

How to receive a Zoom desktop application update

Purpose

New versions of the Zoom desktop application are periodically installed on all health authority computers. Upgrades between versions are often required to enhance security and introduce new features that may be helpful for virtual health visits.

There are a few steps required by the user in order to receive the updates.

Requirements

- A health authority computer with access to power
- Access to the health authority network OR access to VPN
- Zoom desktop application installed on your computer

A notice will be issued prior to the upgrade by the Office of Virtual Health with **new feature highlights**, and the **scheduled date** for the upgrade. Upgrades typically occur in the evening, after regular work hours.

If you work from the office:

Before you leave work at the end of the scheduled upgrade day, please **restart your workstation**.

If you are working from home:

To receive the update from home:

1. At the end of the scheduled upgrade day, exit Zoom application ([see instructions](#)).
2. Connect to the VPN.
3. Keep your laptop ON and plugged into power.

To receive the update the next time you go on site:

1. Please ensure you do this at a time that you do not need Zoom for at least 2 hours.
2. Bring your laptop on site after the scheduled upgrade day.
3. Log in and ensure you are connected to the network.
4. Exit Zoom application. This will allow the automatic update to occur.

Click [here](#) to learn how to check the version of your Zoom desktop application.

If you have questions, or **have not** received the update after 2 business days of following the above instructions, please contact the service desk:

PHSA: (604) 675-4299; servicedesk@phsa.ca

PHC/VCH: (604) 875-4334; servicedesk@vch.ca

Island Health: (250) 370-8777; servicedesk@vha.ca