

How to Obtain an Enhanced Zoom License Instructions for Teaching Assistants (TAs)

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TEACHING ASSISTANTS (TAs): HOW TO OBTAIN AN ENHANCED ZOOM LICENSE

Some professors require that teaching and research assistants (TAs, RAs) obtain an enhanced Zoom license; an enhanced license allows a TA or RA to schedule and host meetings for longer than 40 minutes. The following sections provide you with the information and steps needed to obtain an enhanced Zoom license.

IMPORTANT! If you have an employee net name (i.e., a first initial followed by last name with no underscore) and a staff email account (i.e., firstname.lastname@concordia.ca), go directly to [2.0. Activating your enhanced Zoom license \(p. 2\)](#). For information about eligible employee netnames and email accounts, please refer to [1.0 Determining if netname and email account are eligible for enhanced Zoom license \(p. 1\)](#).

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1.0 DETERMINING IF NETNAME AND EMAIL ACCOUNT ARE ELIGIBLE FOR AN ENHANCED ZOOM LICENCE

A. Your employee netname is the one you need to use to obtain an enhanced Zoom license.

An **eligible employee netname** consists of a person's first name initial followed by a last name or variation of the last name.

Example of an employee net name for Scooter Bloom is **sbloom**.

NOTE! A student netname consists of a person's first name initial followed by an undercore and last name or variation of the last name. Student netnames cannot be used to acquire an enhanced Zoom license. They can be used to acquire a regular Zoom license.

Example of a student netname for Scooter Bloom is **s_bloom**.

B. Your employee email account is the one you need to obtain an enhanced Zoom license.

An **Eligible employee email account** consists of a person's **firstname.lastname@concordia.ca** unless a request is made to customize the address.

Example of an eligible employee email account for the name Scooter Bloom is **scooter.bloom@concordia.ca**.

NOTE! Accounts ending with **@encs.concordia.ca** and similar variations cannot be used for an enhanced Zoom license. You will be required to use your **@concordia.ca** email account.

Student institutional email accounts ending with **@mail.concordia.ca** or **@live.concordia.ca** are only eligible for a standard Zoom license.

IMPORTANT! You may need to activate your employee netname and email accounts. Contact **help@concordia.ca** for assistance.

2.0 ACTIVATING YOUR ENHANCED ZOOM LICENSE

An employee netname and email account is required to activate the enhanced Zoom license.

To activate an enhanced Zoom license:

1. Using a browser such as Chrome, FireFox or Safari, go to concordia-ca.zoom.us.
The Concordia Web conferencing portal is displayed (Figure 1).



Figure 1. The Concordia web conferencing portal.

2. Select **Sign In**.
3. Enter your employee **netname** and **password**.
The Zoom web portal is displayed (Figure 2).

NOTE! The enhanced Zoom license is activated when you enter the Zoom web portal.

When **Profile** is selected in the Zoom web portal, you should see: A. your **name**; B. your **@concordia.ca** email account; and C. the word **Licensed** (Figure 3).

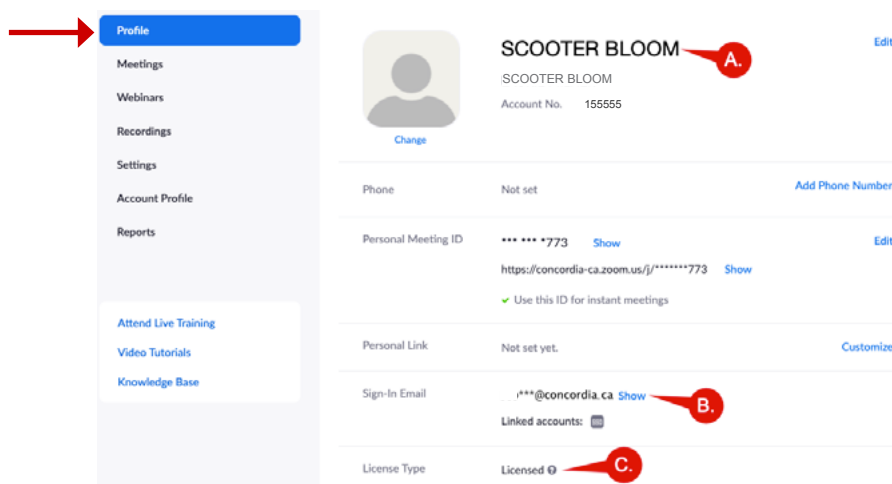



Figure 2. The Zoom web portal. Note, the left navigational pane **Profile** (blue) is selected.

2.1 DOWNLOADING AND SIGNING INTO THE ZOOM DESKTOP CLIENT (ZOOM APP)

After the enhanced Zoom license is activated, go back to the Concordia web conferencing portal to download the Zoom desktop client application, or Zoom app.

To download the Zoom desktop client application:

1. Go to concordia-ca.zoom.us.
2. Select **Download**.
3. Follow the prompts to install the application.

NOTE! A Zoom shortcut icon  will be placed on your desktop (PC) or dock (Mac).

4. Select or doubleclick **the Zoom icon** shortcut to open the Zoom desktop client application.
5. Select **Sign In** (Figure 3).

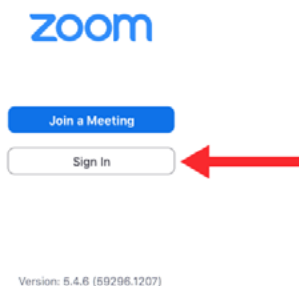


Figure 3. The prompt to Sign In and launch the Zoom desktop client application.

6. Select **SSO** (Single Sign On) (Figure 4).
7. Enter the Company Domain: **concordia-ca.zoom.us** (Figure 5).

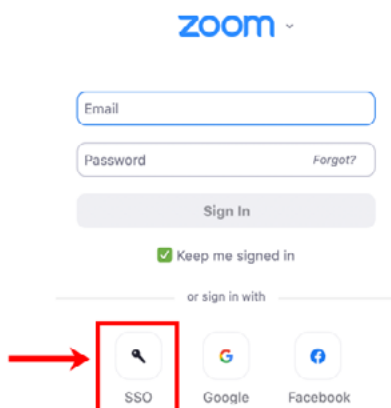
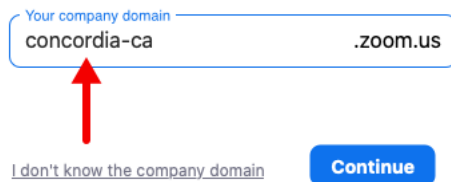


Figure 4. The Sign In prompt. Select SSO.

Continues on next page.

Sign In with SSO



Your company domain
concordia-ca .zoom.us

[I don't know the company domain](#) [Continue](#)

Figure 5. Sign In with SSO prompt. Enter the company domain, concordia-ca.

8. Select **Continue**.

The **Concordia University Sign In** portal appears.

9. Enter your employee **netname** and **password**.

10. Select **Sign In**.

The Zoom desktop application opens (Figure 6).

NOTE! The first time you sign in, you are prompted to open “zoom.us”. Enable the **Keep me signed in** checkbox and select **Open zoom.us**. The Zoom desktop client application should open automatically in your Concordia account.

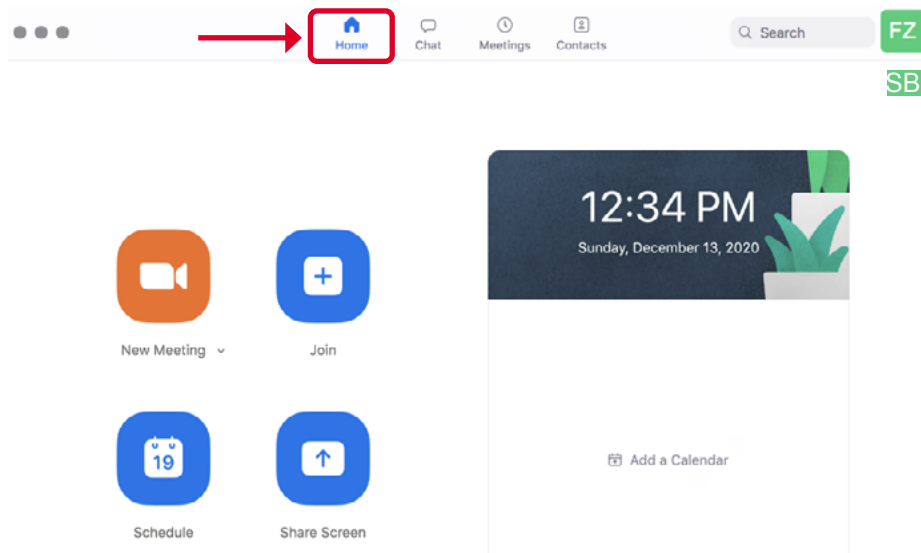


Figure 6. The Zoom desktop client application (Homepage).

2.2 VERIFYING THAT YOU ARE SIGNED INTO YOUR ZOOM ACCOUNT (DESKTOP CLIENT APP)

To verify you are signed into your Zoom account through the desktop client application:

1. Select the profile icon located at the top right corner (Figure 7).

A dropdown menu opens (Figure 8).

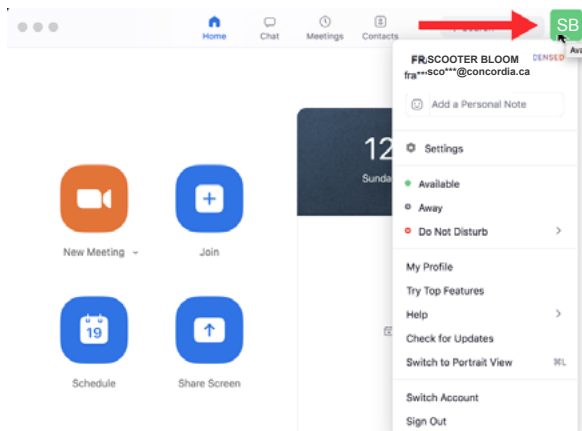


Figure 7. Zoom desktop client application . The dropdown menu displays an activated @concordia.ca Zoom license.

2. On the drop down menu, verify the following: A. your **name** and B. your **@concordia.ca** email and C. the word **LICENSED** to the right of your name (Figure 8). You are signed into your enhanced Zoom account via the desktop client application.

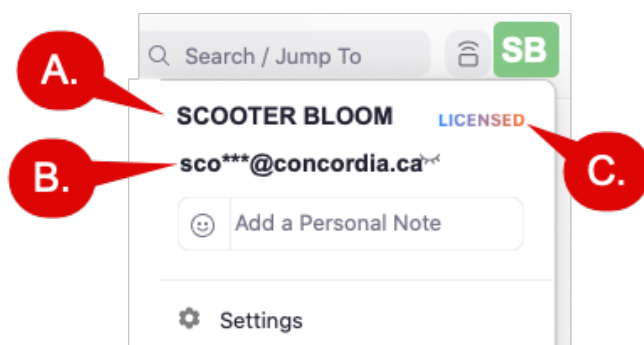


Figure 8. Dropdown menu illustrates information used to verify you are signed into your account in the Zoom desktop client app.

NOTE! If you do not see your name, email and the word LICENSED, refer to *How can I be sure that I'm connected to Concordia account in the Zoom software client* FAQ at: <https://www.concordia.ca/it/services/videoconferencing>.

3.0 SETTING UP YOUR MOODLE PROFILE

For Zoom to work in Moodle, your employee netname and email must be synced to the same employee netname and @concordia.ca email in your Moodle profile. This usually occurs automatically. If you don't have an employee profile in Moodle, contact moodle@lists.concordia.ca and one can be created for you. When contacting the Moodle list serve be sure to include the following identifying information:

Full name:

Employee netname:

Employee email address: e.g., firstname.lastname@concordia.ca

Course name and number: e.g., DEMO 123 B

Name of the professor/instructor for the course:

NOTE! If after your profile is added to Moodle, you receive the 2216 error code when selecting the Zoom link, it means your new employee netname and email in your account are not yet synced to your Moodle profile.

Example of the 2216 error code:

The instructor's email (s_bloom@encs.concordia.ca) is invalid (2216).

Error Code 2216 – INT_93a63495f694278d

Upon receiving error code 2216:

1. Verify that your enhanced Zoom license is activated. If not, go to 2. [Activating an enhanced Zoom license \(p. 2\)](#) and activate it using your employee credentials.
2. Verify you are signed into Moodle using your employee netname and password.
3. If the issue still persists, send an email to moodle@lists.concordia.ca with a description and screenshot of the issue. Be sure to include the identifying information shown at the top of this page.