

Ensuring Proper Zoom Account Login

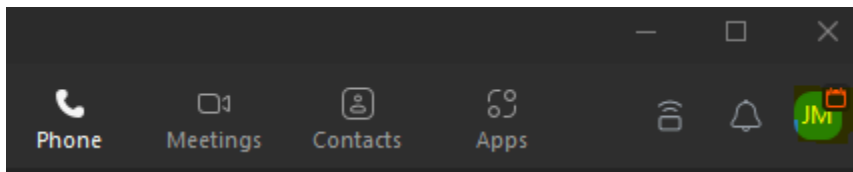
Please find guidance on how to fully log out of and log back into Zoom below:

Log out of the Zoom Client on your SOM-managed Windows computer

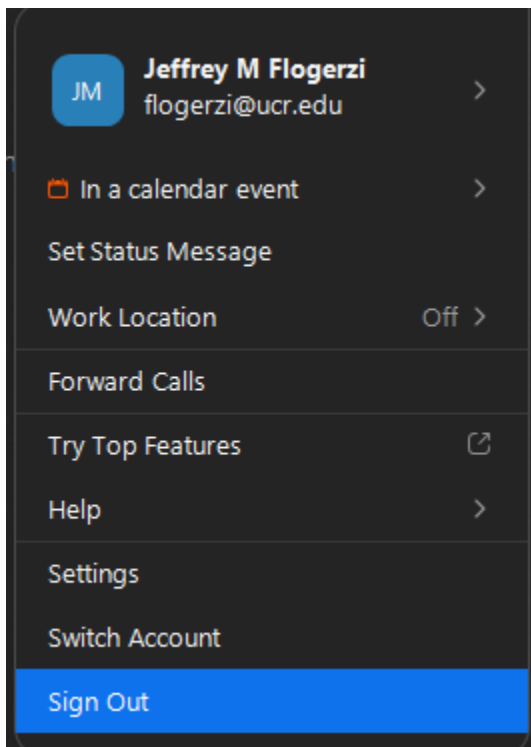
1. Locate the Zoom icon in your Task Manager bar



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).

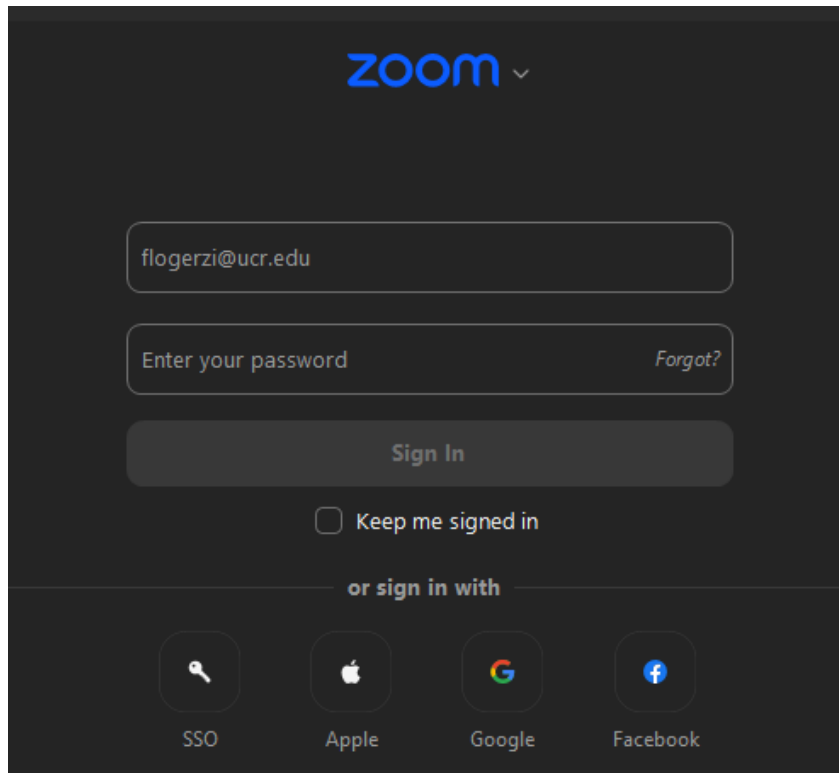


4. Click **Sign Out**.



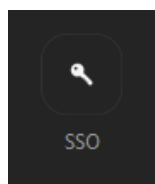
Log back into Zoom Client

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

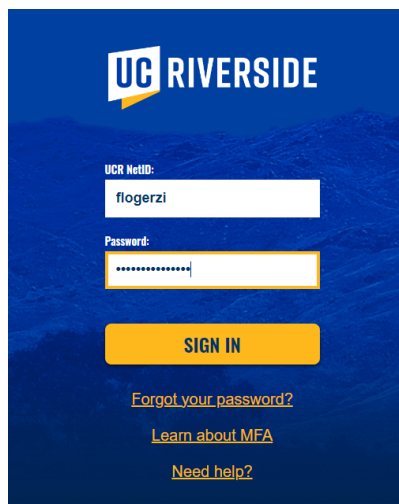


The image shows the Zoom login interface. At the top is the Zoom logo. Below it is a text input field containing the email address "flogerzi@ucr.edu". Underneath is another text input field for the password, with the placeholder text "Enter your password" and a "Forgot?" link to its right. A "Sign In" button is positioned below the password field. Below the button is a checkbox labeled "Keep me signed in". A horizontal line separates this section from the "or sign in with" section, which features four circular icons: a key icon for SSO, the Apple logo for Apple, the Google logo for Google, and the Facebook logo for Facebook.

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

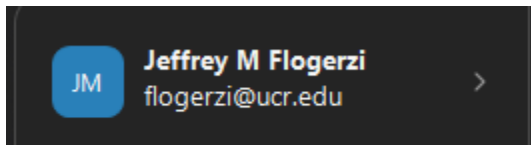


8. You will be directed to the UCR central authentication system (CAS) page to authenticate your identity. Use your UCR NetID and password and follow the required multi-factor authentication steps.



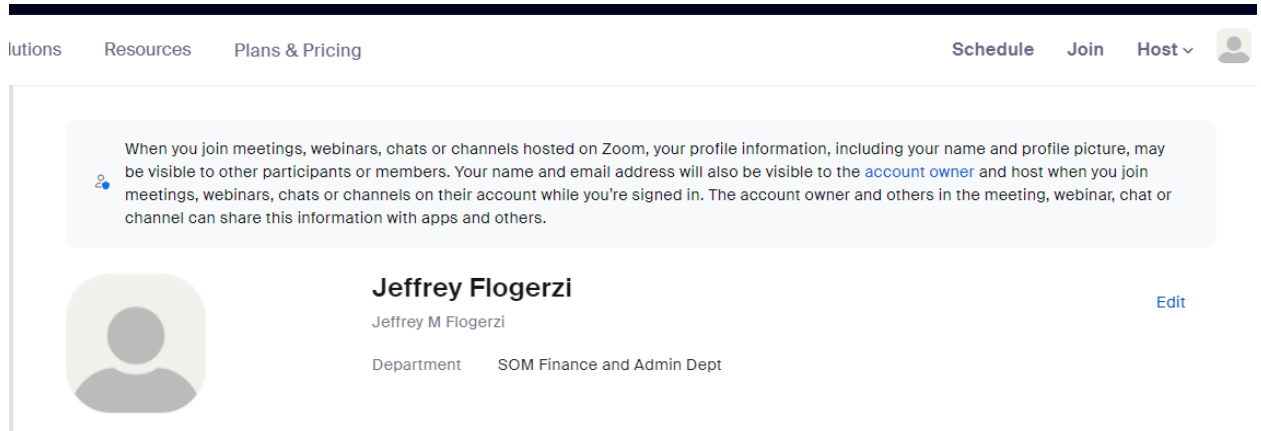
The image shows the UCR Riverside central authentication system (CAS) login page. The background is a dark blue gradient with a subtle mountain range pattern. At the top left is the "UC RIVERSIDE" logo. Below the logo are two text input fields: the first is labeled "UCR NetID:" and contains the text "flogerzi"; the second is labeled "Password:" and contains a series of dots. Below these fields is a yellow "SIGN IN" button. At the bottom of the page are three links: "Forgot your password?", "Learn about MFA", and "Need help?", all in a light blue font.

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**.

Sign In


[Forgot password?](#) [Help](#)


Sign In


By signing in, I agree to the [Zoom's Privacy Statement](#) and [Terms of Service](#).


☒ Stay signed in

Or sign in with

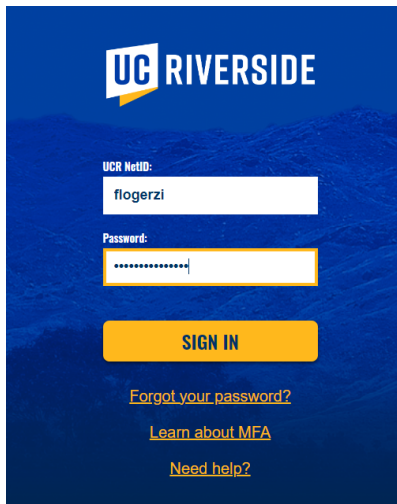

SSO


Apple


Google


Facebook

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.

The image shows the UCR Riverside login page. At the top left is the UCR Riverside logo. Below it, there are two input fields: one for 'UCR NetID:' containing the text 'flogerzi' and another for 'Password:' with masked characters. Below the password field is an orange 'SIGN IN' button. At the bottom, there are three links: 'Forgot your password?', 'Learn about MFA', and 'Need help?'.

UCR RIVERSIDE

UCR NetID:
flogerzi

Password:
.....

SIGN IN

[Forgot your password?](#)

[Learn about MFA](#)

[Need help?](#)

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.