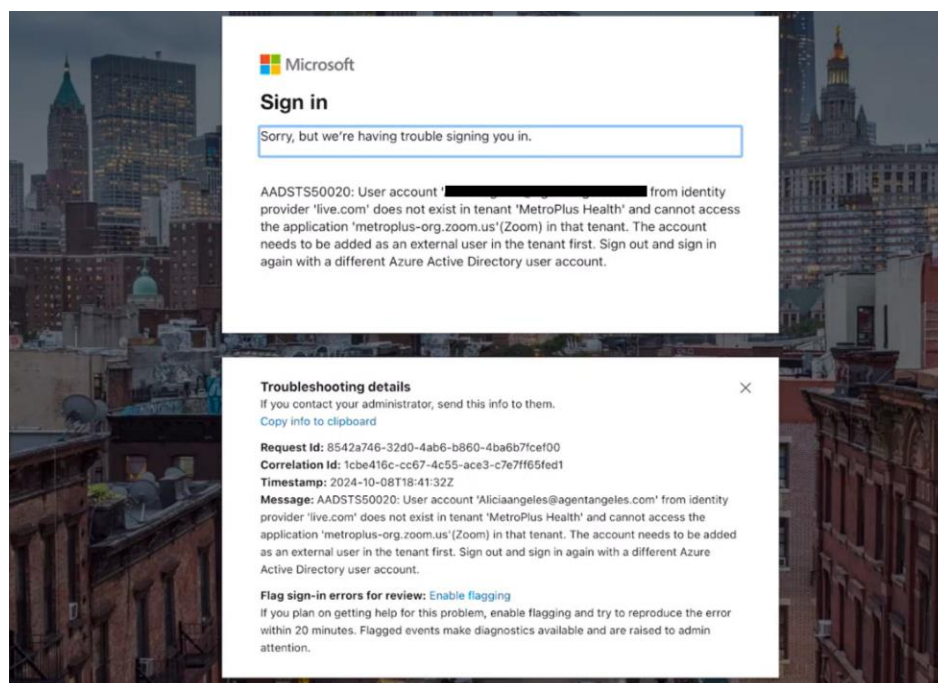


Broker Guide for Activating a Zoom Account when receiving an error message

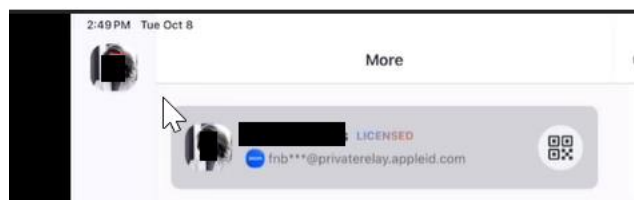
If you are seeing the below email, please provide a dedicated email to brokersupport@metroplus.org that is not currently registered with Zoom.



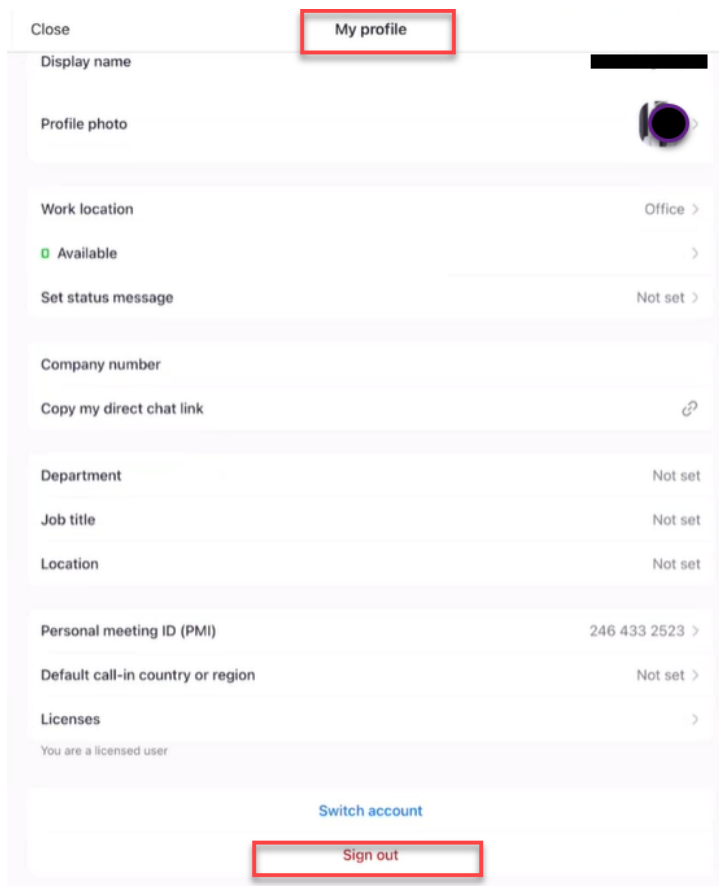
Please follow the steps below to switch your account:

Log off any existing account on the Zoom App

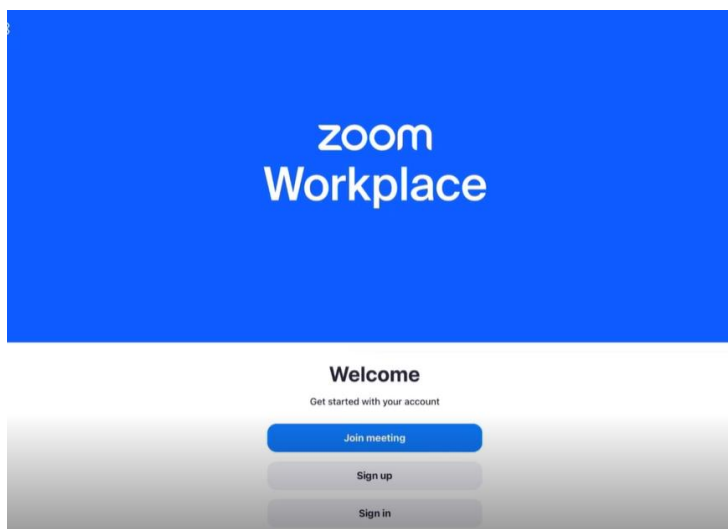
1. Click on the logged in Zoom icon, under your Account name.



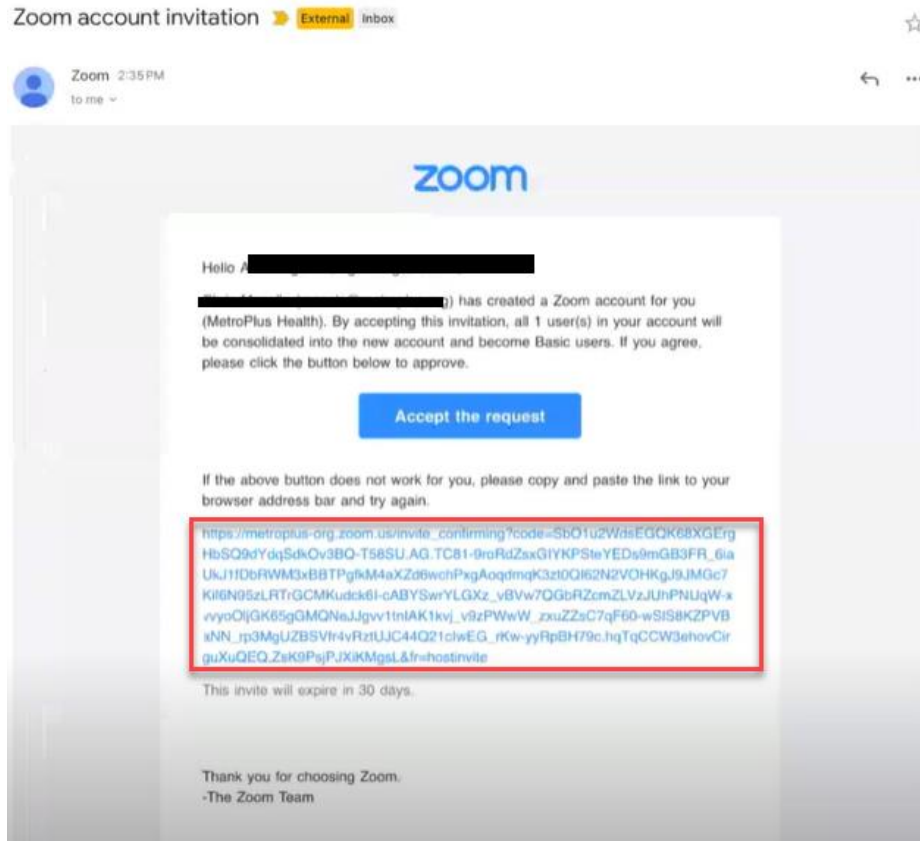
2. Under 'My Profile', scroll to the bottom of the page to click 'Sign Out'.



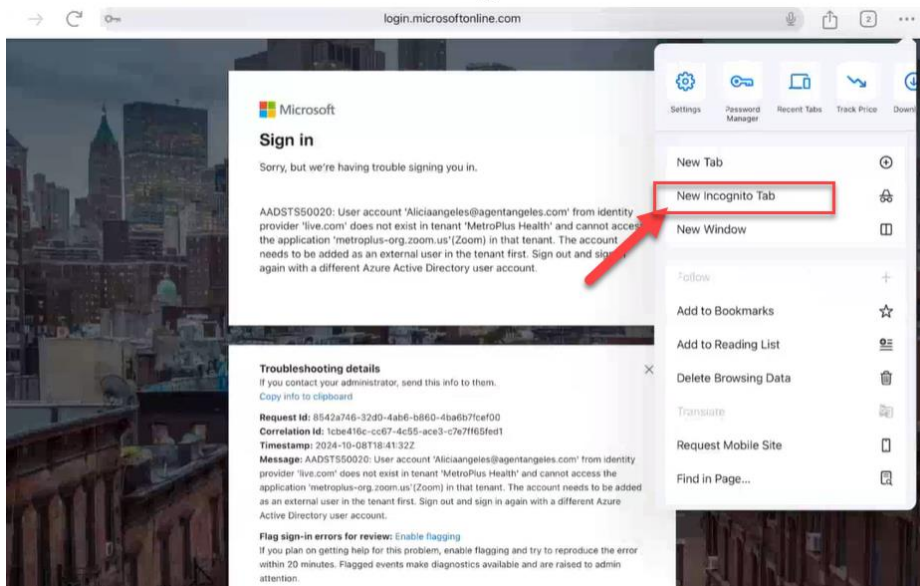
3. You will have successfully logged out upon seeing this screen.



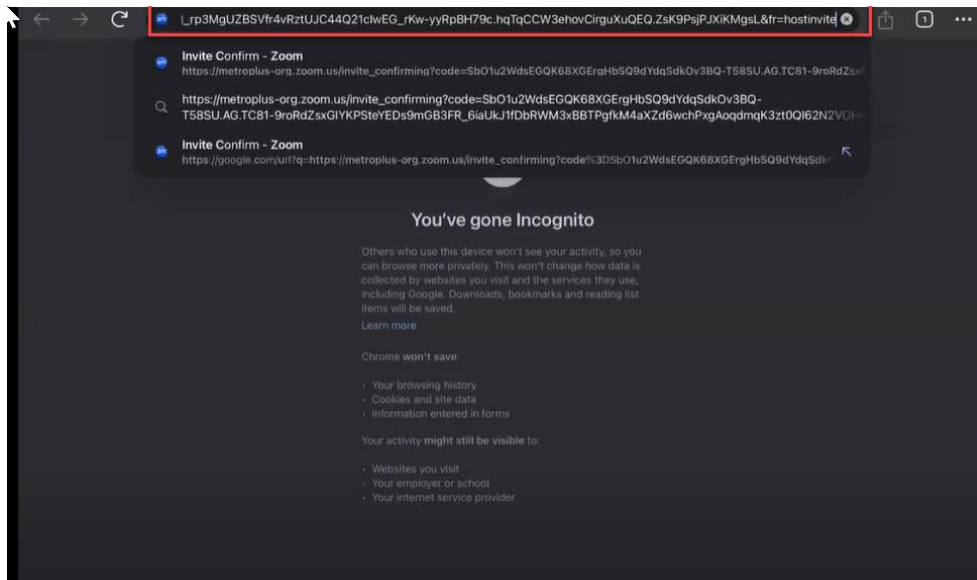
4. Copy the URL link provided in the Zoom Activation email and paste it to an incognito browser.



5. Open a new incognito tab



6. Paste the URL link from the Zoom Activation Email in the search bar.



7. Your account will switch, and you may log in to activate your account.



8. Enter your name and create a password to finalize Activation.

zoom

Already have an account? [Sign In](#) [Support](#) [English](#)

Activate Your Account

Use your email address **[redacted]** to set up your account.

First Name
Please enter your first name

Last Name
Please enter your last name

Password
Password is required

[Continue](#)

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

Or sign up with

[SSO](#) [Apple](#) [Google](#) [Facebook](#)