



Frequently Asked Questions

About Zoom for Government Transition

1. What's the difference between Zoom for Government and Zoom Commercial?

Zoom for Government has all the same features within Zoom Commercial, but operates in a dedicated, secure infrastructure designed to meet the requirements of FedRAMP Moderate baseline and DOD Impact Level 2. In other words, it has better security and privacy.

2. Is making the switch to Zoom for Government optional?

No, the AOC has made a collective decision to move all users onto the Zoom for Government platform in order to increase the privacy and security of the Tennessee court system. As of March 31, 2021, all current commercial Zoom users must move to the new platform.

Please Note: If your account is paid for by a county or other means, this does not apply to your Zoom account.

3. How do I make the switch to Zoom for Government?

If you are currently an AOC Registered Zoom Commercial user, you will receive an email inviting you to register your new Zoom for Government Account. Once you have received the email, simply click the link and begin the registration process. Once the process is complete, you can simply log in to your new Zoom for Government account by visiting zoomgov.com and signing in. We suggest saving the new web link to your favorites to make navigating easier in the future.

4. Do I need the Zoom Desktop Client in order to use Zoom for Government?

In order to access the latest updates, security measures and privacy settings, we strongly suggest downloading the Zoom Desktop Client. Easily download the Desktop Client by visiting zoomgov.com/download and downloading the **Zoom Client for Meetings**. Once downloaded and installed, make sure in the dropdown options beside **Sign In** that [.zoomgov.com](https://zoomgov.com) is selected. Afterwards, go ahead and sign into the desktop client with your Zoom for Government email and password.

5. Will my Zoom account look any different?

Once signed into your new Zoom for Government account, it will look very similar to your Zoom commercial account and navigating the account should be the same as you're the old commercial account as well.

6. Will all of my settings from my Zoom account stay the same?

Zoom for Government is a completely new platform in the Zoom family. This means that any setting toggled to the **on** position in your old account have been completely reset to default. This is extremely important.

Sign into your new Zoom for Government account and please follow the steps below.

- Navigate to the left hand side of the screen.
- Click **Settings**
- Carefully scroll through all of the settings and toggle **On** any setting that you may need in order to successfully host your next Zoom meeting.
- The most popular settings that need to be turned on are Waiting Rooms, Breakout Rooms, Chat, Co-Hosting and Live Streaming.
- Once you make these changes, they will be saved.

7. Will all of my recordings still be saved to the cloud?

No, all recordings to the cloud from your Zoom commercial license account will need to be downloaded from zoom.us to a local computer by March 31, 2021.

Sign into your old Zoom commercial account and please follow the steps below.

- Navigate to the left hand side of the screen.
- Click **Recordings**.
- A list of your previous cloud recordings will now be displayed.
- Navigate to the right hand side of the screen.
- Click **More** beside the recording you wish to download.
- Click **Download** from the dropdown menu.
- You will need to do this for each recording you wish to keep.

8. Will any future meetings I have scheduled carry over to the new account?

No, any meetings schedule after March 31, 2021 will need to be rescheduled on your new Zoom for Government account and have a new link sent to participants.

9. Will I have access to my old Zoom commercial account once I set up my Zoom for Government account?

You will have access to your old Zoom commercial account through www.zoom.us and your new www.zoomgov.com account through March 31, 2021. You should set up your Zoom for Government account as soon as possible so you can start scheduling meetings, adjust your settings, and begin using it. If you need extra time to download recordings or have meetings already scheduled for March in your old Zoom account, you can still access them by signing in to www.zoom.us. Between now and March 31, you will have access to both accounts and after March 31, you will only have access to your new Zoom for Government account.

10. What if I still have questions or run into a problem setting up my Zoom for Government account?

We completely understand that this process seems like a lot of steps. However, once the initial set up is complete, you will be running Zoom just like before. For any questions, comments or concerns please email videoconference@tncourts.gov or aohelpdesk@tncourts.gov.