

Dear employees and students of the university,

the current semester is again mostly digital, and video conferencing via Zoom is a central part of it. Since we receive many similar support requests regarding Zoom, we would like to point out some things in general:

* You will find all necessary information for the use of Zoom in our Zoom information page and the Zoom FAQ:

<http://ukoeln.de/ZEKTY> (information page)

respectively

<http://ukoeln.de/JW7BG> (FAQ)

* For the pure participation in events **no** licensed Zoom account is required. We ask the teachers to pay attention to this, please do not restrict events accordingly in the Zoom settings.

* For Zoom no separate account creation with e-mail address and new password is required. For the login to the UzK portal at Zoom please use your account name (**not** the e-mail address) and the password of your UoC account. Also a password reset via Zoom is not possible, because this can only be done centrally via uniKIM.

* If you already have a "wrongly created" zoom account and have received the offer to join the license account of the UzK, you can take advantage of this without any problems - or alternatively immediately follow the

correct way of registration. The accounts will be merged automatically.

Especially for *organizers* of meetings, the following notes also apply:

* Manual licensing is no longer required. All persons with UoC account automatically get a licensed account at Zoom, as long as they login correctly according to our instructions (see Zoom-FAQ).

* Exception: Webinar licenses for events with more than 300 participants will be manually registered by the faculties and central facilities. You will find the contact responsible in each case in the Zoom FAQ.

* The public announcement/posting of event links is strictly prohibited to prevent phenomena like "Zoom bombing". Event links have to be published exclusively via ILIAS and/or e-mail to the respective group of participants.

* Lecture recordings may not be made available via Zoom, ILIAS must be used for this purpose instead. Recordings provided via Zoom are automatically removed after 30 days, this process can neither be stopped nor reversed. Please note this before any avoidable data loss occurs.

Important note for *students*:

* Didn't you receive specific participation information? Please check whether these e-mails possibly arrived in the mailbox of your student account. This is not the same as the mailbox of your ILIAS account.

Please note that the ILIAS mailbox contains exclusively ILIAS internal

information. E-Mails to your student address ("Smail") can be fetched for example via the webmail system (<https://webmail.uni-koeln.de>).

The Zoom support of the RRZK-Helpdesk will help you with UoC-specific questions such as login, licenses and the settings and preferences for meetings. Please contact us in case of further questions:

rrzk-helpdesk@uni-koeln.de

For general questions about Zoom, however, we can only refer to the detailed documentation at zoom.us. Often the publicly available tutorials are very helpful.

With kind regards,

Your Zoom-Admins of the RRZK