1. Please visit Emory’s Zoom home page press Log In

2. Please enter your NetID/Password and press Login

3. Once you see this message click on Switch to the New Account

You are signing into a Zoom account that is different from your current one
4. Click on **I Acknowledge and Switch**

Switch to the new Zoom account

Before you switch, be aware of the following:

- After you switch, you can still access your own data, such as your meetings and recordings.
- Your role on the new account will be "member". This role might have fewer privileges than your role on your current account.
- Your new account might not provide access to all of the features you have on your current account.

5. Go to **Emory E-mail** and look for a new e-mail from **Zoom.**

Zoom sent an email to the address you signed in with. Check your inbox and follow the instructions.

If you did not receive the email, please go back and try over again.

6. Click on **Switch your Zoom account to NewAccount**

Hello,

You are currently a member of the Zoom account **Emory University (emory.zoom.us)**, but you were trying to sign into the Zoom account **Emory University – HIPAA (emory.zoom.us)**. You can only be a member of one account at a time.

If you want to switch to become a member of NewAccount, click the link below. The link expires in 24 hours.

**Switch your Zoom account to NewAccount**

If the link does not work, copy the link below and paste it into your browser.

https://emory.zoom.us/change_account?code=LahbBfFq4lxQjHtI4Az-
1MG9e9Xdz6AFpCi7haY4.B0YAAAFeKTBNAzABUYAPZWHyY2VAZW1vemkuZWR1BhZkd2IoSGrU1NVaUJMVhBRVBTTVdRZAAAFvnhET3M4c3Y3l

You do not need to take any action to remain a member of OldAccount.
7. Click on **Sign In Now** and repeat steps 1 and 2.

8. If you have any questions or concerns please, contact **videoservices@emory.edu**