

CHANGING YOUR ZOOM PASSWORD WHEN SIGNED UP VIA EMAIL

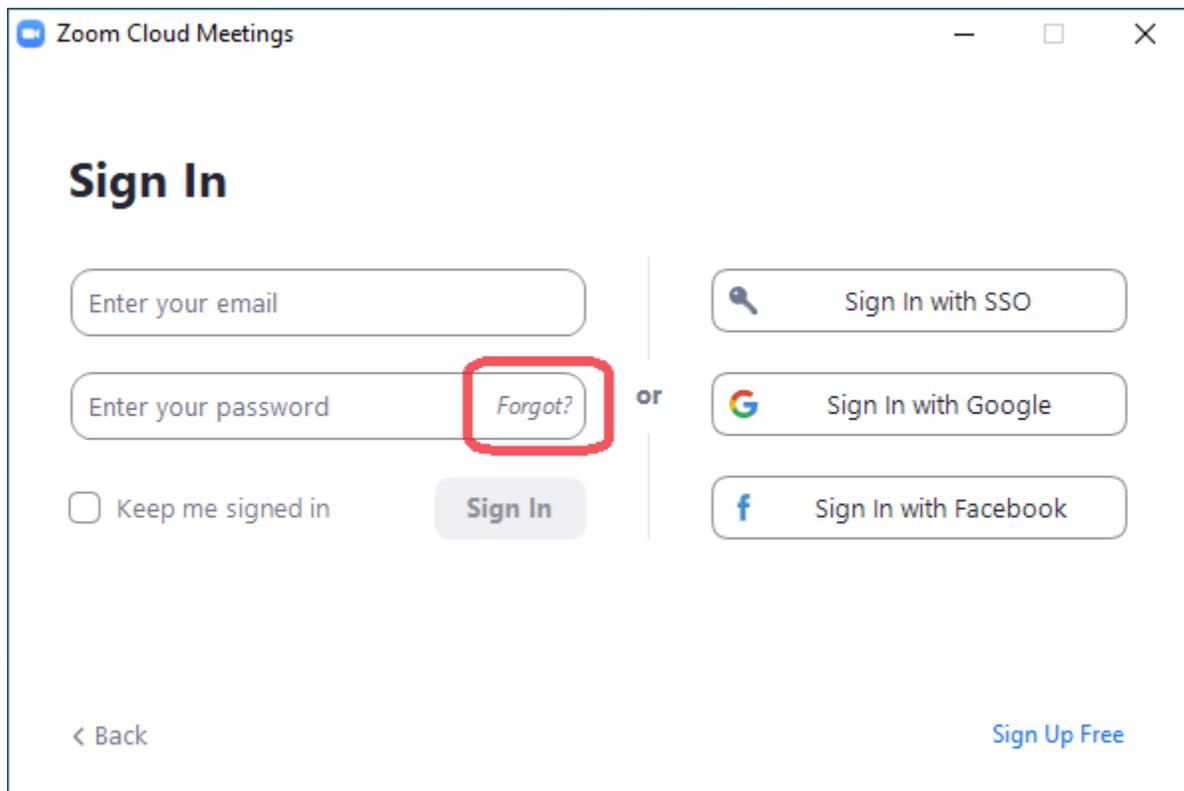
TWO METHODS

If you have signed up for a Zoom account using your personal or university email address instead of signing in using the SSO Method (Single Sign-On), you may want to change your password given the recent security issues with Zoom. There are two methods to changing your password with Zoom:

1. Clicking the “Forgot” option if you don’t remember creating a password.
2. Sign-in to Zoom and change your current password in the Profile Options.

METHOD ONE – FORGOT YOUR PASSWORD

If you forgot the password you used to create a Zoom account or you just want a quick method to reset your password, the first thing you’ll want to do is open Zoom on your computer or navigate to zoom.us in a web browser. When you get to the log-in prompt, you’ll select the **Forgot?** or **Forgot password?** in the password box.



The screenshot shows the Zoom Cloud Meetings Sign In page. The page title is "Zoom Cloud Meetings". The main heading is "Sign In". There are two input fields: "Enter your email" and "Enter your password". The "Enter your password" field has a "Forgot?" link next to it, which is highlighted with a red box. Below the password field is a checkbox labeled "Keep me signed in" and a "Sign In" button. To the right of the password field is an "or" separator. To the right of the "or" separator are three buttons: "Sign In with SSO", "Sign In with Google", and "Sign In with Facebook". At the bottom left is a "< Back" link, and at the bottom right is a "Sign Up Free" link.

Once you click the **Forgot?** or **Forgot password?** option, Zoom will ask for the email address you used to create the account.

Forgot your password?

Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom.

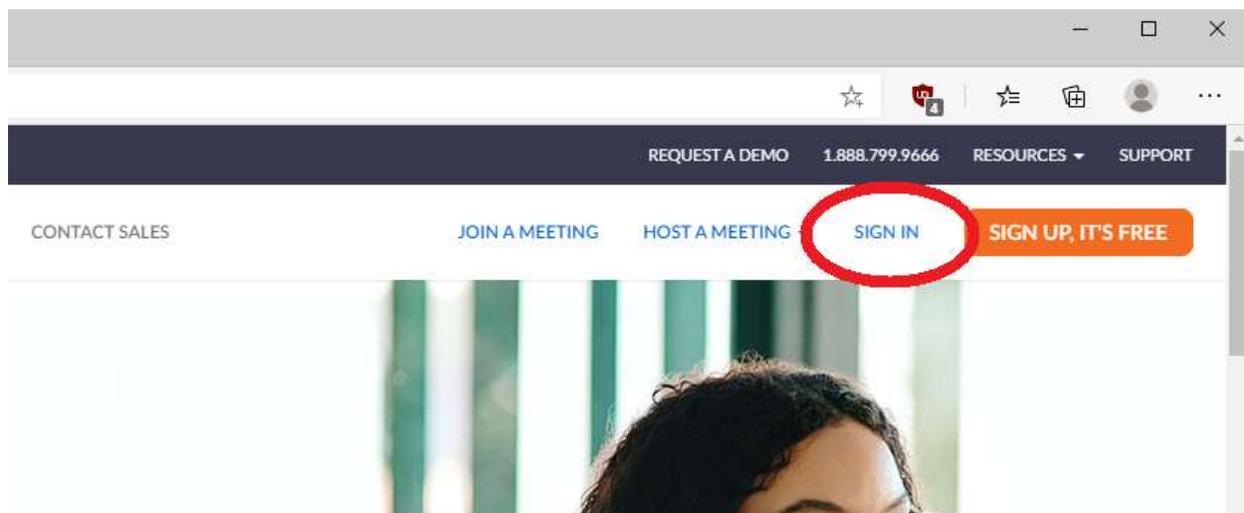
 I'm not a robot 
reCAPTCHA
Privacy - Terms

Send

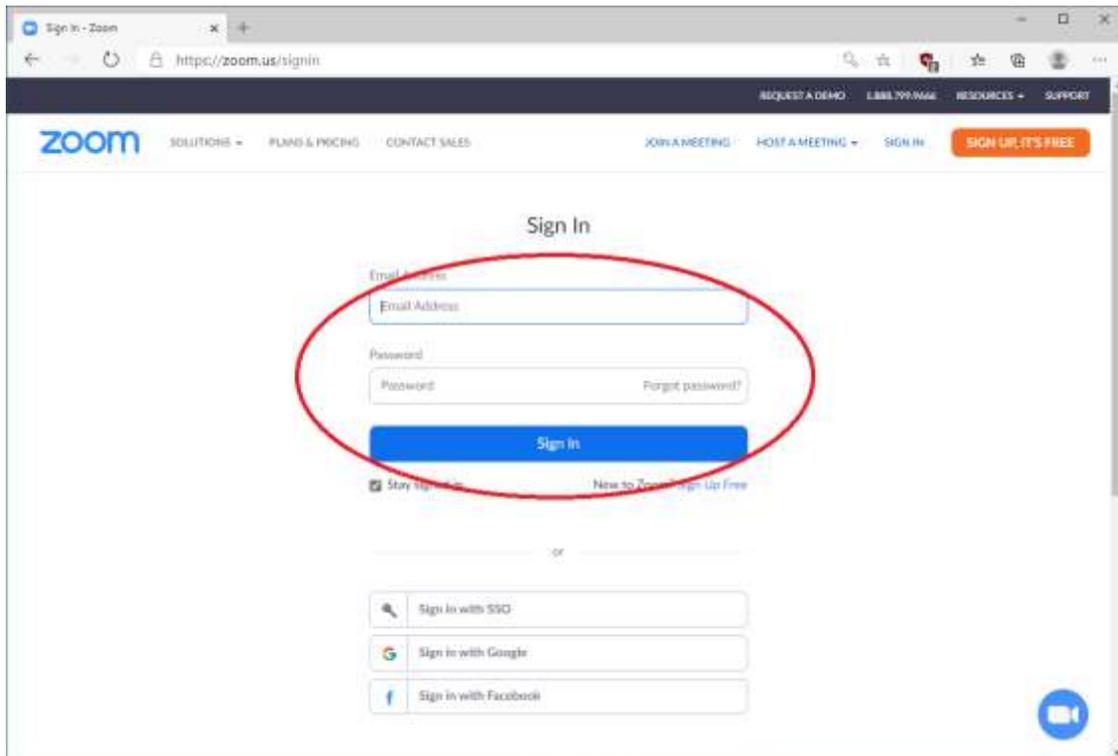
Enter your email address and Zoom will send you a link via your email that will allow you to reset your password.

METHOD TWO – SIGN-IN AND RESET YOUR PASSWORD

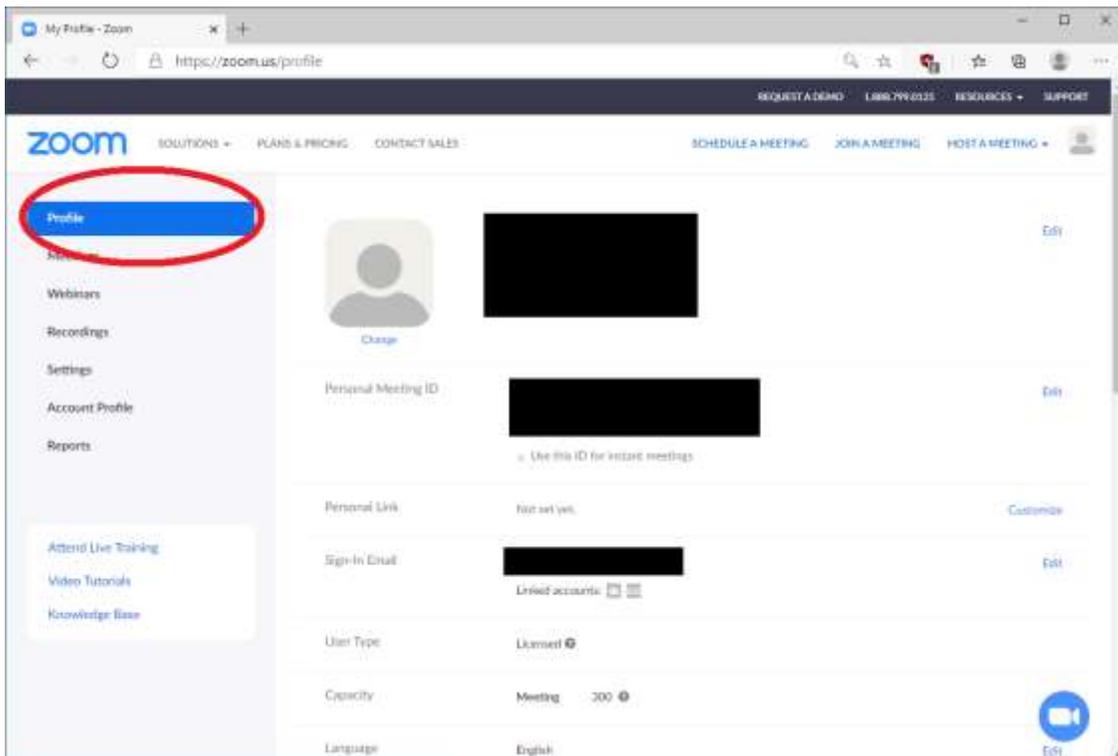
The second method requires you to know your current password. Navigate to zoom.us and click the **Sign In** option in the top right section of the page.



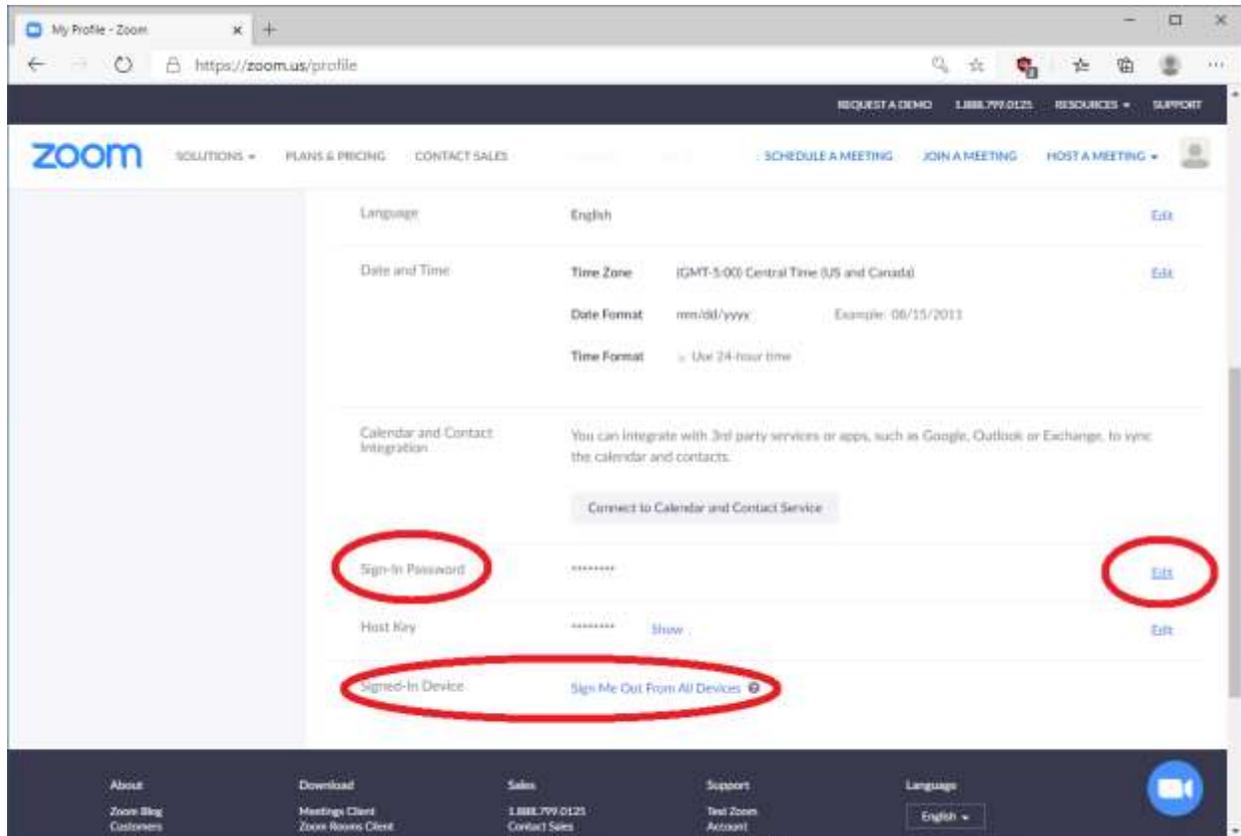
Enter your email address and current Zoom Account Password into the Sign-In boxes and click **Sign In**.



Once you are signed in, make sure you are on the **Profile** section. If not, click the **Profile** option on the left side navigation.



On the Profile page, scroll down to the bottom of the page, click the **Edit** link next to **Sign-In Password**. You'll need to enter your current password as well as your new password to save the changes. While you are here, you might want to click the **Sign Me Out From All Devices** option to make sure you have to use your new password to log back in, just for security reasons.



If you have any questions, feel free to contact your Computer Support Specialist.