

How to request Zoom accounts for TA and paid Students

Article Number: 1070 | Last Updated: Fri, Sep 10, 2021 at 3:44 PM

UBC has a campus-wide license for Zoom as a platform for delivering courses online and larger meetings. Zoom is an easy-to-use video conferencing platform that offers a wide range of features. For more information on the service, please visit: <http://it.ubc.ca/zoom>

Zoom Eligibility

Zoom is available to all UBC Employees (faculty, staff, and paid students), for meeting and collaboration purposes, as well as for live online classes of up to 300 attendees. To meet the eligibility requirements, the meeting host must have the following:

- CWL with an active employee status
- An active Faculty and Staff ([FASmail](#)) mailbox

Link Employee ID to CWL

With the introduction of Workday, the Employee ID is automatically inked to CWL accounts. However, in some situations where a new employee has an existing CWL (such as students), the process does not always work. IT Services can manually link the Employee ID by submitting an onboarding ticket in the self-service portal, or by following the bulk account create process below.

Note: You can obtain your Employee ID PIN from your HR representative or unit administrative assistant.

Bulk Account Create for Teaching Assistants & Student Employees

Administrators may request accounts on behalf of their teaching assistants by:

1. Complete an excel spreadsheet with the following columns, or [copy the template](#):
 - First Name
 - Last Name
 - CWL Username
 - Employee ID
 - UBC Email
 - Start Date
 - End Date
2. Note that the email address **must be** a valid UBC email (@ubc.ca, @mail.ubc.ca or @student.ubc.ca). If the user also requires access to Teams or OneDrive, the email must be a FASmail account (fn.ln@ubc.ca).
3. Submit a general service request using the ServiceNow Self Service Portal
 - Log into the UBC Self Service Portal - <https://ubc.service-now.com/selfservice>
 - Click on Request a Service
 - Click on [Submit a General Service Request](#)
 - Enter Contact Information
 - Details Section: Bulk Zoom Account Create for <Faculty or Department>
 - Attachment: Upload a copy of the excel spreadsheet

Single Zoom Account creation

After the FASmail account is created, complete the following steps to request a Zoom account:

1. Complete the [Submit a General Service Request](#) form
2. Choose Campus: UBC Okanagan
3. Enter Detailed Description: Zoom Account Request
 - Be sure to include the name and email

New to UBC - Okanagan Employee IT Onboarding

Administrators looking to set-up additional IT services for individuals that are new to UBC can use the [Okanagan Employee IT Onboarding](#) ticket form, a one-stop form with the ability to request accounts, phone service, and IT equipment.

1. Log into the UBC Self Service Portal - <https://ubc.service-now.com/selfservice>
2. Click on Request a Service -> Accounts & Access
3. Click on [Okanagan - Employee IT Onboarding](#)

Posted by: Justin Avdich - Fri, Sep 11, 2020 at 9:24 AM. This article has been viewed 3568 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-to-request-zoom-accounts-for-ta-and-paid-students-1070.html>