

Zoom: Recommendations for User Management

There are several ways you can structure your Zoom account and user management to work for your team. It is important to note that there is no limit to how many licensed users you can have in each role. However, each user can only hold one role. Ultimately, it is up to your organization how you structure your Zoom account and assign roles. So, try something out and if you need to make adjustments, you can always change the assigned roles as your work and team evolve.

Roles for Zoom Account Users

- **Owner:** Has all privileges including role management. The owner can apply add-on features (like webinars, interpretation, etc.) to licensed accounts
- **Admin:** Can add, remove, or edit users on the account
- **Members:** Has no administrative privileges but still has access to ALL Zoom Pro features

Considerations by Role

- **Owner**
 - Owner should be someone who is able to manage and add features to account users. Owners can be the approvers for Zoom-add ons, but they don't always need to be the 'approver'. Make sure that the approver for add-on items is clearly determined by your team.
 - It's helpful for others at your organization to have one consistent point person to go to when troubleshooting issues with Zoom or requesting additional add-ons or features to their account
 - The owner role is also ideal for any account users who will regularly need access to Zoom add-on features.
- **Admin**
 - This is an ideal role for an HR/Operations person or a team lead that will be onboarding new staff that will need to be added to your organization's Zoom account.
 - The main function of this role is to manage user roles on the Zoom backend (www.zoom.us).
- **Member**
 - If you have a large staff team, you might consider most of your users being assigned to the 'Member' role. This allows your team to have access to the Zoom Pro features but also ensures that you are able to monitor and manage the costs of additional add-ons, like webinars and interpretation.