

Zoom: CREATE A UOTTAWA ACCOUNT



Teaching and Learning Support Service (TLSS), uOttawa

CONTEXT

Zoom is a web conferencing tool that among other things, lets professors meet with students in real time, offer polling and breakout room activities, and collaborate through document and desktop sharing. For employees, meetings can be recorded, stored in the cloud, and shared with attendees. This guide covers how to activate a uOttawa Zoom account.

At the University of Ottawa:

- **Employees** (Professors, TAs, Ras, etc.) have educational licensed Zoom accounts, allowing unlimited meeting time, cloud storage, and co-hosting for up to 500 participants.
- **Students** have a basic licensed Zoom account, allowing meetings with a 40-minute time limit, and no Zoom cloud storage or co-hosting capabilities.

Important:

- Professors and TAs must activate their uOttawa Zoom account and be added to Brightspace courses with their employee profile.
- Users with both employee and student profiles should create separate Zoom accounts for each role, and carry out duties using the appropriate Zoom account.
- Only employees with an activated employee Zoom account can be added as a co-host.
- For added security, professors can require students to authenticate with a uOttawa Zoom account to join classes, making it crucial for all users to set up their accounts.

SECTION 1: ACTIVATE AND ACCESS YOUR UOTTAWA ZOOM ACCOUNT

To create and access your licensed uOttawa Zoom account:

1. Navigate to <https://uottawa-ca.zoom.us> and log in with your uOttawa Single-Sign-On ([SSO](#)) credentials; or
2. Download the Zoom Workplace [desktop application](#), or [mobile application](#) (desktop is recommended route).
 - Open the application and click “**Sign In**”, followed by “**SSO**”
 - Enter **uottawa-ca** in the domain field if prompted.
 - Finally, enter your uOttawa Single-Sign-On ([SSO](#)) credentials

Important:

If you previously used your uOttawa email address to register for a Zoom account directly through Zoom (<https://zoom.us>), this is not a uOttawa Zoom account, as it was not created under the uOttawa Zoom license. As a result, you may encounter one of the following issues when activating your uOttawa Zoom account:

1. You may be asked to sign into your current account or transfer your account. Select “**I Acknowledge and Switch**” and then your previous account will be merged with the University of Ottawa 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 or any other error message displays, please follow one of the solutions proposed in [Section II](#).

SECTION II: ADDRESS COMMON ISSUES WITH ACCOUNT CREATION

An email address can only be associated with one Zoom account. If you previously used your uOttawa email address to sign up for an account directly through Zoom (<https://zoom.us>), this is considered a "Personal" Zoom account, and you will likely encounter an issue when trying to create your uOttawa Zoom account. To resolve this, complete one of the following:

SOLUTION 1 :

This solution involves changing the email address associated with your "Personal" Zoom account to dissociate your @uOttawa email address from that "Personal" Zoom account so that it can be used to create your uOttawa Zoom account. This will allow you to retain your "Personal" Zoom account and create a separate uOttawa Zoom account.

1. Access your "Personal" Zoom account by signing in at <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 another email address (anything else besides your uOttawa email address).
3. You will receive an email containing a link to verify the email address change. Click the link to confirm.
4. Next, create your uOttawa Zoom account by completing the steps in [Section I](#).

SOLUTION 2 :

This solution involves terminating your "Personal" Zoom account that you previously created using your @uOttawa email address, to dissociate your @uOttawa email address from your "Personal" Zoom account, so that it can be used to create your uOttawa Zoom account.

1. Access your "Personal" Zoom account by signing in at <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/inaccessible 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 Zoom account by completing the steps in [Section I](#).

NEED HELP WITH ZOOM?

- Consult the TLSS [Zoom info page](#) and TLSS [Zoom guides](#).
- Consult the [Zoom support pages](#), and log in to contact Zoom via live chat or by submitting a ticket. When logging in, ensure you select **SSO** and if presented with a domain field, type in **uottawa-ca**.
- Contact the TLSS:
 - Submit a request via the [self-service portal](#). Make sure to select "Teaching and Learning" and then "Send us your request – TLSS"; or
 - Visit the walk-in lab located in VNR1020, Monday-Friday 10 a.m.-12 p.m. or 1-3 p.m.; or
 - [Book an online 30-minute consultation](#) with a ped-tech specialist.