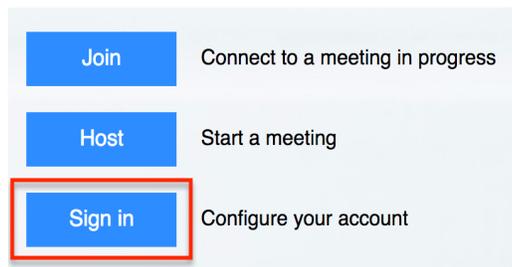


Basic Zoom Account to Columbia Zoom Account

If an instructor has a basic Zoom account and they would like to now use Columbia's Zoom account, simply login to Zoom as follows:

1. Go to: <https://colum.zoom.us> and login with your Office 365 credentials **or** click on Zoom from within your Office 365 all applications list.



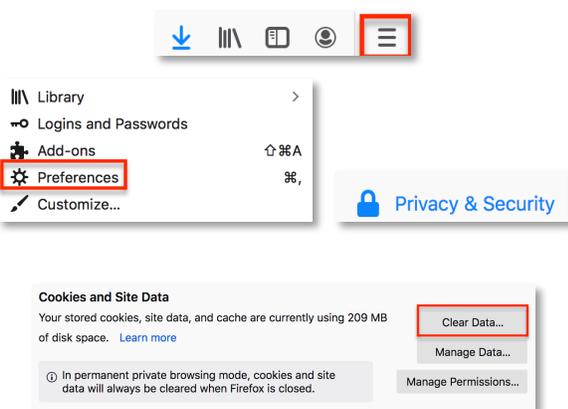
Note – do not login to Zoom's main website any longer, instead use the above method.

There may be times that the internet browser being used is storing password credentials of the older Zoom basic account. This can be resolved by clearing the cache of the browser and relogging in to Zoom as indicated above.

Clearing Cache

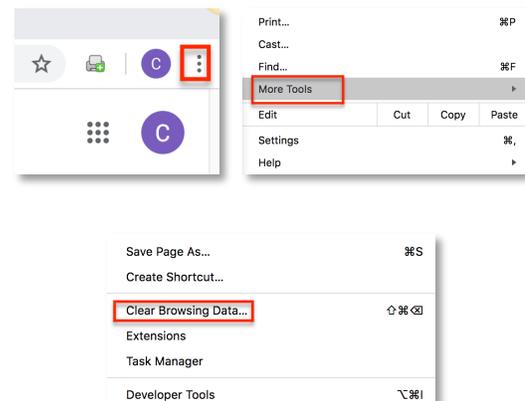
Firefox

At the top right of the browser, click the **Menu Button (three lines) > Preferences > Privacy and Security > Scroll down to Cookies and Site Data > Clear Data.**



Chrome

At the top right of the browser, click the **Menu button (three dots) > More Tools > Clear Browsing Data.**



Contact the Academic Technology Team at canvaslms@colum.edu if you need further assistance.