

## Modify or Delete Zoom Meetings

All modifications to Zoom meetings, or deleting Zoom meetings must occur through the web browser at [www.zoom.us](http://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 Meetings

1. Go to meetings, select the meeting that needs to be modified, double click on the blue hyper link and edit.
  - Modify all meeting characteristics. Click Save.
  - The Host and the alternative host will receive an automated email from Zoom. However, this email does not indicate that there has been a **modification** of the event (so changes might go unnoticed).
  - The patient (panelist) does NOT receive a meeting change email automatically from Zoom. The Clerk is responsible for communicating meeting changes with the patient (i.e. modified dates, times, etc.).

Upcoming Meetings   Previous Meetings   Personal Meeting Room   Meeting Templates   [Get Training](#)

[Schedule a New Meeting](#)   Join a meeting from an H.323/SIP room system   [Recently Deleted](#)

Show meetings by host: All ▾

Start Time	Topic	Meeting ID	
Today 04:00 PM	Test 3 - do not reply Host Melissa Coop	958-2031-9150	<a href="#">Start</a> <a href="#">Delete</a>

The meeting information will display. Click on Edit this meeting.

[Delete this Meeting](#)   [Save as a Meeting Template](#)   [Edit this Meeting](#)   [Start this Meeting](#)

My Meetings > Edit "Test 3 - do not reply"

Topic:

Description (Optional):

When:

Duration:  hr  min

Time Zone:

Recurring meeting

Alternative Hosts:

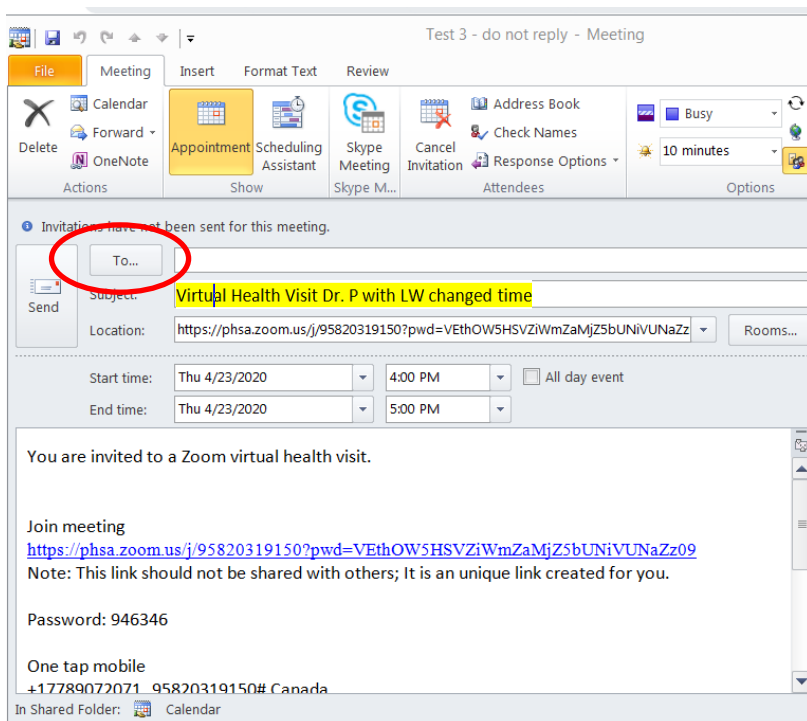
[Save](#)   [Cancel](#)

Click Save to confirm modifications to Zoom meeting.

**Zoom Meetings: Modify or Delete**

- A new .ics (Outlook calendar) file is created for the modified event, which will have to be resent to provider, alternative hosts, and patient. The clerk will need to click on the outlook file to download the .ics file. Open the .ics file that appears on the bottom left of the screen. Save the .ics file to your calendar before “inviting attendees” / forwarding it. You can indicate that the event has been modified when you send the .ics file.

If also using a generic clinic outlook calendar, see the Quick Tip guide to manage a generic clinic outlook calendar.



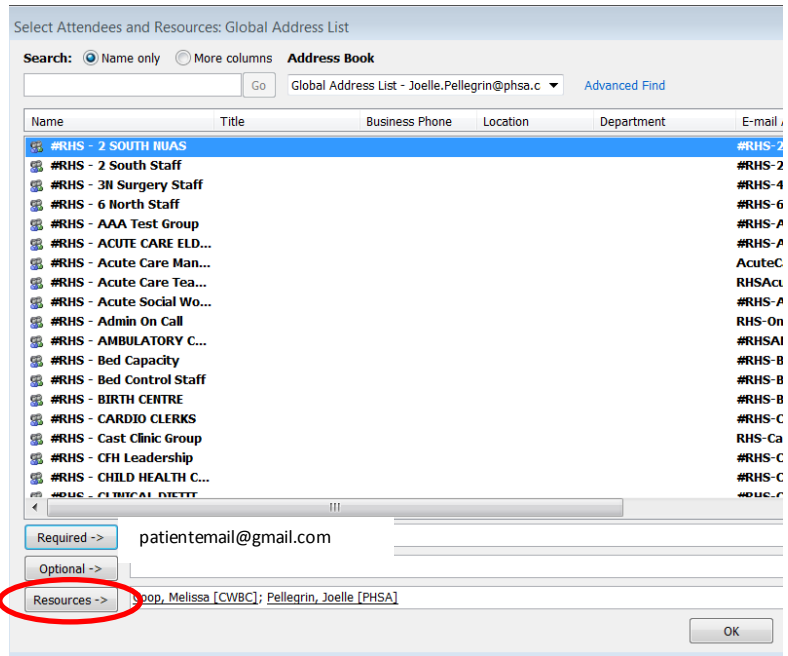
This is the new .ics file which is generated when any meeting is modified.

Please modify the subject line / in the meeting body to reflect that there has been a modification.

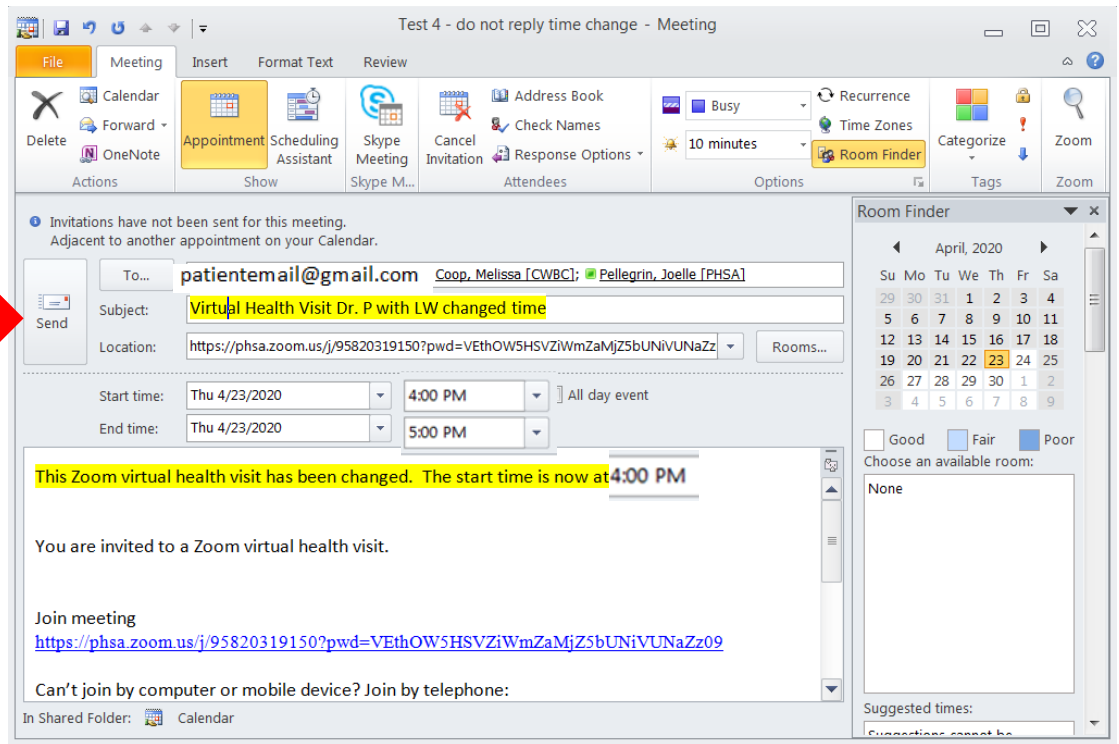
**Zoom Meetings: Modify or Delete**

From the TO line, you can send the .ics invite to the patient and the providers at the same time.

- Insert the patient email on the TO line and then click the TO button. This opens active directory and you then search for the provider(s) involved.
- Place the provider(s) on the Resources line. The provider's emails will be hidden. Once email addresses have been entered. Click OK. Say NO to the popup.



Click Send



2. Finally, you must cancel the .ics outlook calendar invite that was originally sent to host, alternative host and patient. Only have the correct outlook calendar invite present in everyone's outlook calendar.

**Deleting a Zoom Meeting**

- Zoom meetings need to be deleted from the web browser [www.zoom.us](http://www.zoom.us). Clerks must also send a cancellation of the .ics outlook calendar invite (if applicable).

Upcoming Meetings   Previous Meetings   Personal Meeting Room   Meeting Templates   [Get Training](#)

[Schedule a New Meeting](#)   Join a meeting from an H.323/SIP room system   [Recently Deleted](#)

Show meetings by host: [All](#) ▾

Start Time ▾	Topic ▾	Meeting ID	
Today 04:00 PM	Test 3 - do not reply Host Melissa Coop	958-2031-9150	Star <b>Delete</b>

**Delete Meeting**

You can recover this meeting within 7 days from [Recently Deleted](#).

Topic: Test 4 - do not reply  
Schedule For: Melissa Coop (mcoop@cw.bc.ca)  
Time: Apr 23, 2020 05:00 PM 1 hr

[Delete](#)   [Cancel](#)

Deleting the meeting sends an email to the host and alternative host.

**Zoom meeting is canceled - Test 4 - do not reply**

Hi joelle Pellegrin,  
joelle Pellegrin ([joelle.pellegrin@phsa.ca](mailto:joelle.pellegrin@phsa.ca)) canceled the meeting below.

**Zoom <no-reply@zoom.us>**  
Meeting Topic: Test 4 - do not reply  
Meeting ID: 958 2031 9150  
Meeting Time: Apr 23, 2020 05:00 PM Pacific Time (US and Canada)

[Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.](#)

Sent: Mon 4/27/2020 8:55 AM  
To: Pellegrin, Joelle [PHSA]

- The Clerk needs to find the original .ics file (outlook calendar invite) sent to host, alternative host and patient. Cancel this outlook calendar invite. From your Calendar, double click on the zoom meeting to be cancelled.

The screenshot shows the Outlook calendar interface. The main view displays a calendar for April 27, 2020. A meeting titled "Test virtual health visit Dr.P and MM" is highlighted in blue. A red arrow points to this meeting. The meeting details show the URL: https://phsa.zoom.us/j/95489302517?pwd=NERLWmtNdTdrTyhNDJoM1p3UDd3Zz09. The left sidebar shows the "Calendar" selected under "My Calendars".

**Zoom Meetings: Modify or Delete**

Clicking on the Send Cancellation, will cancel this zoom meeting event from all of the invitees' calendars.



Test virtual health visit Dr.P and MM - Meeting

File Meeting Insert Format Text Review

Calendar Appointment Scheduling Assistant Skype Meeting

Show As: Free Reminder: None Time Zones Room Finder Categories

The cancellation has not been sent for this meeting. Click Send Cancellation to update meeting attendees.

To... patientemail@gmail.com Coop, Melissa [CWBC]; Pellegrin, Joelle [PHSA]

Subject: Test virtual health visit Dr.P and MM

Location: https://phsa.zoom.us/j/95489302517?pwd=NERLWmtNdTdrTytHNDJoM1p3UDd3Zz09

Start time: Mon 4/27/2020 9:00 AM All day event

End time: Mon 4/27/2020 10:00 AM

You are invited to a Zoom virtual health visit.

Join meeting  
<https://phsa.zoom.us/j/95489302517?pwd=NERLWmtNdTdrTytHNDJoM1p3UDd3Zz09>

Can't join by computer or mobile device? Join by telephone:  
+1 778 907 2071 Canada Toll or 1855 703 8985 Canada (Toll-free)

Meeting ID: 954 8930 2517