

HAA Zoom Licenses: Frequently Asked Questions (as of 9/4/24)

Who is eligible for a license?

In order to provide the most expansive coverage possible, licenses are currently available to designated volunteers in the following groups:

- College classes in their reunion year
- Clubs with more than 2,000 active alumni addresses in their geocode
- Shared Interest Groups with more than 1,000 members
- Cultural Identity and Shared Experience Shared Interest Groups
- Appointed HAA Board of Directors for Clubs & SIGs
- Members of the HAA Board of Directors Executive Committee

What are the expectations for use?

Use of Harvard Zoom licenses are for official Class, Club/SIG, or HAA Board purposes only.

Personal, commercial, public, or political use is strictly prohibited.

- Reunion classes, clubs, and SIGs may use their licenses for board and committee meetings as well as programs for their constituencies.
- HAA Director for Clubs & SIGs may use their licenses for convening meetings of the club or SIG leaders in their cohorts, one-on-one check ins with club or SIG leaders, online events cohosted by their cohort organizations (e.g. shared Speakers Bureau event).Accounts should never be shared or transferred to other parties with one exception: select HAA Board Appointed Directors (“Hosts”), who have the ability to set up Zoom events for those Clubs and SIGs without Zoom licenses in their cohort. All Hosts are expected to abide by these Terms of Use.
- Please reference your Terms of Use for more detailed information. Specific questions about what is permissible should be directed to your HAA staff liaison.

How do reunion classes, clubs and SIGs access a license?

Those eligible for a license will be notified by HAA staff and invited to identify an alumni volunteer administrator for their group. The administrator must be an alum. Once the administrator has submitted their information, they will receive a Terms of Use document to sign electronically, after which they will receive an email containing their Zoom login credentials.

How long can we keep the license?

- Reunion class licenses last until June 30th in the year of the reunion, with some exceptions granted to those classes who require a Zoom license in non-reunion years.
- Club and SIG licenses are granted on an annual basis and subject to renewal.
- HAA Directors for Clubs and SIGs licenses are granted for the duration of the three-year director term.
- All licenses are subject to revocation for violations of the Terms of Use.

Can individual alums get a Harvard Zoom license?

No. Harvard Zoom Licenses are only available to the alumni communities and volunteers designated above to be used for University-related purposes.

Can a scheduled Zoom meeting be held without the host/Zoom admin present?

It is possible to start or join a Zoom meeting without the host/Zoom admin present, as long as the host scheduled the meeting with specific settings configured. When scheduling a meeting, the host must disable the [waiting room](#) feature and enable the setting to [allow participants to join before the host](#). These two settings together will allow participants to enter the meeting without the host. However, to recording a meeting, the host/Zoom admin must be present.

Do we have a meeting or webinar license?

Classes, clubs, and SIGs are granted a standard Zoom Business Meeting enterprise license.

Is there a limit on the number of meeting participants?

There is a limit of 300 participants per meeting.

What if demand for our online events exceeds 300 alumni?

Unfortunately, we cannot provide licenses for meetings that exceed 300 participants. Should you find that your events are regularly drawing more attendees, you may wish to consider purchasing a larger license from Zoom at your organization's expense.

Remember, there is always a drop-off between the number of registrants and attendees for larger events. As you hold online events and meetings, tracking your numbers will allow you to develop a working understanding of the attrition rates you can reasonably expect for different types of convenings and how to set registration limits accordingly.

If we want to host a webinar, can we “add on” to our existing license?

No. Unfortunately Harvard licenses can't be changed or upgraded. Reunion classes, clubs and SIGs desiring a webinar license may purchase one directly from Zoom at their own expense. Class treasury funds may be used for this whether the class participates in the Partnered Treasury program or holds an external treasury.

Can more than one person administer a license for our organization?

Not at this time. We anticipate the ability to extend Zoom privileges to an alternate HAA-authorized representative from your organization, meaning an additional volunteer with the ability to create and/or host meetings. HAA Staff will reach out to you once this functionality is available with more information. For the time being individual meetings may have additional hosts and co-hosts assigned by the administrator.

Does our license allow for meetings with registration required?

Yes, it is possible to schedule a meeting that requires registrants to provide their email and name to register for the event. More information on how to use this feature can be found on the [Zoom Website](#).

Can our the class administrator change the email address, password, or name associated with the Zoom account for this license?

No. Your login credentials will include an email address and password provided to you by HAA Staff after signing your Terms of Use document. You must use the email address provided. To change the name on the account please reach out to your HAA Staff Liaison.

Can our Zoom administrator use our organization’s “post.harvard” forwarding address or designated shared email address (e.g. info@SIGname.org) for the Harvard account?

No. Your login credentials will include an email address and password provided to you by HAA Staff after signing your Terms of Use document. You must use the email address provided.

Can a paid administrator be our license holder?

Only if they are a Harvard alum. Unfortunately, we cannot support non-alumni administrators at this time.

Can I store any recordings to Zoom Cloud storage?

No. If it is necessary to save a Zoom recording, please save the recording in a secure, local file location; limited Zoom Cloud storage is also available for event recordings.

Can I add 3rd party applications to my Zoom account?

The use of any third-party applications integrated with Zoom must be approved in advance in writing by Harvard University Information Technology.

Are there training and resources for using Zoom available?

Yes, training documents and other resources are available on the [College Alumni Programs Officers Lounge](#).

How do I access IT support?

If you experience technical issues with your Zoom license, please contact the AA&D Service Desk (aad_servicedesk@harvard.edu) or consult the resources on the [Zoom website](#). The Zoom website has a plethora of helpful resources and easily searchable help articles. Should you need direct (email or phone) support, please contact the Service Desk, as Zoom does not provide 1:1 support to users of enterprise accounts