



Transitioning to HIPAA Compliant Zoom

In order to make your CSUSM Zoom account HIPAA compliant, IITS needs to transition your Zoom account to a different license.

How does this affect you?

To ensure the security of personally identifiable information and electronic patient health information that may be discussed during your Zoom session, the cloud recording capabilities have been disabled. You can still record your Zoom session, but the recording can only be saved to your local machine. Other details on the differences in these accounts can be found on the following IITSForYou webpage - <https://www.csusm.edu/iits/iitsforyou/zoom/zoom-hipaa/index.html>.

Protecting Recorded Meetings

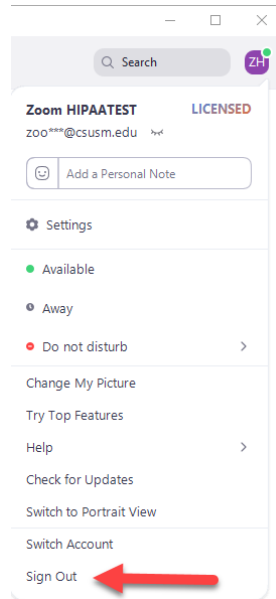
All files associated with the recorded Zoom session must be encrypted. On Windows computers, IITS recommends using [7zip](#) to create an encrypted archive for each Zoom meeting. On Mac computers, IITS recommends using [Keka](#) to create an encrypted archive for each Zoom meeting. IITS will provide your department with a secure password to use for protecting these files.

For more details on using this software to create encrypted archives, visit the [Encrypting Files for Secure Sharing webpage](#) created by the University of Vermont.

Requesting a HIPAA Compliant Zoom Account

Follow the steps below to request a HIPAA compliant Zoom account:

1. Email infosec@csusm.edu with the subject HIPAA Zoom.
2. We will respond when we have made the appropriate changes to your account and ask you to log out of your Zoom account:



3. You can then log back in to your Zoom account, and you will be prompted to sign in to a different Zoom account (your HIPAA Zoom account will still use your same campus credentials). Click “Switch to the New Account”:

You are signing into a Zoom account that is different from your current one

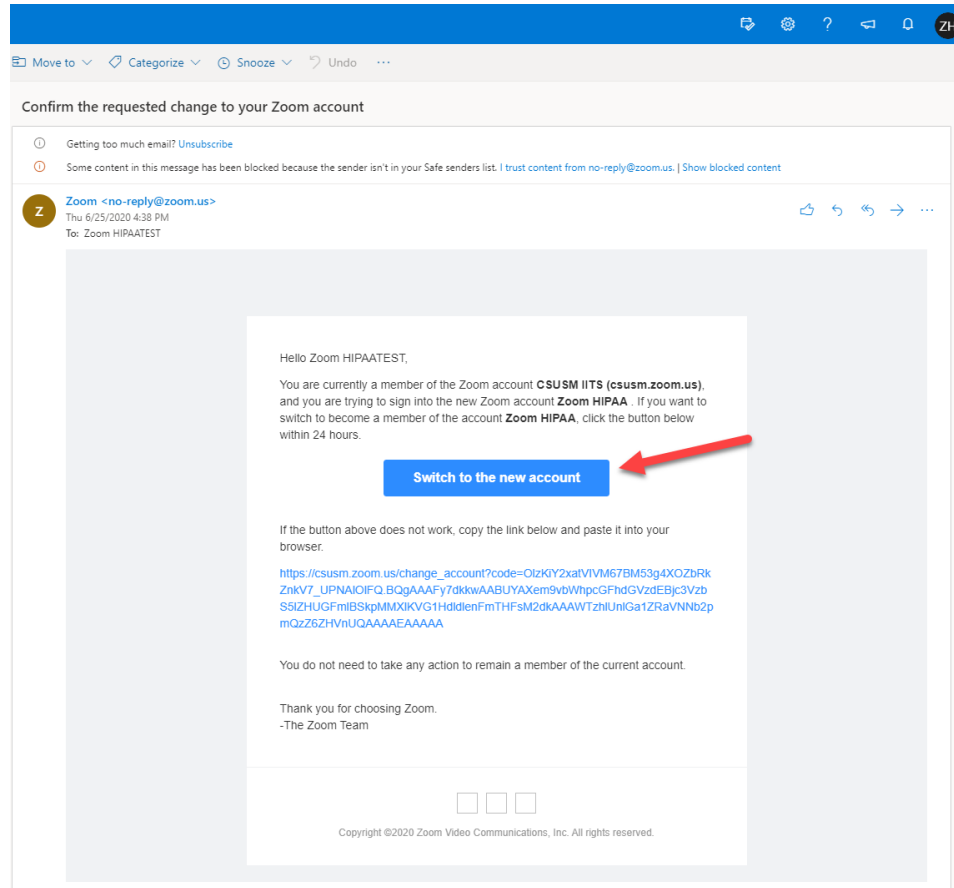
Sign into Your Current Account

Switch to the New Account





4. You will then receive a message to your campus email prompting you to confirm the switch to your account:



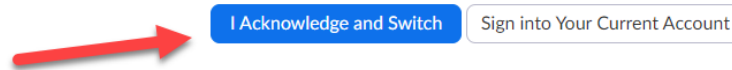
5. You will be prompted to acknowledge this change to your account, click "I Acknowledge and Switch":



Switch to the new Zoom account

Before you switch, be aware of the following:

- After you switch, you can still access your own data, such as your meetings and recordings.
- Your role on the new account will be "member". This role might have fewer privileges than your role on your current account.
- Your new account might not provide access to all of the features you have on your current account.



6. Once you have switched your Zoom account to the HIPAA compliant Zoom, please email infosec@csusm.edu to confirm you have completed the switch. The Information Security Office will apply the appropriate Zoom license to your new HIPAA compliant account and send a confirmation that your HIPAA Zoom account is ready to use.
7. Finally, you will need to log out of Zoom and log back in in order for the license to be applied to your account. To confirm the license has been applied, click your initials or profile picture in the top-right of the Zoom window, and in the menu that pops up, you should see "LICENSED" in the top right:

