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**Sent:** Friday, April 10, 2020 8:36 AM

**Subject:** COMTS Updates, Zoom, Phone Support, Remote Toolkit

**Some important IT information for our users:**

**Premiere Zoom licenses are available to all LCOM users. Please see instructions and updates below.**

*There have been some mixed messages being sent to UVM users about Zoom security. Much of the concern is coming from the consumer side of the Zoom service. We want to assure you that the Larner College of Medicine, in agreement with UVM Medical Center, is confident in the security of our implementation of Zoom. COMTS has been supporting Zoom for several years, and UVMHN is leveraging the service for telemedicine. We are working closely with Zoom to ensure best practices are being followed, and that the service continues to provide a professional video conferencing experience for our users.*

**Phone Support**

*While the LCOM community is following the “Stay Home, Stay Safe” protocol, we have moved our phone support number to: **802-488-5553** , direct phone support will be available from 7:30 – 5:00, Monday – Friday, starting Friday, April 10<sup>th</sup>.*

**Remote Work Toolkit**

*COMTS has created the following web resource with information on remote work resources available to the LCOM community.*

[https://med.uvm.edu/techservices/comis/remote\\_toolkit](https://med.uvm.edu/techservices/comis/remote_toolkit)

**ZOOM, instructions, and updates**

In order to support our faculty, staff and students during the COVID situation, COMTS is providing all LCOM users with a premium Zoom license for video conferencing. Here are instructions for getting started, and tips for getting the most out of the product. This is updated information, and may be useful for people already using Zoom.

1. If you use **@med.uvm.edu account as your primary email address**, please see the attached instructions to getting started.
2. If you use **@uvmhealth.org or a different account** as your primary email address, navigate to <https://uvmcom.zoom.us> click Sign in, and use your full @med.uvm.edu account and password.
3. **If you have already used Zoom, but** logged in with a different account, please log out of the Zoom desktop client by clicking on the account icon in the upper right hand corner; and choose sign out. When prompted to log back in, click on the SSO option and reference [uvmcom.zoom.us](https://uvmcom.zoom.us) , enter your LCOM credentials if prompted.
4. **If you manage another users calendar**, and need to schedule Zoom meetings in Outlook, on behalf of someone else; log into your Zoom account at <https://uvmcom.zoom.us> . Once logged in, click on the meetings tab on the left, download and install the “Microsoft Outlook Plugin”. This will add a new icon to your Outlook client, with features for scheduling meetings

on behalf of someone else. Please see the following [Zoom Support documentation](#) for further instructions on scheduling privileges.

If you need to reset you College of medicine account password:

1. Go to <https://accounts.med.uvm.edu> and choose the “Forgot your password” Link
2. At the next screen enter your username
3. If prompted with a security captcha, complete the numbers and letters
4. Enter your date of birth
5. Enter your PIN, which is the last 5 (FIVE) digits of your SSN. **(Not 4)**
6. Create a new password, using, upper and lower case letters, at least one number and one special character

The COMTS support center stands ready to help if needed. To reach us:

- Submit a Trouble Ticket at: <https://comis.med.uvm.edu/footprints>
- Phone Support, Mon – Fri, 7:30 – 5:00 **802-488-5553**
- Helpful information:
  - [https://med.uvm.edu/techservices/comis/remote\\_toolkit](https://med.uvm.edu/techservices/comis/remote_toolkit)
  - [https://www.med.uvm.edu/techservices/support/quick\\_links](https://www.med.uvm.edu/techservices/support/quick_links)