How do I switch my account to the HIPAA compliant Zoom instance after approval?

Tell Me

⚠️ You must first be approved to use the HIPAA compliant Zoom instance. See this FAQ for more information.

1. After confirmed approval, login at zoom.charlotte.edu
2. After authentication, you will see the following - click Switch to the New Account

You are signing into a Zoom account that is different from your current one

- Sign into Your Current Account
- Switch to the New Account

3. You will receive the following addition prompt - click I Acknowledge and Switch

Switch to the new Zoom account

Before you switch, be aware of the following:

- After you switch, you can still access your own data, such as your meetings and recordings.
- Your role on the new account will be "member". This role might have fewer privileges than your role on your current account.
- Your new account might not provide access to all of the features you have on your current account.

- I Acknowledge and Switch
- Sign into Your Current Account

4. An email will be sent to your UNC Charlotte email - check your email and click the link to confirm the switching of your account

Zoom sent an email to the address you signed in with. Check your inbox and follow the instructions.

If you did not receive the email, please go back and try over again.

5. You will receive the final addition prompt - click I Acknowledge and Switch

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- After you switch, you can still access your own data, such as your meetings and recordings.
- Your role on the new account will be "member". This role might have fewer privileges than your role on your current account.
- Your new account might not provide access to all of the features you have on your current account.

- I Acknowledge and Switch
6. Lastly, you switch will be confirmed - click **Sign in Now** to access the account

Your Zoom Account Switch Was Successful
You are now a member of the Zoom account Zoom HIPAA Account.

[Sign in Now]

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**Related FAQs**

- Is Zoom using content to train its AI (Artificial Intelligence)?
- How do I switch my account to the HIPAA compliant Zoom instance after approval?
- How is the HIPAA compliant Zoom instance different from standard Zoom?
- How can I use the HIPAA compliant instance of Zoom?
- Zoom HIPAA