Secure Zoom Meetings and Recordings For Restricted and Critical Data

Institutional Review Board and Human Subjects Office

Introduction

Restricted/Critical data requires encryption of data at rest and in transit. The University of Iowa's Zoom license does not cover protection of Personal Health Information (PHI) or data covered by the Health Insurance Portablity and Accountability Act (HIPAA), as is. However, by changing some settings in your UI Zoom client, you can use UI Zoom to securely discuss and record meetings containing PHI and HIPAA data. It is also acceptable to use these settings for restricted/critical data in social, behavioral and education research.

For additional guidance, see other educational tools:

- <u>Alternatives to In-Person Informed Consent</u>
- Data Security Guidance
- DocuSign: Sending and Collecting Documents with eSignatures

Using Zoom to Conduct Virtual Research Visits

The version of Zoom available through the University of Iowa (UI) and UI Health Care (UIHC) is compliant with HIPAA standards as long as the research team follows the secure recording instructions in this IRB Educational Tool.

Follow the UI ITS recommendations listed below for IT safety, security, and best practices for the use of Zoom for research purposes:

- General information on the <u>use of Zoom</u>.
- Zoom Connection Issues
- Zoom Security and Privacy

Instructions for Changing Zoom Settings

Use the step-by-step instructions and images to change the Zoom settings for using Zoom with sensitive data.

1. Log in to your UI Zoom account. Go to https://uiowa.zoom.us/ and sign in with you HawkID and password.

IOWA		Zoom News
	zoom	
	Video Conferencing	
	Join Connect to a meeting in progress	
	Host Start a meeting	
	Sign in HawkiD Login	

IOWA

Institutional Review Board and Human Subjects Office Version 2 (May 29, 2025) 2. Click "Settings" on the left side menu of the page, select 'Meetings' from the top menu header and scroll down to the 'In Meeting (Basic) section.

ZOOM ITS Help Desk: 319-384-HELP (438	JOIN A MEETING	HOST A MEETING -			
Surveys					
Recordings & Transcripts	Q Search Settings				
Clips					
Scheduler	< AI Companion	General	Meeting	Recording	Mail & Calendar
Settings	General				

3. Enable "Require Encryption for 3rd Party Endpoints."

n Meeting (Basic)	
Require media encryption for 3rd party endpoints (SIP/H.323)	
By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to equire media encryption for 3rd party endpoints (SIP/H.323) as well. 3rd party (SIP/H.323) endpoints that cannot negotiate media encryption compatible with Zoom's standards will be blocked from joining Zoom meetings.	

- 4. Consider disabling chat (highly recommended, but not required).
- 5. Under the 'Settings' menu on the left, click the 'Recording' tab from the menu header at the top of the screen

ZOOM ITS Help Desk: 319-384-HE	JOIN A MEETING	HOST A MEETING -	
Surveys			
Recordings & Transcripts	Q Search Settings		
Clips			
Scheduler	< Al Companion General Meeting	g Recording	Mail & Calendar
Settings	General		



6. Under 'Recording', scroll down to the 'General' heading and enable the 'Record to computer files' option.

Recordings & Transcripts	< Al Companion General Meeting Recording Mail & Calendar					
Clips						
Scheduler	General					
Settings	Record to computer files					
Reports	Allow hosts and participants to record the meeting to a computer. The recording will include video and shared content matching the recorder's					
Account Profile	view options, and an audio-only file.					

7. Make sure "Automatic Recording" option is disabled further down the page.

Scheduler	Automatic recording	
Settings	Record meetings automatically as they start	
8. Ensure the 'Require passcode	to access shared cloud recordings' toggle is selected.	

Scheduler	Require passcode to access shared cloud recordings
Settings	Passcode protection will be enforced for shared cloud recordings. A
Reports	This setting is applicable for newly generated recordings only.

 Ensure that participants are notified that they will be recorded by selecting the 'All participants' options under the 'Notification' heading for 'Recording notifications-Zoom clients'

Surveys	Notification
Recordings & Transcripts	
Clips	Recording notifications - Zoom clients (i)
Scheduler	Show a disclaimer to participants when a recording starts
Settings	O All participants O Guest only 🕧
	Play voice prompt for
Reports	O All participants ○ Guest only ⑦ ○ No one
Account Profile	Ask host to confirm before starting a recording

- 10. Save your changes, if prompted, and then log out.
- 11. Now, launch the Zoom desktop client and sign in to your UI Zoom account. If you do not already have the client installed on your computer, this link will direct you to the appropriate Zoom webpage to download the client and includes instructions on how to properly sign in: https://its.uiowa.edu/services/zoom/how-sign-zoom.

12. Once the UI Zoom client is launched, click on the "Settings" wheel underneath the search bar near the top right.

^{zoom} Workplace	<	Ø	Q Search	Ctrl+F	Home	R) Team Chat	☐1 Meetings	ے Contacts	••• More	
										0

- 13. Click on "Recording" and choose the storage location of your local recordings.
 - Do not use the Cloud Recording function for Restricted/Critical data.
 - The storage location must be UI-managed <u>and</u> approved to store highly sensitive data like UI OneDrive, RDSS, H: drive (UI home drive), etc. This link lists what UI services are approved for different levels of data sensitivity: <u>https://its.uiowa.edu/dataclassificationguide</u>. See also <u>Data Security Guidance</u>.
 - The storage drive must be mapped to your computer <u>before</u> you select a UI-managed storage location within the UI Zoom client,. If you have questions on how to <u>map drives</u>, please contact the <u>ITS Help</u> <u>Desk</u>, <u>HCIS helpdesk</u> or visit the ITS webpage for the storage service you are using.

🕒 Zoom		-		<
$\langle \rangle$	Q Search Ctrl+F	Home Chat Meetings Contacts	6	
🖸 Setti	ngs	· · · · ·	×	>
Θ	General		1	Ĺ
0	Video	Local Recording 4 3 Store my recording at: ie. OneDrive/R:Drive/shared drive Open Change		
	Audio	102 GB remaining. Initially this will be mapped to cloud storage.		
	Share Screen	Choose a location for recorded files when the meeting ends		
0	Chat	Record a separate audio file of each participant Optimize for 3rd party video editor		
	Background & Filters 2	Add a timestamp to the recording ①		
0	Recording	Record video during screen sharing		
8	Profile	 Place video next to the shared screen in the recording Keep temporary recording files (2) 		
0	Statistics			
0	Feedback	Cloud Recording Manage my cloud recording		
	Keyboard Shortcuts			
Ť	Accessibility			

14. You are now ready to securely record a meeting that may contain restricted/critical information.