Due to social distancing requirements, many more assisters are using Zoom or other virtual platforms to conduct enrollment assistance. Below are some tips and best practices to ensure your client’s privacy and HIPPA compliance in your Zoom appointments.

- **Do not share a meeting link on an unrestricted, publicly available website** or through social media. Instead, send the link directly to the participants.

- **Make meetings private** either by requiring a password or using the waiting room feature to control admittance of guests into the call. You can enable to waiting room feature as a default setting or for specific meetings. These features can be set by selecting **Require meeting password** or **Enable Meeting Room**.

- **Generate a random meeting ID**, rather than using your personal meeting ID. This can be done by selecting **Generate Automatically** under **Meeting ID** when creating the meeting.
- **Lock your Zoom meeting** after the appointment has started. By locking the meeting, no new participants can join (even if they have the meeting ID and password). To lock a meeting, click **Participants** at the bottom of the screen and click the three dots on the bottom right corner. This will pull up a tab where one feature is **Lock Meeting**. You can still admit people from the waiting room after locking the meeting.

- **Remove unwanted participants** by clicking **Remove** next to their name in the **Participants** menu.

Additional information and instructions:
- Zoom, [HIPAA Compliance Guide](https://zoom.us/hpaa)