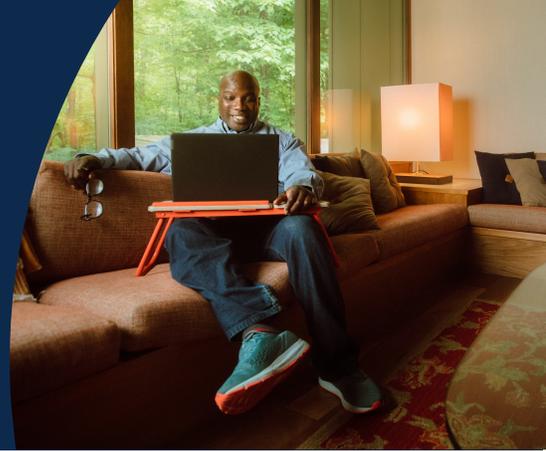


Zoom Team Chat Admin Quickstart Guide



The purpose of this guide is to assist Account Owners and Admins in their deployment of Zoom Team Chat.

What you need to know:

- Zoom Team Chat Admin Portal:** Account Owners with paid Meetings licenses (Pro and above) will have access to the Admin portal.
- Owner versus Admin:** Each Zoom account will have one owner. Multiple Admins can be assigned by the Account Owner to manage settings and users within the account.
- Settings Hierarchy:** Zoom Team Chat Admin settings follow a hierarchy of permissions that are broken down into the Account, Group, and User levels. As a Chat Account Owner or Admin, settings can be configured for the entire Account, or for specific Groups. (Note: User-level settings do not apply to Chat.)
- Messaging Structure:** Zoom Team Chat consists of 1:1 messaging, Group Chats, Private Channels, and Public Channels. Group Chats and Private Channels are accessed through invite only, while Public Channels can be discovered and joined by users on their own.

Assign a Chat Admin:

- Sign into the Zoom web portal as the Account Owner at zoom.us/signin
- Navigate to Admin -> User Management -> Roles
- Select Edit -> Role Members -> Assign Chat Admin(s)

Locking Account-level Settings:

- As an Account Owner/Admin, settings can be configured for the entire Account, or for specific Groups. Note: Not all settings are available at the Group-level
- If a setting is locked at the Account-level, it cannot be changed at the Group level
- If an Account-level setting is not locked, a Group-level setting will override an Account-level setting for that particular group
- If a user is in 2 Groups that have different settings configured, the more restrictive settings apply to that user
- There are no user-level settings for Chat

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Review Default Settings:

Below are a number of frequently used features and their default setting. This list is not exhaustive. No controls are locked by default.

Enabled	Disabled
Account-Level	
Screen capture	Set Chat as a default tab for first-time users
Users can share files in chats and channels	Announcements
Animated GIF images	Allow bots to participate in chats and channels (OP Flag)
Record Voice Messages	Local storage for Zoom Chat messages
Allow users to add contacts - anyone	Store edited and deleted message revisions
Allow users to chat with others - anyone	Third-party archiving
Show status to external contacts	
Share links to messages and channels in Zoom Chat	
Cloud storage (2 years, Zoom Cloud)	

Understanding Account - Group - User Settings:

1. As an Admin, settings can be configured for the entire Account, or for specific Groups. Note: Not all settings are available at the Group-level
2. If a setting is locked at the Account-level, it cannot be changed at the Group-level
3. If an Account-level setting is not locked, a Group-level setting will override an Account-level setting
4. If a user is in 2 Groups that have different settings configured, the more restrictive settings apply to that user
5. New Groups inherit Account-level settings. If a user is not in a Group, Account settings will apply
6. Use the following links for instruction on how to [create a new group](#), [add members to a group](#) and [configure group settings](#).

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Create a Public or Private Channel

Public channels are great for easily sharing information to large groups, or even to your entire organization. We recommend starting by creating a public channel for your company.

1. Navigate to Zoom Team Chat Management -> Channels -> Create Channel
2. Select “Create a single channel and add members of Groups” or “Select Groups and create channels for each of them” based on needs
 1. If you choose “Create a single channel and add members of Groups,” give the channel a name and select the type (public or private), configure Privacy settings
 2. Add Groups, a Channel Admin, and set posting permissions
 3. Select “Done” to create the channel
3. Start chatting. Learn more about how to [send your first message](#).

Review & Download Chat History

Once you have users chatting, Account Owners can view or edit channel messages, while Owners and Admins can access chat history. To review and download chat history:

1. Navigate to Account Management -> Reports -> User Activity Reports -> Chat history
2. Search by date and/or by specific user
3. View or download specific chat or channel content, or choose to download all

You're now ready to start chatting!

Congratulations, you've successfully deployed Zoom Chat! For tips to help your users get the most out of Zoom Chat, visit the [Zoom Learning Center](#).