ZOOM – KNOWN ISSUE WHEN MIGRATING AN ACCOUNT

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CONTEXT

It is possible to encounter the following issue upon migrating your Zoom account: "Something went wrong when you tried signing in with SSO" and a code (WEB_aaw19b8daa2cf20107f2d86891289f57) displayed.

This would occur if you had originally used the university’s email address (@uOttawa.ca) when registering for your personal Zoom account prior to the University of Ottawa’s Pro license being available.

SOLUTION 1 (RECOMMENDED):

An email address can only be associated with one Zoom account at a time and for some users this is proving an issue during the migration of their account and its contents to the University’s service.

1. Access your existing account by signing into https://www.zoom.us/signin, via your web browser
2. Navigate to your profile, click "edit" beside your email address and change it to a personal address
3. Confirm this modification by accessing the verification link received on the email address you provided
4. Next, activate your pro account using the @uOttawa.ca email address and password on the University’s SSO at: https://uottawa-ca.zoom.us

SOLUTION 2:

This solution involves terminating your personal already existing Zoom account that you created using your @uOttawa email address. The goal is to disassociate this address from your personal account in order to activate your Zoom Pro license using the SSO:

1. Access your existing account by signing into https://www.zoom.us/signin, via your web browser
2. Then, download any recordings, meeting details or other data that you need
3. Next, click "Account Management", then "Account Profile" and finally click "Terminate my account".
4. Then, sign in at https://uottawa-ca.zoom.us with you @uOttawa.ca email address and password to activate your account