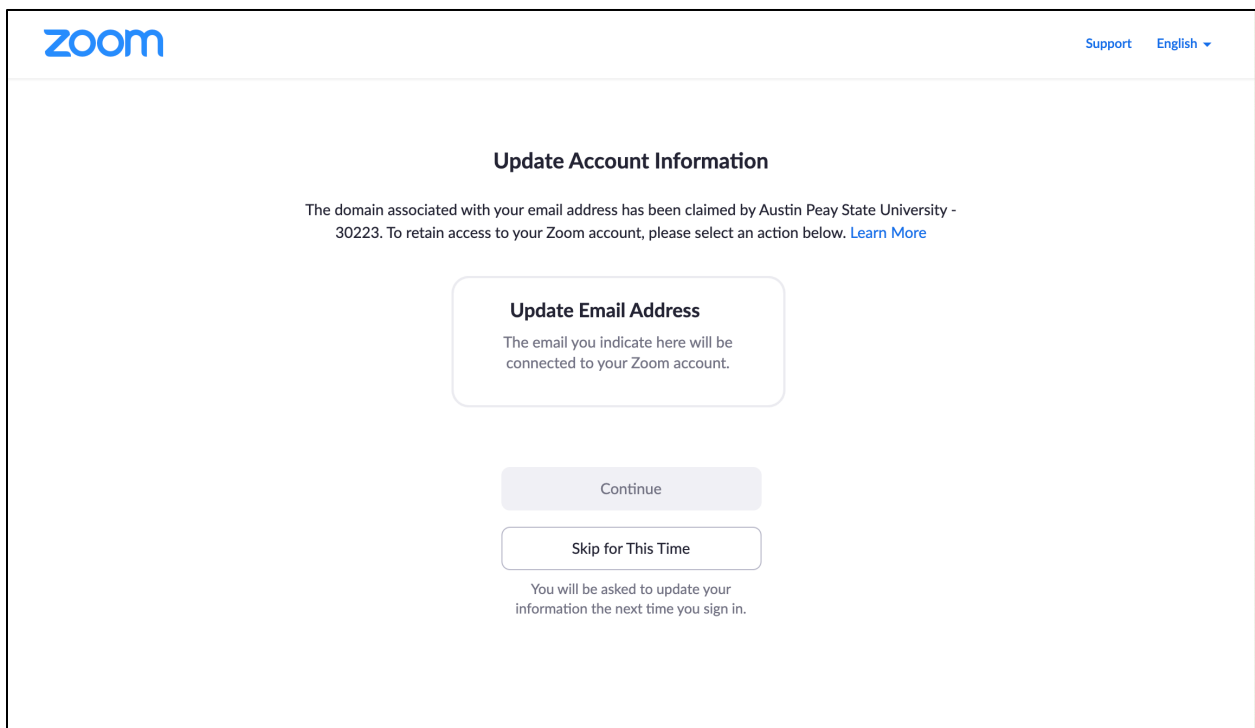# Introduction

APSU uses Single Sign-On (SSO) functionality to unify your username and password across platforms like Zoom. Some confusion with Zoom occurs when users create an account at Zoom.us with their APSU email which is not the same as using your SSO information to log into APSU's Zoom. In order to get a Zoom license through APSU with full functionalities, active APSU faculty, staff, and students must log into Zoom at https://apsu.zoom.us or use the SSO option when signing into the Zoom app.

Moving forward, any users with an apsu.edu or my.apsu.edu email accessing Zoom outside of APSU's SSO will receive the following screen. If the user wants to keep their personal Zoom account, they should follow the steps listed in this document.

zoom	Support English ▾

Update Account Information

The domain associated with your email address has been claimed by Austin Peay State University - 30223. To retain access to your Zoom account, please select an action below. Learn More

Update Email Address

The email you indicate here will be connected to your Zoom account.

Continue

Skip for This Time

You will be asked to update your information the next time you sign in.

Step Sheet

1. Click on the square that says "Update Email Address". Then, click on "Continue".

2. Enter your current Zoom password. Then enter a personal email account. This email should not be affiliated with APSU and therefore should not have apsu.edu in the domain name.

3. There will be a "Change Email Address" page telling you that Zoom has sent an email to the new email address you entered on the previous screen.
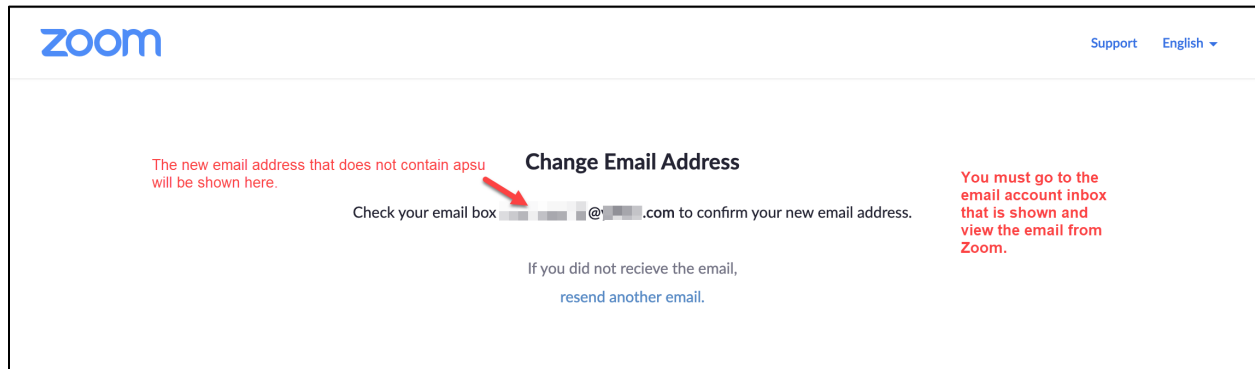
4. Go to the inbox of the email you entered (not your APSU email). There should be an email from Zoom. Click "Confirm Change" or copy/paste the URL given in a browser window.
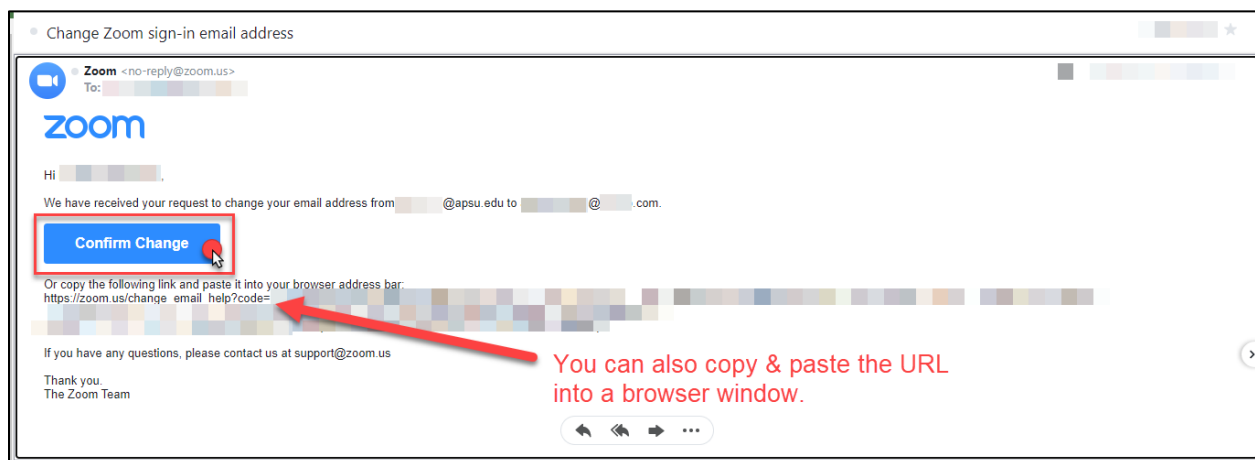
5. The "Confirm Change" button or URL will open a new browser window. Click "Confirm this Change".
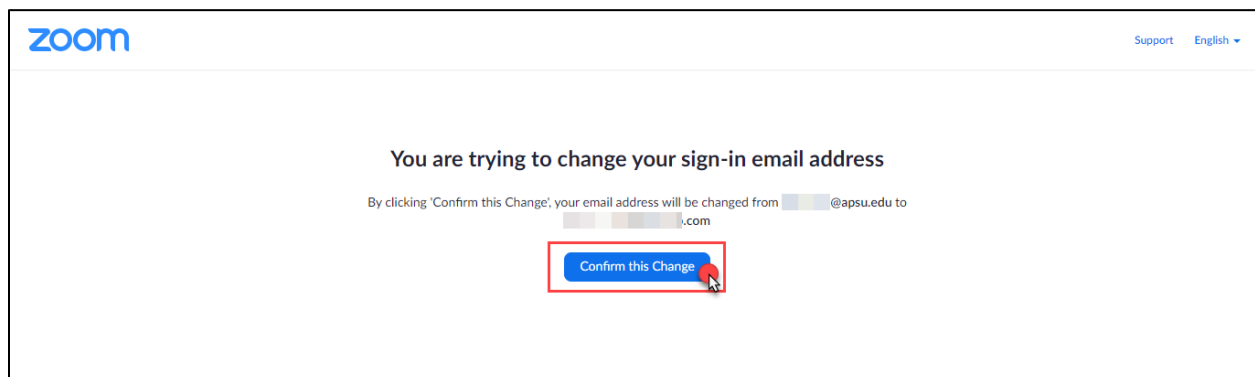
6. Enter and confirm a new password for your personal Zoom account.

7. The email address on your personal Zoom account has been changed when you see this page. Click "Sign In to Profile Page" to sign into your Zoom account