

Add Zoom links to bookings

Connect your own Zoom account so online appointments come with a meeting link in the customer's confirmation email.

Add-on Bookings

If you meet customers by video, Zoom can create the meeting for each booking and put the link in the customer's confirmation email. Online bookings are an add-on. If your site doesn't have them yet, ask us about adding them; we quote it in writing first.

DON'T SEE THIS?

It may be turned off for your site. Ask us and we'll take care of it.

Before you start

- You need your own Zoom account. You sign in to it yourself. We never ask for your password.
- Zoom links are set up for each person who takes bookings. Each connects their own Zoom account, or you do it for yours.

Connect Zoom

1. Log in to your site editor and open **Bookings**.
2. Click **Appointments & Staff**, then **Staff Members**.
3. Click the person's name.
4. In the **Conferencing Apps** section, click **Add**, then **Zoom Video**.
5. Sign in to Zoom, then click **Allow**.
6. If there's more than one conferencing app, click the **More** (three dots) icon beside **Zoom Video** and choose **Set as default**.

The sign-in matters: each meeting is made in that Zoom account. So use the account that person works from.

Use Zoom for a service

1. In **Bookings**, click **Appointments & Staff**, then open the service.
2. In **Location**, choose **Default conferencing app**. On some sites, it reads **Organizer's default app**.
3. Click **Save**.

When a customer books this service, a Zoom meeting is created and the link goes in their confirmation email. If the booking is moved, the meeting is updated. If it's canceled, the meeting is deleted.

Good to know

- If Zoom isn't the person's default app, bookings won't get a Zoom link.
- To stop using Zoom, go back to **Conferencing Apps**, click the **More** icon beside **Zoom Video**, and choose **Remove**. Meetings you've already set up remain in your Zoom account. You can also remove the connection in your Zoom account.
- Send yourself a test booking to check the link arrives.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

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