

ZOOM – ADJUSTING WAITING ROOM SETTINGS



Teaching and Learning Support Service (TLSS), uOttawa

CONTEXT

Zoom offers a **waiting room** feature. The default **waiting room** settings are as follows:

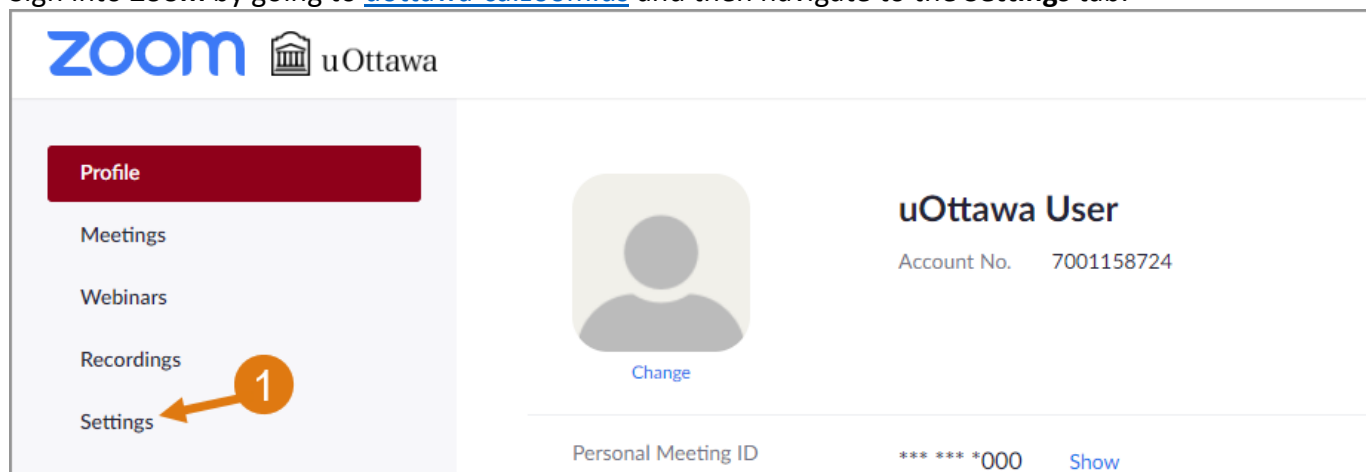
- **Users not in your account will go in the waiting room**
- **Host and co-hosts only can admit participants from the waiting room**

It is important to understand that this default setting allows anyone who is logged into the same type of uOttawa account as you to bypass the **waiting room**. If you are a professor or another kind of employee, this means that anyone with an employee account can bypass the **waiting room** if they log into the **Zoom** meeting using their uOttawa **Zoom** account tied to their employee credentials. The following guide details how to adjust the **waiting room** settings to best meet your needs.

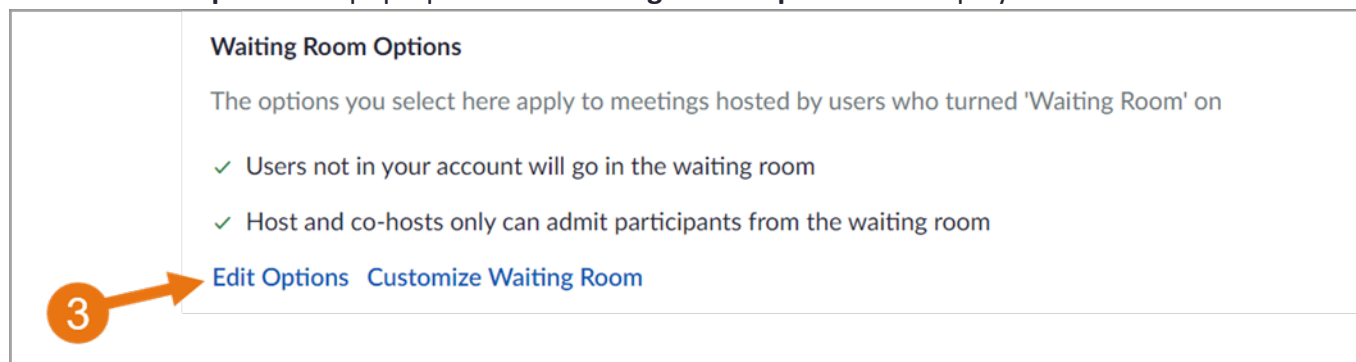
Important: **Waiting room** settings cannot be adjusted for an individual meeting, which means that the settings apply to all meetings going forward. It is therefore necessary to adjust the settings here if you wish to modify the **Waiting Room** feature for an upcoming meeting.

ADJUSTING THE WAITING ROOM FEATURE

1. Sign into **Zoom** by going to uottawa-ca.zoom.us and then navigate to the **Settings** tab.



2. Under the **Security** section locate the **Waiting Room Options**.
3. Click on “**Edit Options**”. A pop-up entitled **Waiting Room Options** will display.



Waiting Room Options

These options will apply to all meetings that have a Waiting Room, including standard meetings, PMI meetings.

Who should go in the waiting room?

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- ☐ Everyone
- ☒ Users not in your account
- ☐ Users who are not in your account and not part of your whitelisted domains

Who can admit participants from the waiting room?

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- ☒ Host and co-hosts only
- ☐ Host, co-hosts, and anyone who bypassed the waiting room (only if host and co-hosts are not present)

More Options

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- ☐ Users invited during the meeting by the host or co-hosts will bypass the waiting room ☒
- ☐ Allow participants in the waiting room to reply to host and co-hosts ☒

If the host and co-hosts are not present or if they lose connection during a meeting:

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- ☐ Move participants to the waiting room if the host dropped unexpectedly

8

Continue

Cancel

4. Under the **Who should go in the waiting room?** section, select from the following options based on your needs:
 - A. **Everyone** – blocks everyone from bypassing the waiting room and is the recommended option.
 - B. **Users not in your account** – blocks users that are not part of the same type of account as you. If you are an employee (i.e. professor), this means that all employees can bypass the waiting room (excludes individuals on whitelisted domains – e.g. St. Paul University employees). This option would typically block students, but if a student also has an employee account (e.g. as a TA), and they log in with that account, they too would be able to bypass the waiting room when this option is enabled.
 - C. **Users who are not in your account and not part of your whitelisted domains** - blocks users that are not part of the same type of account as you and who are not part of your whitelisted domains (e.g. St. Paul University employees). If you are an employee (i.e. professor), this means that all employees can bypass the waiting room. This option would typically block students, but if a student also has an employee account (e.g. as a TA), and they log in with that account, they too would be able to bypass the waiting room when this option is enabled.

5. Next, under the **Who can admit participants from the waiting room?** section, select from one of the following options:
 - A. **Everyone** – blocks everyone from bypassing the waiting room and is the recommended option.
 - B. **Users not in your account** – blocks users that are not part of the same type of account as you. If you are an employee (i.e. professor), this means that all employees can bypass the waiting room (excludes individuals on whitelisted domains – e.g. St. Paul University employees). This option would typically block students, but if a student also has an employee account (e.g. as a TA), and they log in with that account, they too would be able to bypass the waiting room when this option is enabled.
 - C. **Users who are not in your account and not part of your whitelisted domains** - blocks users that are not part of the same type of account as you and who are not part of your whitelisted domains (e.g. St. Paul University employees). If you are an employee (i.e. professor), this means that all employees can bypass the waiting room. This option would typically block students, but if a student also has an employee account (e.g. as a TA), and they log in with that account, they too would be able to bypass the waiting room when this option is enabled.
6. Next, under the **Who can admit participants from the waiting room?** section, select from one of the following options:
 - A. **Host and co-hosts only**
 - B. **Hosts, co-hosts, and anyone who bypassed the waiting room (only if host and co-host are not present)**
7. Then, under the **More Options** section, select from the following based on your needs:
 - A. **Users invited during the meeting by the host or co-hosts will bypass the waiting room**
 - B. **Allow participants in the waiting room to reply to host and co-host**
8. Next, under **If the host and co-hosts are not present or if they lose connection during a meeting**: indicate whether the participants should be placed back into a waiting room by checking off the **“Move participants to the waiting room if the host dropped unexpectedly”** option or leaving it unchecked.
9. When you have completed your selections, click on **“Continue”**.

Important note on hosts/co-hosts: Only users with an employee account under the University’s Zoom license can be hosts/co-hosts. If you are attempting to add a T.A. or colleague as a host/co-host, make sure to do so using their employee profile. They must have already activated their employee uOttawa Zoom account before you can add them. Please consult the following guides regarding [activating uOttawa Zoom accounts](#).