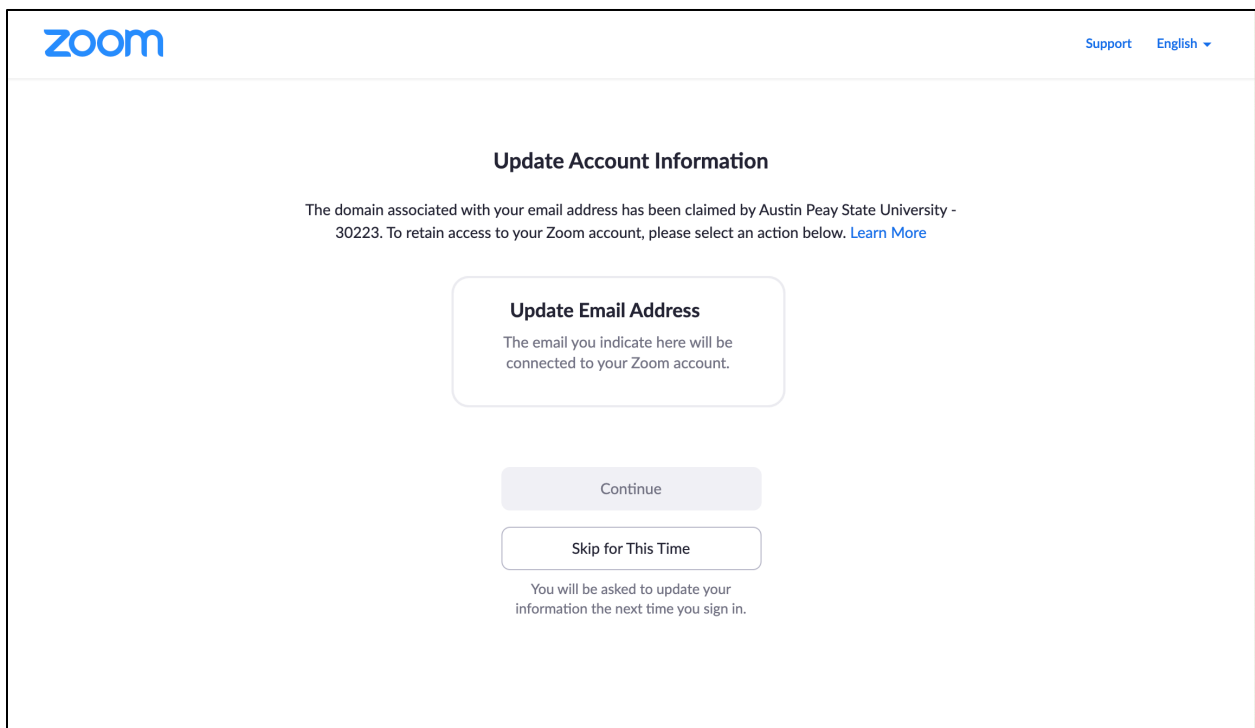


Introduction

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.



The screenshot displays the Zoom web interface for updating account information. At the top left is the Zoom logo, and at the top right are links for 'Support' and 'English'. The main heading is 'Update Account Information'. Below this, a message states: '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](#)'. There are two buttons: 'Continue' and 'Skip for This Time'. Below the 'Skip for This Time' button, a note says: '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".

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.

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.

zoom Support English ▾

Change Email Address

After saving changes, you will receive an email to the new email box.

Current Email Address
[Redacted]@apsu.edu

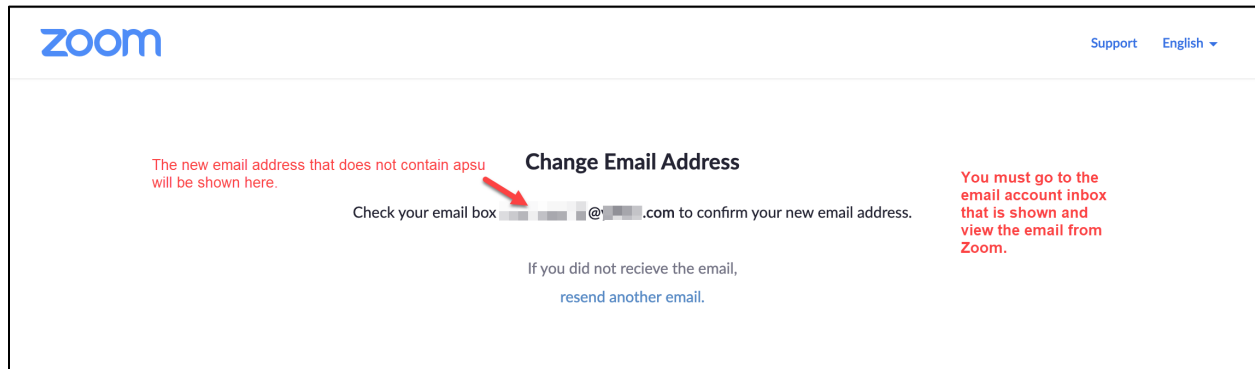
Current Password
Enter the current password

New Email Address
Enter a new email address

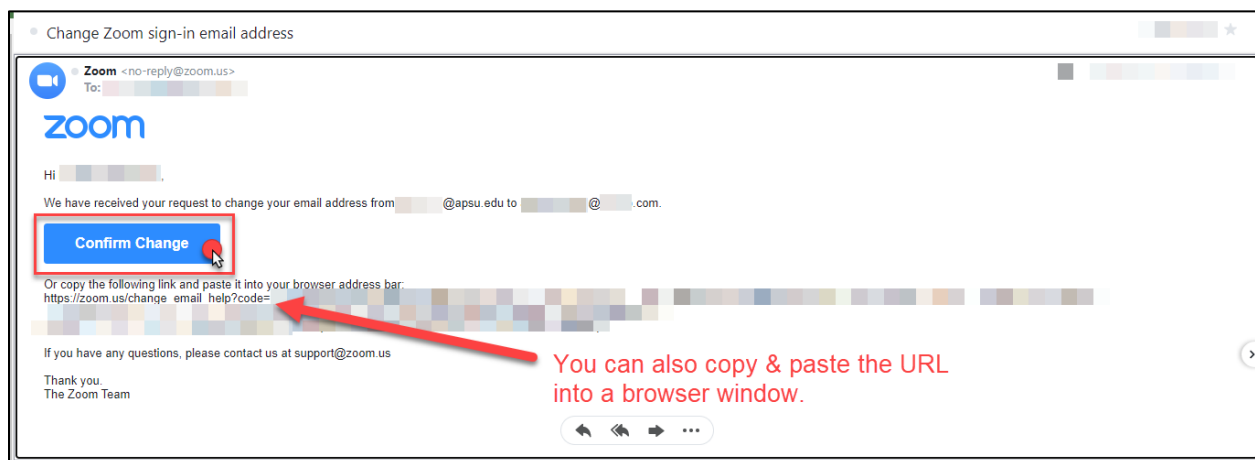
Save

Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

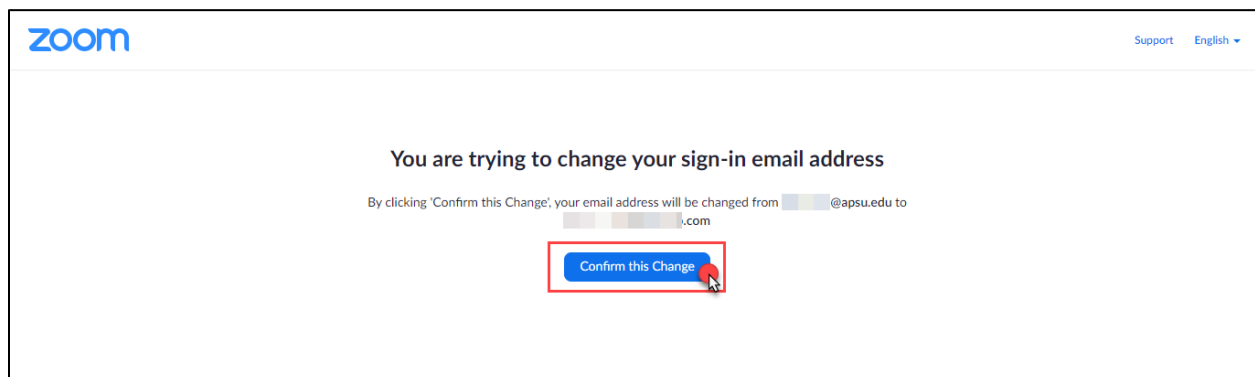
3. There will be a “Change Email Address” page telling you that Zoom has sent an email to the new email address you entered on the previous screen.



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.

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Change Sign-In Email Address

You have confirmed that you'd like to change your Zoom sign-in email address from @apsu.edu to @.com.

@.com

Please enter a new password.

Password

Password must:

- Have at least 8 characters
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Include both uppercase and lowercase characters

Confirm Password

Submit

Enter & confirm by reentering 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

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Success! Your email address has been updated.

You can use your new email address @.com to sign in now.

Sign In to Profile Page