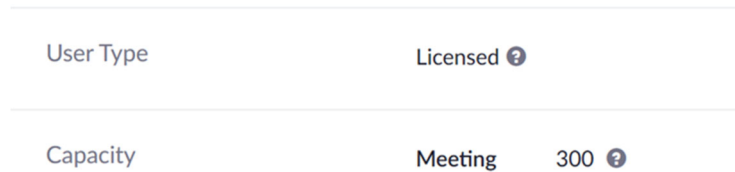


According to the Zoom support team's update guide and the Best practice is in these steps,

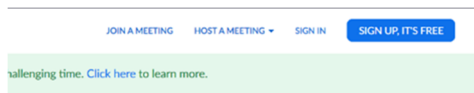
Case 1: From basic account to pro account

1. Faculty use HU email to create their Zoom basic account before. Faculty do not need to delete their Zoom basic account and also do not change sign-in email to a personal email account.
2. HU Zoom team email an active invitation to Faculty
3. Faculty complete the activating process
4. Faculty sign in their account at <https://zoom.us> to check profile - user-type and Capacity as image as



5. Done or if user-type and Capacity are not updated, Faculty will follow the forget password steps as

1. go to <https://zoom.us/>
2. Click Sign in



3. Click Forgot password

The screenshot shows the Zoom Sign In page. It has a title 'Sign In' and two input fields: 'Email address' and 'Password'. Below the fields is a blue 'Sign In' button. At the bottom, there is a link for 'Forgot password?' and a checkbox for 'Stay signed in'.

4. type your full HU email address

The screenshot shows the Zoom 'Forgot your password?' page. It has a title 'Forgot your password?' and a sub-header 'Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom.' Below this is an 'Email address' input field. At the bottom, there is a checkbox for 'I'm not a robot' next to a CAPTCHA icon, and a blue 'Send' button.

5. Zoom will email reset link for your password
  6. try to log in at Zoom website: go to <https://zoom.us/>
6. Done