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**.

![Enable Waiting Room Option A](image)

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

![Join a Meeting Option B](image)

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

![Enable Waiting Room Option B](image)
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.

   ![Waiting room setting](image)

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.