

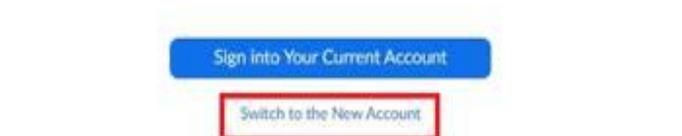
Knowledge Base Article

Enhanced Security Zoom Installation Instructions

Purpose & Overview:

This document demonstrates instructions needed to successfully switch to an Enhanced Secure Zoom account.

Support Info:

<ol style="list-style-type: none"> 1. Logout of your UCR Zoom account 2. Upon next login you will be presented with a series of prompts to confirm the switch to the HIPAA subaccount 3. Select Switch to new account as shown below 	<p>You are signing into a Zoom account that is different from your current one</p> 
<ol style="list-style-type: none"> 4. Check your UCR email for a message from Zoom with the subject "Confirm the requested change to your Zoom account" 5. Click on the Switch your Zoom account to New Account link. 	<p>You are currently a member of the Zoom account University of California Riverside (ucr.zoom.us), and you are trying to sign into the new Zoom account UCR HIPAA - ZOOM Account (ucr-edu-hipaa.zoom.us). If you want to switch to become a member of the account UCR HIPAA - ZOOM Account, click the button below within 24 hours.</p> 
<ol style="list-style-type: none"> 6. You will then see two successive prompts that ask you to acknowledge the switch, select I Acknowledge and Switch 	<p>Switch to the new Zoom account</p> <p>Before you switch, be aware of the following:</p> <ul style="list-style-type: none"> • 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. 

7. Once the account switch is completed you will be presented with the following confirmation and will be able to sign in via CAS:

Your Zoom Account Switch Was Successful

You are now a member of the Zoom account UCR HIPAA - ZOOM Account (ucr-edu-hipaa.zoom.us).

[Sign in Now](#)