# Instructions to Enable Emergency 911 Location Permissions (for both Mac and Windows) and for Mobile Devices

## 1) (Mac only, Windows users skip to step 2)

You may see a location icon with a red notification at the top-right of your Zoom app. Please click 'Download and Install' and follow the prompt to enable Location Services.

History       Voicemail       Lines       SMS         All history ~       Enter al       Your Zoom administrator has requested that you install a supplementary software package in order to detect and report your location for emergency and report your location foremergency and report your location for emer	•••	Q Search	ЖF		G) Home	☐3 Meetings	Phone	Uniteboards	(Contacts	â 0 4 (
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Caller ID: (213) 821-9378								Caller ID:	: (213) 821-	9378

2) If you don't see this location notification, click your picture/initials in the upper right corner and select Settings

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3) Select Phone on the left. If not already checked, tick the box beside Location Permission

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<b>^</b>	Share Screen		
د د	Phone	Location Permission:	<ul> <li>Allow Zoom to have enhanced access to your</li> <li>location for Emergency Call and for enabling advanced features such as location based</li> </ul>
2	Team Chat		access and call routing. (Location Helper (Version 5.16.0.124) installed)
	Background & Effects	Emergency Address:	Detected ⑦
0	Recording		3434 S Grand Ave Los Angeles 90089
8	Profile		Personal Location or Address 🙆
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	Keyboard Shortcuts	Launch an external a	app or a URL for incoming calls
t	Accessibility	Default Voicemail Trar	scription Language:
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		Report problem:	Report ⑦

## Note:

Enabling this setting will provide your location to 911 emergency responders.

## Add a Personal Emergency Address

1) On the same settings page shown above, click Personal Location or Addresses

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رر	Phone	Location Permission:	<ul> <li>Allow Zoom to have enhanced access to your location for Emergency Call and for enabling advanced features such as location based</li> </ul>	0
2	Team Chat		access and call routing.	
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		Report problem:	Report ⑦	

You will be directed to your Personal Emergency Address page on the web portal.

<b>USC</b> 1.888.799.9666				JOIN A M	EETING HOST	
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Phone Personal Contacts Personal Devices	Q Search for an address				Status (All)	×
Whiteboards Surveys	Address	Zip/Postal Code	Country/Regio n IP	BSSID	ELIN 곗	Status
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Settings Analytics & Reports	Page Size 15 - Total 1					
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#### 2) Click Add

<b>USC</b> 1.888.799.9666		JOIN A MEETING	HOST A MEETING +
Profile		_	
Meetings	Add Personal Emergency Address		
Webinars	I acknowledge that this address will be shared with my account's administrator(s). In the event of an		
Phone	emergency call, it may be shared with the Public Safety Answering Point (PSAP) and with members of the account's Internal Response Team.		
Personal Contacts		Status (All	
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Surveys	Enter house number and street name	ELIN 💿	Status
Recordings	Address Line 2 (Optional)		
Workspace Reservation	Enter building #, floor #, unit #, etc.	:b1:17:0a 	Verificatior Not Requir
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Account Profile			

3) Enter the information requested, then click Save

### Mobile Devices – Enable Zoom Emergency Response Location when dialing Emergency Services

1) Go to Settings, scroll down and select Zoom

2) Once Zoom is selected, enable Location Services and select 'Always'

If you experience any issues setting up your emergency address, please visit the <u>ITS Service Portal</u> or call the Customer Service Center at (213) 740-555