

Restoring and Moving Zoom Cloud Recordings

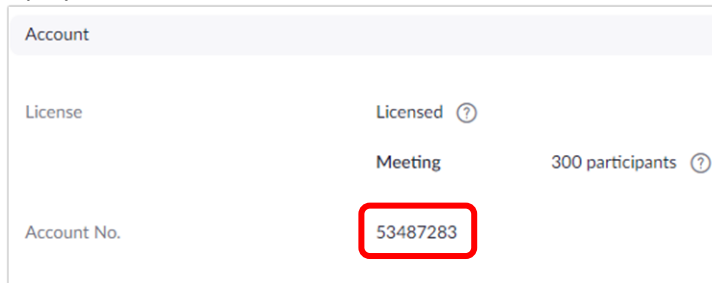
UMB's retention schedule for Zoom cloud recordings is set to 365 days. Zoom cloud recordings stored more than 365 days will be moved to Trash for 30 days and then permanently deleted. If you have Zoom recordings that you need to keep, this document reviews two processes: restoring recordings that have already been moved to Trash, and then moving recordings to your UMB OneDrive**, where they will be stored indefinitely.

Verifying the UMB Account

To restore and move cloud recordings, you will need to use the *UMB Zoom portal* (<https://umaryland.zoom.us>) to ensure that you are accessing your UMB Zoom account.

Once signed in, to double check and ensure you are in the correct account:

- Click on **Profile**.
- Scroll down to **Account**.
- The **Account no.** should display 53487283:



The screenshot shows the 'Account' section of the Zoom portal. It includes fields for 'License', 'Licensed' (with a help icon), 'Meeting' (300 participants), and 'Account No.' (53487283). The 'Account No.' field is highlighted with a red rectangular box.

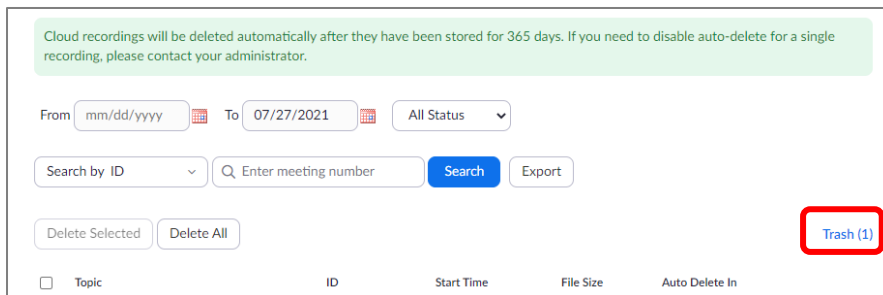
- If it does not reflect this number, you are NOT using UMB's Zoom account and the retention policy doesn't apply to you. However, if you're using an email address with *.umaryland.edu, please contact your School's IT department to get your Zoom account moved into UMB's account.

Restoring Recordings from Trash

If a recording is moved to Trash, it is necessary to restore the recording first before moving it to OneDrive.

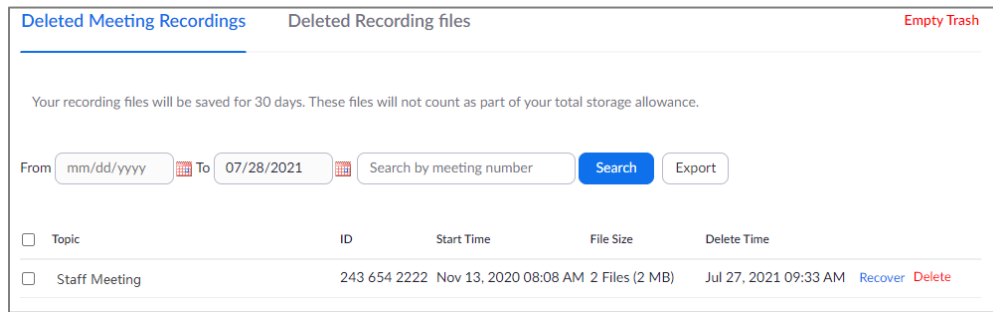
To view and restore recordings:

- Go to <https://umaryland.zoom.us/recording>
- Sign in using your UMID and Password.
- Your Cloud Recordings page will appear. If any recordings have been automatically moved to Trash, a Trash link will appear to the lower right of the header section:



The screenshot shows the Zoom Cloud Recordings page. It includes a green banner at the top stating: 'Cloud recordings will be deleted automatically after they have been stored for 365 days. If you need to disable auto-delete for a single recording, please contact your administrator.' Below this are filters for 'From' (mm/dd/yyyy), 'To' (07/27/2021), and 'All Status'. There is a search bar with 'Search by ID' and a 'Search' button. Below the search bar are 'Delete Selected' and 'Delete All' buttons. At the bottom right, there is a 'Trash (1)' link highlighted with a red rectangular box. The bottom of the page shows a table header with columns: Topic, ID, Start Time, File Size, and Auto Delete In.

- Click **Trash**. The Deleted Meeting Recordings page will appear:



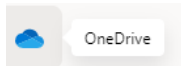
- Locate any recording(s) you want to recover. You can then:
 - To recover one recording, click **Recover** to the far right of a recording.
 - To recover multiple recordings, select the recordings using the checkbox to the left and then select **Recover**, which will now appear above the recordings.
 - It may take a few minutes to recover a recording and you may need to refresh your browser.

Once the recording is recovered, select **Recordings** from the left-hand menu to return to the Cloud Recordings page.

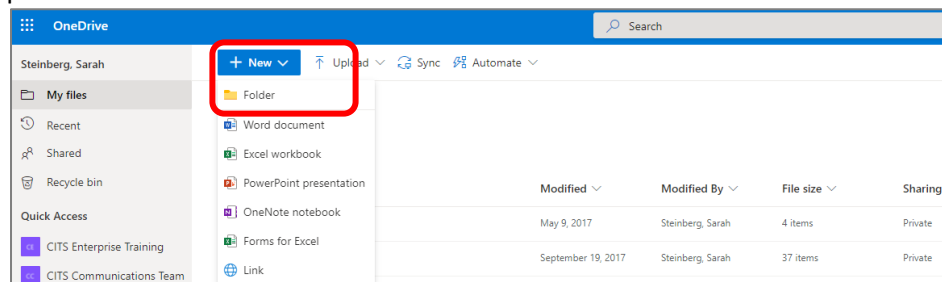
Creating a Folder in OneDrive**

Before moving your recordings to OneDrive, you may want to create a folder specific for Zoom recordings. There are numerous ways to access OneDrive. These instructions will use portal.office.com.

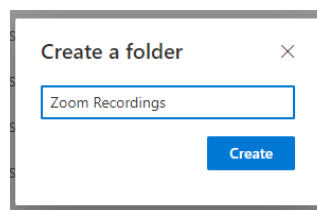
- Go to portal.office.com.
- Sign-in using your UMID and Password.
- From the left-hand icon menu, select **OneDrive**.



- OneDrive will appear. Click on **New** and then **Folder** in the menu bar:



- The Create a Folder pop-up window will appear. Enter a folder name, i.e. Zoom Recordings:



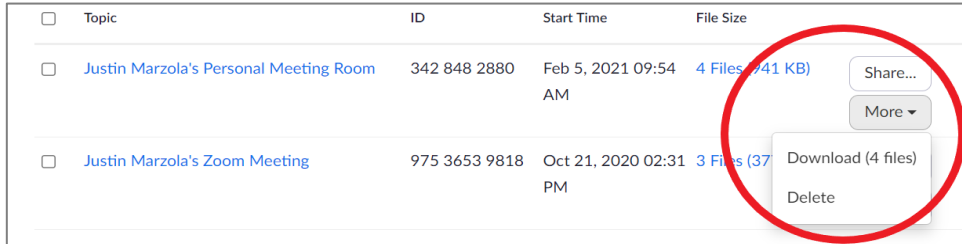
- Click **Create**. The new folder will now appear in your OneDrive.

Moving Recordings to OneDrive

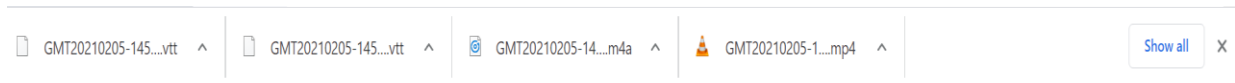
Recordings can only be moved one at a time, but one recording may have more than one file.

For each recording that you want to move to OneDrive, from the Cloud Recordings page:

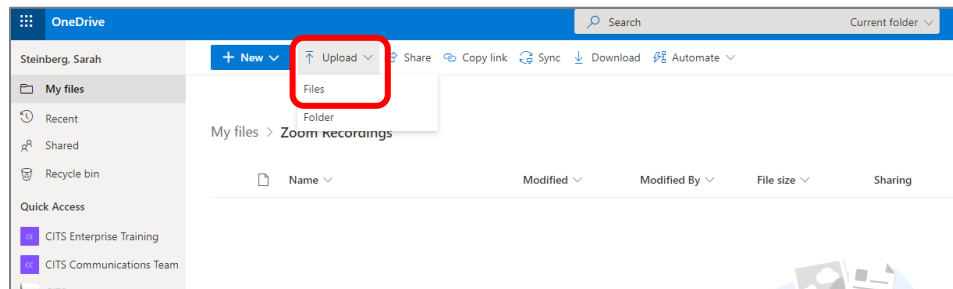
- To the right of the recording, click the **More** drop-down list and **Download**:



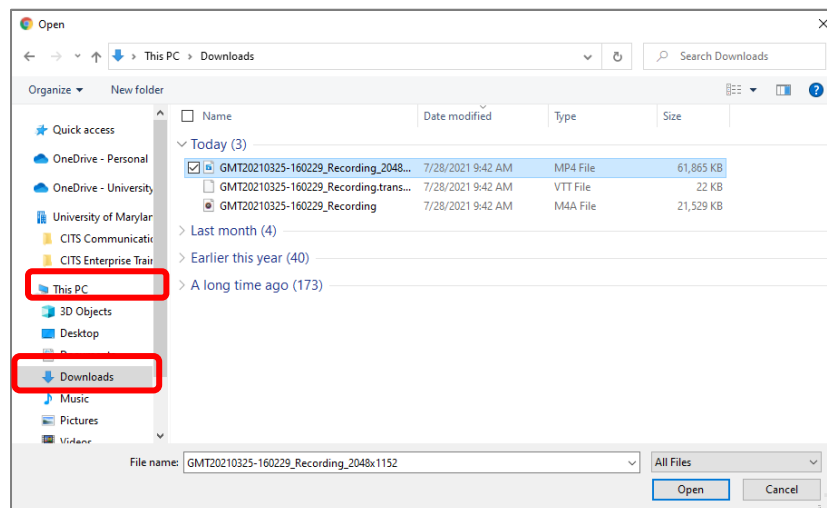
- A pop-up window will appear. Click **Download**. (You have the option of selecting "Do not remind me again" if you don't want this window to appear each time.)
- The downloaded files will appear at the bottom of your browser:



- Through portal.office.com, navigate to OneDrive and the folder where you want to save the recording files.
- In the menu bar, click **Upload** and then **Files**:



- The File Explorer window will open. In the left-hand menu, go to **This PC** and then select **Downloads**:



- Under **Today**, any files you've downloaded will appear. To select the files, hold the **Ctrl** key and click on each file you want to upload to OneDrive.
 - Files with the extension **.mp4** are the full recording with audio and video.
 - Files with the extension **.vtt** contain the transcript for closed captioning. If you are not using closed captioning, this file doesn't need to be moved.
- Once they've been selected, click **Open**. The files move will take a few moments to load.

Verify File Transfer

Once the files are in OneDrive, access the file to ensure the files were correctly and fully transferred.

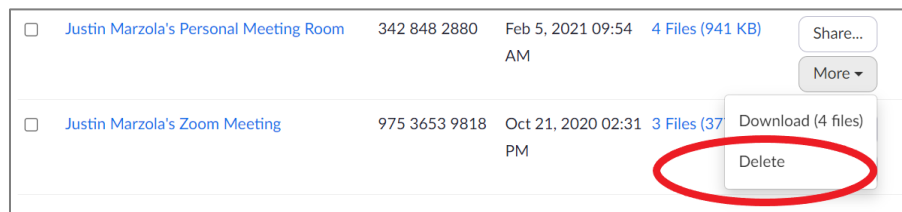
- Click on the file with the extension **.mp4**. This is the full recording with audio and video.
- Additionally, it is recommended to rename the file(s) to a more descriptive/obvious name.

Delete Cloud Recordings

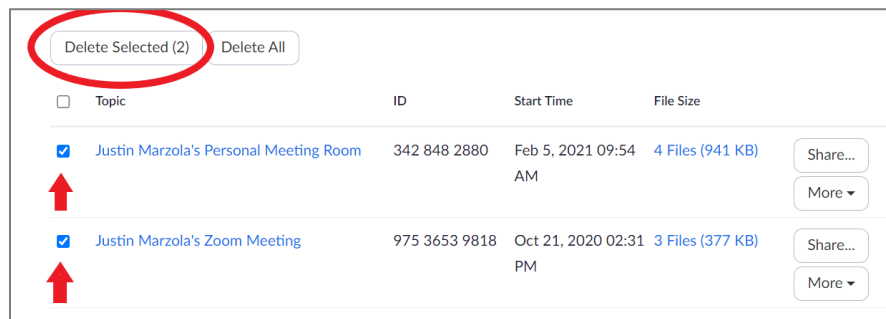
Once the files have been moved, you can delete the recordings from Zoom. This is not required – the recordings will still automatically delete after 365 days. These steps can be followed, though, to keep the Cloud Recordings page organized and clear of recordings that have already been moved.

After verifying the recording was successfully moved, return to your Zoom account and the Cloud Recordings page.

- To individually delete recordings, to the right of the recording, click **More** and then **Delete**:



- To delete multiple recordings, click the check boxes to the left of each recording and then select **Delete Selected** or **Delete All**:



- After selecting **Delete**, Zoom will prompt you to confirm. Select **Yes**.
- The file(s) will remain in your Trash for 30 days and can be recovered in this timeframe following the same directions on Pg. 1.

**** While this document is highlighting OneDrive to move and store Zoom recordings to, SharePoint can serve the same purpose. By saving to SharePoint, it will allow anyone with access to that SharePoint site to access the recordings.**