Gillings community: the campus Zoom migration will occur on Monday, July 12

Zoom Changes

Beginning Monday, July 12, Gillings Zoom accounts will migrate with main campus to better integrate into the UNC-CH Zoom environment. This change will be transparent for most users, while scheduled meetings, webinars and recordings stored in both Zoom (30 days) and Panopto (2 years) will be retained. However, existing links to Zoom meetings scheduled prior to the July 12 migration date may prompt users to join an "External" meeting. This is expected behavior, and, when possible, we recommend alerting your participants in advance to join the "External meeting" if they should see this prompt. Requests for information or help with the service after this change should be submitted to the campus' ITS Service Desk at help.unc.edu or by calling 919-962-HELP.

Changes in Data Reports

Reports about meetings and webinars held before July 12, including attendee, Q&A, polling and general Zoom usage, will NO LONGER be available. **Zoom reports created before the migration should be downloaded in advance of July 12 if they need to be retained.** Reports about meetings and webinars held after July 12 will continue to be accessed.

Recording Changes

Zoom Cloud Recordings are automatically copied in the campus video hosting platform Panopto. Zoom Cloud recordings will be deleted after a 30-day period, same as now. Be mindful: links to the deleted Zoom Cloud recordings will not work. However, users will be able to access the copied recordings in their Panopto account. HIPAA Zoom accounts have traditionally been configured to protect the security and privacy of Protected Health Information (PHI). Following the migration, these HIPAA Zoom accounts will gain the ability to record to the Zoom Cloud. However, these recordings will NOT be copied into Panopto and will also have a 30-day retention in the Zoom cloud before deletion. Requests for information or help with the service after this change should be submitted to the campus' ITS Service Desk at help.unc.edu or by calling 919-962-HELP.

Webinar Changes

New requests to host a Zoom webinar scheduled after July 12 should be made through the campus' ITS Service Desk at help.unc.edu. Current Zoom webinar sessions scheduled before the migration date will be unaffected.

Zoom in Gillings Spaces

Each of Gillings classrooms and a few selected conference rooms are equipped with camera and microphones to use remote conferencing platforms like Zoom. For users in need of assistance with Zoom in spaces managed by the Gillings AV Services group, there are AV Help Desk telephones located in each classroom that ring directly to Gillings technicians. Users may also contact Gillings AV Services by calling (919) 966-6536.

Following the migration date, the Gillings IT group will post similar information to our Zoom Remote Conferencing web page. For questions regarding the migration before the migration date, feel free to contact our Gillings AV Services by calling (919) 966-6536 or email at sph_av@unc.edu. Thank you in advance for your patience as we work with the university to provide a more user-friendly Zoom experience for the campus community.