

Addendum to GDS/CO Zoom administrator guidance

Over the weekend (4/5 April), Zoom made a change that required participants to have an account if they wanted to access Zoom meetings from web browsers. This change did not impact participants using a Zoom application (such as on a laptop or mobile) and did not impact meeting hosts.

The change meant that all participants who wished to join a Zoom meeting via a web browser, needed to have a Zoom account before being able to do so. The guidance from GDS/CO, created in collaboration with the NCSC, advises users not to sign up for their own free account. This meant that only users with an officially-managed Zoom account could access a Zoom meeting via the web browser.

Since then, Zoom has decided to make this change an optional setting for all administrators from 8 April onwards. We are working to update the GDS/CO guidance as soon as possible to reflect this change. In the meantime, this is the approach being taken by the Cabinet Office:

Meeting setup options	Admin settings to use
Only authenticated users can join meetings from Web client	Off (leave setting unlocked for meeting host)

By switching this setting to off, participants can once again join Zoom meetings from a web browser without being required to sign in with a Zoom account. As a reminder, meetings should only be hosted from HMG managed Zoom accounts.

The option to require sign-in before a meeting is left unlocked so hosts can change the setting for specific meetings. If all participants have a centrally managed Zoom account, the setting could be enabled to allow only users with an account to join. However, this may impact the ability for external users from outside your organisation to join Zoom meetings.

You should not allow users to sign up for a Zoom account by themselves to join official meetings as the account cannot be managed by the department which could pose a risk. Users should only use Zoom accounts that are centrally managed and issued by a department.