

# PROFESSORS: CREATING A UOTTAWA ZOOM ACCOUNT



Teaching and Learning Support Service (TLSS), uOttawa

## CONTEXT

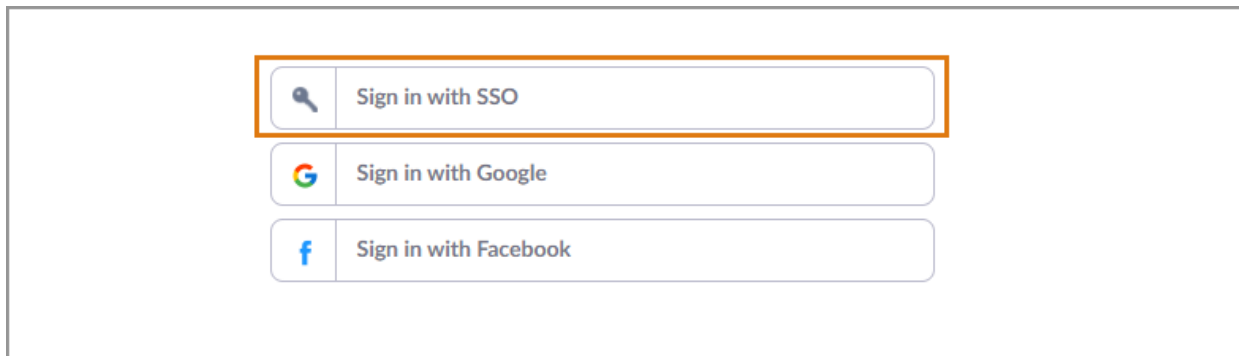
Zoom is a video/audio web-conferencing and collaboration tool that lets you meet with students in real time. Zoom is an alternative to Adobe Connect or Microsoft Teams, that can accommodate higher numbers of participants and has the ability to see more of the video feeds of attendees. The University of Ottawa provides a Zoom account for professors who wish to use the platform to meet with their students synchronously.

**Note:** These accounts are limited to 300 attendees at once. Accordingly, if your course size is bigger than 300, please contact the [TLSS](#) for additional guidance.

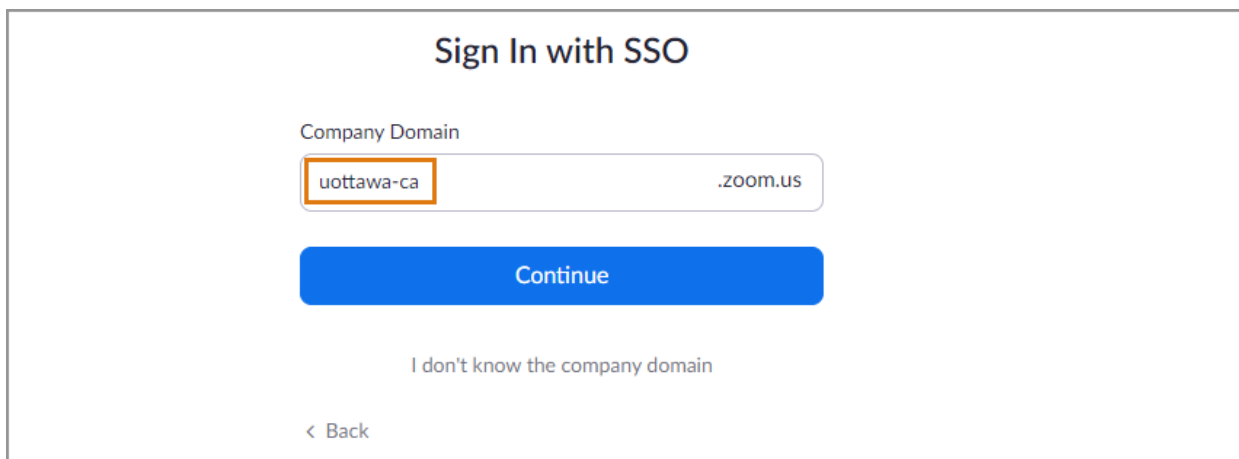
## SECTION I: CREATING YOUR ACCOUNT

Creating a uOttawa licenced Zoom account is easy. To create your account:

1. Navigate to <https://www.zoom.us/signin>
2. Select “Sign in with SSO”.



3. Enter **uottawa-ca** in the “Company Domain” field.



4. Sign in using your uOAccess single sign-on (SSO) credentials. These are the same credentials you use to access VirtuO and Microsoft Exchange email. Your account should then be automatically created.

username@uOttawa.ca

Password

[Forgot your password?](#)

Login

This page displays in the default language of your browser and device. To see this page in another language, [change your language settings.](#)

### **Important Notes:**

If you previously used your university email address (@uOttawa.ca) to register for a personal Zoom account prior to the University of Ottawa’s Educational license, then after trying to sign in using the SSO option, you may encounter one of the following situations:

1. You may be asked to sign in to your current account or transfer your account. Select **“I Acknowledge and Switch”** and then your previous account will be merged with the educational license.

**By accepting this invitation, you are switching to a 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 in the new account will be "member". This role might have fewer privileges than your role in your current account.
- Your new account might not provide access to all of the features you have in your current account.

**I Acknowledge and Switch** Sign into Your Current Account

2. You may be presented with the following error message **“Something went wrong when you tried signing in with SSO (WEB\_aaw19b8daa2cf20107f2d86891289f57)”**. If this occurs, please follow one of the 3 solutions proposed in [Section II](#).

## SECTION II : ADDRESSING COMMON ISSUES WITH ACCOUNT CREATION

An email address can only be associated with one Zoom account at a time and therefore if you used your uOttawa email address to sign up for a personal Zoom account, you may encounter an issue when trying to create your uOttawa Zoom account. To resolve this issue and create your new uOttawa educational license Zoom account, complete one of the following solutions.

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## SOLUTION 1 :

This solution involves migrating your personal Zoom account to the uOttawa educational license Zoom account, so that you retain your personal Zoom account content within your newly created account. Contact the Teaching and Learning Support Service (TLSS) by email at [saea-tlss@uOttawa.ca](mailto:saea-tlss@uOttawa.ca) to let us know that you require a manual invite in order for your account to be successfully migrated to our educational license.

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## SOLUTION 2 :

This solution involves changing the email address associated with your personal account in order to dissociate your @uOttawa email address from your personal account so that can be used to create your uOttawa educational licence Zoom account. This method will allow you to retain your personal Zoom account and create a separate uOttawa educational licence Zoom account.

1. Access your existing personal account by signing into <https://www.zoom.us/signin>, via your web browser.
2. Navigate to your profile and click on “**edit**” beside your email address to change it to a personal email address (anything else besides your uOttawa email address).
3. You will receive an email containing an link to verify this email address change. Click on the link to verify the change.
4. Next, create your uOttawa licensed account by Navigating to <https://www.zoom.us/signin>
5. Select “**Sign in with SSO**”.
6. Enter **uottawa-ca** in the company domain field.
7. Sign in using your uoAccess single sign-on (SSO) credentials. These are the same credentials you use to access VirtuO/Microsoft Exchange email. Your account should then be automatically created.

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## SOLUTION 3 :

This solution involves terminating your personal Zoom account that you previously created using your @uOttawa email address, in order to dissociate your @uOttawa email address from your personal account, so that it can be used to create your uOttawa educational licence Zoom account through using the SSO.

1. Access your existing personal account by signing into <https://www.zoom.us/signin>, via your web browser.
2. Download any recordings, meeting details or other data that you wish to keep a record of, as these will be deleted/unaccessible after you terminate your account.
3. Next, click on “**Account Management**” and then click on “**Account Profile**”.
4. Finally, click on “**Terminate my account**”.
5. Next, create your uOttawa licensed account by Navigating to <https://www.zoom.us/signin>.
6. Select “**Sign in with SSO**”.
7. Enter **uottawa-ca** in the “**Company Domain**” field.
8. Sign in using your uoAccess single sign-on (SSO) credentials. These are the same credentials you use to access VirtuO/Microsoft Exchange email. Your account should then be automatically created.