

ZOOM USER MANAGEMENT AND PROVISIONING OPTIONS

Overview

Provisioning Zoom users can be done several different ways, whether manually in the Admin UI, with a .csv upload, or auto-provisioned via Single Sign-On (SSO/SAML). You will want to identify your preferred method of managing users, as Zoom provides several options. Your district will automatically start with Option 1 and can gradually work towards becoming fully-managed over time. If you would prefer to manage users manually, you are welcome to do that instead.

NOTE: When moving user accounts from an existing Zoom Pro or standalone account to the iLearnNH/NH DoE account, the new sub-account settings will take precedence over a user's existing settings. There is, however, a 'modified' flag in the user's settings section that will indicate that a setting has changed with a 'reset' option to quickly revert. Scheduled and reoccurring meetings are not affected, but the specific settings of those meetings could potentially be impacted if the option/feature is disabled in the destination sub-account.

Option 1: Manual User Management

1. Users can be created manually in the Admin UI or via CSV upload in the iLearnNH account.
2. Existing users of the @school.org domain and their settings are not affected.
3. New users can also continue to create free accounts using their school email. **Note:** When users are provisioned manually, they will need to click an activation link before they can log in.
4. Single Sign-On can be configured once you have registered for a [free vanity URL](#) (ex. school.zoom.us).
5. You can opt to move existing users over manually as-needed, but note that they will likely need to reconfigure their personal settings.

Option 2: Claimed Domain, Non-Managed and Non-Consolidated Accounts

1. Register for a [free vanity URL](#).
2. Claim your [associated domain](#) (school.org).
 - **DO NOT** check the 'managing' or 'consolidating' checkboxes.
3. This option is functionally the same as Option 1, however it starts the process of becoming fully-managed by 'claiming' your associated domain(s). The request process can take anywhere from a few hours to several days for Zoom to verify.
4. Existing users would be unaffected and new users can still create free accounts using their school email addresses.

Option 3: Claimed Domain, Managed and Non-Consolidated Accounts

1. Register for a [free vanity URL](#).
2. Claim your [associated domain](#) (school.org).
 - Check the 'managing' checkbox.
 - **DO NOT** check the 'consolidating' checkbox.
3. When using this option, any users who attempt to create a Zoom account with an email address using your domain will be prompted to use a different email address. Users who have existing Zoom accounts using your domain will be required to change their email address, or they will need to be provisioned manually **PRIOR** to choosing to 'manage' the domain.

Option 4: Claimed Domain, Managed and Consolidated Accounts (Fully-Managed)

1. Register for a [free vanity URL](#).
2. Claim your [associated domain](#) (school.org).
 - Check 'managing' and 'consolidating' option checkboxes.
3. This option will pull any existing user accounts using your associated domain into your account and prevent users from creating new accounts with their school email addresses.
4. Any new users would need to be provisioned by your admins or SSO auto-provisioning.
5. Existing users would be moved into your account and their settings would be changed to match your account/group settings.