1. Please visit your Emory Zoom home page and press Log In
   [https://emory.zoom.us/](https://emory.zoom.us/)
   [https://emoryhealthcare.zoom.us/](https://emoryhealthcare.zoom.us/)

2. 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

Switch to the New Account

Sign Into Your Current Account
3. 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.

4. 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.

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

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**. 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.

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

```
https://emory.zoom.us/change_account?code=lnRmBBztvbZ5uGhW74A2z5M66gE5Xdz6AFtC1g/3heV1gQYAAAFoK7BNAg4ABUUYAPZWhrY2VAV4ZW1yun4zR1BhZkd21oSGnvU1INvUIJMVhBRVBTTTvdaRZAAAFnAdET3M4e3V3H
```

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

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