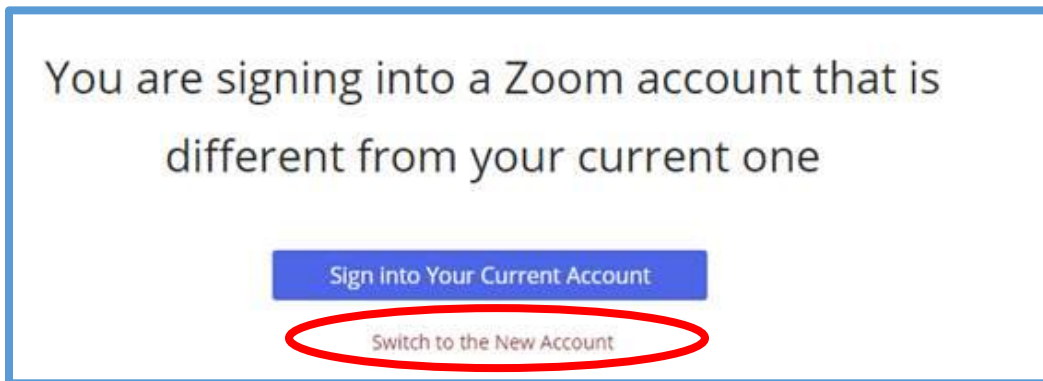


Why does Zoom prompt to switch to a new account?

Due to the recent HCM conversion, some Zoom user accounts were placed in the wrong sub-account when logging in using SSO. If the sub-account they are currently in is different than the one Zoom wants to map them to when they sign in via SSO again, they will be prompted to switch to a new account. This is actually confirming they are switching to the correct sub-accounts within UGA's master account. Once the switch is completed, all settings and saved meetings will move to the new sub-account.

- Go to uga.zoom.us
 - Click on **Sign in: Configure your account**
- Sign in with your CAS credentials.
- Next page will ask if you want to sign into your current account or switch to a new account.
 - Choose **switch to the New Account** (see snip below). This is not creating a new account, but placing the user account into the correctly mapped Sub-Account.



- Check your email from Zoom with subject "Confirm the requested change to your Zoom account"
 - Click on the **Switch your Zoom account to New Account** link.
 - Note your department is listed in the email and indicated in italic.

Email example:

You are currently a member of the Zoom account *your current sub-account name (uga.zoom.us)*, but you were trying to sign into the Zoom account *new sub-account name ()*. You can only be a member of one account at a time.

If you want to switch to become a member of NewAccount (*sub-account*), click the link below. The link expires in 24 hours.

[Switch your Zoom account to NewAccount](#)

- Log in using your CAS credentials.
- Account move and log in are successful. You are ready to use Zoom.