

Zoom for Government Resource Guide

The following resource guide reviews how to utilize ZoomGov.com. ZoomGov.com is a secure site to conduct Military OneSource sessions via video or chat. ZoomGov.com can be used for OCONUS participants for video, chat or telephonic. In this guide you will find step-by-step instructions for:

- [How to Register – First Time User](#)
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How to Register – First Time User

Individuals will receive an email to set up their own account. The email is external to your organization and is only active for 30 days. From the email, click on Activate your Zoom Account and follow the prompts to complete your initial registration. If you are not directed to the site after registration, enter the following into your browser to sign in: <https://www.zoomgov.com/signin>

From: Zoom <no-reply@zoomgov.com>
Sent: Tuesday, October 14, 2025 12:17 PM
To: Traynor, Ima (CTR) <Ima.Traynor@fakeemail.com>
Subject: Zoom account invitation

This Message Is From an External Sender

Caution: This message is from an external source. Be sure you **Recognize** the sender and subject before replying. **Resist** clicking on any links or attachments or submitting any data when asked. **Report** this message if any indicators seem suspicious.



Hello Ima Traynor,

John Jones (john.jones@research.com) has created a Zoom account for you.
Please click the button below to activate your account within 30 days.

[Activate Your Zoom Account](#)

How to Sign In

Launch ZoomGov.com via <https://www.zoomgov.com/signin>. Acknowledge that you have read and understand the terms of use by selecting “Yes”.

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SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

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. Zoom also advises all customers to review the Zoom for Government Customer Responsibility Matrix, which includes, among other things, considerations for the use of unsupported features, devices or equipment that are not FIPS validated. Please acknowledge this banner by clicking below.

Yes No

Updating Your Profile

When you open ZoomGov.com, the first page is your **Profile** page. Here you can add or edit information.

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Profile

Meetings

The following information can be added or edited:

- Phone
- My Direct Chat link
- Language
- Time Zone
- Date Format
- Time Format

Personal information		
Phone	Not set	Add
My direct chat link	https://www.zoomgov.com/launch/chat?src=direct_chat_link&email=steven.ironrodriguez@evernorth.com	Copy
Language	English	Edit
Time Zone	(GMT-5:00) Central Time (US and Canada)	Edit
Date Format	mm/dd/yyyy Example: 10/22/2025	Edit
Time Format	Use 12-hour time (Example: 02:00 PM)	Edit

Note: The “Meetings” section in your profile includes other information such as your account number, sign in email and password.

Enabling Meeting Chat

1. To enable chat settings
 - a) Select “**Settings**” from the menu bar on the left
 - b) Select “**Schedule Meeting**” from the middle menu
 - c) Scroll down to “**Meeting chat**”
 - d) Select “Allow users to copy or save chats from the meeting”
 - a. Everyone

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Home

SCHEDULE A MEETING J

Meeting Templates ☐

Allow Admins to define 'Meeting Templates' and make them available to users.

In Meeting (Basic)

Require media encryption for 3rd party endpoints (SIP/H.323) ☐

By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to require media encryption for 3rd party endpoints (SIP/H.323) as well. 3rd party (SIP/H.323) endpoints that cannot negotiate media encryption compatible with Zoom's standards will be blocked from joining Zoom meetings.

Meeting chat ☐

Allow meeting participants to send chat messages

By default, allow participants to chat with Everyone and anyone directly

☒ Allow users to copy or save chats from the meeting

☐ Host and co-hosts

☒ Everyone

☐ Only users in your account

☐ Only users in your account can chat

- e) Ensure the following settings are selected/enabled in the list:
- f) Enable continuous meeting chat (deselect)
- g) Allow participants to delete messages in meeting chat (deselect)
- h) Allow participants to edit messages in meeting chat
- i) Enable the Screenshot feature in meeting chat

Enable continuous meeting chat

Chat will continue before, during, and after the meeting in Team Chat for signed in users. ☒ ?

Allow participants to delete messages in meeting chat

When this setting is enabled, participants can delete their own messages and hosts (and co-hosts) can delete any messages sent during the meeting. ☒

Allow participants to edit messages in meeting chat

When this setting is enabled, participants can edit their own messages sent during the meeting. ☒

Enable the Screenshot feature in meeting chat

When this setting is enabled, participants can send screenshots during the meeting. ☒



- j) Allow participants to use emojis in meeting chat
- k) All emojis
- l) Meeting Chat – Direct Messages
- m) Meeting chat – Auto-save (deselect)
- n) Allow hyperlinks in Meeting and Webinar Chat

Allow participants to use emojis in meeting chat

Allow participants to use the emoji library in meeting chat. Choose between allowing participants to use any emoji in the library, or choose to allow only pre-selected emojis. If the setting is disabled, participants can still use keyboard shortcuts to add emojis. Participants can change their emoji skin tone in Settings. [v]

☒ All emojis

☐ Selected emojis 🍌 🍌 🍌 🍌 🍌 🍌 🍌

Meeting chat - Direct messages

Allow meeting participants to send direct messages to other participants

Meeting chat - Auto-save

Automatically save chat messages to a local file on the host's computer when the meeting ends

Allow hyperlinks in Meeting and Webinar Chat

Allow users to send and click on hyperlinks in Meeting and Webinar Chat.

- o) Send files via meeting chat
- p) Sound notifications when someone joins or leaves (deselect)

Send files via meeting chat

Hosts and participants can send files through the in-meeting chat.

☐ Only allow specified file types

☐ Maximum file size

Sound notification when someone joins or leaves

- j) Announce number of participants for dial-in participants
- k) Display end – of – meeting experience feedback survey (deselect)

Announce number of participants for dial-in participants



Display end-of-meeting experience feedback survey



Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.

While not a Chat feature, ensure to enable Co-host – this will be used when scheduling appointments.

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



Scheduling Meeting via ZoomGov.com Web Portal

1. Once signed in, select “**Meetings**”, then select “**Schedule a Meeting**”

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[SCHEDULE A MEETING](#)

[JOIN A MEETING](#)

[HOST A MEETING](#)

[My Meetings](#) > [Manage "Military One Source"](#)

- a) For “**Topic**” type “**Military OneSource**” as the meeting title. Do not add participant information in the title.
- b) For “**When**”, select the Date and Time for your meeting. (Note: The Time Zone will default to your Profile setting)
- c) Set “**Duration**” to 1 hour (there is no 50 min option)

Schedule Meeting

Topic

+ Add Description

When

10/22/2025

9:00

AM

Duration

1

hr

0

min

Time Zone

(GMT-5:00) Central Time (US and Canada)

Scheduling Meetings via the ZoomGov.com Web Portal (contd.)

- l) **Registration** – Not used
- m) **Meeting ID** - Select “**Generate Automatically**” to ensure each meeting is unique. Do not select Personal Meeting
- n) **Template** – will create an easy way to generate new meetings
- o) Under “**Security**” a “**Passcode**” is generated that users must have in order to join the meeting. Do not customize the “**Passcode**” provided
- p) Select “**Waiting Room**” to enable a virtual room the attendee(s) wait in until the host allows them in. This will help to avoid anyone else accidentally joining the meeting.

The screenshot shows the Zoom meeting setup interface. Red boxes highlight the following elements:

- Registration:** The ☐ Required checkbox is unchecked.
- Meeting ID:** The ☒ Generate Automatically radio button is selected.
- Template:** The dropdown menu is set to "Select a template".
- Whiteboard:** The "Add Whiteboard" button is visible.
- Security:**
 - The ☒ Passcode checkbox is selected, and the passcode "867530" is displayed in the adjacent field.
 - The ☐ Waiting Room checkbox is selected.

- q) “**Video/ Audio Options**” – Selections can be made as to whether the host and participants begin the meeting with their videos turned on or off. Default is set to “**Off**”
- r) Select “**Save**” and your meeting is scheduled.

The screenshot shows the "Video/Audio Options" section. Red boxes highlight the following elements:

- Video:**
 - Host: ☐ on, ☒ off
 - Participant: ☐ on, ☒ off
- Audio:**
 - ☐ Telephone, ☐ Computer Audio, ☒ Both
 - Dial from **United States** (with a dropdown arrow)
- Options:** A [Show](#) link is present.
- Buttons:** The **Save** button is highlighted with a red box, next to a **Cancel** button.



Sharing Invites with Participants

Once the meeting is scheduled, go to “Copy Invitation” at the bottom. Paste the information into a participant(s) email.

Note: If the information within the meeting or key elements need to be changed before the meeting begins, return to the web portal, click **Meetings**, to Start, Edit or Delete the meeting.

Note: Any settings or options not mentioned herein, or that are not recognized, are due to your role, account

Profile
Meetings
Webinars
Webinars Plus
Events
Personal Contacts
Personal Devices
Whiteboards
Notes NEW
Surveys NEW
Recording
Settings
Reports
Account Profile
Video Tutorials
Knowledge Base

My Meetings > Manage "Military OneSource"

Details
Live Streaming

Topic: Military OneSource
Time: Oct 29, 2025 02:00 PM Central Time (US and Canada)
Meeting ID: 160 728 6821
Security: ✓ Passcode ***** [Show](#)
Invite Link: <https://www.zoomgov.com/j/1607286821?pwd=gWWwuFAn8BQs1kSz7QH490ze3Yxc1f.1>
Add to: [Google Calendar](#) [Outlook Calendar \(.ics\)](#) [Yahoo Calendar](#)

Video
Host: off
Participant: off
Audio: Telephone and Computer Audio
Dial from United States

Want a webinar instead of a meeting? [Convert this Meeting to a Webinar](#)

[Start](#)
[Copy Invitation](#)
[Edit](#)
[Delete](#)
[Save as Template](#)

type, settings or permissions

How to Join a Meeting

Once the meeting link is sent you can start the meetings from your Meetings page in the ZoomGov.com portal.

After signing in, go to the “**Meetings**” tab, locate the meeting you want from the ones you have created and select it. The option to “**Start**” will display.

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SCHEDULE A MEETING JK

Profile
Meetings
Webinars
Webinars Plus
Events
Personal Contacts
Personal Devices
Whiteboards
Notes NEW
Surveys NEW

Meetings

Upcoming
Previous
Personal Room
Meeting Templates

Start Time to End Time

Today

04:00 PM - 05:00 PM

My Meeting
Meeting ID: 160 535 4186

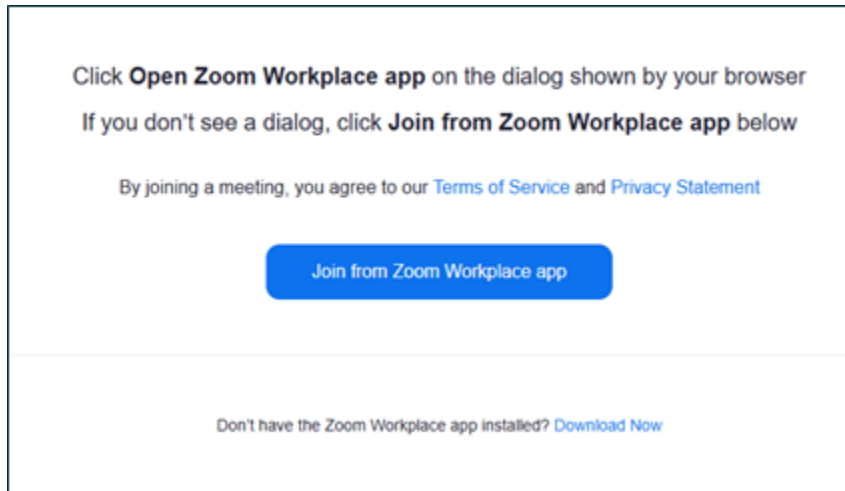
05:00 PM - 06:00 PM

Military One Source
Meeting ID: 161 450 2641

[Start](#)
[Edit](#)
[Delete](#)

Joining by Hyperlink and Phone

1. You will be prompted to join from the web app.
 - If not installed, you can download it from this screen



2. To join by phone, call the number that was sent to you in the invite, and dial the provided number based on your location.
3. Enter the Meeting ID and Passcode from the invite

Additional Resources

Access this link for additional ZoomGov.Com Information: [Knowledge Base - Getting started guide for new users](#)