RECOMMENDED Procedure for Scheduling a Zoom Meeting using Windows or MacOS

Several Branches have had their Zoom meeting 'crashed' by another Branch scheduling (or starting) a meeting while the first one is running. The common factor is **one of the meetings is a 'recurring meeting'.**

<u>The recommended procedure for scheduling</u> a meeting is to use **zoom.us** (using your favorite browser), always check **'meetings / upcoming'** to confirm that the time you want is not already booked. Zoom calls this the 'web portal' approach.

By entering the scheduling process via **zoom.us** you will see all the recurring meetings that have been scheduled. This enables you to go to a different account if there is a prior booking for the time slot you wanted.

But in the following case something went wrong! But how?

FIGURE 1

The meeting booked by Br X for 11:15 above would crash the Branch 20 BEC meeting starting at 10 am! In turn, the 12-noon meeting at Branch 20 would crash the Br X meeting! Result: some unhappy meeting attendees and Leaders!

There is another way to schedule a meeting using the Zoom App, **but it doesn't show a potential clash with a recurring meeting!** Zoom calls this program a 'Zoom client', it's also called an 'App' under Winsows!

I believe the Br X host (above, figure 1) used the Zoom App, so he did not see the recurring meetings on either side of his scheduled time. I happened to see this potential problem before the meetings, and Branch X was able to reschedule, avoiding the problem.

FIGURE 2

Open the Zoom App that was downloaded the first time you used Zoom. You will see this screen:
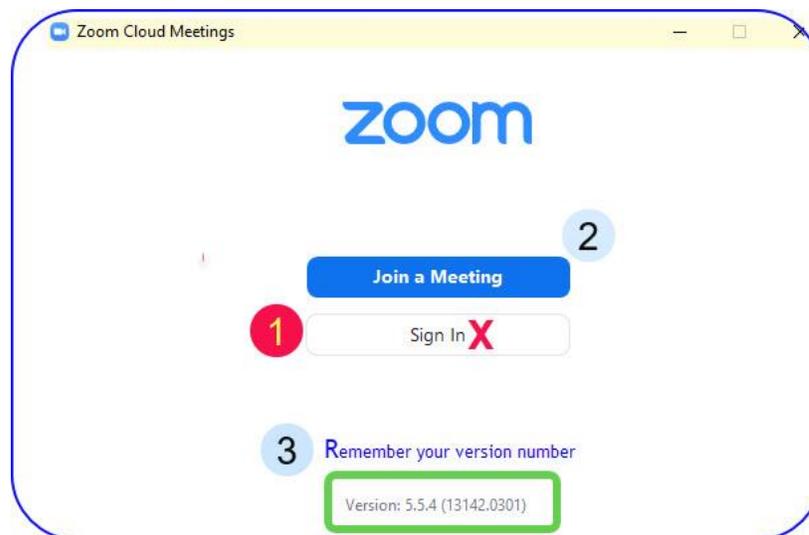
…it's the Zoom App! (with my annotations)

Note:

Do not click on 'Sign In' (#1) as this leads to the scheduling page and the clashing issue

It's OK to use the Zoom App to '**Join**' a meeting with the ID and passcode (#2), It's easier to use the invitation link but the ID/passcode approach also works.

#3 is an easy place to discover which version of the Zoom app is on your computer

Here's the **upcoming / meetings** view from the Zoom App for the same day as FIGURE 1 above. Recurring meetings are only shown in a summary format so their date and time are not immediately obvious. I believe this is why some HOSTS schedule a meeting on top of a previously booked session!

FIGURE 3
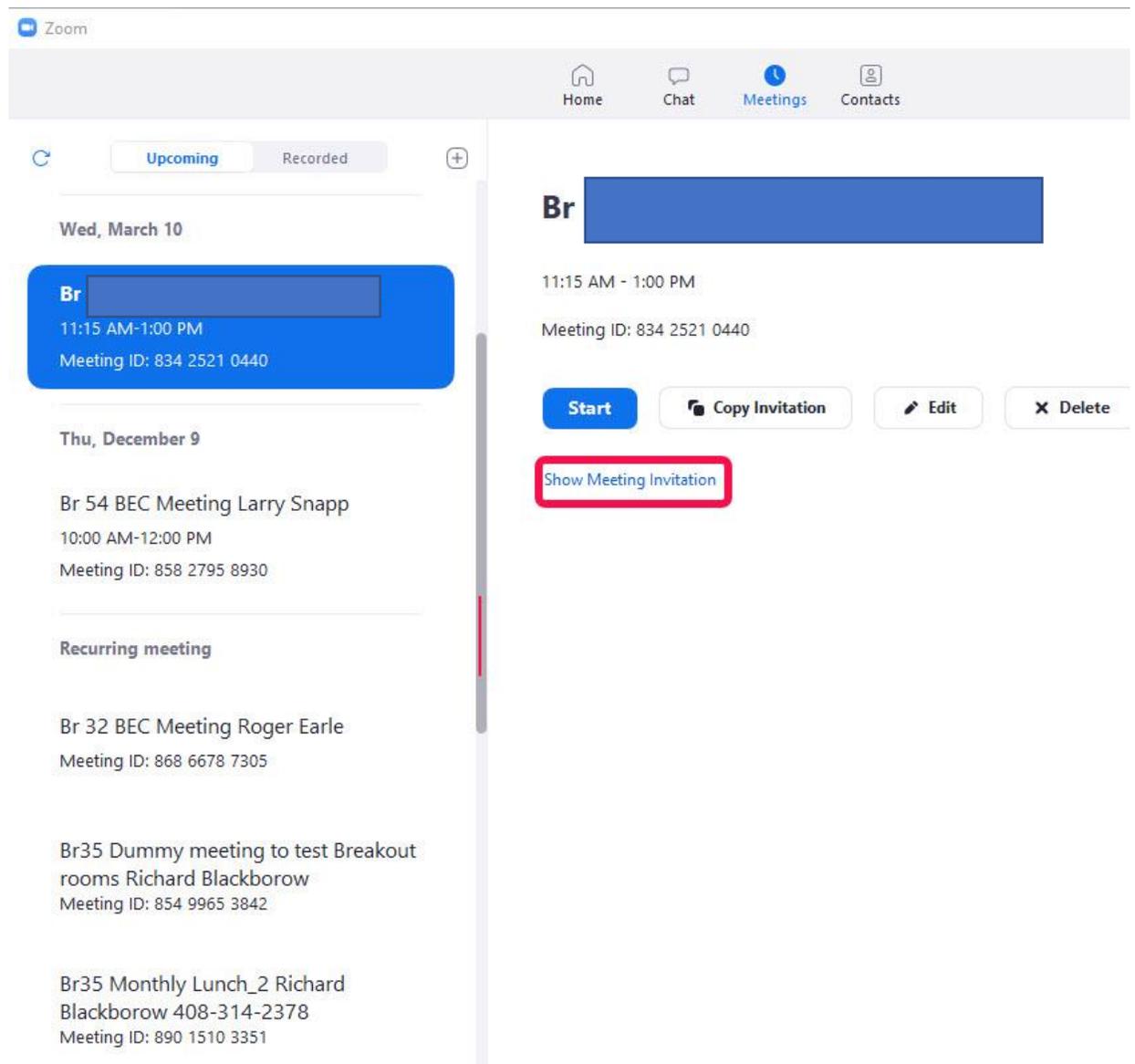
When you review upcoming meetings in the Zoom App you will see detailed information about scheduled meetings **but NOT those which are scheduled as 'recurring'.** If you scroll to the bottom of the page the recurring meetings are listed but do not show the date and time of the meeting. If you schedule your meeting using the App you will miss any recurring meeting in the time slot you want, so either your meeting or the recurring meeting will be crashed, leading to problems for the already started meeting.

For the sharp-eyed, I believe the Dec 9 meeting is the next scheduled meeting in this account which is not a recurring meeting!

So please: ONLY schedule meetings through the zoom.us procedure.