your account is a TeleHealth account, the waiting room is automatically enabled for all meetings.

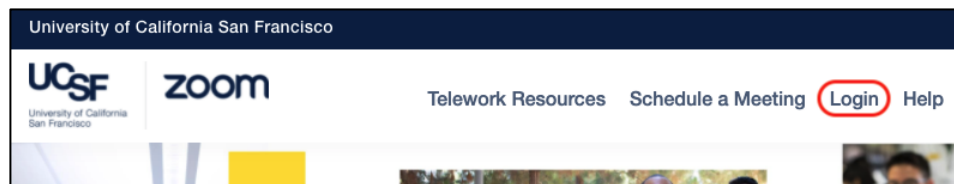
Option A:

1. When scheduling a meeting, check the box next to **Enable waiting room**.

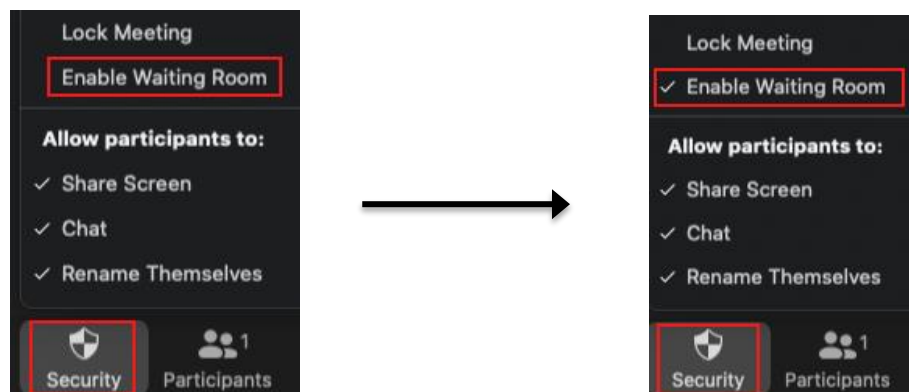


Option B:

1. Start the meeting as a host by logging into ucsf.zoom.us and clicking the **LOGIN** button (or login to Zoom by clicking the **Sign in with SSO** button on the Zoom app).

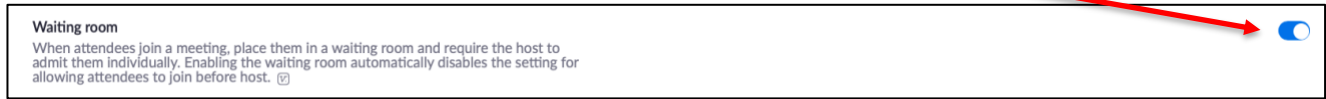


2. During the meeting (as the host or co-host), click the **Security** button and then check **Enable Waiting Room**



Option C:

1. To turn on Zoom's waiting room feature by default on all Zoom meetings scheduled on an account, go to the **In Meeting (Advanced)** settings in your [Zoom profile](#) and enable the **Waiting room** feature.



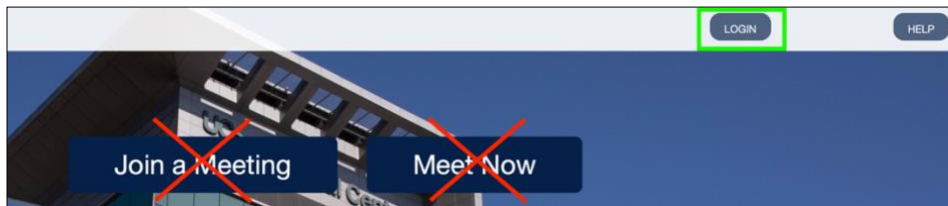
2. When scheduling a meeting with this setting, the check box next to **Enable Waiting Room** will automatically be checked. It can be unchecked as preferred.

Turn waiting rooms off

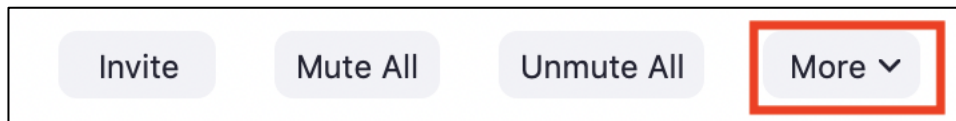
REMINDER: Waiting rooms *cannot* be turned off in accounts that are part of the TeleHealth group settings.

Option A:

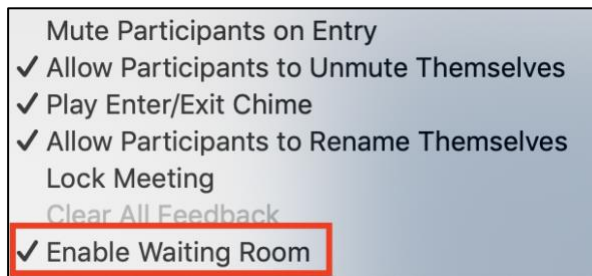
1. Start the meeting as a host by logging into ucsf.zoom.us and clicking the **LOGIN** button (or log in to Zoom by clicking the **Sign in with SSO** button on the Zoom app).



2. Open the **Participants** window by clicking the **Participants** (or **Manage Participants**) button.
3. Click the **More** button on the bottom of the **Participants** window.

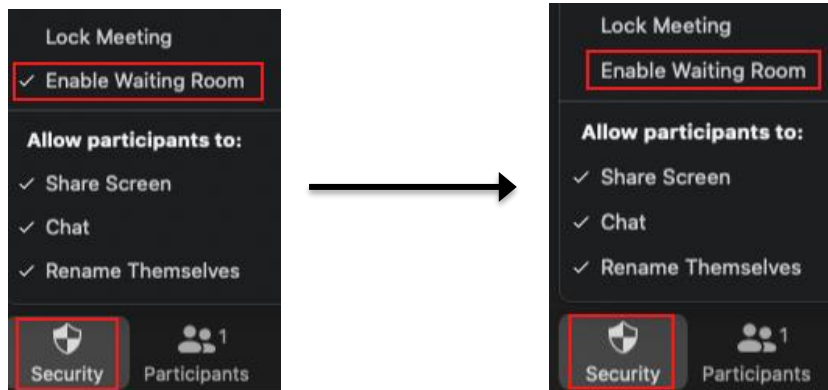


4. Un-check **Enable Waiting Room**.



Option B:

1. As **host** or **co-host** during a Zoom meeting, click the **Security** button and un-check **Enable Waiting Room**.



Manage the waiting room during a meeting

1. A reminder that you must be logged into the UCSF Zoom account (through **MyAccess Single Sign On** or by clicking the **Sign in with SSO** button on the Zoom app) to ensure that you are the host or co-host when the meeting starts.
2. Only the host or co-host can admit participants from the waiting room into the meeting.
3. The host or co-host will see notifications on the **Participants** button and in the **Participants** window whenever participants are in the waiting room.
4. The participants can be admitted one-by-one or in a group by selecting **Admit All**. As long as the waiting room is enabled, participants that join the meeting will need to be admitted in order to participate.

