

Zoom FAQs

FAQs for Zoom Virtual Review

Tips for troubleshooting Zoom.



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Getting Started With Zoom

Do I need an account to use Zoom for a virtual review in Q-PASS?

Yes. Everyone joining the Zoom virtual review needs to register for a free Zoom account. If you already have a Zoom account, you can sign in using your existing Zoom account credentials when prompted.

How do I sign up for a free Zoom account?

To sign up for your free account, visit zoom.us/signup and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In the email, click **Activate Account**.

I forgot my password

You can reset your password at zoom.us/forgot_password. Click [here](#) to read step-by-step instructions, and how to fix common password issues.

Security

Is the Zoom link HIPAA compliant?

Yes. NCQA complies with HIPAA privacy and security rules for the virtual review process. NCQA requires customers to sign a Business Associate Agreement for HIPAA compliance and provides a link to the Zoom session through our secure portal, Q-PASS. The link can only be accessed through your organization's Q-PASS account; the meeting remains private. To comply with HIPAA "minimum necessary" requirements, NCQA does not record or retain images from the session.

Joining a Zoom Virtual Review

How do I join a Zoom meeting in Q-PASS?

Sign into Q-PASS using your user details. Seven days before your scheduled check-in, the Virtual Review Portal link will display at the top of your Q-PASS home screen. On the day of your scheduled Check-In, your meeting link will display on the Virtual Review Portal 15 minutes before the scheduled start time.

Can I share a Zoom meeting link for a virtual review?

Although you can share a meeting link from the Zoom desktop client, the Zoom web client's share link is not functional. The meeting must be joined through the Virtual Review Portal link in Q-PASS. You can ask your assigned Evaluator to provide the Zoom meeting link to practice staff who are not added to Q-PASS.

Which Zoom application should I use?

Zoom Desktop Client

For the best user experience, we recommend downloading and using the Zoom Desktop Client for virtual review meetings.

Zoom Web APP

If you can't download the Zoom Desktop Client due to permissions or firewall settings, you can use the web app, which has limited features. Zoom Web App functions best on these browsers:

- Google Chrome 53.0.2785 or higher.
- Firefox 76 or higher.
- Chromium Edge 80 or higher.
- Safari 10.0.602.1.50 or higher.

Note: Mobile web browsers are not supported.

Meeting Features

How do I connect my audio?

On most devices, you can click **Join Audio**, **Join with Computer Audio** or **Audio**. You can use the audio on your computer or by telephone. You'll be prompted to choose when you join the meeting.

How do I share my screen?

Click **Share Screen** in your meeting and choose an option to share.

I hear an echo in my meeting

This might be caused by a meeting participant who is connected to audio on multiple devices, or by two participants connected from the same locale.

Can I test my audio?

You can join a test meeting if you want to test your audio. Visit <https://zoom.us/test>.

Troubleshooting

I am having audio issues when using Zoom Web App

Joining computer audio on Safari, Internet Explorer 11 or higher or Opera is not supported. If you are using a supported web browser but continue to experience issues with your audio, try installing Zoom Desktop Client for a better user experience.

I can't share my screen when using Zoom Web App

Screen sharing on Microsoft Edge requires Windows 10 Pro or Enterprise. It is not supported on Windows 10 Home. If you are running Windows 10 Home and need to share your screen, we recommend using Chrome or Firefox.

Screen sharing is not supported on Safari, Internet Explorer 11 or higher or Opera.