

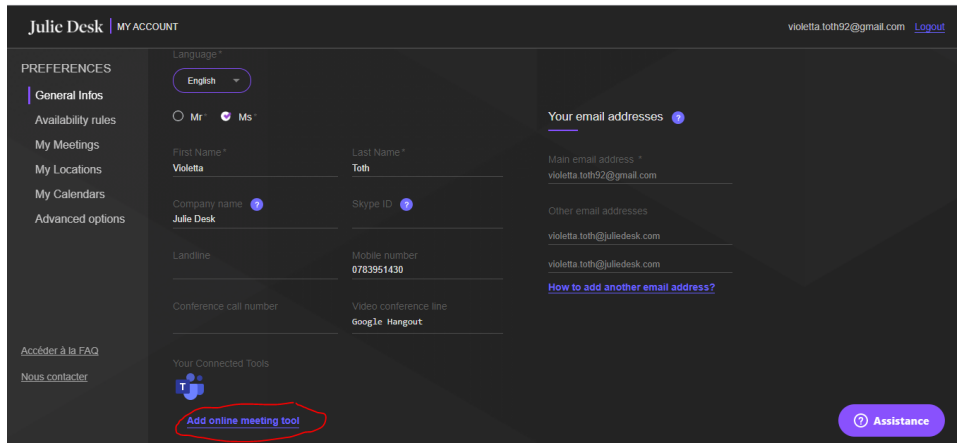
Zoom virtual meetings

Last Modified on 22/10/2020 4:13 pm CEST

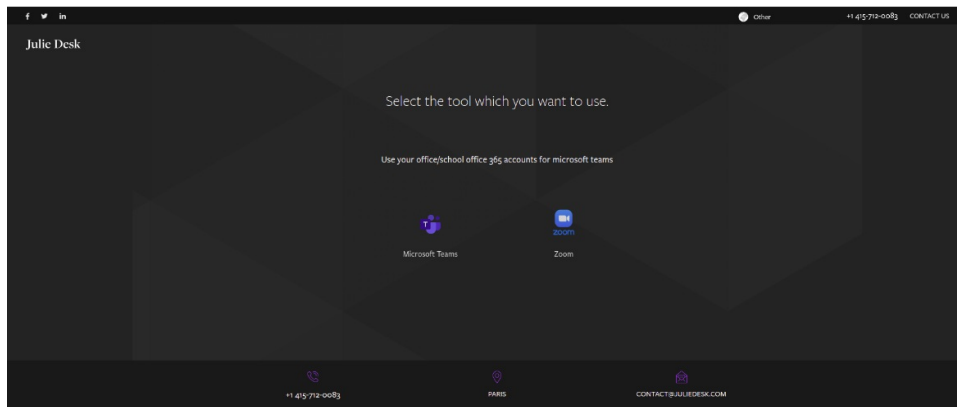
INSTALLATION

Login to user dashboard via www.juliedesk.com

Within the 'General Information' parameter page click on 'Add Online Meeting Tool' → see screenshot below



Select the Zoom icon to add your Zoom account, and give your authorization to register this tool



JD Create Meetings is requesting access to your Zoom account

View current user's meetings ⓘ

From app developer: At Juliedesk, we schedule meetings/appointments for our users on their behalf. We want to enable zoom users to authorize us to create zoom meetings on their behalf

View and manage current user's meetings ⓘ

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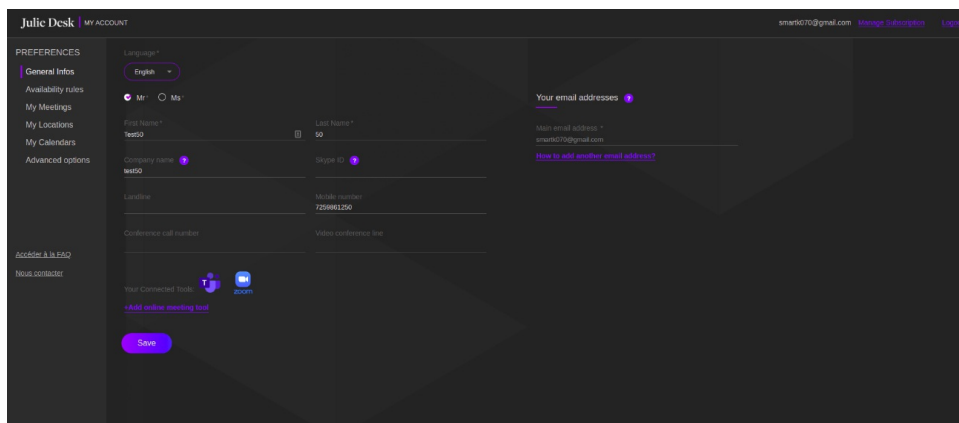
View current user's profile information ⓘ

From app developer: At Juliedesk, we schedule meetings/appointments for our users on their behalf. We want to enable zoom users to authorize us to create zoom meetings on their behalf

You may be sharing sensitive info with this site or app. By clicking Authorize, you authorize this app to use your information in accordance with their [Privacy Policy](#). At any time you can revoke access for JD Create Meetings or any other app by visiting your [Installed Apps](#) page.

[Authorize](#) [Decline](#)

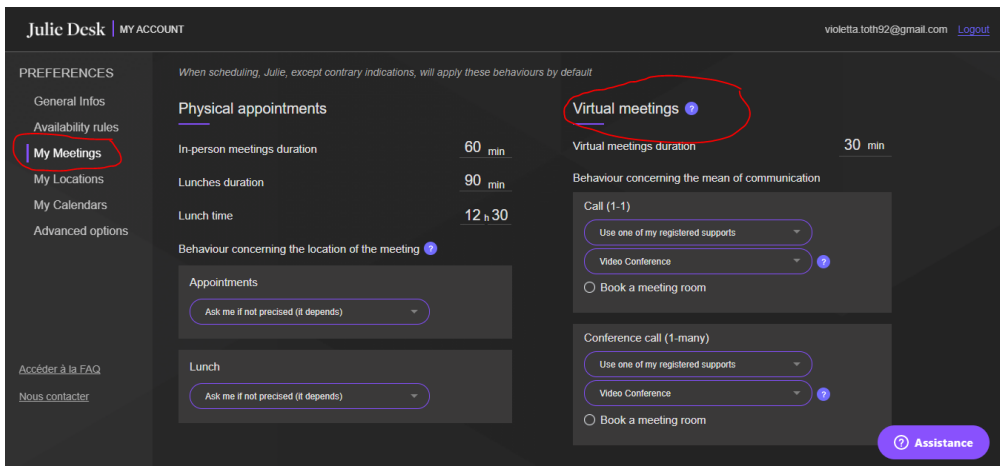
After adding the tool and receiving the confirmation message please refresh the page to see the changes in the user dashboard



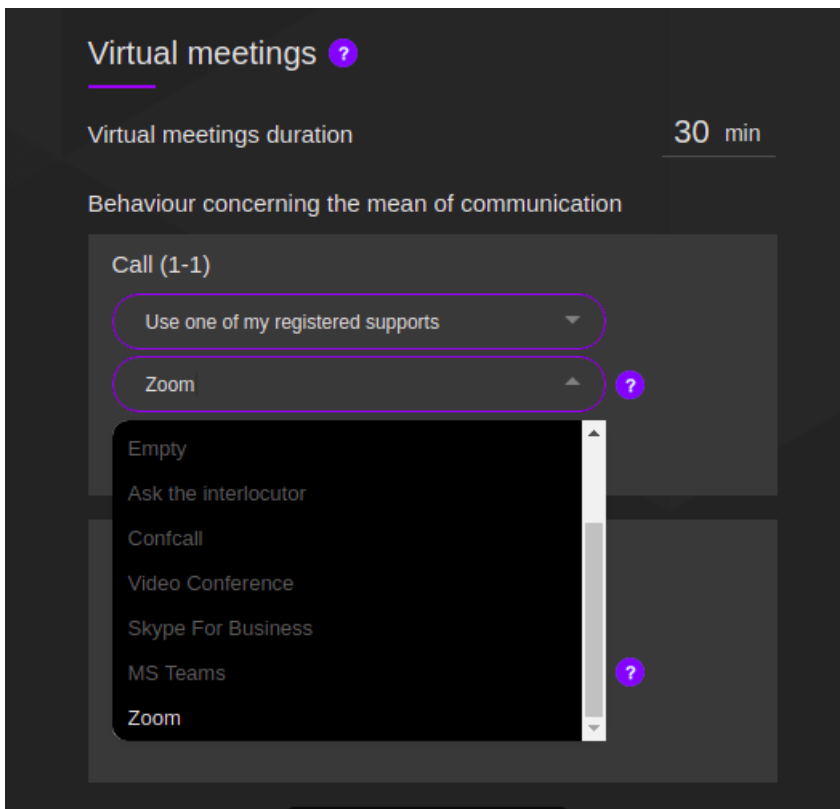
Link to the Installation Troubleshooting Guide → hello@juliedesk.com?

SETTINGS FOR ZOOM DYNAMIC LINKS

After installing the Zoom tool in the user dashboard, users need to modify the virtual meeting settings within the "My meetings" tab that is available on the left-hand side of the panel.



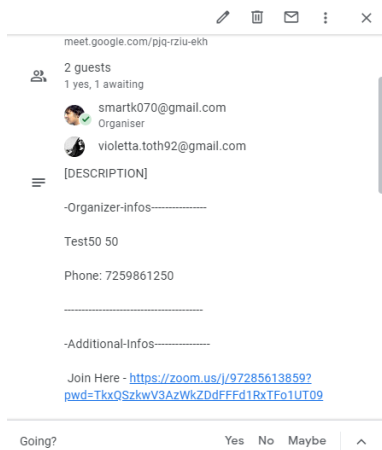
Need to change Julie's behavior regarding the Virtual meeting scheduling; Call (1-&) and Conference call (1 to many). The first dropdown menu: select 'Use one of my registered supports' THEN from the second dropdown list select ZOOM.



When sending the meeting scheduling request to Julie via email, the following keywords are going to trigger the AI to suggest creating and including the Zoom dynamic link in the invitations: Call, Video conference, Conference call, Zoom meeting, Zoom call

- Example: Julie please set up a 30 mins Zoom meeting next Wednesday between me and Julien

When sending the invitation Julie will generate and insert the Zoom dynamic link in the event itself.



UNINSTALLATION

Uninstalling the JulieDesk app from your Zoom Account:

1. Login to your Zoom account and navigate to the Zoom App Marketplace
2. Click Manage > Installed Apps or search for JD Create Meetings app.
3. Click the JD Create Meetings app
4. Click Uninstall

WE delete all the zoom related user data upon uninstallation of the app

TROUBLESHOOTING & SUPPORT

- In case of any technical issues upon registering/configuring the Zoom app in the Juliedesk dashboard or in case of any missing Dynamic ZOOM URL that should be present in the invitation please contact hello@juliedesk.com. Our tech team will resolve the issue asap.
- In case the issue is present in the Zoom account or is related to the functionalities of the Zoom App itself please check the following troubleshooting articles: <https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

