

# How to Enable Waiting Room on Zoom

## Overview

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom account or are not signed in.

Participants will see the following screen when joining a meeting with Waiting Room enabled:

**Please wait, the meeting host will let you in soon.**

**Molly Parker's Personal Meeting Room**

[Test speaker and microphone](#)

You can also customize the waiting room screen with your own logo, title and description.

## Note:

- If the Waiting Room option is enabled, [join before host](#) will not work for that meeting.
- Webinars do not support Waiting Room. Use a [webinar practice session](#) as an alternative.

This article covers:

- [Enabling Waiting Room](#)
  - [Account](#)
  - [Group](#)
  - [User](#)
  - [Individual meeting](#)
  - [All meetings with your personal meeting ID \(PMI\)](#)
- [Using Waiting Room](#)
- [Customizing the Waiting Room](#)

## Prerequisites

### Using Waiting Room

- Zoom Desktop Client
  - Windows: **4.6.2** or higher
  - macOS: **4.6.2** or higher
  - Linux: **2.0.87130.0317** or higher
- Zoom Mobile App
  - Android: **4.0.21432.0116** or higher
  - iOS: **4.0.21521.0116** or higher

### Customizing Waiting Room

- Licensed user



## Enabling Waiting Room


### Account

To enable Waiting Room for all users in the account:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
2. In the navigation menu, click **Account Management** then [Account Settings](#).
3. Navigate to the **Waiting Room** option on the **Meeting** tab and verify that the setting is enabled.


**Note:** If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

**Waiting room**  


Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 

**Choose which participants to place in the waiting room:**

All participants

Guest participants only 

Allow internal participants to admit guests from the waiting room if the host is not present

Customize the title, logo, and description 



4. Select who you want to admit to the waiting room.
  - **All participants:** All participants joining your meeting will be admitted to the waiting room.
  - **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.


**Note:** If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.
5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

## Group

To enable Waiting Room for all members of a specific group:


1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
2. In the navigation, click **User Management** then [Group Management](#).
3. Click the **Group Name**, then click the **Settings** tab.
4. On the **Meeting** tab, navigate to the **Waiting Room** option under In-Meeting (Advanced) and verify that the setting is enabled.

**Waiting room**  


Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 

**Choose which participants to place in the waiting room:**

All participants

Guest participants only 

Allow internal participants to admit guests from the waiting room if the host is not present

Customize the title, logo, and description 

**Notes:**

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
  - If the option is grayed out, it has been locked at the Account level, and needs to be changed at that level.
5. Select who you want to admit to the waiting room.
- **All participants:** All participants joining your meeting will be admitted to the waiting room.
  - **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.  
**Note:** If **Guest participants only** is enabled, you can also enable the

option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.

6. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click **Lock** to confirm the setting.

## User

To enable Waiting Room for your own use:

1. Sign in to the Zoom web portal.
2. In the navigation menu, click [Settings](#).
3. On the **Meeting** tab, navigate to the **Waiting Room** option under In-Meeting (Advanced) and verify that the setting is enabled.

### Waiting room



Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. ⓘ

#### Choose which participants to place in the waiting room:

- All participants
- Guest participants only ⓘ
- Allow internal participants to admit guests from the waiting room if the host is not present

Save

Cancel

Customize the title, logo, and description ✎

### Notes:

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
  - If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.
4. Select who you want to admit to the waiting room.
    - **All participants:** All participants joining your meeting will be admitted to the waiting room.

- **Guest participants only:** Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.  
**Note:** If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.

## Individual meeting

Before you can enable Waiting Room for an individual meeting, you must enable it in your meeting settings.

1. Sign in to the Zoom web portal.
2. Click [Meetings](#).
3. Click a meeting topic to edit it or [schedule a new meeting](#).
4. Under Meeting Options, check **Enable Waiting Room**.

Enable waiting room

5. Click **Save**.

## All meetings with your personal meeting ID (PMI)

Before you can enable Waiting Room for your PMI, you must enable it in your meeting settings.

1. Sign in to the Zoom web portal.
2. Click [Meetings](#).



5. Under Meeting Options, check **Enable Waiting Room**.

Enable waiting room

6. Click **Save**.

## Using Waiting Room

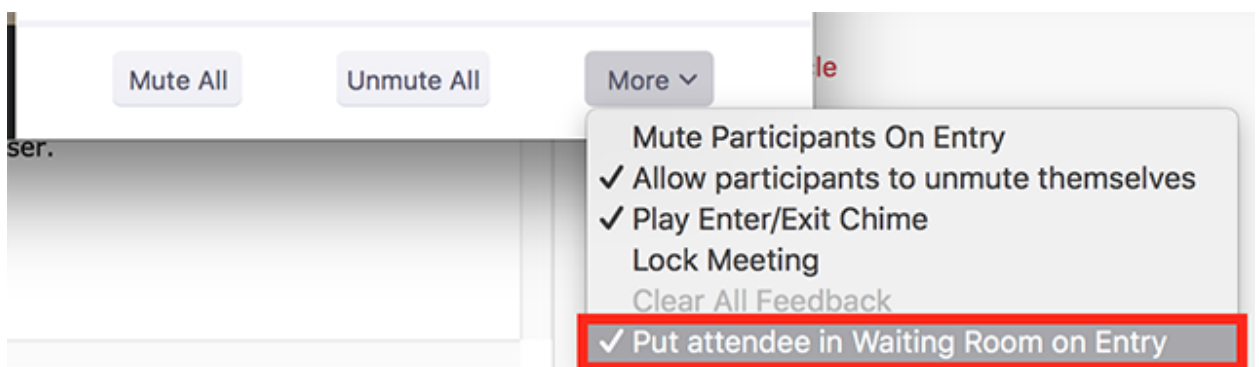


### Enabling or disabling Waiting Room during a meeting

1. As the meeting host, click **Manage Participants**.



2. Click **More** and choose **Put Attendee in Waiting Room on Entry** to enable or disable the feature.



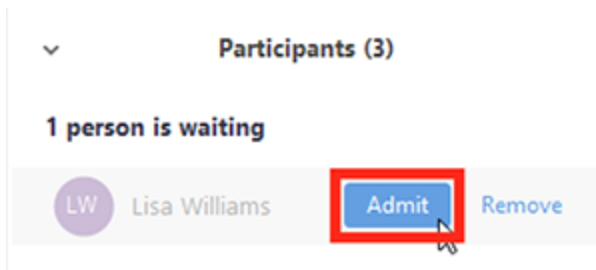
### Admitting participants during a meeting

1. As the meeting host, click **Manage Participants**.





2. Click **Admit** to have the participant join the meeting.

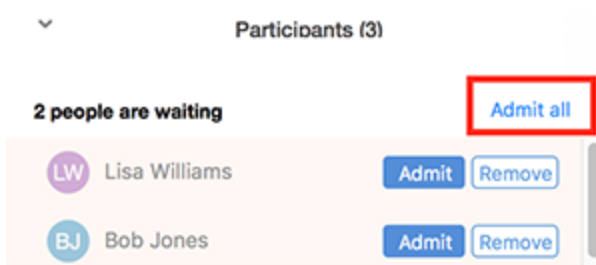


## Admit all participants from the Waiting Room

1. As the meeting host, click **Manage Participants**.



2. Click **Admit all**.

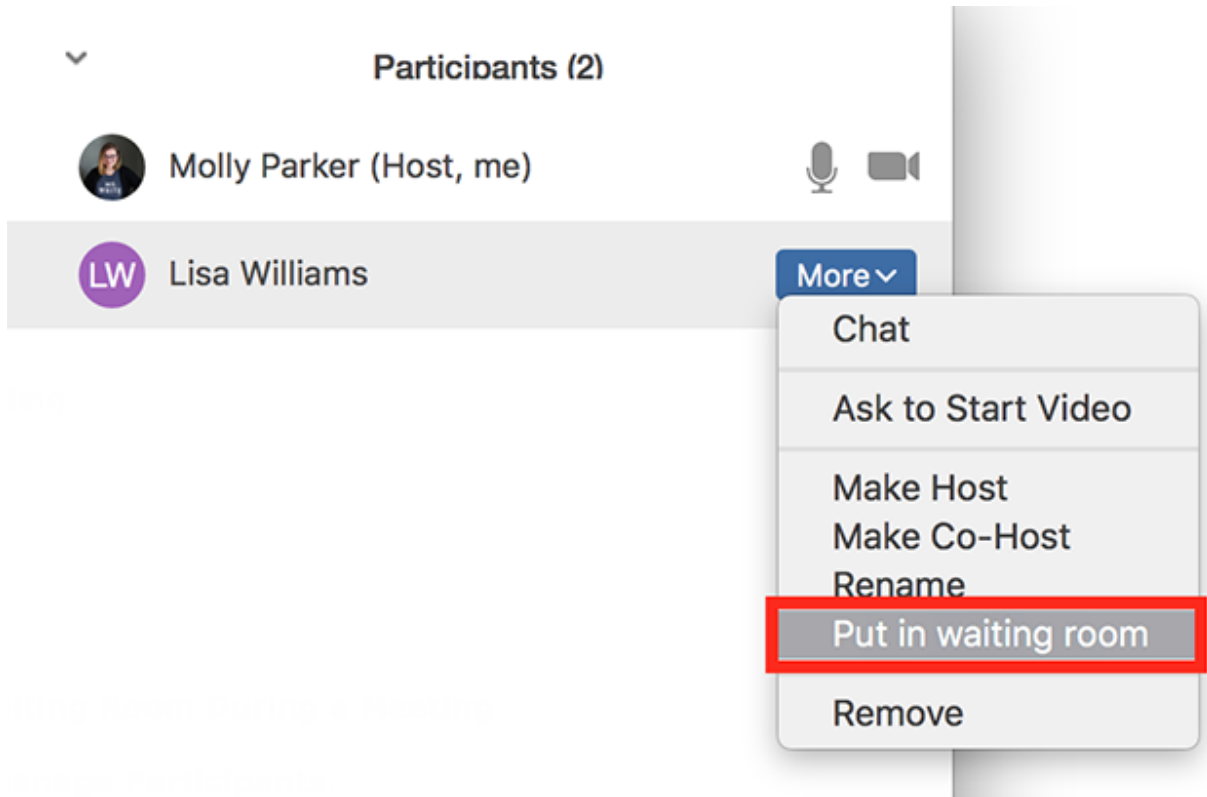


## Sending participants to the Waiting Room during a meeting

1. As the meeting host, click **Manage Participants**.

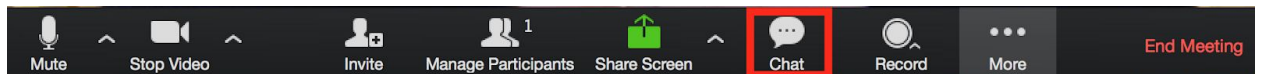


2. Click **More** next to the participant's name and choose **Put in Waiting Room**.

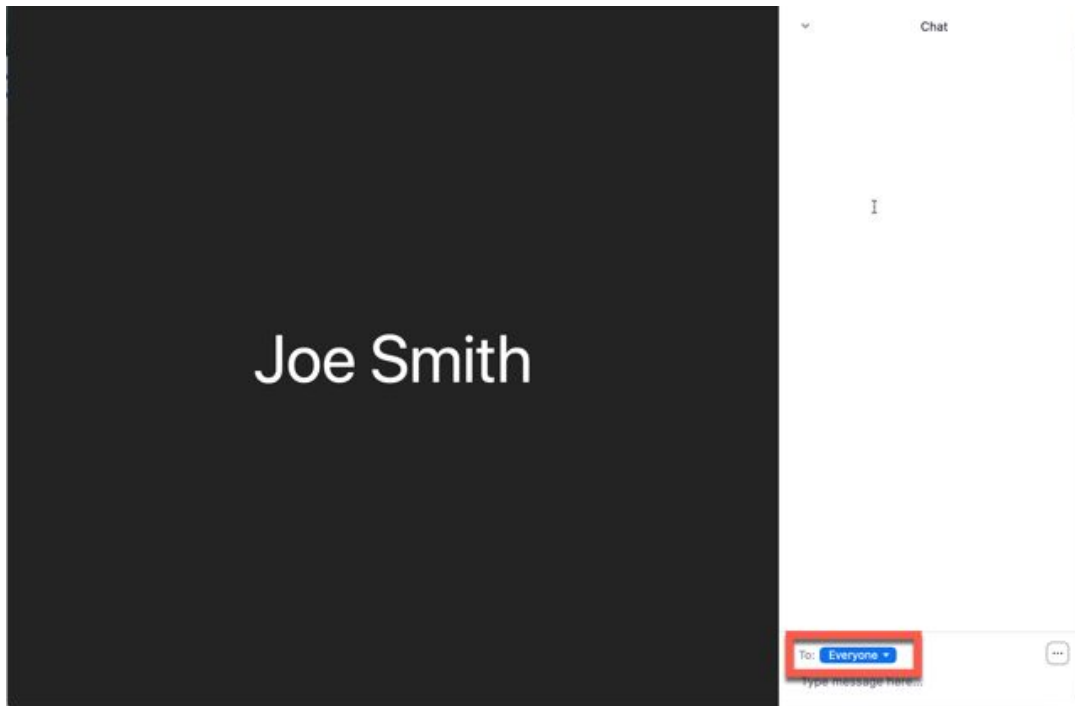


## Sending messages to participants in the Waiting Room

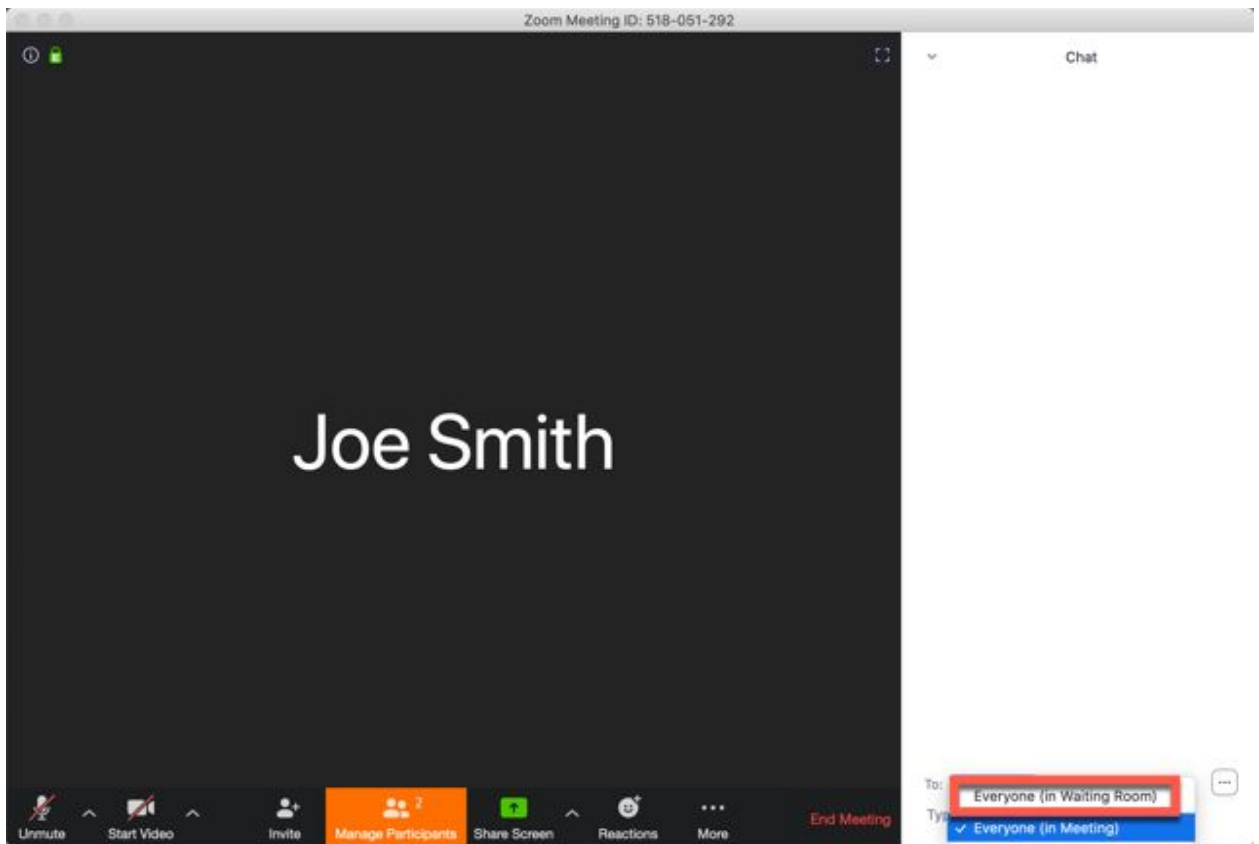
1. As the meeting host, click **Chat**.



2. Click the dropdown next to **To:**

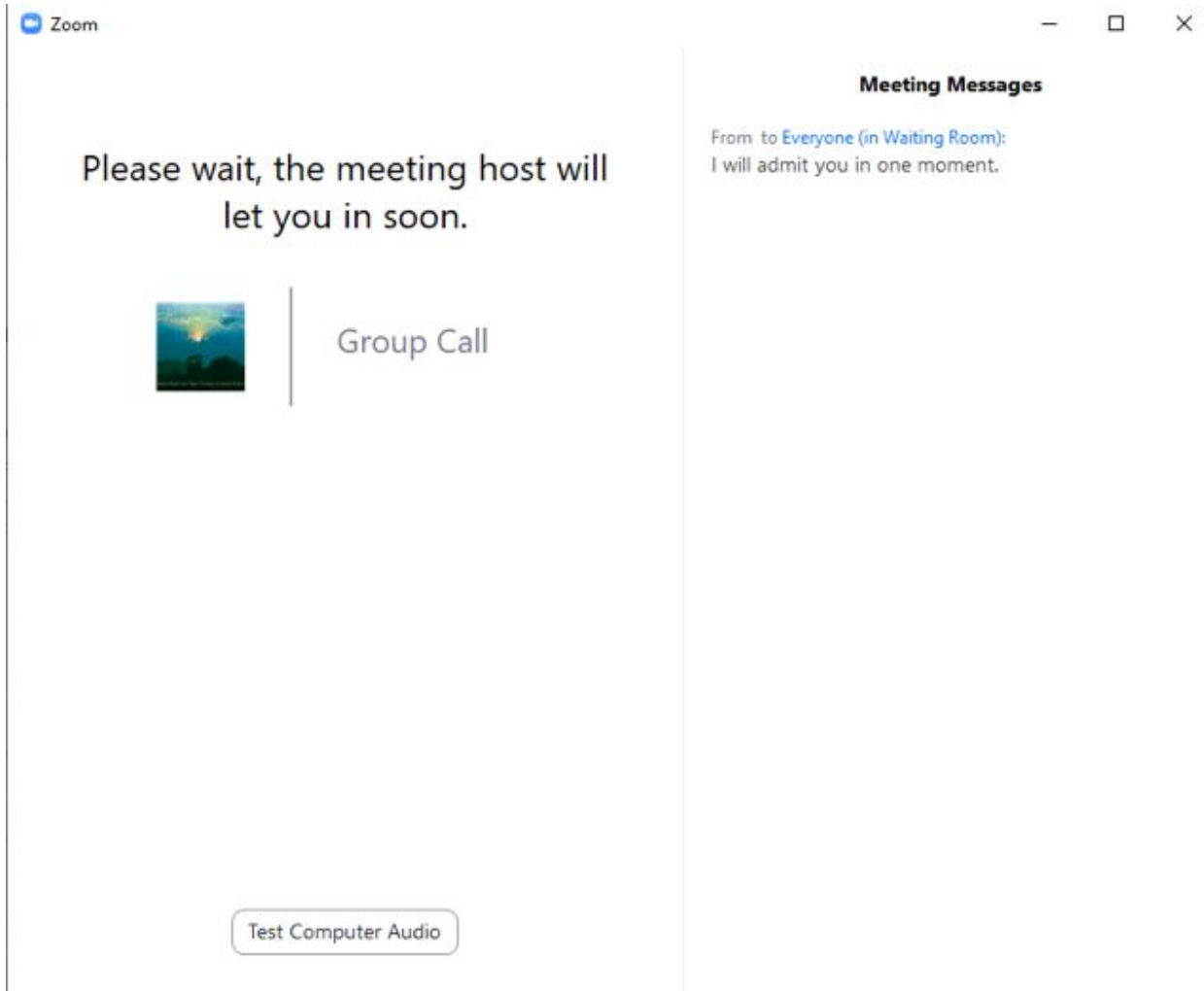


3. Click **Everyone (in Waiting Room)**.



4. Type and send your chat message to the waiting room.

Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:



 [Windows](#)

 [Linux](#)

 [Android](#)

 [iOS](#)



[Web](#)

## Customizing the Waiting Room

You can customize the waiting room title, logo, and description at an account, group, or user level.

**Note:** You will need to enable waiting room before you have the option to customize it.

1. After [enabling waiting room](#), navigate to the **Waiting Room** option under **In Meeting(Advanced)**.
2. Click the pencil icon below the Waiting Room option.

### Waiting room



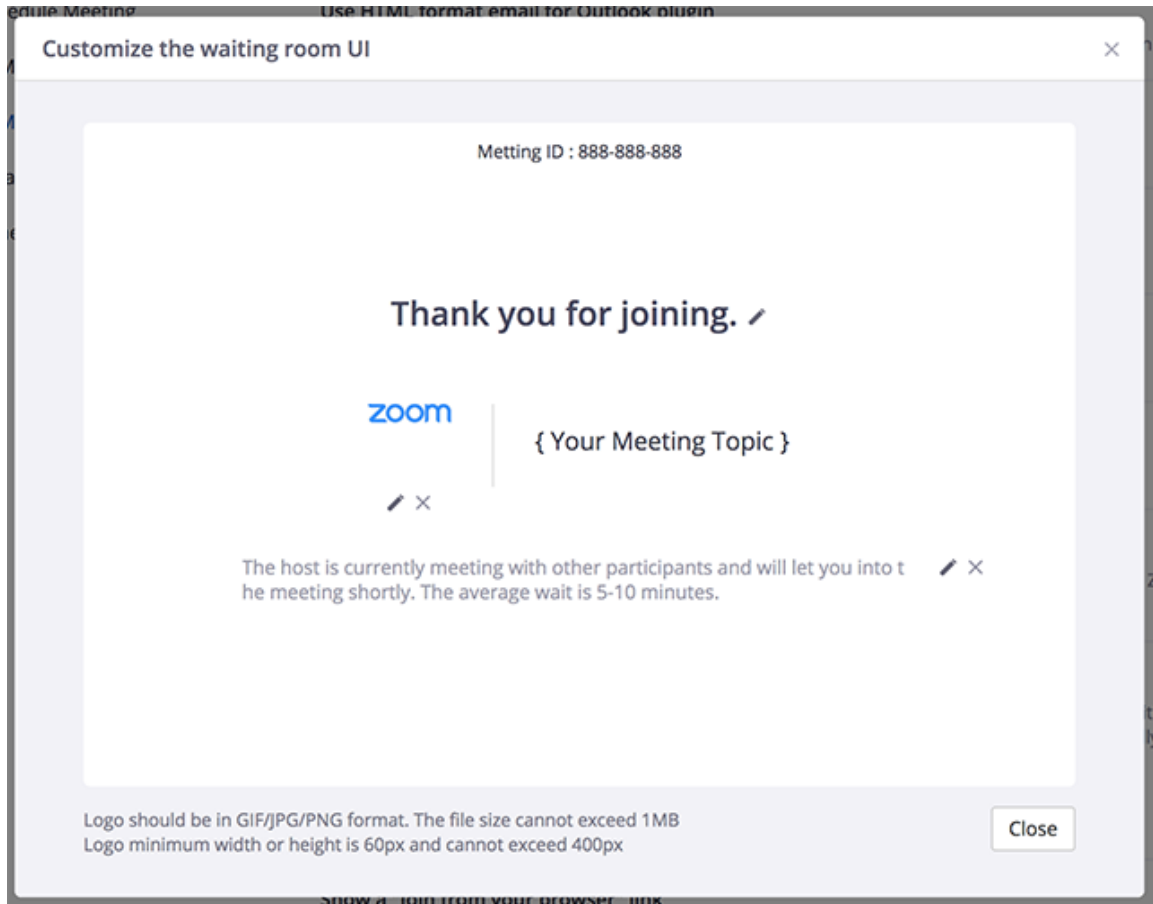
Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled.

Customize the title, logo, and description



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This will open the waiting room customization options.



- **Title:** Click the pencil next to **Please wait, the meeting host will let you in soon.** to update the meeting title. Click ✓ when you are done.  
**Note:** Titles are limited to 64 characters.
  - **Logo:** To upload a logo, click the pencil icon.  
**Note:** Logos can be in GIF, JPG or PNG format. They cannot exceed 1MB. The minimum height and width is 60px and the maximum is 400px.
  - **Description:** Click **Add waiting room description** to add a description to the waiting room. Click ✓ when you are done.  
**Note:** The description is limited to 400 characters.
3. Click **Close** when you are done.
  4. Participants will see your custom waiting room branding when they join the meeting.