RCDSO | Royal College of Dental Surgeons of Ontario

ZOOM SCHEDULER USER GUIDE

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TABLE OF CONTENTS

1.0	BOOK YOUR INSPECTION	1
2.0	GET READY FOR THE INSPECTION	3
3.0	NEED HELP?	4

1.0 BOOK YOUR INSPECTION

Your assigned inspector will send an encrypted email containing a link to their Zoom scheduling calendar. Use the link provided to select an available date and time and complete your booking.

Step 1: Open the scheduling link

Open the encrypted email from your assigned inspector and select the link to access their available appointments related to the inspection type.

Step 2: Select a date and time

Select an available date and time, ensure you have reviewed the inspection checklist and will have enough time to prepare and submit all required documentation.

NOTE

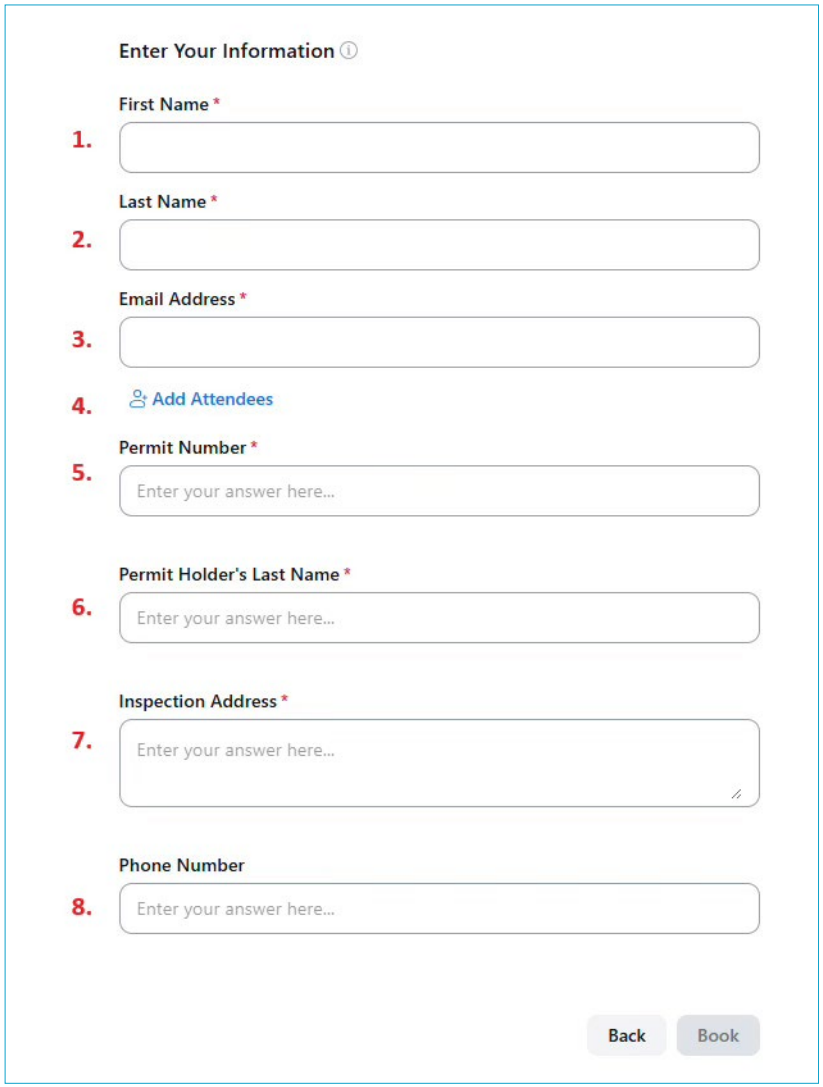
If someone else will be scheduling on your behalf, use the Forward function in the secure email platform to ensure they can access the information required for scheduling.

IMPORTANT

Please review your information before submitting your booking. The details must match the details provided by the RCDSO, *bookings made using incorrect information will be cancelled.*

Step 3: Enter your information

1. First Name of the individual attending the inspection
2. Last Name of the individual attending the inspection
3. Enter the email address where you would like to receive the calendar invite and scheduling correspondence.
4. Add the email address of the Permit Holder if the Permit Holder will not be attending the inspection. Enter the email address(s) of any additional attendees.
5. Enter the Facility Permit or Visiting Authorization number provided from the RCDSO in the correspondence
6. Enter the last name of the individual who holds or will hold the Facility Permit or Visiting Authorization. The Facility Permit Holder must be an owner of the dental facility. If there has been a recent change in ownership or corporate acquisition and you are unsure who the Permit Holder is, contact the inspector before scheduling.
7. Enter the address of the dental facility being inspected or where the Visiting Authorization inspection will take place.
8. Enter the phone number of the dental facility or contact number of the Visiting Provider.



Step 4: Confirm your booking

Once your booking is submitted, Zoom will automatically send a calendar invitation to the email address entered during the scheduling. All parties entered under Add Attendees will also receive the invitation

If you did not receive the confirmation email, check your Spam Folder for both the email and calendar invite. Keep the calendar invitation as it contains the Zoom link you will use to join the inspection.

2.0 GET READY FOR THE INSPECTION

After you book

- Save the Zoom calendar invitation. Your inspector will not send a separate Zoom meeting link.
- Confirm the appropriate individuals have been invited. The individual attending the inspection must be authorized to represent the facility or Visiting Provider and should be familiar with the sedation equipment, emergency drugs, required documentation, and applicable protocols.
- Check your Junk or Spam folder if you are missing an email. Inspection-related communication may be sent from an email ending in @rcdso.org or @zoom.us.

NOTE

Zoom will send a reminder email 3 days before your inspection. The reminder does not contain your meeting link. Your meeting link remains in the original Zoom calendar invitation..

At least 48 hours before

- Submit all required documentation in PDF format to your assigned inspector by replying to their encrypted email. If the files are too large to send, request a ShareFiles link from the Facility Inspection Program. Drop box or external file share links will not be accepted.
- Review the inspection checklist and confirm that all required equipment, medications, documentation, and protocols will be available.

IMPORTANT

Failure to submit required at least 48 hours before the inspection may result in cancellation of the inspection or a deficient outcome.

On the day of your inspection

- Join the link in your original Zoom calendar invitation.
- Have a device available that is mobile so the inspector can virtually review the required areas of the facility.
- Ensure the individual attending is prepared to access the equipment, medications, documentation, and protocols required during the inspection.

3.0 NEED HELP?

Where can I find my permit number?

Your permit number is identified in the initial inspection email from RCDSO. Your permit number may be different from your RCDSO license number.

If you are unable to locate your permit number, contact the Facility Inspection Program before scheduling. Do not enter another number in its place.

Who is the Permit Holder?

The Permit Holder is the individual responsible for the facility permit and must be the applicant, if the inspection is for a Visiting Authorization, it would be the Visiting Provider.

Can someone schedule the inspection on behalf of the Permit Holder or Visiting Provider?

Yes. The person completing the booking should ensure the correct information is entered and use the Add Attendees feature to include the Permit Holder on all communications.

If the scheduling email needs to be forwarded to another individual, the Permit Holder must use the Forward option within the encrypted email. Forwarding the notification of the encrypted email will not allow access.

Does the Permit Holder need to attend?

The Permit Holder does not need to personally attend; however, the individual attending must be authorized to do so and be knowledgeable about the sedation practices, equipment, emergency drugs, documentation, and protocols. Any items not demonstrated during the inspection will be marked as deficient.

If the Permit Holder will not attend, include them under Add Attendees when scheduling so they receive the ongoing communications regarding the process.

I booked my inspection but did not receive the Zoom invitation. What should I do?

Check your Junk or Spam folder and search for a message from @zoom.us.

If you continue to experience issues receiving Zoom emails, contact your email provider, your organization's IT support, or the Facility Inspection Program

Where can I find the link to join my inspection?

The meeting link was provided the day of booking in a Zoom calendar invitation. Your inspector will not send a separate meeting link, and the reminder sent approximately 3 days before your inspection will not contain the link.

How do I cancel or reschedule?

Use the cancellation or rescheduling option provided with the original booking. Please make changes as early as possible.

Cancellations made with less than 48 hours' notice, missed inspections or failure to communicate may affect the status of the permit or authorization. A reminder that application fees are non-refundable.

What if I cannot find an appointment within the required booking period?

Do not book using incorrect information or allow the booking period to pass without contacting the RCDSO. Contact the Facility Inspection Program as soon as possible to discuss next steps.

STILL NEED HELP?

For assistance with Zoom Scheduler or the inspection scheduling process, contact the Facility Inspection Program at **416-934-4331**.