

How to receive a Zoom desktop application update

Purpose

Upgrades between versions are required to enhance security and introduce new features that may be helpful for virtual health visits. [New versions](#) of the Zoom for Healthcare desktop application are periodically installed on health authority computers typically in the evening, after regular work hours.

Note that the latest Zoom for Healthcare version may not always align with the public Zoom version given unique privacy and security requirements in the healthcare setting.

If you have not received the update after following the below instructions, please contact the service desk:

PHSA: (604) 675-4299; servicedesk@phsa.ca
PHC/VCH: (604) 875-4334; servicedesk@vch.ca
Island Health: (250) 370-8777; servicedesk@viha.ca

Requirements

- A health authority managed computer with access to power
- Access to the health authority network; either by being on-site or via VPN

If you work from the office:

At the end of your shift:

1. **Restart** your device.
2. Leave it **ON** and plugged into power.
3. The update should be installed by the next day.

If you are working from home:

1. At the end of your shift, exit the Zoom application ([see instructions](#)).
2. Ensure your **VPN** is connected.
3. Keep your device **ON** and plugged into power.
4. The update should be installed by the next day.