



# Modify or Delete Zoom Webinars

All modifications to Zoom webinars, or deleting Zoom webinars, must occur through the web browser at www.zoom.us.

\*Note that changes will need to be reflected in up to 3 places: Cerner (source of truth), Zoom account, and Outlook calendar (if being used).

## Modify Zoom Webinar

1. From the Zoom web browser, go to Webinars, select the webinar that needs to be modified, double click on the blue hyperlink and edit.

Upcoming Webinars	Previous Webinars	Webinar Templates		Cet Training
Schedule a Webinar				
Show webinars by host: All -				
Start Time 💠	Topic 💠		Webinar ID	
Tomorrow (Recurring) 12:30 PM 12:30 PM Vancouver	<b>VH Team H</b> Host Meliss		991-3837-0772	Start Delete

The original ZOOM webinar appears, and there is the opportunity to edit this webinar:

Webinar Options	✓ Q&A		
	× Enable Practice Session		
	$\times$ Only authenticated users can join	$\frown$	
Save this Webinar as a	Template	Edit this Webinar	Start this Webinar

Modifying the webinar, there will be an email sent to the host and alternative host. Note that the email does not list that the meeting has been modified, but zoom only generally invites them to a meeting. Patients are not automatically informed of the modification to the Webinar (see #3).

2. Any modifications will create a new .ICS file (outlook calendar) which will have to be resent (if applicable) to provider, alternative hosts, and patient (if your clinic is sending outlook calendar invites to the patient).



Zoom Webinars: Modify or Delete

A new .ics (outlook calendar) file is generated, and the clerk should email the .ics file to the host and alternative hosts. They should indicate that the event has been changed to a different time/date (in the subject line or in the body of the .ics email).

<b>^</b>	Calendar			9			dress Book	in a	Busy	
Delete	Forward -	Appointment	Scheduling	Skype	Cancel		eck Names sponse Options *	*	10 minutes	
A	ctions	Sho		Skype M			idees		0	
Invita	tions have not	been sent for	this meeting	e.						
	То									
Send	Subject:	Virtual Hea	alth Visit D	r. P with	LW chang	ged tim	e			
Jenu	Location:	https://phsa	.zoom.us/j/9	58203191	50?pwd=VE	thOW5H	SVZiWmZaMjZ5bU	NiVU	NaZz 👻	
	Start time:	Thu 4/23/20	120	-	4:00 PM	-	All day event			
End time:		Thu 4/23/2020		*	5:00 PM	*				
	neeting	a Zoom vir			OWSHSV	ZiWm	ZaMiZ5bUNiV	UNa	7709	

### 3. Notify patient of appointment changes

It is important to note that there is **NOT** an email that is sent automatically to the patient (Panelist in a Zoom Webinar).

- a) To be able to inform the patient that the zoom webinar has changed, go into **Invite Panelists**. Click **Resend** to email the new invite to the patient. Click **Save**. Note that the patient receives a new invite for a zoom webinar. There is no indication that there has been a change.
- b) The clerk should also email the patient separately **highlighting** the modification.

Panelists		×
Invite a person or a Zoom room as a webi	nar panelist	
Name	Email/Zoom Rooms	
joelle Pellegrin (Alternative Host)	joelle.pellegrin@phsa.ca	Resend
JP	joellemarie.pellegrin@gmail.com	Resend Copy Delete
Name	Email Address	Delete
Add Another Panelist		
Send invitation to all newly added p	anelists immediately	Save Cancel



### **Delete Zoom Webinar**

1. From the Zoom web browser, go to Webinars, select the webinar that needs to be deleted, click the Delete button.

	PLANS & PRICING CONTACT SALES			SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING 👻	
Profile Meetings	Upcoming Webinars Previo	ous Webinars	Webinar Templates			Get Training	
Webinars Recordings	Show webinars by host: All -						
Settings	Start Time 😄	Topic :		Webinar ID		$\sim$	
Account Profile Reports	Today 10:00 AM	booking test 1 - do not reply Host Melissa Coop		980-2733-5692		Start Delete	
Delete the Webinar You are permanently deleting the we	binar. The action cannot be undone.	×	When you select Delet automatically sent to t		-	-	
Topic booking test 1	- do not reply Delete	Cancel	Zoom webinar is canceled - booking test 1 - ( Zoom <no-reply@zoom.us> © Cick tere to deveload pitures. To help protect your privacy, Outloo ent: Wet 4/2/2009 292 AM (n Preliegns, Soelle (PHSA)</no-reply@zoom.us>	Webinar T	egrin (joelle pellegrin@ Fopic: booking test D: 980 2733 569	ehsa.ca) canceled the webinar below. 1 - do not reply 2 10.00 AM Pacific Time (US and Canada)	

2. Find the Outlook calendar invite (if applicable) and Cancel the invite. \*Read step #3 below if included patient in the Outlook invite.

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▲ April 2020 ▲  Su Mo Tu We Th Fr Sa		April 27, 2020	0						Skype Meeting this meeting. C	ick Sen	d Cancellation		meeting atte	ndees	
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▲ 🔽 My Calendars	8 am						Start time:	Mon 4/27/	2020	-	9:00 AM	- E	] All day ever	nt	
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3. Notify patient of cancelled appointment.

#### There is NO email that is sent to the patient that the webinar has been deleted. There are two options:

a) Email the patient separately highlighting the modification, or





**b)** Include the patient email on the outlook calendar invite cancellation and ensure that you have hidden the clinician's email. Add an explanation in the email body.

earch: () Name on	ly OMore columns	Address Book Global Address List - Joelle.Pellegri	in@nbsa.c. ▼	Advanced Find	
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To hide clinician's emails:

From the TO line on a calendar appointment, you can send the .ics invite to the patient and the clinicians at the same time. The clinician's emails will be hidden. Insert the patient email on the TO line and then click the TO button. This opens active directory and you then search for the clinician(s) involved. Place them on the Resources line.

Once email addresses have been entered. Click OK. Say NO to the popup.