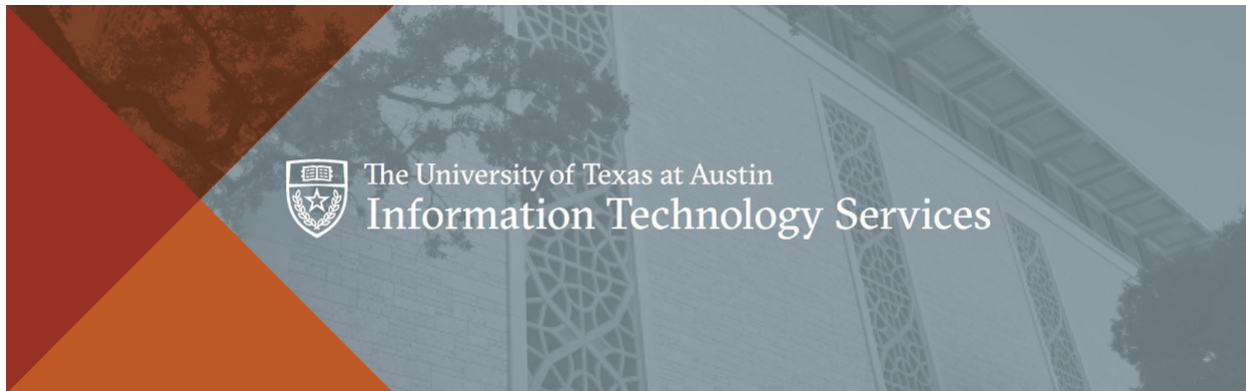


**Subject:** ACTION: Download Zoom Cloud Recordings by Sept. 30

**Date:** Friday, August 13, 2021 at 10:02:22 AM Central Daylight Time

**From:** Information Technology Services

**To:** mello@eid.utexas.edu



Dear Faculty and Staff,

As the university shifted to an online and hybrid environment in Spring 2020, Zoom became an important resource for students, faculty, and staff across our campus. With the sudden increase in usage, our Zoom Cloud storage for recorded Meetings and Webinars is quickly approaching its storage limits.

**To relieve Zoom storage, which should only be viewed as temporary, we are introducing a retention policy for Zoom Cloud recordings.**

Starting **September 30, 2021**, any Meeting or Webinar **recordings saved to Zoom Cloud storage will be retained in the Zoom Cloud for 365 days**, after which the recordings will be deleted from the Zoom Cloud.

Any recordings already on the Zoom Cloud for 365 days or more when the policy takes effect on September 30th will also be deleted. Once the recordings are deleted, you will have 24 hours to retrieve any recordings from your trash can and return the video to your Zoom cloud. **Links to any deleted recordings will no longer be valid.** Please read below for detailed information and how best to respond to this new policy.

**What this means for my recordings?**

- **Existing** Zoom meetings and webinars recorded before September 30, 2020, will be removed from Zoom Cloud storage, and their respective links will no longer work.
- **New** recordings of Zoom meetings and Webinars after September 30, 2020, will be removed from Zoom Cloud storage after 365 days online.

## What should I do?

- Review existing recordings and decide what should be moved to a long-term storage solution, either for your own personal use or for purposes of record retention in accordance with UT's records management policies. More information can be found at [UT Records and Information Management Services](#).
- Download your Zoom Cloud recordings that will require long-term storage.
- Review links to Zoom Cloud video content and update those links to the new long-term locations of the recordings.
- If you miss the September 30 deadline, you have 30 days to [recover your deleted recordings](#) from your [Zoom web portal](#).

## Where can I store my recordings long-term?

Although you may keep your recordings on the Zoom cloud for immediate viewing and sharing, UT has multiple options available to upload your content for semester-over-semester storage beyond the 365-day retention period.

- Your **Local Hard Drive** is an option if you are storing recordings for personal use. Review our [Download page](#) for more information.
- [Panopto](#) is our **recommended** video content management system for sharing videos with a robust set of video playback features. Panopto is available to all faculty and staff, and includes a [Zoom integration](#) that allows for recordings to be automatically moved to Panopto after recording. Additionally, your previous recordings from Zoom can also be uploaded to Panopto and benefit from Panopto's rich features such as more [advanced editing, auto-captioning, organizational tools, and Canvas integration](#). The current Panopto agreement includes unlimited storage, but vendor agreements

are subject to change so Panopto should not be viewed as a permanent storage solution. Panopto's current retention policy is 5 years. For help with Panopto please contact [panopto@utlists.utexas.edu](mailto:panopto@utlists.utexas.edu).

- [OneDrive](#) is an online storage solution in Microsoft 365 and allows 2TB personal storage and 25TB for Departments/Teams. Recordings stored and shared via OneDrive can be played back in your browser. A QuickStart guide to uploading and managing files on OneDrive is [available here](#).
- [UT Box](#) is a cloud storage solution offered to students, faculty, and staff. Recordings may be stored and shared via UT Box, but the video playback features are limited by comparison. Currently, UT Box storage is unlimited but the vendor will be setting storage limits in the future. The timing for this change to UT Box is not yet known. For long-term content storage, please consider using alternates until additional ITS guidance is available.

**As always**, please ensure that [Confidential](#) data is stored correctly on cloud collaboration services. This change does not impact students.

### **Where can I get help?**

If you have questions or concerns regarding the new policy, please contact [zoom@utexas.edu](mailto:zoom@utexas.edu) or visit [zoom.its.utexas.edu](https://zoom.its.utexas.edu).

### **Related: Update Zoom by August 18**

Starting Aug. 18 all Zoom users must be using the minimum client version of Zoom 5.7.4. If your Zoom client is not updated at least to the minimum client version of Zoom 5.7.4, you will not be able to join or host Zoom meetings until the update has been performed. Visit the ITS website for more information on [updating your Zoom client](#).

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