Ensuring Proper Zoom Account Login
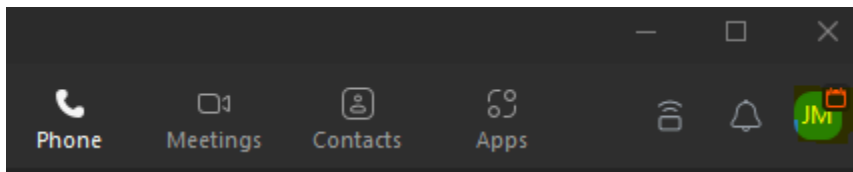
Please find guidance on how to fully log out of and log back into Zoom below:

Log out of the Zoom Client on your SOM-managed Windows computer
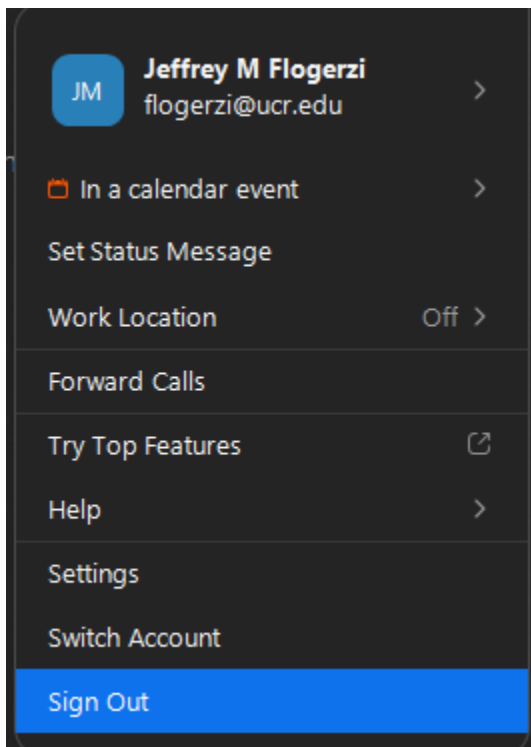1. Locate the Zoom icon in your Task Manager bar

2. Double-click the icon to open the Zoom desktop client.
3. In the top-right corner, click your profile picture (or initials, if you do not have a profile photo).
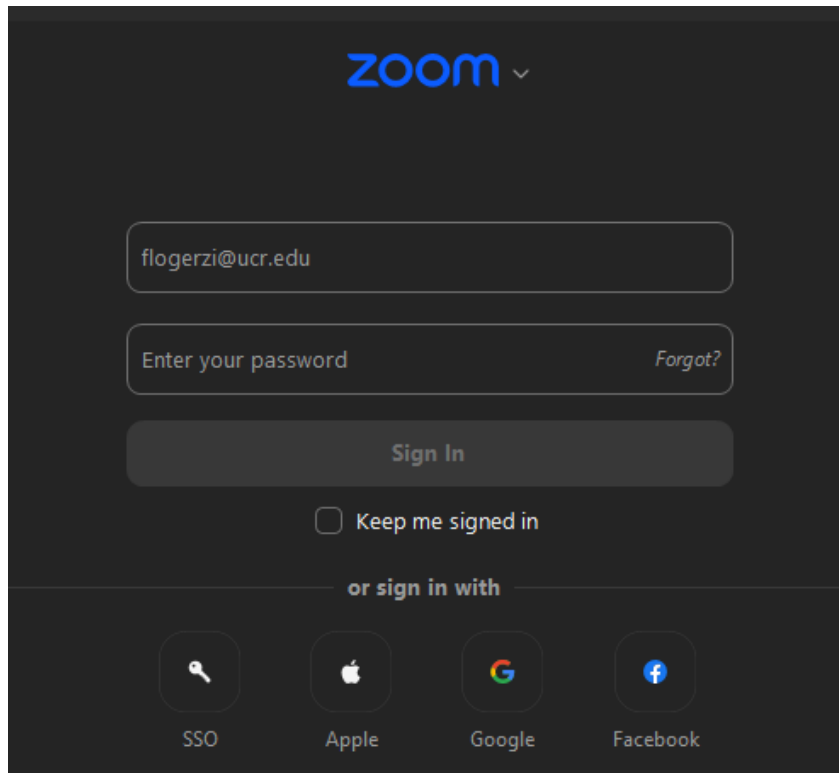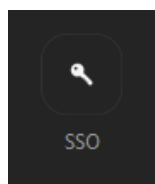

4. Click **Sign Out**.

Log back into Zoom Client
5. Close all web browsers.
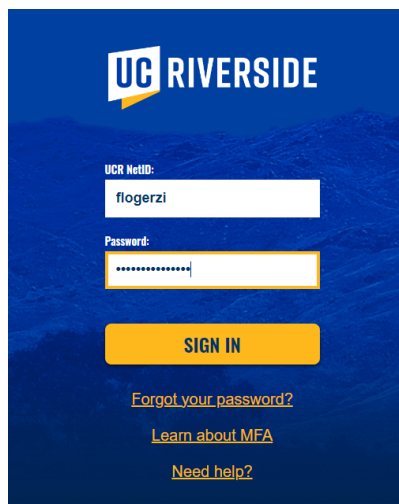6. Re-launch the Zoom desktop client from the Task Manager bar.

7. On the login page, click the key icon to sign in via **SSO.**

8. You will be directed to the UCR central authentication system (CAS) page to authenticate your identity. Use your UCR NetID and password and follow the required multi-factor authentication steps.
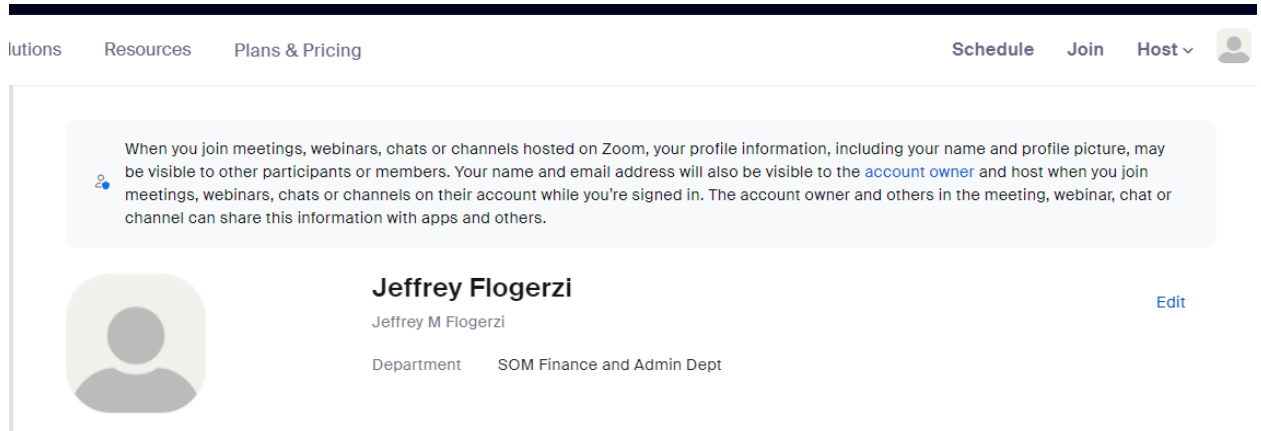
9. With the Zoom desktop client open, navigate to the top-right corner and click your profile picture (or initials, if you do not have a profile photo).
10. Confirm that your profile information displays your NetID (NetID@ucr.edu).
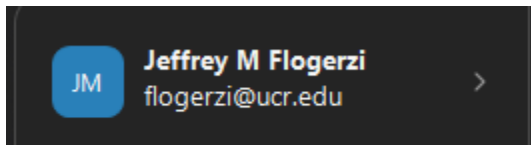
Ensure web browser login matches Zoom Client login
11. Log out of Web Login.
12. Open your preferred web browser (e.g., Chrome, Firefox, etc.).
13. Navigate to https://zoom.us/signin#/login
    a. If still logged into your old account, you will be redirected to a page that displays your name and department information. If you see this page, navigate to the profile picture in the top-right corner and click Sign Out.

14. On the login page, click the key icon to sign in via **SSO.**
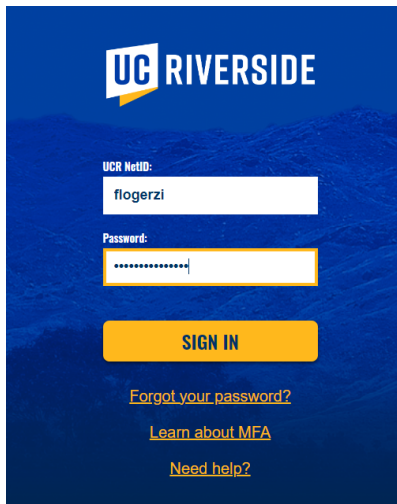
15. You will be directed to the UCR central authentication system (CAS) page to authenticate your identity. Use your UCR NetID and password and follow the required multi-factor authentication steps.

Important Notes:
- You must sign in using your UCR NetID and password (do not use your @medsch.ucr.edu email)
- You must sign out of all instances of Zoom in order for your new session credentials to take effect. In other words, if an application on your device is still logged into an old Zoom account, it may reference that account when joining meetings.

If you are still experiencing account issues after following the above guidance, please contact the SOM IT helpdesk by submitting a ticket or calling (951) 827-7676.