

# FAQ

## What new remote access solutions will we support?

GoToAssist and Zoom

A Voicebrook representative will advise which of these tools to use when remotely connecting to us.

## Who do these changes apply to?

All clients with the exception of Veterans Administration facilities

## Why the change?

Microsoft Live Meeting which is the current application that Voicebrook uses is being phased out/sunset by Microsoft.

## Are the applications HIPAA compliant?

Yes, both applications are HIPAA compliant.

[GoToAssist HIPAA Compliance Guide](#)  
[Zoom HIPAA Compliance Guide](#)

## What ports need to be opened?

Ports Required: 80, 443 (for both applications)

## When does this change go into effect (Live)?

The change will go into effect on **10/23/2015**

## How do I connect or access GoToAssist?

You can connect by any of these methods...

- Go to: [connect.voicebrook.com](http://connect.voicebrook.com)
- Live Meeting link on your desktop (if applicable)
- From the VoiceOver Toolbar click **Help > Voicebrook Connect** (Available on VoiceOver version 4.4.5 and higher)

## How do I connect or access Zoom?

Go to: [zoom.us/join](http://zoom.us/join)

## How do I get a Meeting ID or Support Key?

A Voicebrook Representative will provide you with a randomly generated meeting ID or Support Key at the time of the call