

# Getting Started With Zoom

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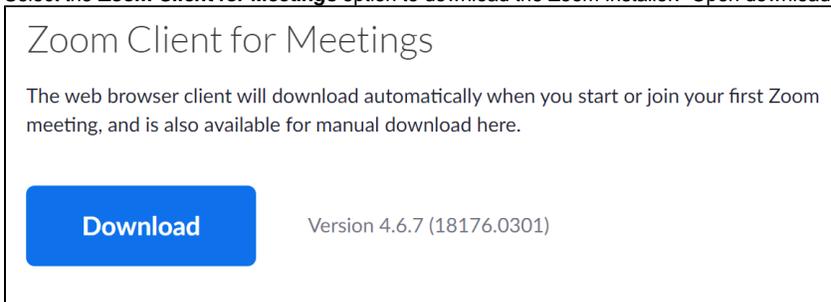
## How to Sign Up for a UT Zoom Account

1. If you have an existing free Zoom account, please do the following. If not, skip to step #2
  - Terminate the free account using the steps below under the heading "[IMPORTANT - Deleting Free \(Public\) Zoom Accounts](#)".
  - **NOTE:** Your new UT Zoom account is a professional-grade license with more capabilities than a free license. Deleting your free account removes the confusion caused from having multiple accounts when joining online classes
  - **ALSO:** If you have the Zoom app installed, be sure that you are logged out of it
2. Navigate to <https://utexas.zoom.us/> and click the "Sign-in" button
3. You will be prompted to log in with your UTEID and password. After you have signed in, your UT Zoom account will be accessible

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## How to Install and Sign in to Zoom on Your Computer

1. You can download the Zoom Client app at the bottom of <https://utexas.zoom.us/> or go directly to <https://utexas.zoom.us/download>
2. Select the **Zoom Client for Meetings** option to download the Zoom Installer. Open downloaded file to progress through the install process



3. After downloading Zoom you **need to sign in with your UT Zoom account before you join a class**. If you join a class without first signing in, you will not be able to fully participate in the class. To sign in to Zoom on your computer there are two recommended options:
  - OPTION 1 - Navigate to <https://utexas.zoom.us/profile> to log into your Zoom account using your UTEID and password
  - OPTION 2 - You can access Zoom through your Canvas page for your class. Just log into your Canvas course and select the Zoom link in the left menu bar

**NOTE:** if you find yourself with a different login screen that offers an option on the right for "**Sign in with SSO**", please use the instructions posted here on the [Student Troubleshooting](#) page

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## IMPORTANT - Deleting Free (Public) Zoom Accounts

If you have an existing free (public) Zoom account, please delete it [using these instructions](#) to avoid mixing up your free Zoom account and your UT Zoom account. Joining a meeting with a free Zoom account leads to a loss of meeting functionality and you will not be able to fully participate in the class

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## How to Install and Sign in to Zoom on Your Smartphone

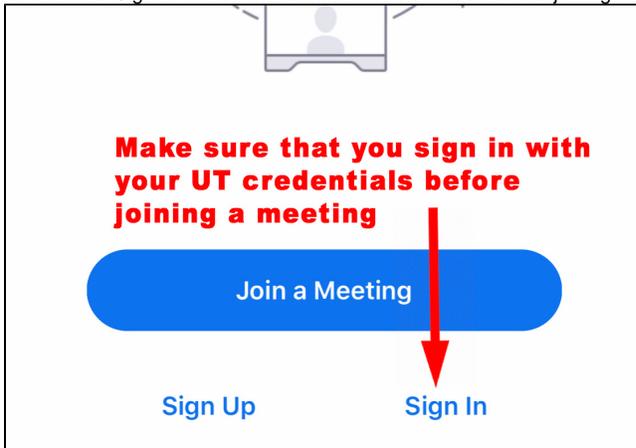
Using a computer with headphones, microphone and webcam capabilities is the preferred method of attending a Zoom class. Joining a meeting with the Zoom phone app will limit your ability to view slides and engage in polling questions. However if necessary here are instructions for installing and signing into the Zoom smartphone app.

**Note:** These images are cropped screenshots from an iPhone, your phone screen may appear differently

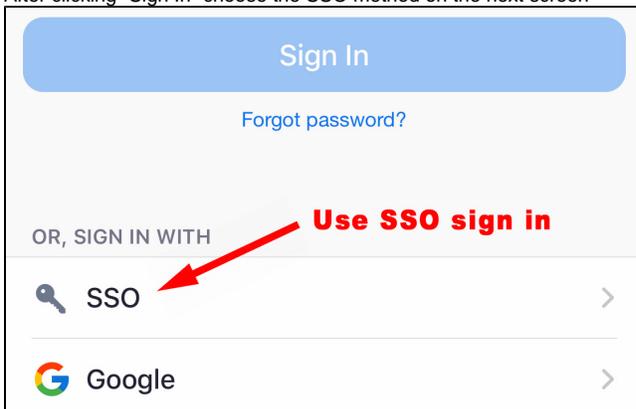
1. To download Zoom to your phone, open the Apple App Store or Google Play store on your phone and search for “Zoom”
2. Download the Zoom Cloud Meetings app



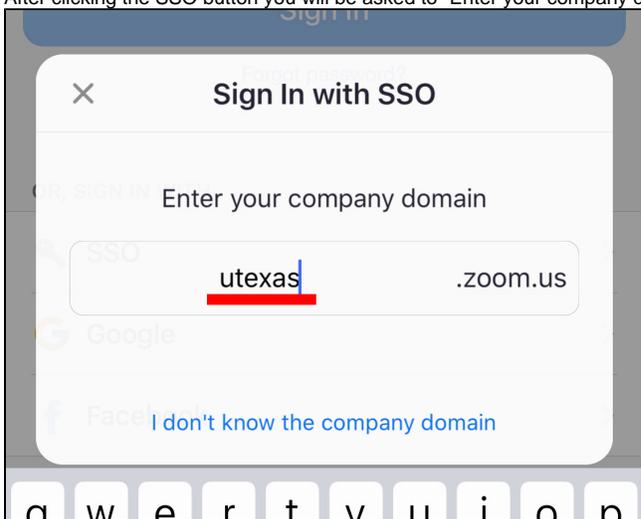
3. Open the Zoom app on your phone. **You must be signed into the app with your UT Zoom account credentials to fully participate in a class** so click the “Sign In” button at the bottom of the screen before joining a meeting.



4. After clicking “Sign In” choose the SSO method on the next screen



5. After clicking the SSO button you will be asked to "Enter your company domain." Enter "utexas" in the field



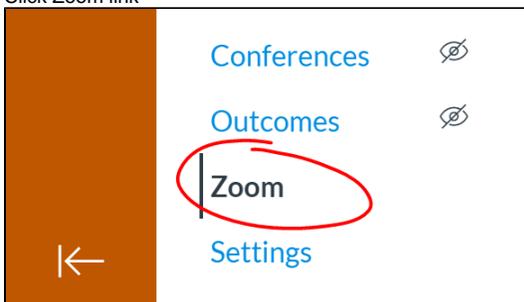
6. After entering "utexas" in the domain field you will be taken to the UT EID sign in screen. Use your UT EID to sign in and you will be taken to the Zoom app home screen where you can access Zoom's features and join a class

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## How to Connect UT Zoom Account to Canvas

This is done for you automatically when you click the Zoom link in the bottom left menu bar in your Canvas course.

1. Navigate to your Canvas course
2. Scroll down to the bottom of the left menu bar
3. Click Zoom link



4. You'll be prompted to "Authorize" zoom in Canvas. Agree to that and your UTEID will be tied to your UT Zoom account.  
**NOTE:** If by some chance you skipped the signup process first, your account will be created when you Authorize Zoom in Canvas

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## Using Virtual Backgrounds in Zoom Meetings

The virtual background feature allows you to display an image or video as your background during a Zoom Meeting. Please visit this [Zoom article](#) on virtual backgrounds for more information:

- <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

There are McCombs and UT-related images that may be used as virtual backgrounds available at [Zoom Backgrounds](#) on the Communications wiki

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## Running Into Problems?

Please visit [Student Troubleshooting](#) for answers to common problems

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## Still need help?

Go to the [Student Troubleshooting](#) page first. If that doesn't help:

**For McCombs students**, please contact Media Services via email or phone:

- **Email** [VC-Trouble@mcombs.utexas.edu](mailto:VC-Trouble@mcombs.utexas.edu)
- **Call** 512-232-6679 (GSB/CBA) and 512-232-4646 (RRH)

**For all other UT students**, please contact your respective college or school