



*ADMINISTRATIVE OFFICE OF THE COURTS
SUPREME COURT OF ARKANSAS*

Activating Your New Zoomgov Account

Overview and Important Notes

This guide will help you to activate and sign in to your new Zoomgov account. Please keep the following in mind:

- **The Table of Contents is hyperlinked for your convenience; view any topic by clicking the title.**
- **You should download the Zoom app to have the best user experience; please see the instructions [here](#) to learn how to install the desktop and smartphone/iPad apps (using the smartphone/iPad app for meetings is optional).**
- **Some steps must be completed in the web portal at zoomgov.com, and other steps must be completed in the desktop or smartphone app. A starburst logo on the bottom right of each page is used to show whether the instructions are for the app or web portal.**
- **You will have to enable Zoomgov in the app for each device you use. To enable Zoomgov on a new device, see the instructions [here](#).**
- **Logging in to the website or app requires an authentication code that you can have texted to your cellular phone.**
- **Some screenshots and instructions are for iPhone, but these are generally applicable for iPad and Android users as well.**

For additional help, please email AOC.PCHelp@arcourts.gov, or call (501) 682-9400.



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Installing the Desktop App

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To download the Zoom desktop app, use your internet browser to visit zoom.us. Choose “Resources” from the top right, then “Download Zoom Client” from the dropdown menu.

The screenshot shows a web browser window with the Zoom website. The address bar shows 'zoom.us'. The top navigation bar includes 'REQUEST A DEMO', '1.888.799.9666', 'RESOURCES', and 'SUPPORT'. The 'RESOURCES' dropdown menu is open, showing options: 'Download Zoom Client', 'Video Tutorials', 'Live Training', 'Webinars and Events', 'Zoom Blog', 'FAQ', 'Privacy and Security', 'Security Resources', and 'Zoom Virtual Backgrounds'. The 'Download Zoom Client' option is highlighted. The main content area features a 'zoom academy' banner for 'SUMMER 2020' with the headline 'Ready for Back-to-School?' and a 'Watch Now' button. The Windows taskbar at the bottom shows several open files named 'My Post Copy'.



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Choose “Download” for Zoom Client for Meetings; when the download popup appears at the bottom of the screen, click the down arrow on the popup, then “Open” (some browsers may say “Run” or “Execute” instead of “Open”).

The screenshot shows the Zoom website's download page. The browser address bar shows zoom.us/download#client_4meeting. The page features the Zoom logo and navigation links. The main content area is titled "Zoom Client for Meetings" and includes a "Download" button (Version 5.3.1 (52879.0927)). Below this is the "Zoom Plugin for Microsoft Outlook" section with another "Download" button (Version 5.3.52819.0925). A download popup menu is open at the bottom of the browser window, with the "Open" option selected. The Windows taskbar at the bottom shows the "ZoomInstaller (9).exe" file. A starburst graphic in the bottom right corner contains the text "Website zoom.us".

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Activating Your New Zoomgov Account

Activating Your Zoomgov Account

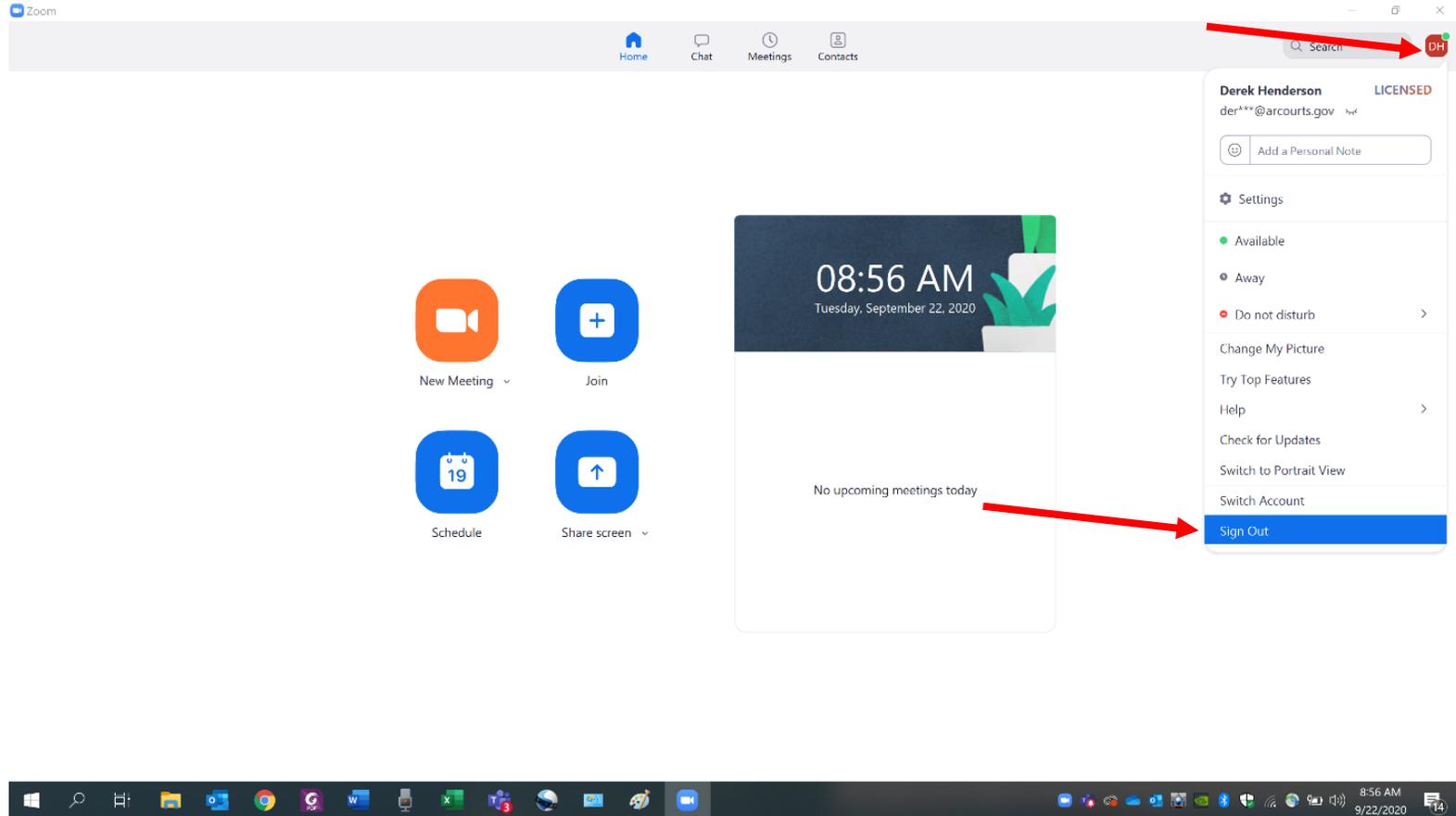
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Before you activate your account, sign out of the Zoom app.



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You will receive an activation email from no-reply@zoomgov.com. Choose “Activate Your Zoom Account.”

Zoom account invitation

Zoom <no-reply@zoomgov.com>
To: Derek C. Henderson

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

Hello derek.henderson@arcourts.gov.

Timothy Holthoff (tim.holthoff@arcourts.gov) has created a Zoom account for you. Please click the button below to activate your account within 30 days.

[Activate Your Zoom Account](#)

If the above button does not work for you, Copy and paste the link to your browser address bar and try again.

https://www.zoomgov.com/activate_help?code=fSidRcHGut9zrcMbxCj9wB2TAzrmhU8SRmXgym3GuVl.BQkAAAF0tdQFJwAnjQAcZGVyZWsuAGVuZGVyc29uQGfYy291cnRzLmdvdgMWSEF4Vks4Um5SMmVnM3h3UV9yVXR0QWQWYlhkV0g3T3lURDJMynRLV1dHW9EidwAWMWFJSXdRavRRRTDZMYLmTIFmd2stQQAAAAAA&fr=hostinvite

Thank you for choosing Zoom.
-The Zoom Team

8:52 AM
9/22/2020



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Activating Your New Zoomgov Account

You will be redirected to a website. Choose “Sign Up With a Password.” Please note that this is necessary even if you already have an account set up with the same email address.

The screenshot shows a web browser window with the URL zoomgov.com/activate_help?code=fSidRcHGut9zrcMbxCj9wfB2TAzmhU85RmXgym3GuVI.BQkAAAF0tdQFJwAnjQAcZGVyZWsuAGVuZGVyc29uQGFyY291cnRzLmdvdgMWSEF4Vv54Um5SMmVnM3h3UV.... The page content includes the Zoom logo, navigation links for "SCHEDULE A MEETING", "JOIN A MEETING", and "HOST A MEETING". The main heading is "Activate your Zoom Account" with the instruction: "Choose the following sign in methods, and use your email address derek.henderson@arcourts.gov to continue". A red arrow points to the "Sign Up with a Password" button. The footer of the page contains the URL <https://www.zoomgov.com/activate?code=fSidRcHGut9zrcMbxCj9wfB2TAzmhU85RmXgym3...>, the copyright notice "Copyright ©2020 Zoom Video Communications, Inc. All rights reserved.", and a "Help" button. The Windows taskbar at the bottom shows the time as 8:52 AM on 9/22/2020.



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Activating Your New Zoomgov Account

Enter your name, and create a new password. The password requirements will display when you begin typing in the password field.

The screenshot shows a web browser window with the URL zoomgov.com/activate?code=fSidRcHGut9zrcMbxCj9wfb82TAz mhU85RmXgym3GuVI.BQkAAAF0tdQFJwAnjQA cZGVyZWsu aGVuZGVyc29uQG FyY291cnRzLmdvdgMWSEF4V k54Um5SMmVnM3h3UV9yVX.... The page content includes a navigation bar with links for SCHEDULE A MEETING, JOIN A MEETING, HOST A MEETING, and SIGN IN. The main content area features a 'Welcome to Zoom' heading, a message: 'Hi, der***@***gov. Your account has been successfully created. Please list your name and create a password to continue.', and a registration form with the following fields: First Name, Last Name, Password, and Confirm Password. Below the form is a 'Continue' button and a link to 'Privacy Policy and Terms of Service'. A 'Help' button is located in the bottom right corner of the page. A starburst graphic in the bottom right corner of the screenshot contains the text 'Web Portal zoomgov.com'.

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Activating Your New Zoomgov Account

Choose “Start Meeting Now” to begin a test meeting. You do not need any participants for the meeting, but you must run the test meeting to enable the Zoomgov option on the app.

TIP: If you do not activate Zoomgov when you register or if you need to activate in on a new device, see instructions [here](#).

Download Center - Zoom x Activate your account - Zoom x +

zoomgov.com/signup/invited?code=fSidRcHGut9zrcMbxCj9wfb2TAznhU85RmXgym3GuVI.BQkAAAF0tdQFJwAnjQAcZGVyZWsuuGVuZGVyc29uQGFyY291cnRzLmdvdgMWSEF4Vks4Um5SMmVnM3h3U... ☆

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

Start your test meeting.

Excellent! Now it's time to start meeting.

Your personal meeting url:
<https://www.zoomgov.com/j/16030701097>

Start Meeting Now Go to My Account

Save time by scheduling your meetings directly from your calendar.

Microsoft Outlook Plugin Download Chrome Extension Download

Help

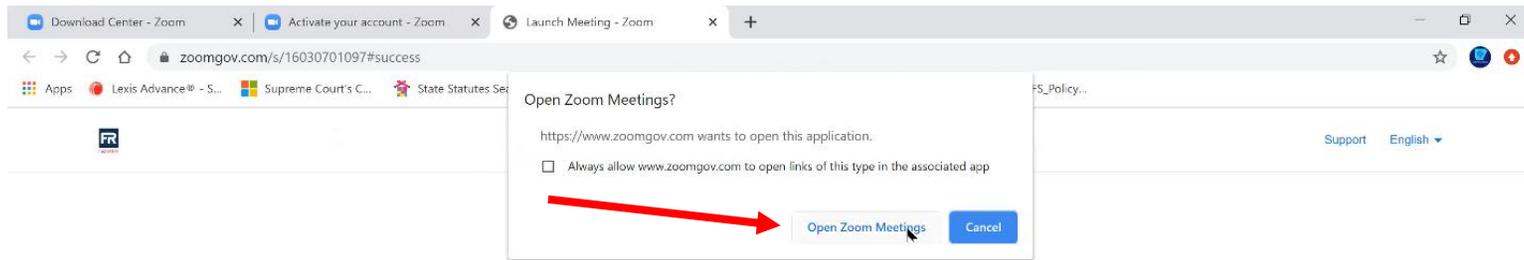
Web Portal zoomgov.com

For additional help, please email AOC.PCHelp@arcourts.gov, or call (501) 682-9400.



Activating Your New Zoomgov Account

Choose “Open Zoom Meetings” to allow the app to open. There is no minimum time for the meeting to stay open, but be sure that the tool bar appears at the bottom of the screen to ensure that the connection occurred (you may have to move your cursor to reveal the tool bar depending on your settings).



When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

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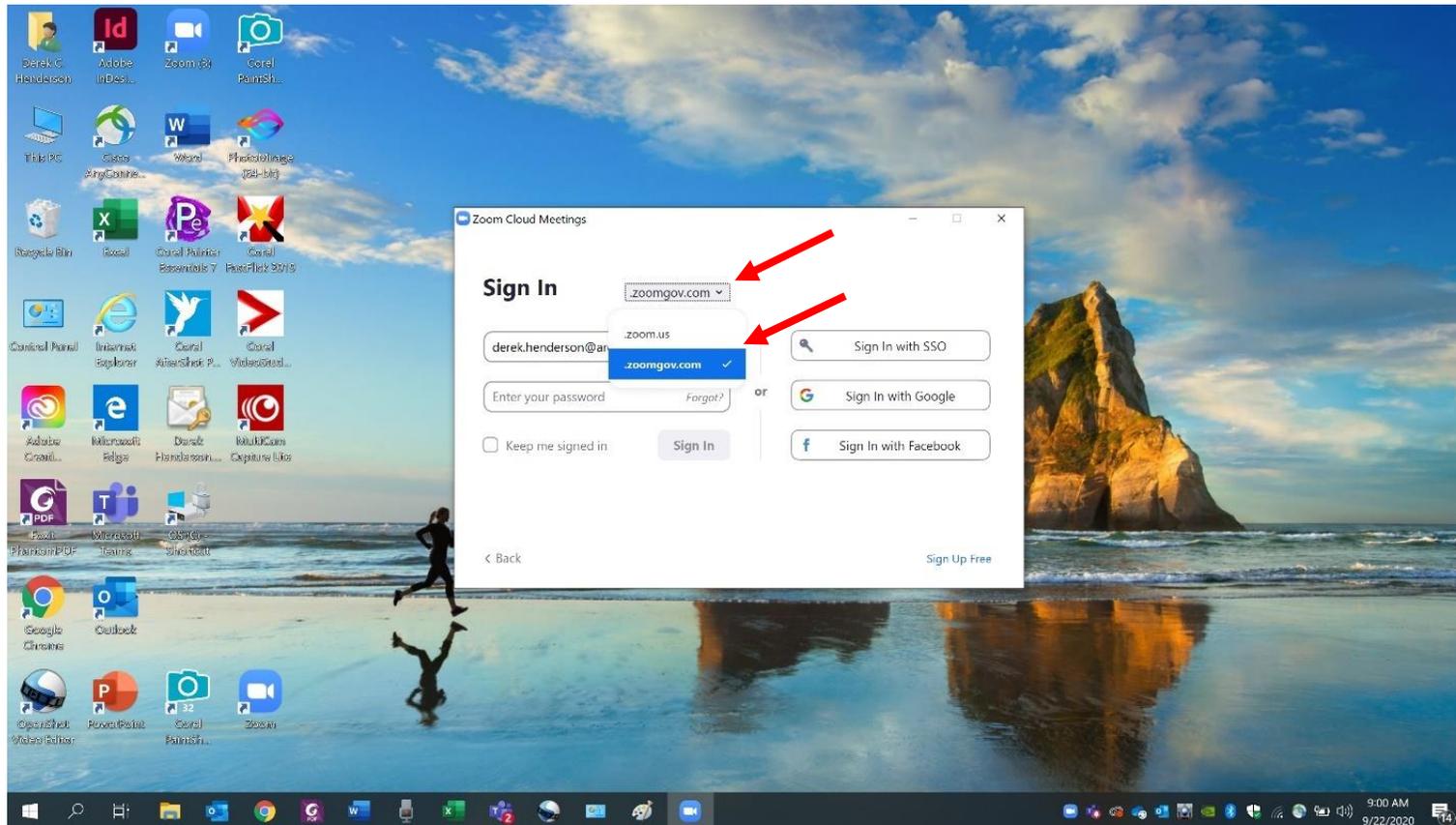
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Activating Your New Zoomgov Account

Go to the sign in window for the app. You will notice a pulldown menu has been added above the email field. Click the pulldown menu, and choose “zoomgov.com.” Enter your email address and new password you created, then sign in.



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Activating Your New Zoomgov Account

Sign in to Zoomgov.com to update your profile and settings. Remember that you can get back to your profile by clicking the icon in the top right (it may sometimes display as “My Account” instead).

My Profile - Zoom

zoomgov.com/profile

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

Important Notice Starting October 18, 2020, all meetings must have either a Waiting Room or Passcode enabled. Click [here](#) for more information.

Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

Derek Henderson

Department AOC

Job Title Administrator, SC Comm CY&F

Location Little Rock, AR

Account No. 190001789

Personal Meeting ID *** ** *1097 Show Edit

https://www.zoomgov.com/j/*1097 Show

Use this ID for instant meetings

Personal Link Not set yet. Customize

Sign-In Email der***@arcourts.gov Show Edit

Linked accounts: [icon]

User Type Pro [icon]

Help

Web Portal zoomgov.com

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Enabling Zoomgov When Not Completed During Initial Setup or for New Devices

**For additional help, please email AOC.PCHelp@arcourts.gov, or
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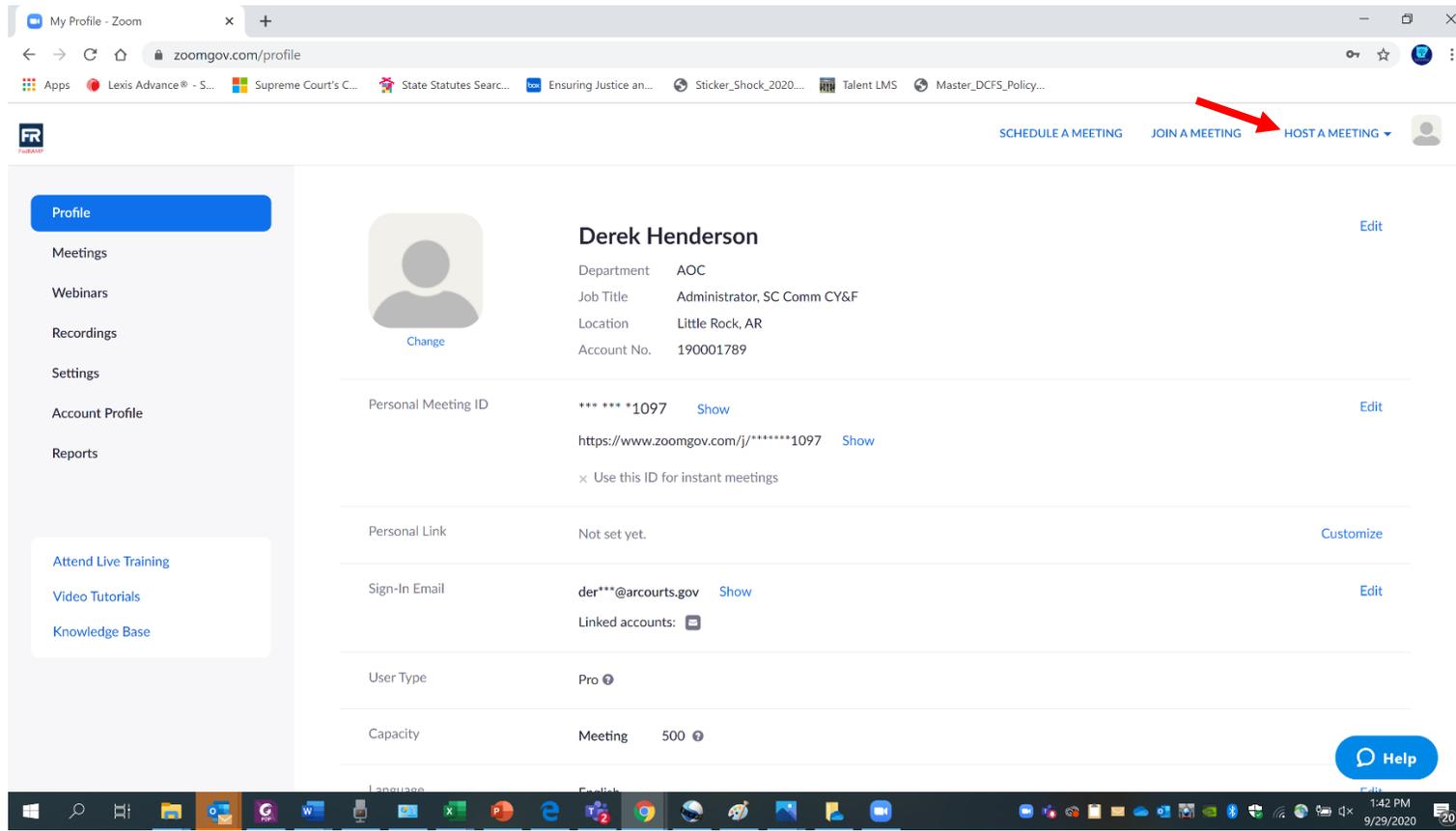


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Activating Your New Zoomgov Account

NOTE: If you completed the test meeting during setup, please skip ahead to text authentication [here](#).

If you do not complete the test meeting during initial setup or if you need to use a new device, log in to [Zoomgov.com](https://zoomgov.com) and choose “Host a Meeting.” If prompted to choose between SMS and app authentication, see the instructions [here](#).



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Activating Your New Zoomgov Account

To enable Zoomgov on your app after you have signed up for your account, sign in to the web portal at [Zoomgov.com](https://zoomgov.com). Choose “Host a Meeting” (it does not matter whether you choose video off or on).

The screenshot displays the Zoomgov web portal profile page for Derek Henderson. The page includes a navigation sidebar on the left with options like Profile, Meetings, Webinars, Recordings, Settings, Account Profile, and Reports. The main content area shows account details: Department (AOC), Account No. (190001789), Personal Meeting ID (*** ** *5509), Personal Link (Not set yet), Sign-In Email (der***@arcourts.gov), User Type (Pro), Features (Webinar100), and Capacity (Meeting 500). A dropdown menu for 'HOST A MEETING' is open, showing options 'With Video Off' and 'With Video On'. Red arrows point to the 'HOST A MEETING' button and the dropdown options. A starburst graphic in the bottom right corner contains the text 'Web Portal zoomgov.com'.

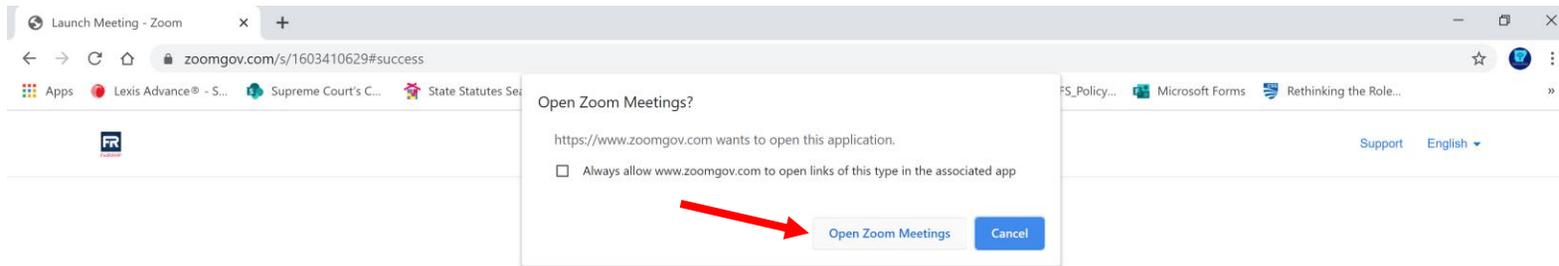
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Choose “Open Zoom Meetings.” Once the app opens, you can end the meeting immediately. When you reopen the Zoom app, it will have the dropdown menu.



When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

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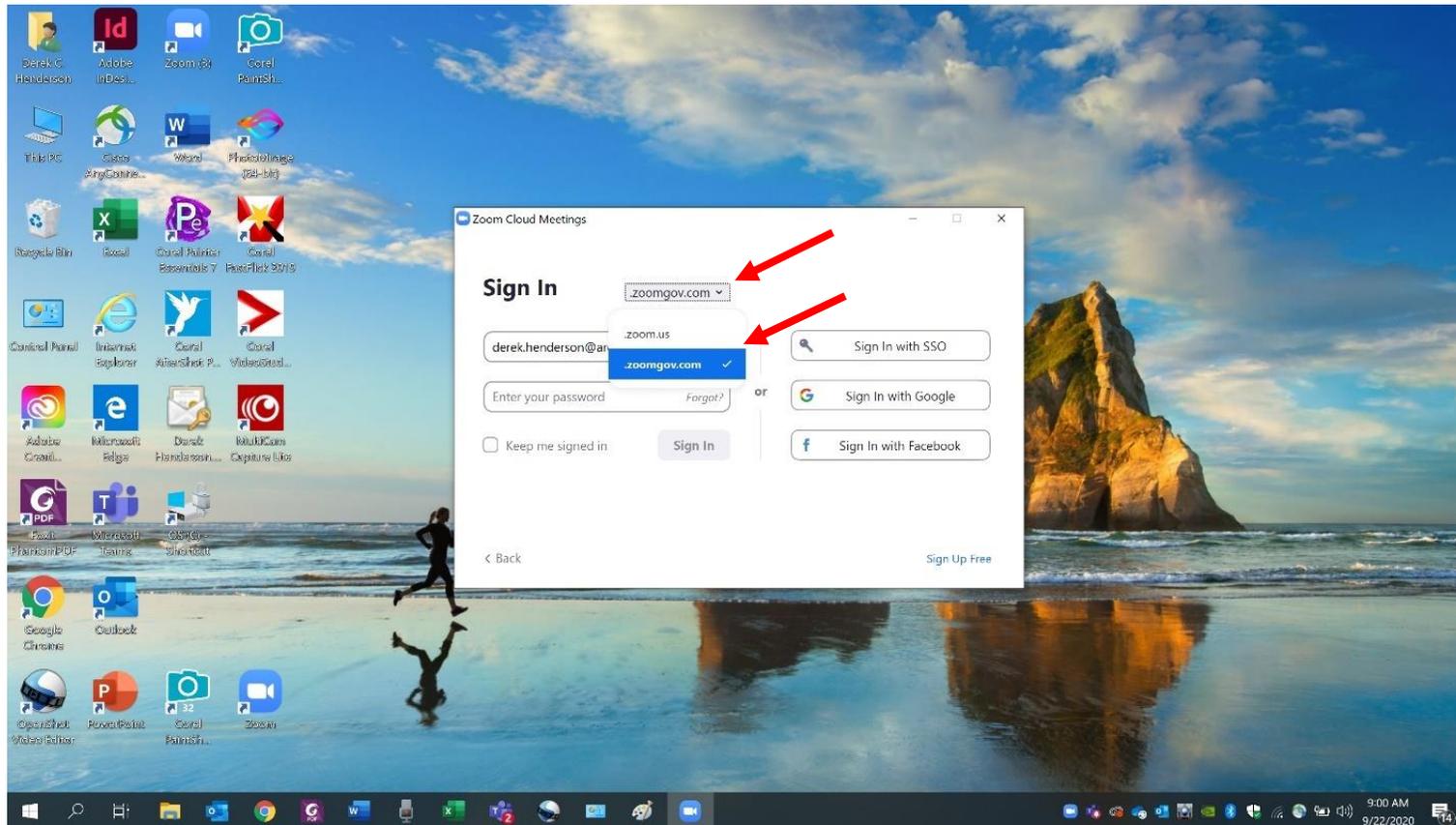
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Activating Your New Zoomgov Account

Go to the sign in window for the app. You will notice a pulldown menu has been added above the email field. Click the pulldown menu, and choose “zoomgov.com.” Enter your email address and new password you created, then sign in.



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Activating Your New Zoomgov Account

Sign in to Zoomgov.com to update your profile and settings. Remember that you can get back to your profile by clicking the icon in the top right (it may sometimes display as “My Account” instead).

My Profile - Zoom

zoomgov.com/profile

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

Important Notice Starting October 18, 2020, all meetings must have either a Waiting Room or Passcode enabled. Click [here](#) for more information.

Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

Derek Henderson

Department AOC

Job Title Administrator, SC Comm CY&F

Location Little Rock, AR

Account No. 190001789

Personal Meeting ID *** ** *1097 Show Edit

https://www.zoomgov.com/j/*****1097 Show

Use this ID for instant meetings

Personal Link Not set yet. Customize

Sign-In Email der***@arcourts.gov Show Edit

Linked accounts: [icon]

User Type Pro

Help

Web Portal zoomgov.com

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Zoomgov Update: Two Factor Authentication Through Text

How to Receive Authentication Codes Via Text Message

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Zoomgov Update: Two Factor Authentication Through Text

Note: Text authentication is recommended, but you can also use a third party app to authenticate by following the instructions [here](#).

Log in to the Zoomgov.com web portal. Choose "SMS" as your authentication method.

The screenshot shows a web browser window with the URL zoomgov.com/mfa/index?token=T_C4lk8N1xfhpu3HZ8EOlxW3cZgiffzHqWwprl2QA0M6PgQRFORz6Yg3l7P-bo32JDCcNeyl-ONLJzTlg-I-LFzLvFlcy0L_k1&km=true&from=web_login. The page title is "Two-factor Authentication - Zoom". The main heading is "TWO-FACTOR Authentication Required". Below the heading, it says "Your account admin has required two-factor authentication to better secure your account. Start by selecting one of the two options below." There are two options: "Authentication App" and "SMS". A red arrow points to the "SMS" option. At the bottom of the page, there is a footer with links for "About", "Download", "Sales", and "Support", along with a "Help" button. The system tray at the bottom shows the date and time as 8:32 AM on 11/16/2020.



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Zoomgov Update: Two Factor Authentication Through Text

Select your country (TIP: type “united” into the box to narrow your choices). Enter your phone number, and select “Send Code.”

Two-factor Authentication - Zoom

zoomgov.com/mfa/index?token=T_C4lk8N1xfhpu3HZ8EOlxW3cZgiffzIHqWwprl2QA0M6PgQRFORz6Yg3I7P-bo32JDCcNeyl-ONLJzTlg.I-LFzLvFicy0L_k1&km=true&from=web_login

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING SIGN IN

SMS Authentication Setup

Enter your phone number below. Zoom will use this phone number for authentication purposes only.

Phone Number

United States of America (+1)

9103891362

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

Back Send Code

About Download Sales Support
Zoom Blog Meetings Client 1-833-ZOOM-GOV Test Zoom
Customers Zoom Rooms Client Contact Sales Account

Help

8:44 AM
11/16/2020

Web Portal
zoomgov.com

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Zoomgov Update: Two Factor Authentication Through Text

Enter the code you receive by text message. Note that you do not need to press tab between digits as the cursor will automatically move to the next box when you enter a number. Chose “Verify.” If you are completing this step to activate the app on a new device, return to those instructions [here](#).

The screenshot displays the Zoomgov SMS Authentication Setup page. The page title is "SMS Authentication Setup". Below the title, it states "A verification code has been sent to +1 910****362". The verification code is displayed in six boxes: 2, 3, 1, 1, 6, 8. Below the code boxes, it says "Didn't receive a code? Go back to the previous step." At the bottom of the page, there are two buttons: "Back" and "Verify". A red arrow points to the "Verify" button. The footer of the page contains links for "About", "Download", "Sales", and "Support", along with a "Help" button. The system tray at the bottom shows the time as 8:48 AM on 11/16/2020.

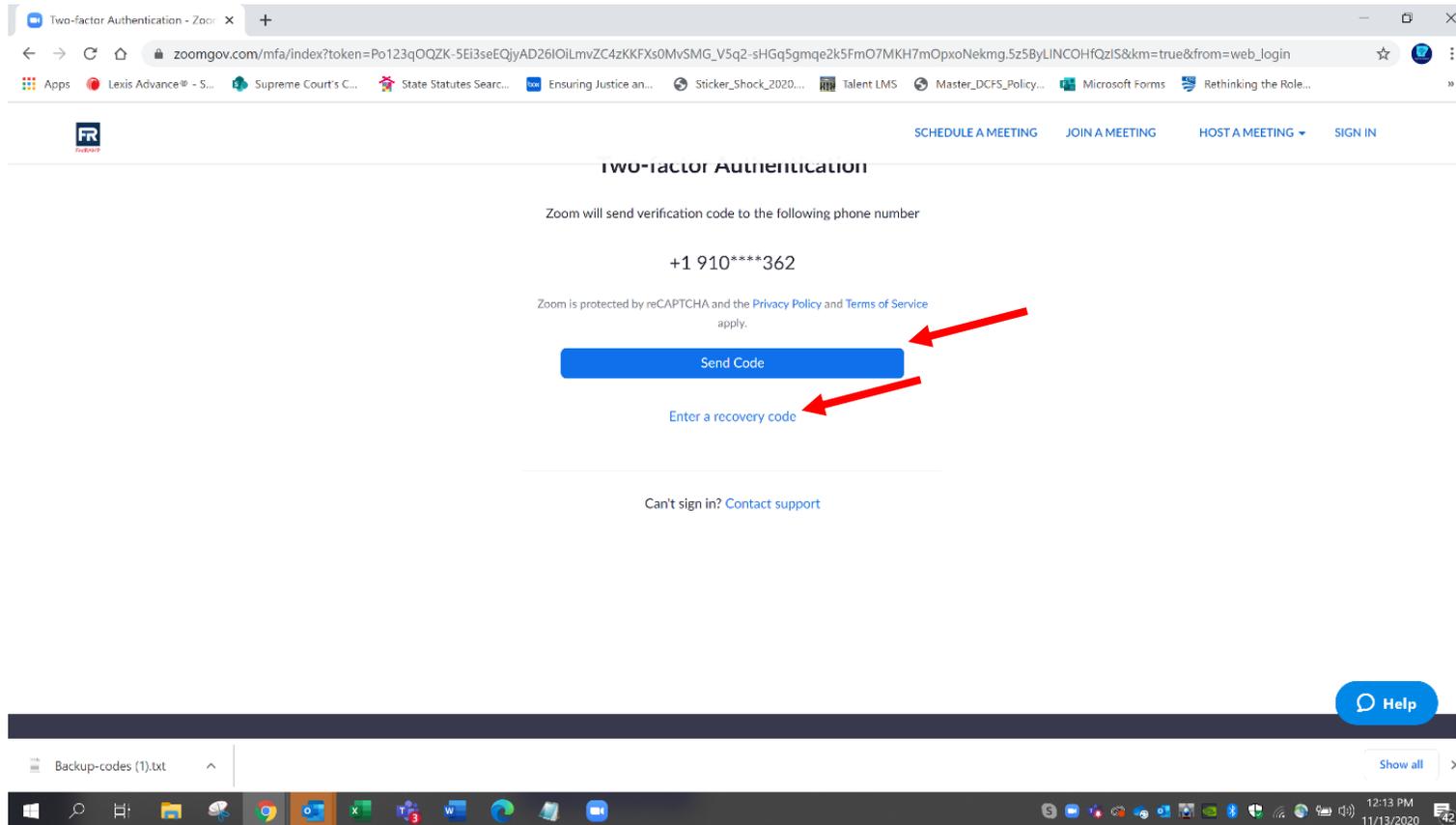


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Zoomgov Update: Two Factor Authentication Through Text

After initial setup, you will see the verification screen below when you log in to the web portal. Select “Send Code” to receive a new code in your text message, or select “Enter a recovery code” to use a one-time code.



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Activating Your New Zoomgov Account

How to Change Your Authentication Method

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You can change your authentication method to update your phone number or use the authenticator app instead of text messaging. Log in to the web portal at [Zoomgov.com](https://zoomgov.com). From the “Profile” page, scroll down until you see the Two-factor Authentication” section.

The screenshot displays the Zoomgov profile page for Derek Henderson. The page includes a navigation menu on the left with options like Profile, Meetings, Webinars, Recordings, Settings, Account Profile, and Reports. The main content area shows the user's profile information, including a profile picture, name, department (AOC), and account number (190001789). Below this, there are sections for Personal Meeting ID, Personal Link, Sign-In Email, and License Type (Pro). The License Type section also lists Meeting (500 participants) and Webinar (100 participants) capabilities. A 'Web Portal zoomgov.com' watermark is present in the bottom right corner of the screenshot.

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In the “Two-factor Authentication” section, you will see a check mark next to the current authentication method. You can choose “Set Up” to change to a different method or “Remove Phone” to change the number associated with your account. You can also view your “One-Time Codes” by clicking “View Codes.”

The screenshot shows the Zoomgov profile page with the following sections:

- Calendar and Contacts Integration: We support the following services: Google Calendar, Microsoft Exchange, and Microsoft Office 365. [Configure Calendar and Contacts Service](#)
- Sign-In Password: ***** [Edit](#)
- Host Key: ***** [Show](#) [Edit](#)
- Two-factor Authentication: On
 - Authentication App: Not configured [Set Up](#)
 - SMS: ✓ Paired [Remove Phone](#)
 - Recovery Codes: [View Codes](#)
- Signed-In Device: [Sign Me Out From All Devices](#)

At the bottom of the page, there is a footer with links for About, Download, Sales, and Support, along with a Help button. The system tray shows the date and time as 6:47 PM on 12/22/2020.



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Activating Your New Zoomgov Account

If you make any changes to your authentication method, you will be prompted to enter your account password to verify that you want to make the change.

The screenshot shows the Zoomgov profile page with a modal dialog box titled "Remove the phone number for SMS Authentication". The dialog asks the user to "Enter your password to remove SMS authentication" and provides a password input field with masked characters. Below the input field are "Next" and "Cancel" buttons. The background page shows various settings for authentication, including "Authentication App" (Not configured), "SMS" (Paired), and "Recovery Codes" (View Codes).



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Zoomgov Update: Two Factor Authentication Through Text

How to Save and Use “One-Time Codes”

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Zoomgov Update: Two Factor Authentication Through Text

After you enter your initial verification code from the text message, a screen will display with “one-time codes” that can be used for verification when other methods are not available. You can download and print the list (you must do at least one of these to move forward). Select “Done.”

The screenshot shows a web browser window displaying the Zoomgov Two-factor Authentication Setup Complete page. The page title is "Two-factor Authentication Setup Complete". Below the title, there is a message: "Download or print these single-use recovery codes, which you can use when other authentication methods don't work." The recovery codes are displayed in a grid of 12 buttons, arranged in 4 rows and 3 columns. At the bottom of the page, there are three buttons: "Download", "Print", and "Done". Two red arrows point to the "Download" and "Print" buttons. A "Help" button is visible in the bottom right corner. The browser's address bar shows the URL: zoomgov.com/mfa/index?token=GgNEsHY3fx3CEPMFFHCP-yd3TUnf8wq0MH-jRF90nvjLjxFBPK0eyabo8YG4BjvPaogBalaRto7_FxYTw.U1moTwpCspoUjJt&km=true&from=web_login. The taskbar at the bottom shows the time as 8:53 AM on 11/16/2020. A starburst graphic in the bottom right corner contains the text "Web Portal zoomgov.com".

9783-5097	1358-4862	2102-2683
6012-0013	2105-5827	0393-7871
7417-8639	7186-4037	0353-0627
4545-0605	2060-5103	0540-2369

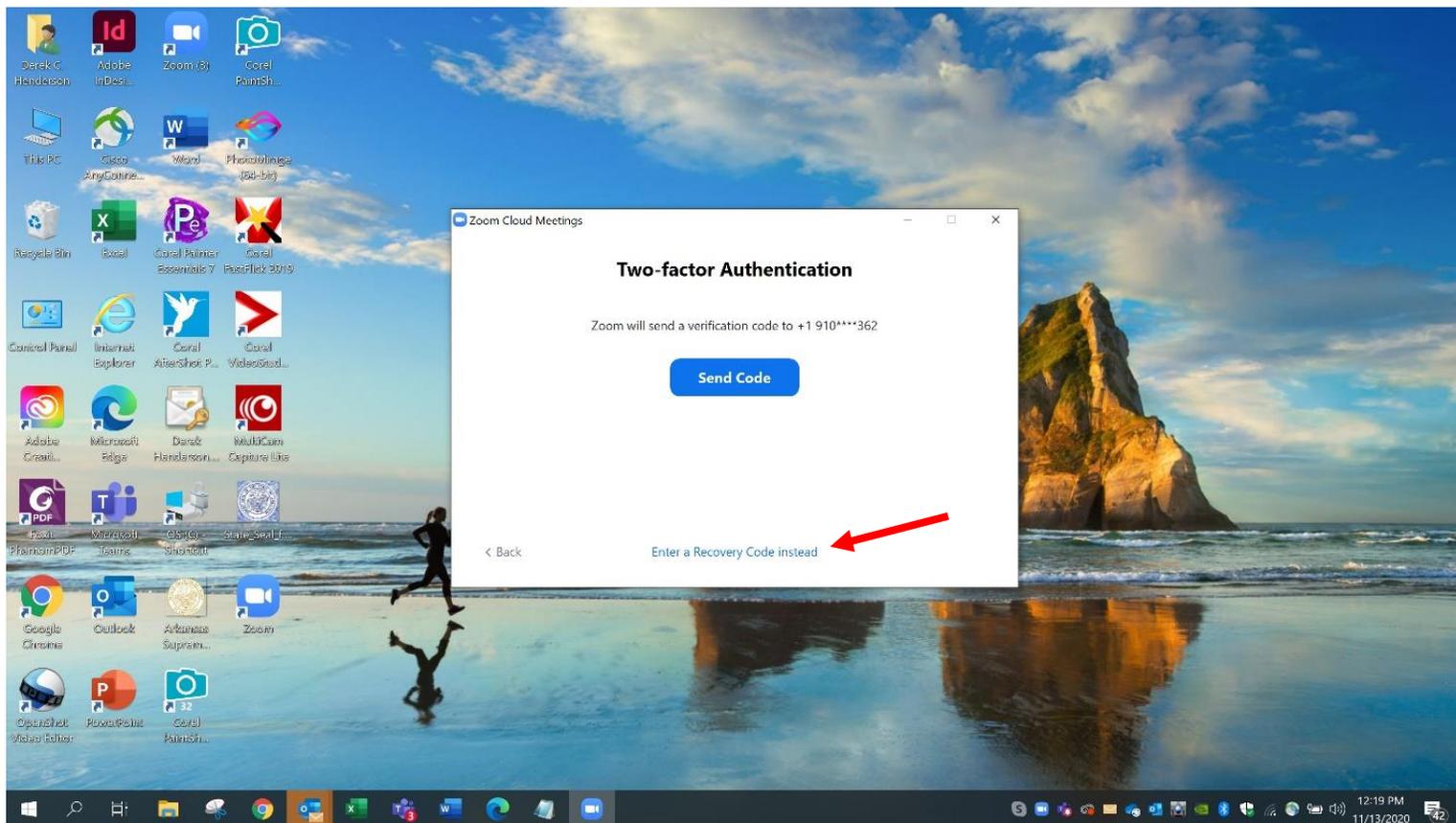
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Zoomgov Update: Two Factor Authentication Through Text

If you are unable to authenticate with a code from text or app, you can select “Enter a Recovery Code Instead” to use a one-time code. This option is available in both the app and web portal (app shown below).



For additional help, please email AOC.PCHelp@arcourts.gov, or call (501) 682-9400.



*ADMINISTRATIVE OFFICE OF THE COURTS
SUPREME COURT OF ARKANSAS*

Activating Your New Zoomgov Account

Using a Smartphone or Mobile Device for Hosting Meetings

**For additional help, please email AOC.PCHelp@arcourts.gov, or
call (501) 682-9400.**

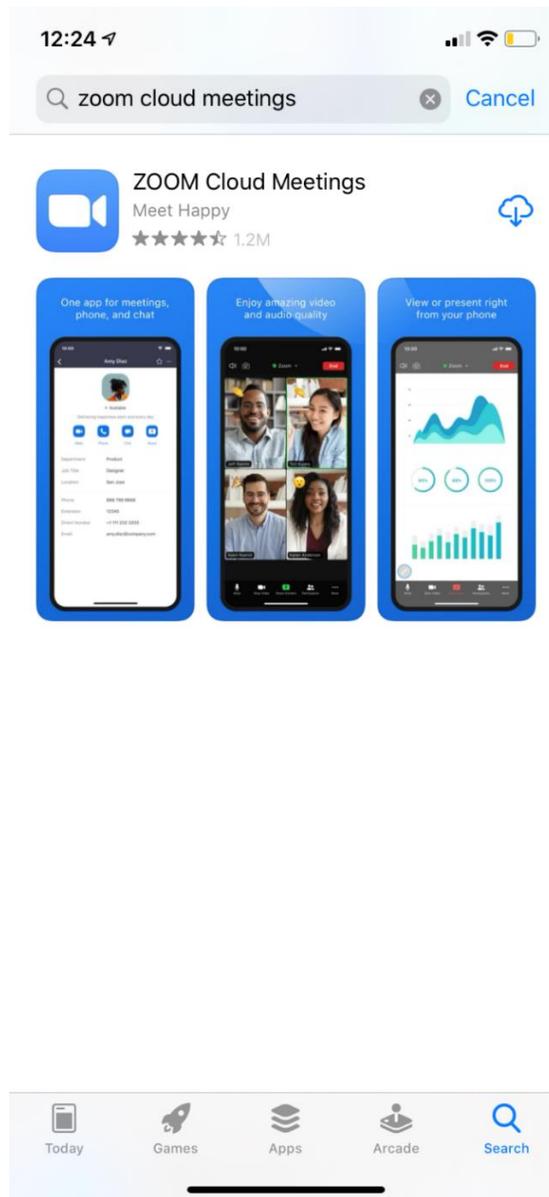


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Activating Your New Zoomgov Account

NOTE: These steps are optional for users who want to host meetings from their phone or mobile device.

To host or participate in a call from a mobile device, download “Zoom Cloud Meetings” from your device’s app store.



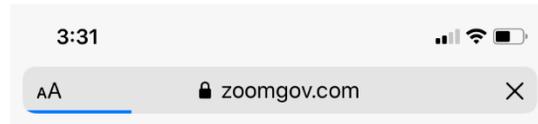
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Go to your phone's internet browser. Visit zoomgov.com and choose "Sign in." You may be asked to complete a "CAPTCHA" (i.e. "Choose all squares with buses").



zoom

Zoom for Government

Granted an Authority to Operate by the
Department of Homeland Security and the
FedRAMP PMO

Join a meeting

Host a meeting



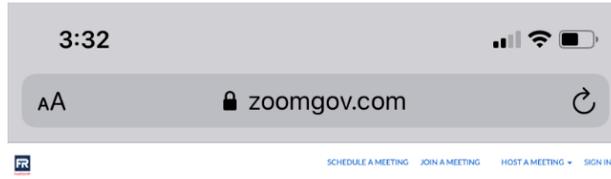
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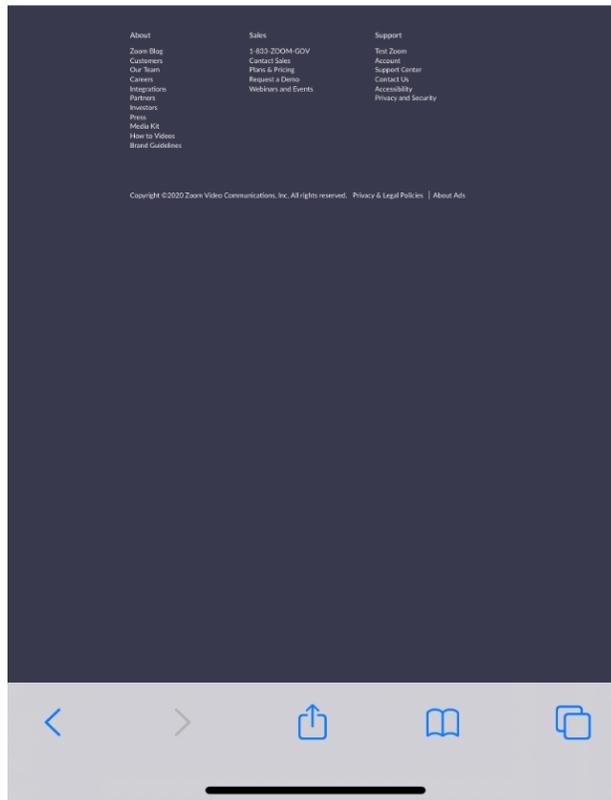
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Choose “Yes” to acknowledge the disclaimer on FedRAMP compliance.



You are accessing Zoom for Government, a FedRAMP Authorized cloud service. Zoom for Government does not access, or monitor customer meetings, content, chats, recordings or calls in any fashion. No ownership or other interest in any data processed by Zoom for Government is transferred as a result of such processing. In order to comply with the requirements of its FedRAMP Authorization, Zoom monitors and audits the platform's security and compliance controls. Unauthorized use of this cloud service is prohibited. Please acknowledge this banner by clicking below.



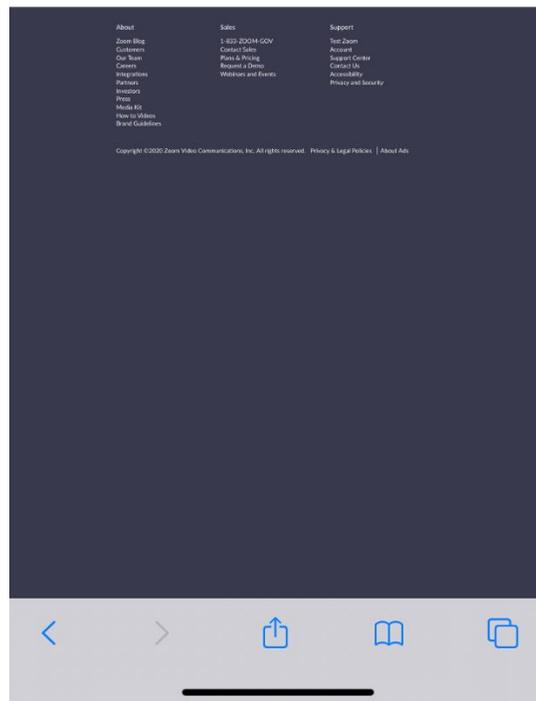
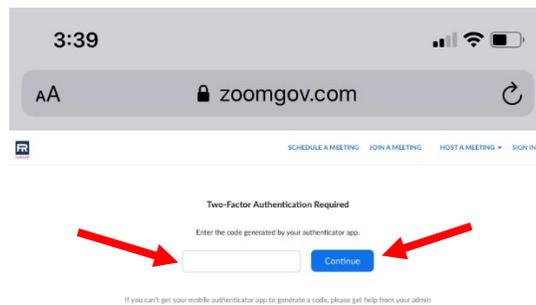
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Activating Your New Zoomgov Account

Access a code from your authenticator app, and enter it to continue. This step can be tricky since you will most likely access the code and then have to enter it using the same device. It is best to switch to the authenticator, allow it to generate a new code, then immediately switch back to your browser to enter it. This gives you maximum time before the code expires.



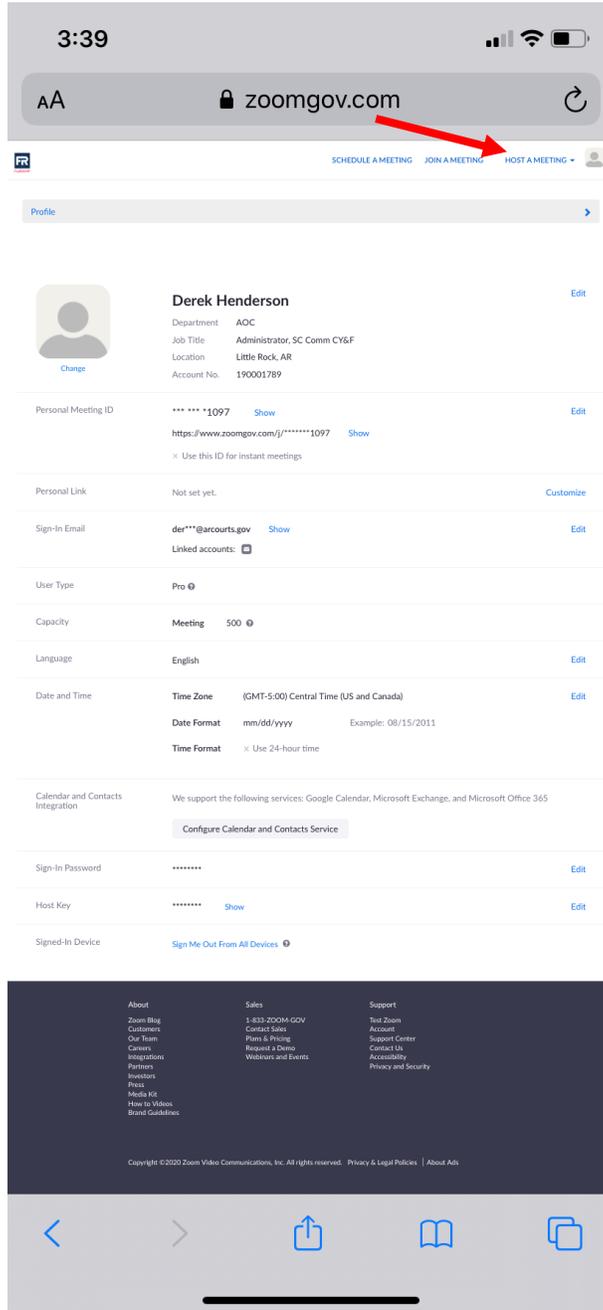
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Activating Your New Zoomgov Account

Choose “Host a Meeting.” You do not need any participants. You can choose “With Video Off” or “With Video On.”



For additional help, please email AOC.PCHelp@arcourts.gov, or call (501) 682-9400.



Activating Your New Zoomgov Account

If you already have the Zoom app on your phone (“Zoom Cloud Meetings”), choose “Launch meeting.” If not, choose “Download from App Store”; you may have to choose “Launch meeting” after the download.

4G LTE

AA zoomgov.com

Support English

First time using Zoom

Download from App Store

Enter meeting ID 160 233 2028 after you install Zoom app

If Zoom app is installed, [launch meeting](#)

Or join by iPhone one-tap (US Toll):
+16692545252,1602332028#
+16468287666,1602332028#

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Privacy & Legal Policies

Web Portal
zoomgov.com
on iPhone

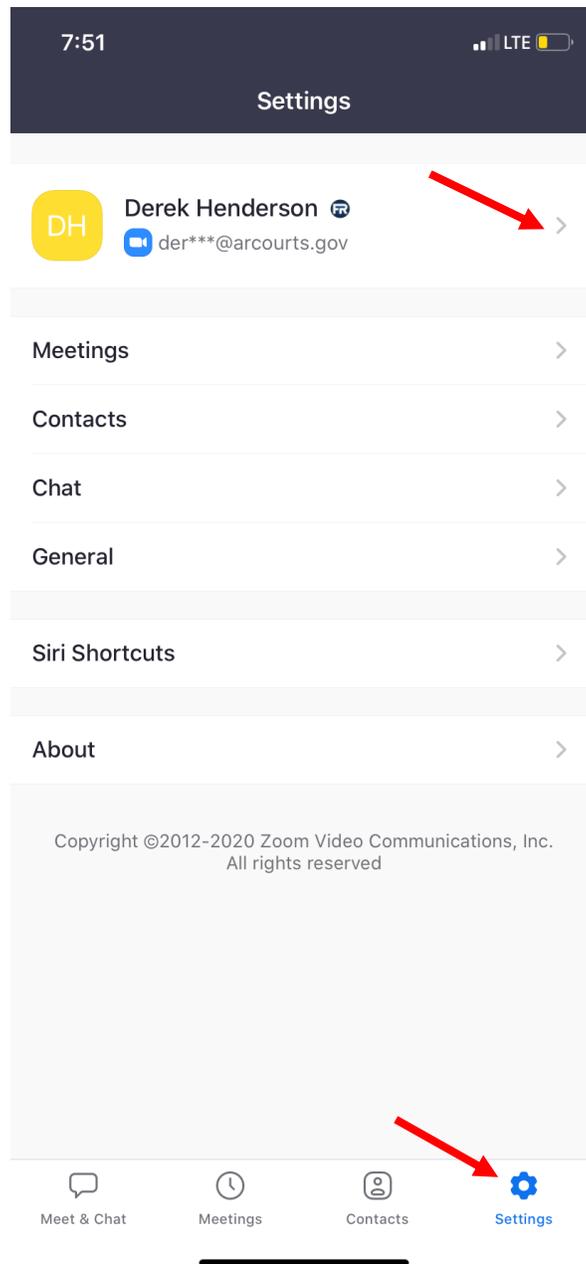
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When you have completed the test meeting (you only have to be in the meeting for a few moments), sign out of your username on the Zoom app (if you are signed in). Choose “Settings,” then click the arrow next to your username.



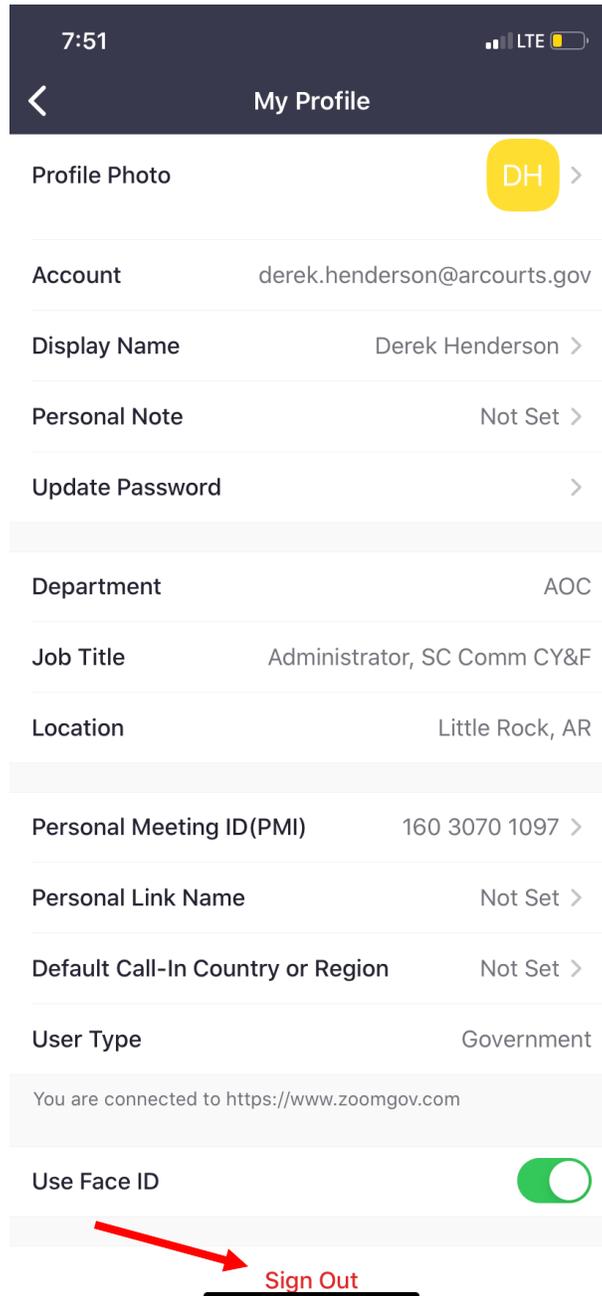
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Choose “Sign Out” at the bottom of the screen.



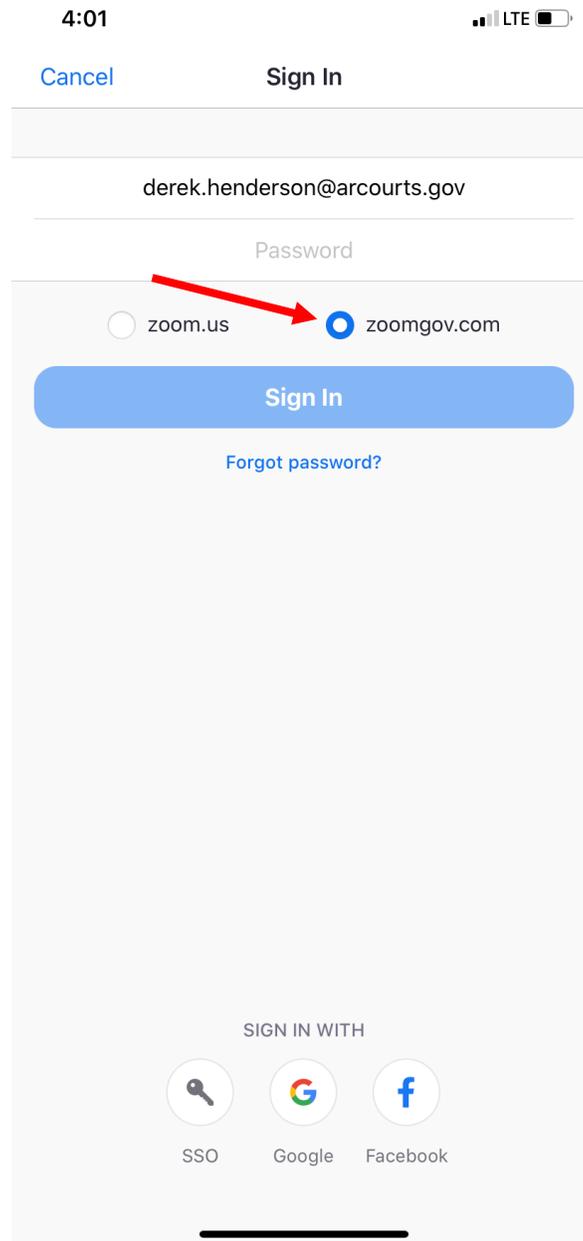
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The next time you sign in on the Zoom phone app, choose “Zoomgov,” and then sign in using the new password you created.



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