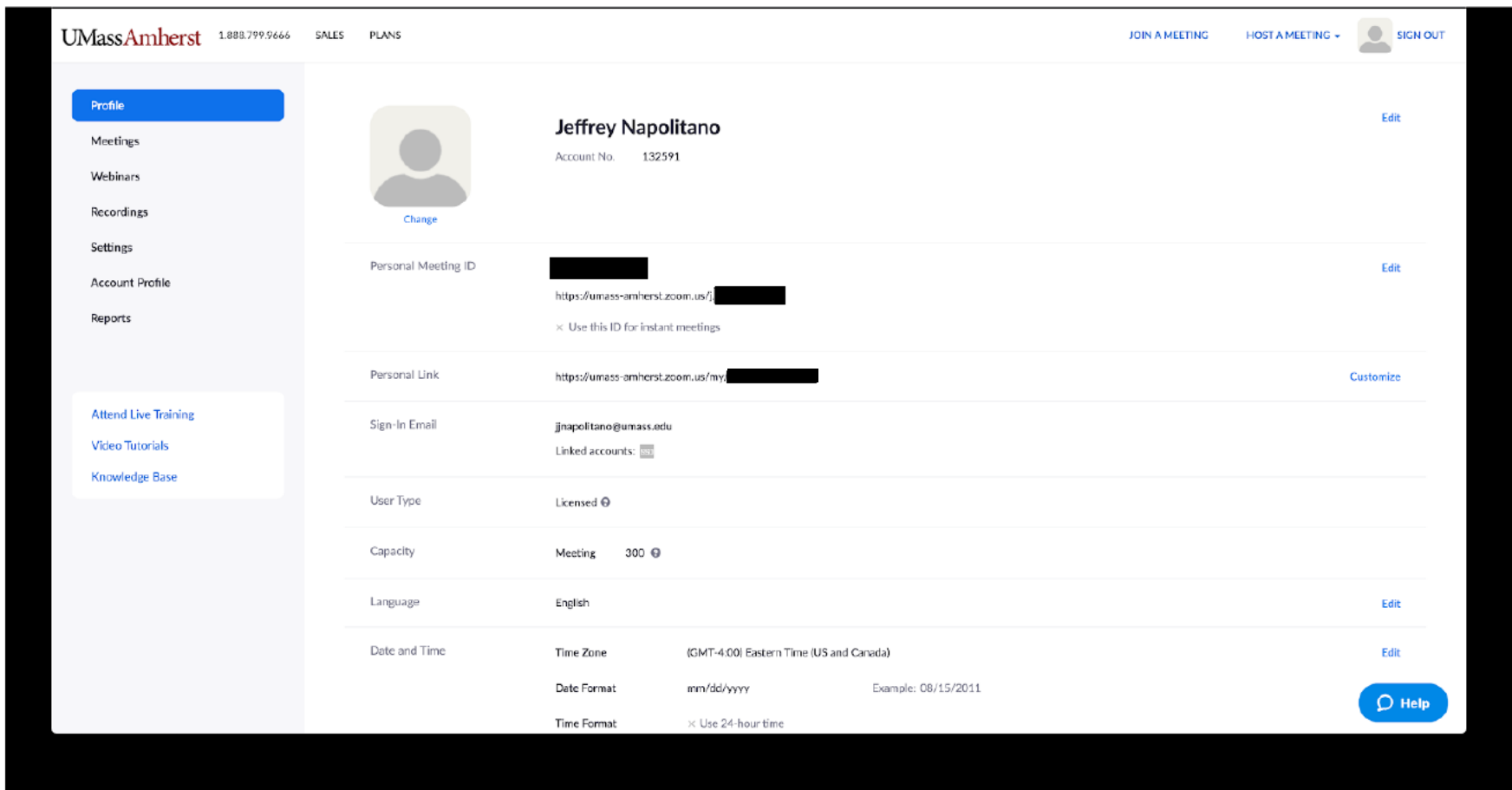


# Linking Outlook and Zoom

To connect your Outlook events and contacts in Zoom:

1. Login to your Zoom profile (<https://umass-amherst.zoom.us/profile>)
  - a. If you aren't already logged in through the UMass Amherst Web Login page, you will be directed to enter your NetID and password.
2. Scroll to the bottom of your Zoom profile page,

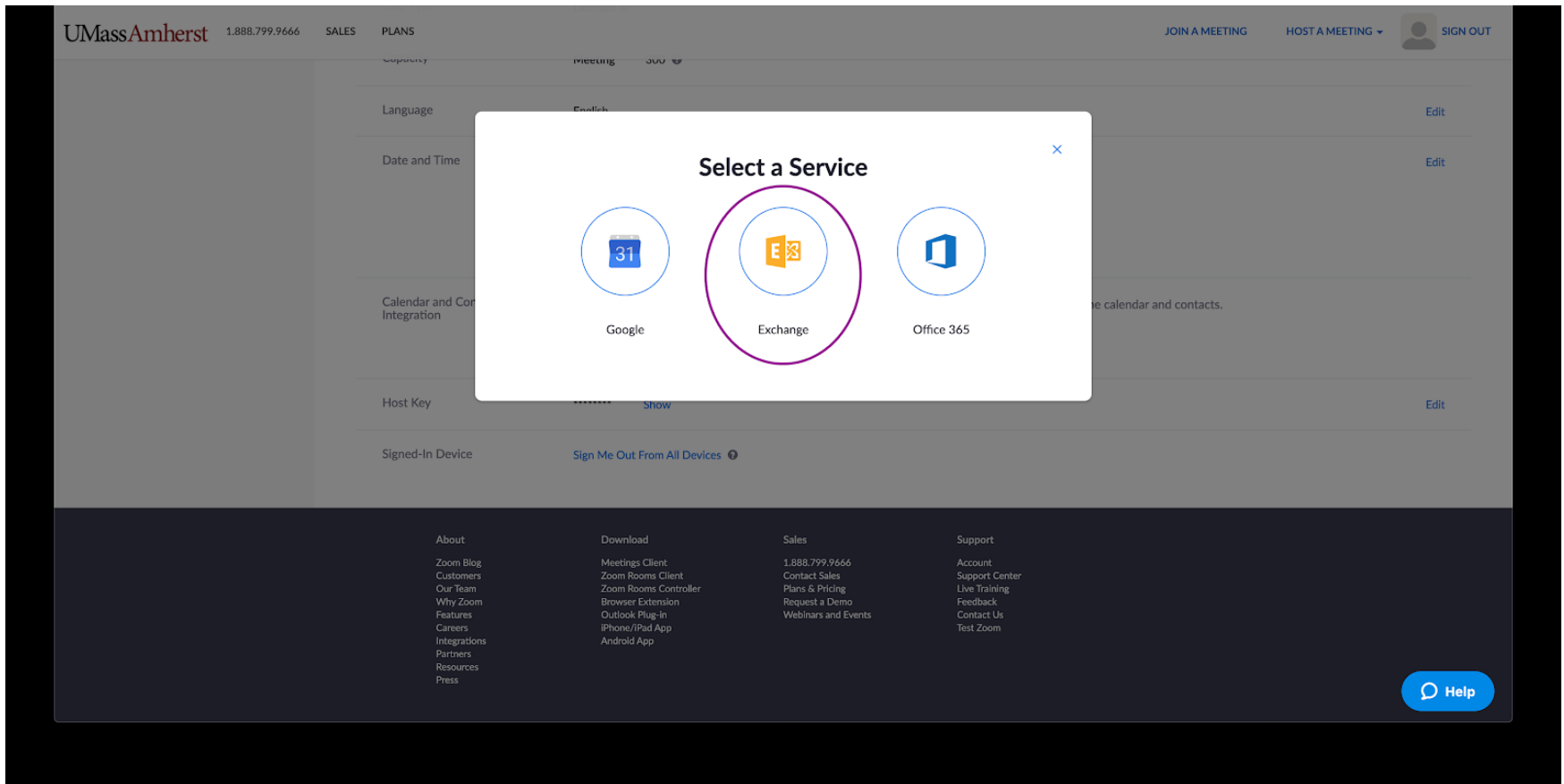


3. Click “Connect to Calendar and Contact Service”, and select “Exchange” from the window that pops up.

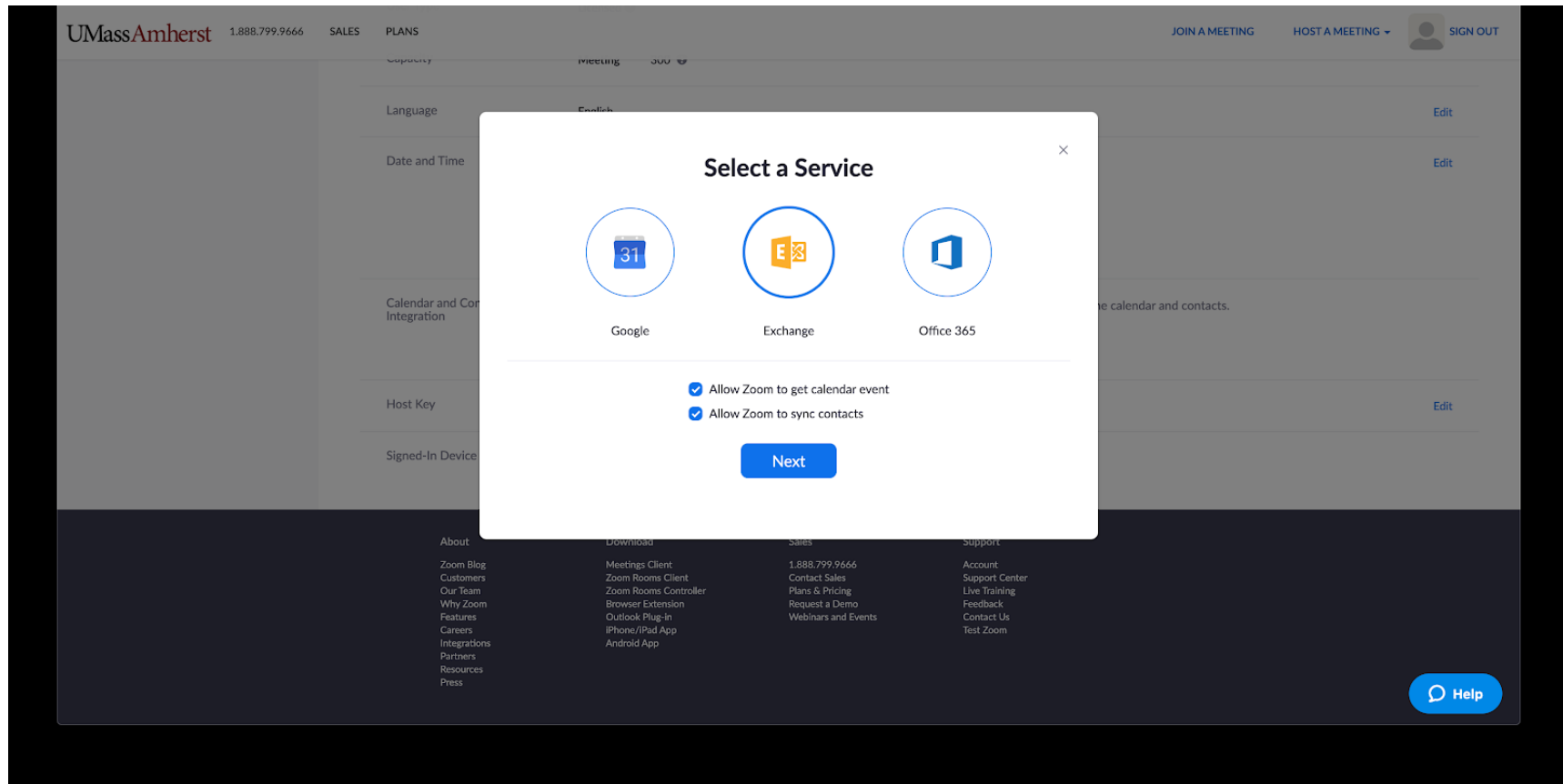
The screenshot shows the UMass Amherst Zoom account settings page. The header includes the UMass Amherst logo, contact information (1.888.799.9666), and navigation links (SALES, PLANS). The main content area is titled 'Reports' and contains a sidebar with links to 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area displays various account settings, including 'Personal Link', 'Sign-In Email', 'User Type', 'Capacity', 'Language', 'Date and Time', 'Calendar and Contact Integration', 'Host Key', and 'Signed-In Device'. The 'Calendar and Contact Integration' section is highlighted with a purple circle around the 'Connect to Calendar and Contact Service' button.

Section	Value	Action
Personal Link	https://umass-amherst.zoom.us/j/6903827355	Customize
Sign-In Email	jnapolitano@umass.edu Linked accounts: [icon]	
User Type	Licensed ⓘ	
Capacity	Meeting 300 ⓘ	
Language	English	Edit
Date and Time	Time Zone (GMT-4:00) Eastern Time (US and Canada) Date Format mm/dd/yyyy Example: 08/15/2011 Time Format × Use 24-hour time	Edit
Calendar and Contact Integration	You can integrate with 3rd party services or apps, such as Google, Outlook or Exchange, to sync the calendar and contacts. <a href="#">Connect to Calendar and Contact Service</a>	
Host Key	***** Show	Edit
Signed-In Device	<a href="#">Sign Me Out From All Devices</a> ⓘ	

Help



4. Make sure “Allow Zoom to get calendar event” and “Allow Zoom to sync contacts” is checked and select “Next”



5. For the following fields:

- a. **Exchange login username or UPN:** Enter your umass.edu email address
- b. **Exchange login password:** Enter your password
- c. **Exchange Version:** Select “Exchange 2016” (if you get an error, try selecting “Exchange 2013”)
- d. **EWS URL:** Enter <https://exchange.umass.edu/ews/exchange.asmx>
- e. Click “Authorize”

The screenshot shows the UMass Amherst website header with the logo, phone number (1.888.799.9666), and navigation links (SALES, PLANS, JOIN A MEETING, HOST A MEETING, SIGN OUT). The left sidebar contains a 'Profile' menu with options like Meetings, Webinars, Recordings, Settings, Account Profile, and Reports, along with links to 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area is titled 'Profile > Add a Calendar Service' and features an 'Exchange' section with the instruction 'Connect your shared Exchange resource calendars'. Below this are four input fields: 'Exchange login username or UPN' (with a placeholder 'e.g. Login email or DOMAIN\username'), 'Exchange login password', 'Exchange Version' (a dropdown menu currently showing 'Exchange 2016'), and 'EWS URL'. A note below the EWS URL field states: 'Enter the EWS(Exchange Web Service) URL found in EMC/ECP. Be sure to include the https:// portion of the URL.' At the bottom of the form are two buttons: 'Authorize' and 'Cancel'. A 'Help' button is located in the bottom right corner of the page.

## 6. You'll now see toggles for Zoom to get your calendar events and to sync contacts

UMassAmherst

1.888.799.9666

SALES

PLANS

LanguageEnglish

JOIN A MEETING

HOST A MEETING

SIGN OUT

Date and Time

Time Zone

(GMT-4:00) Eastern Time (US and Canada)

Edit

Date Format

mm/dd/yyyy

Example: 08/15/2011

Time Format

× Use 24-hour time

Calendar and Contact Integration

You can integrate with 3rd party services or apps, such as Google, Outlook or Exchange, to sync the calendar and contacts.

jjnapolitano@umass.edu

Reauthorize

Delete

Allow Zoom to get calendar event

☒

Allow Zoom to sync contacts

☒

Host Key

\*\*\*\*\*

Show

Edit

Signed-In Device

Sign Me Out From All Devices

About

Zoom Blog

Customers

Our Team

Why Zoom

Features

Careers

Integrations

Partners

Resources

Press

Download

Meetings Client

Zoom Rooms Client

Zoom Rooms Controller

Browser Extension

Outlook Plug-In

iPhone/iPad App

Android App

Sales

1.888.799.9666

Contact Sales

Plans & Pricing

Request a Demo

Webinars and Events

Support

Account

Support Center

Live Training

Feedback

Contact Us

Test Zoom

Help

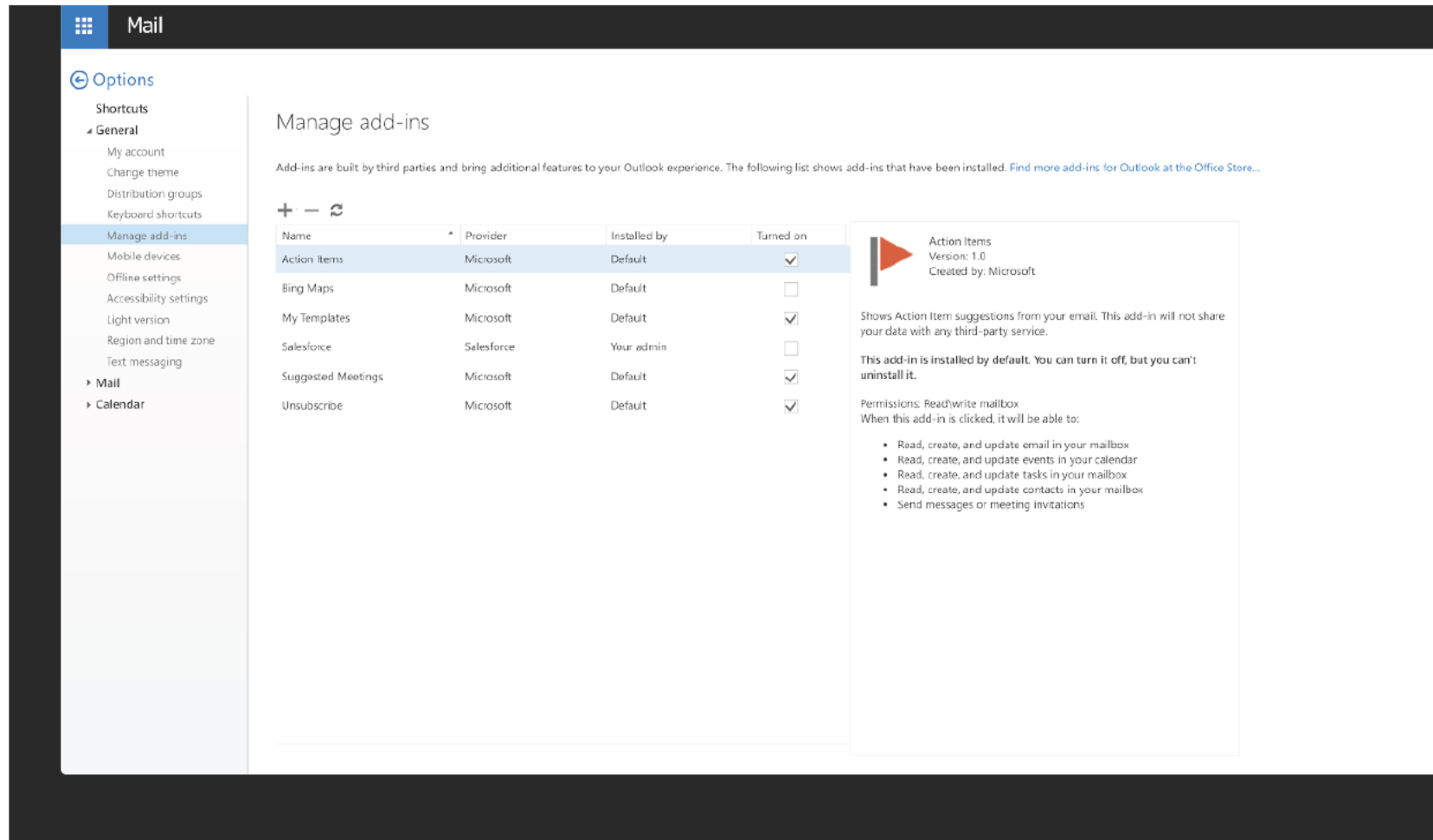
The Partnership for Worker Education  
<https://www.umass.edu/worker-ed>

# To install the Zoom plugin in Outlook:

1. Select “Store” at the top of the toolbar in Outlook:



2. You'll be brought to the Options panel of your Mail account in your web browser
3. Click the + icon and select “Add from the Office Store”



#### 4. You'll be brought to the Microsoft App Store. In the search field, type "Zoom for Outlook"

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Microsoft | AppSource | Apps | Consulting Services | Search Microsoft AppSource | Sell | Blog | Sign in

**Products**

Web Apps

Add-Ins

Dynamics 365

Microsoft 365 >

- ☐ Excel
- ☐ OneNote
- ☒ Outlook
- ☐ PowerPoint
- ☐ Project
- ☐ SharePoint
- ☐ Teams
- ☐ Word

Power BI apps

Power BI visuals

Dynamics NAV

Power Apps

**Categories**

- ☐ Analytics
- ☐ Collaboration
- ☐ Customer service
- ☐ Finance
- ☐ Human resources
- ☐ IT + administration
- ☐ Marketing
- ☐ Operations + supply chain
- ☐ Productivity
- ☐ Sales

Trials: All | Pricing Model: All | Ratings: All






## Microsoft Outlook

Work smarter with tools that help you communicate, manage your schedule, and find what you need—simply and fast.

[Get Microsoft Outlook >](#)

Outlook x Microsoft 365 x Add-Ins x [Reset category filters](#)

### App results (559)

App	Developer	Description	Rating	Additional purchase may be required
 <b>Salesforce</b>	By Salesforce.com	Outlook Boost productivity by bringing the power of the Salesforce Platform to Outlook.	★★★★★ (3224)	Additional purchase may be required
 <b>Boomerang</b>	By Baydin Inc.	Outlook The ultimate email productivity tool. Send later, track responses, schedule meetings, and more!	★★★★★ (1172)	Free
 <b>Evernote</b>	By Evernote	Outlook Tame your inbox. Save important email to a workspace where ideas go from projects to completion.	★★★★★ (879)	Free
 <b>HubSpot Sales</b>	By HubSpot	Outlook Organize leads, track email opens and clicks, and send email templates all in one place.	★★★★★ (689)	Additional purchase may be required
 <b>Translator for Outlook</b>	By Microsoft Corporation	Outlook Translator helps you read messages in your preferred language across devices.	★★★★★ (1850)	Free

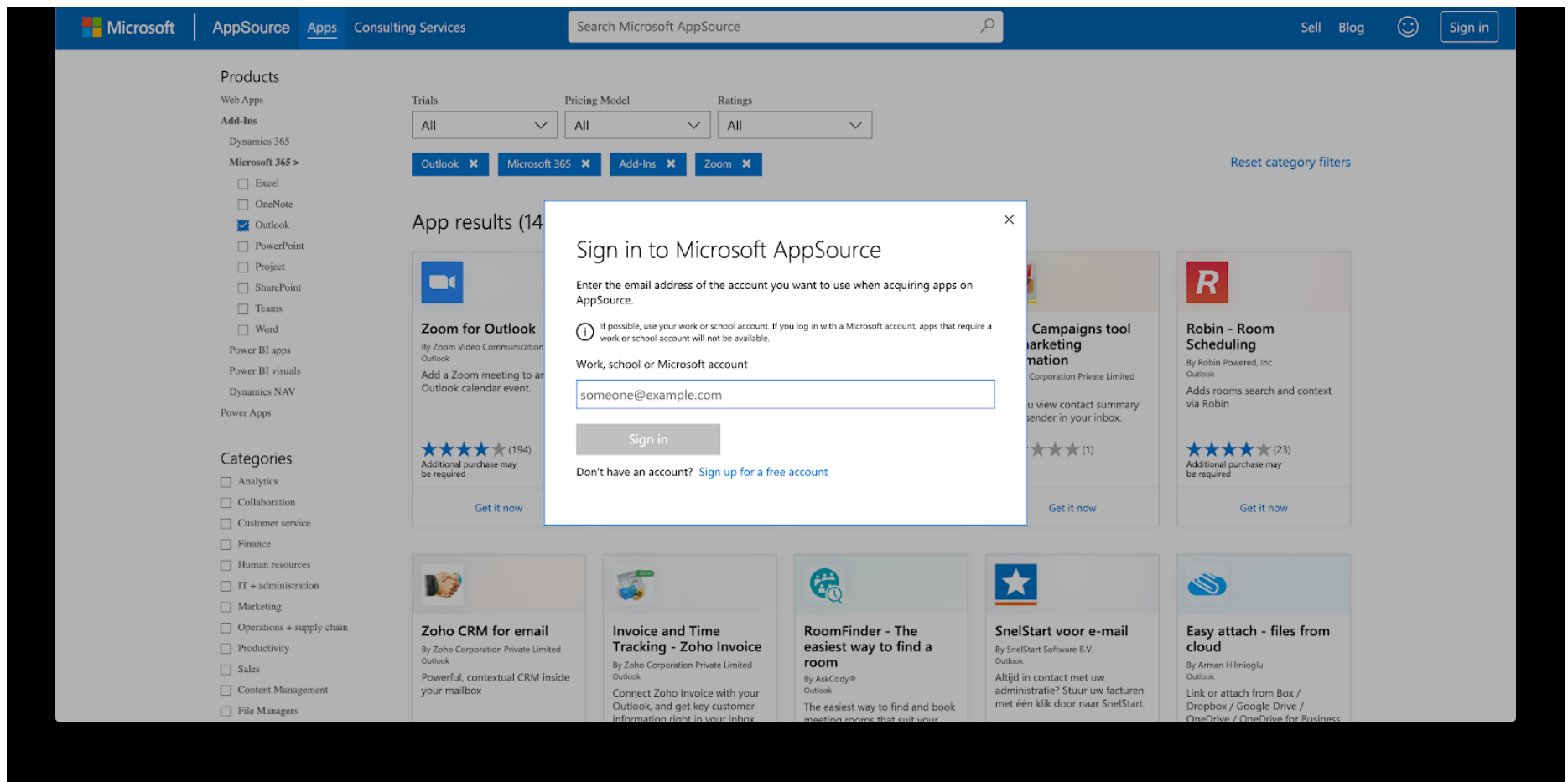


5. “Zoom for Outlook” should be the top result returned. Click “Get It Now” to install it.

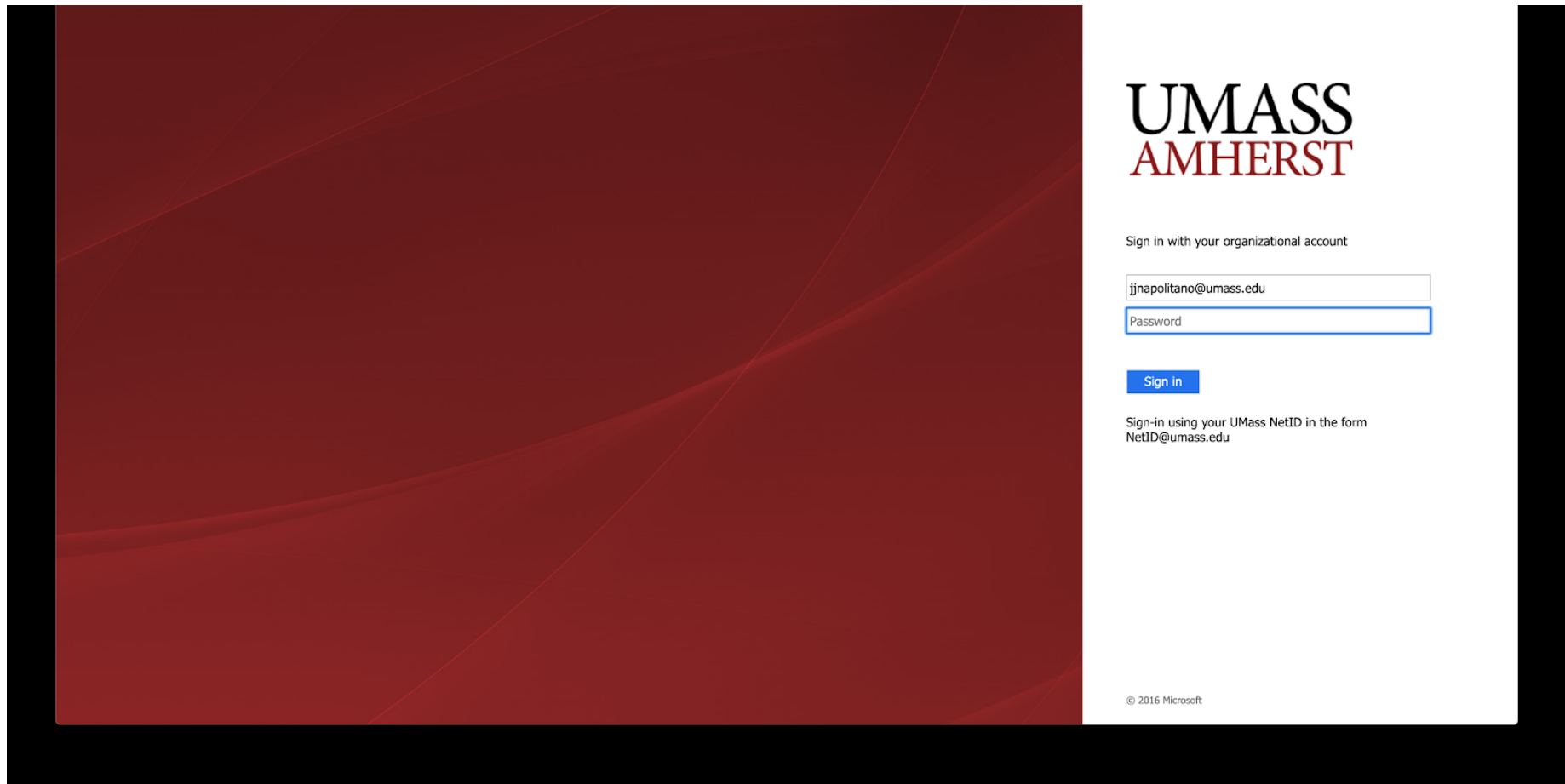
The screenshot shows the Microsoft AppSource interface for searching for 'Zoom' apps. The top navigation bar includes the Microsoft logo, 'AppSource', 'Apps', 'Consulting Services', a search bar with 'Zoom' entered, and links for 'Sell', 'Blog', and 'Sign in'. The left sidebar contains filters for 'Products' (Web Apps, Add-Ins, Dynamics 365, Microsoft 365, etc.) and 'Categories' (Analytics, Collaboration, etc.). The main content area displays 'App results (14)' with a grid of app cards. The first card is 'Zoom for Outlook' by Zoom Video Communications, Inc., which is highlighted with a blue border. It has a 4.5-star rating (194 reviews) and a 'Get it now' button. Other apps include 'Connect Room Finder', 'Condeco Room Finder', 'Zoho Campaigns tool for marketing automation', 'Robin - Room Scheduling', 'Zoho CRM for email', 'Invoice and Time Tracking - Zoho Invoice', 'RoomFinder - The easiest way to find a room', 'SnelStart voor e-mail', and 'Easy attach - files from cloud'.

App Name	Developer	Rating	Price	Action
Zoom for Outlook	By Zoom Video Communications, Inc.	4.5 (194)	Additional purchase may be required	Get it now
Connect Room Finder	By Condeco Limited	4.5 (2)	Additional purchase may be required	Get it now
Condeco Room Finder	By Condeco Limited	4.5 (2)	Free	Get it now
Zoho Campaigns tool for marketing automation	By Zoho Corporation Private Limited	4.5 (1)	Free	Get it now
Robin - Room Scheduling	By Robin Powered, Inc.	4.5 (23)	Additional purchase may be required	Get it now
Zoho CRM for email	By Zoho Corporation Private Limited	4.5 (194)	Powerful, contextual CRM inside your mailbox	Get it now
Invoice and Time Tracking - Zoho Invoice	By Zoho Corporation Private Limited	4.5 (2)	Connect Zoho Invoice with your Outlook, and get key customer information right in your inbox	Get it now
RoomFinder - The easiest way to find a room	By AskCody®	4.5 (2)	The easiest way to find and book meeting rooms that suit your	Get it now
SnelStart voor e-mail	By SnelStart Software B.V.	4.5 (1)	Altijd in contact met uw administratie? Stuur uw facturen met één klik door naar SnelStart.	Get it now
Easy attach - files from cloud	By Arman Hilmioglu	4.5 (23)	Link or attach from Box / Dropbox / Google Drive / OneDrive / OneDrive for Business	Get it now

6. A popup window will come up “Sign in to Microsoft AppSource.” Enter your email and click “Sign in.”



7. A login screen for your UMass Amherst NetID account will come up.

The image shows a login screen for UMass Amherst. On the left, there is a large, dark red rectangular area with a subtle, abstract pattern of lighter red lines. To the right of this area is a white rectangular box containing the login interface. At the top of the white box is the UMass Amherst logo, with "UMASS" in black and "AMHERST" in red. Below the logo, the text "Sign in with your organizational account" is displayed. Underneath this text are two input fields: the first contains the email address "jjnapolitano@umass.edu", and the second is labeled "Password". Below the input fields is a blue button with the text "Sign in". Further down, there is a link that says "Sign-in using your UMass NetID in the form NetID@umass.edu". At the bottom of the white box, there is a small copyright notice: "© 2016 Microsoft".

UMASS  
AMHERST

Sign in with your organizational account

jjnapolitano@umass.edu

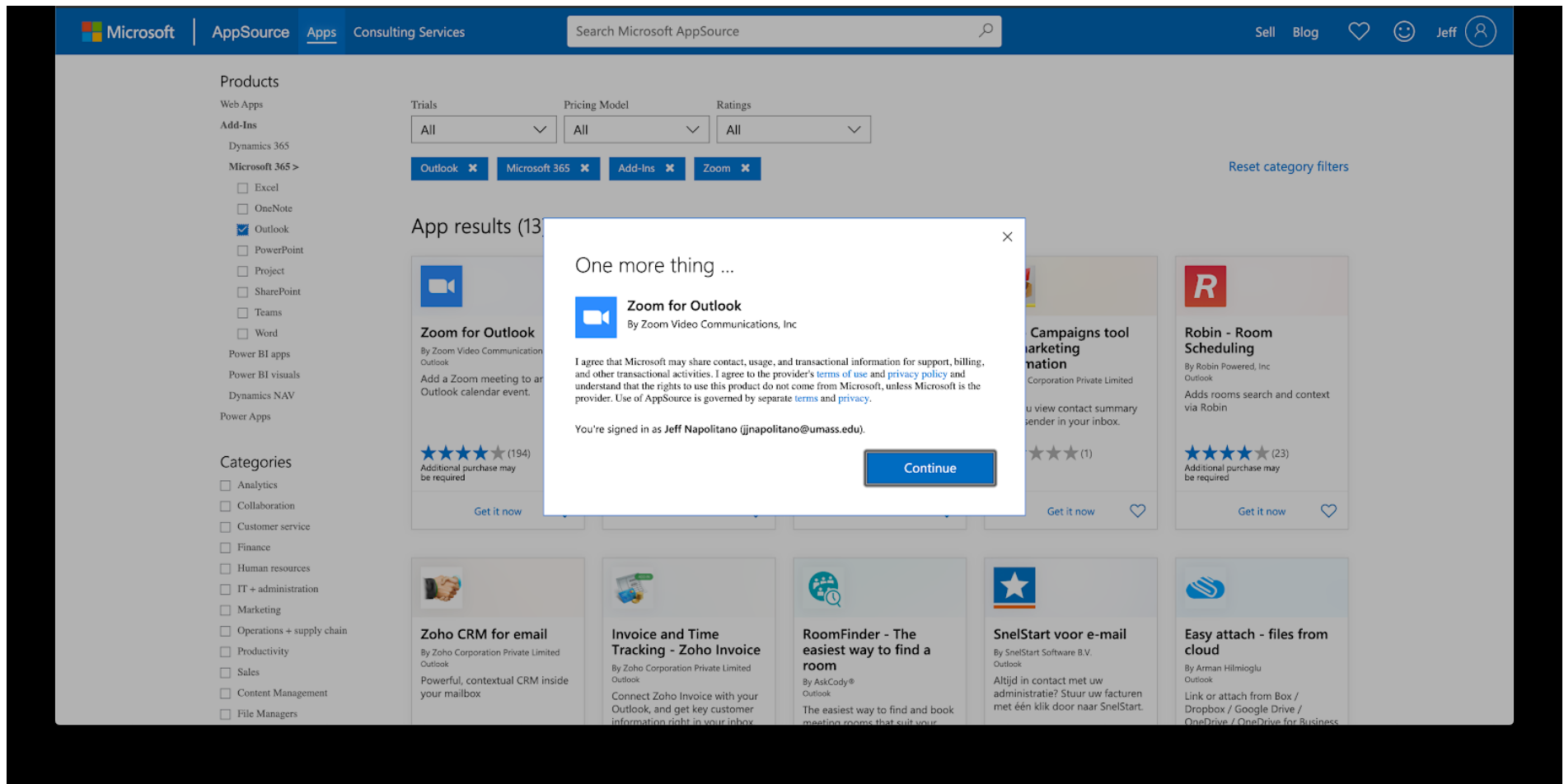
Password

Sign in

Sign-in using your UMass NetID in the form  
NetID@umass.edu

© 2016 Microsoft

8. After logging in, you will be brought back to the popup, hit “Continue” to finish installing the plugin



9. You'll get another screen "**We just need to check something**", and ask "**We think your email organization is exchange.umass.edu. Is that correct?**" and select "**Yes**"

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 Microsoft | [Office Store](#) [Add-ins](#) [Templates](#) [Support](#) All Microsoft Search Jeff

## We just need to check something

Before we install **Zoom for Outlook**, we want to make sure that we'll be putting it in the right place.

We think your organization domain is **exchange.umass.edu**. Is this correct?

[What is this about?](#)

Yes

No

10. You'll see a confirmation screen that states **"You've added an add-in for Outlook."** Click **"OK"**

The screenshot shows the Outlook 'Manage add-ins' page. On the left is a sidebar with 'Options' and a list of settings. The main area is titled 'Manage add-ins' and contains a table of installed add-ins. A confirmation message on the right states 'You've added an add-in for Outlook' and provides instructions on how to use the add-in. An 'OK' button is at the bottom of the message.

**Options**

- Shortcuts
- General
  - My account
  - Change theme
  - Distribution groups
  - Keyboard shortcuts
  - Manage add-ins
  - Mobile devices
  - Offline settings
  - Accessibility settings
  - Light version
  - Region and time zone
  - Text messaging
- Mail
- Calendar

### Manage add-ins

Add-ins are built by third parties and bring additional features to your Outlook experience. The following list shows add-ins that have been installed. [Find more add-ins](#)

Name	Provider	Installed by	Turned on
Action Items	Microsoft	Default	<input checked="" type="checkbox"/>
Bing Maps	Microsoft	Default	<input type="checkbox"/>
My Templates	Microsoft	Default	<input checked="" type="checkbox"/>
Salesforce	Salesforce	Your admin	<input type="checkbox"/>
Suggested Meetings	Microsoft	Default	<input checked="" type="checkbox"/>
Unsubscribe	Microsoft	Default	<input checked="" type="checkbox"/>

**Action Items**  
Version: 1.0  
Created by: Microsoft

Shows Action Item suggestions for your data with any third-party services.

This add-in is installed by default and cannot be uninstalled.

Permissions: Read/write mailbox contents  
When this add-in is clicked, it will:

- Read, create, and update email
- Read, create, and update calendar
- Read, create, and update contacts
- Read, create, and update tasks
- Send messages or meeting requests

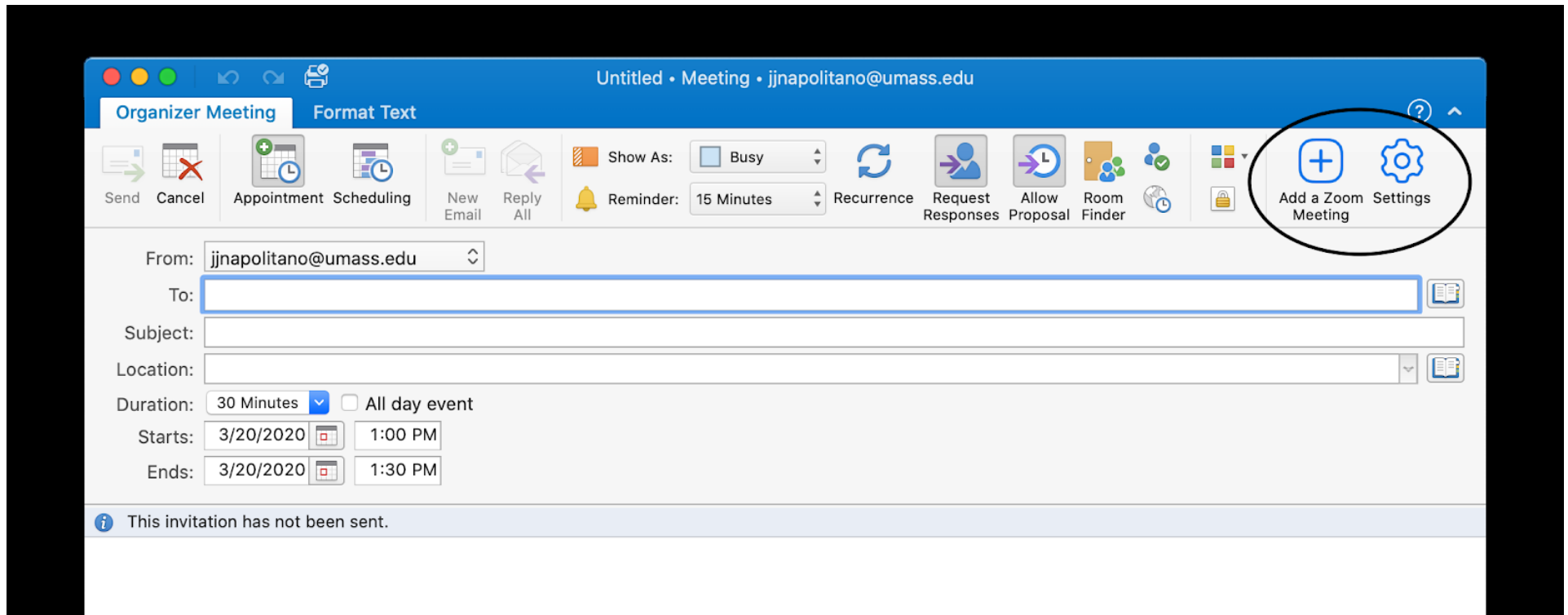
### You've added an add-in for Outlook

Start using your add-in:

1. Open an email message and look for your add-in in the gray bar at the top of the message. Your add-in will appear in emails where it can read content in the mail. For example, with the Bing Maps add-in, you'll see the add-in on any message that contains a postal address.
2. Click the add-in name in the bar below the message header to see its content.

**OK**

11. Open (or re-open) your Outlook client, and click “**Meeting**” from the toolbar (or select “**File -> New -> Meeting**”). You should now see an “**Add a Zoom Meeting**” and “**Settings**” icon on your toolbar. When you click either icon, you will be prompted again for your UMass email and password.



12. After logging into the Zoom plugin, you will then be able to utilize Zoom for meetings from Outlook!

( If you have any problems using this guide, please feel free to email [jjnapolitano@umass.edu](mailto:jjnapolitano@umass.edu) )