

Deactivation of Cisco Webex, Webex Teams & Jabber

Important Action is required of you, please read full message!

Zoom is the new chat and video conferencing platform for CommonSpirit Health. Your Cisco **Webex**, **Webex Teams** and **Jabber** account will be deactivated as of **June 30, 2020**. **You will need to reschedule any Webex meetings to use Zoom.**

- **Jabber SoftPhones:** People using Jabber as a softphone will continue to use it without interruption.
- **VP's and above:** Although Zoom is selected as our new standard for Web Conferencing, as a leader within the organization and as a backup solution, your Webex account will remain

IMPORTANT: you must transition your Webex meetings to Zoom before June 30, 2020.

Migrating Meetings from Webex to Zoom

Click [HERE](#) to see how to migrate recurring or one time meetings from Webex to Zoom. It also addresses any current **Webex recordings** that you have stored.

Have not Activated Your Zoom Account

If you received a Welcome to Zoom letter and have not activated your Zoom account, please click the below link to activate your account now.

First, Activate Your Zoom Account Using a Web Browser

It's important that all users need first activate their Zoom accounts via a web browser:

- 1) Navigate to <https://commonspirit.zoom.us> from your PC or from a browser on your mobile device. (Do not use the Zoom app on your mobile device to activate your account).
- 2) Select Sign in.
- 3) Select Dignity Health to access Zoom through single sign-on (SSO). If you are not on the network or utilizing the virtual private network (VPN), you will receive a pop-up to enter your network login ID and password. The Zoom web portal will display and you will be logged into your account.

After You Activate Your Account, Log into Zoom Desktop Application

The Zoom desktop application provides access to Zoom Meeting and Zoom Chat in one convenient place.

- 1) Double-click on the Zoom icon  on your desktop.
- 2) The Zoom desktop application sign-in window will display. Select Sign in.
- 3) Next select Sign in with SSO.
- 4) When prompted to enter the company domain, type in CommonSpirit. Select Continue.
- 5) When you land on the SSO page, select Dignity Health.
- 6) You are signed into Zoom.

After You Activate Your Account, Log into Zoom via a Mobile Device

To access Zoom from a CommonSpirit Health mobile device, such as an iPad, iPhone, or Android device, follow these instructions:

- 1) Open up the Zoom app.
- 2) If you are already logged into Zoom on the mobile device, please sign out.
- 3) Select Sign in.
- 4) Select Sign in with SSO.
- 5) When prompted to enter the company domain, type in CommonSpirit. Select Continue.
- 6) When you land on the SSO page, select Dignity Health.
- 7) Enter your network ID and password.
- 8) You are signed into Zoom app.

If you do not have the Zoom app, go to the App Store to first download the app. Then follow the instructions above.

Now you are ready to schedule a meeting, join a meeting, and start chatting with your colleagues from Zoom.

Training and Support Resources

Resources to learn more about using Zoom Meetings and Zoom Chat:

- [CommonSpirit Health Zoom Training Box Site](#)
- Getting started with Zoom: <https://support.zoom.us/hc/en-us/categories/200101697>
- To check out the various features on Zoom, you can run your own test meeting at <https://Zoom.us/test>.

Zoom Account Request

If you have not received a Zoom account, please follow the procedures listed below:

If you are a Dignity Health legacy employee and would like to obtain a Zoom account, please visit

Access Dignity Health to submit your request. <https://access.dignityhealth.org/>

Need further Zoom Assistance

- [Zoom at CommonSpirit Health Portal](#) (Box page)
 - Everything Zoom related, including communication articles, what's coming
- [CommonSpirit Health Zoom Training](#) (Box page)
 - Includes links and information for everything training-related, including Zoom training offerings as well as CommonSpirit Health specific information
 - Includes links to the PowerPoint Decks and Recordings from the training sessions that have occurred

Support

If you experience an error or do not have the Zoom Icon on your desktop, please visit the Dignity Health IT Help Portal to report a Zoom related issue. You can submit your ticket in ServiceMatters at

<https://dignityhealth.service-now.com/ithelp> .