

HOW TO RESET Mak-ZOOM ACCOUNT BACK TO LICENSED WHEN DOWNGRADED TO BASIC.

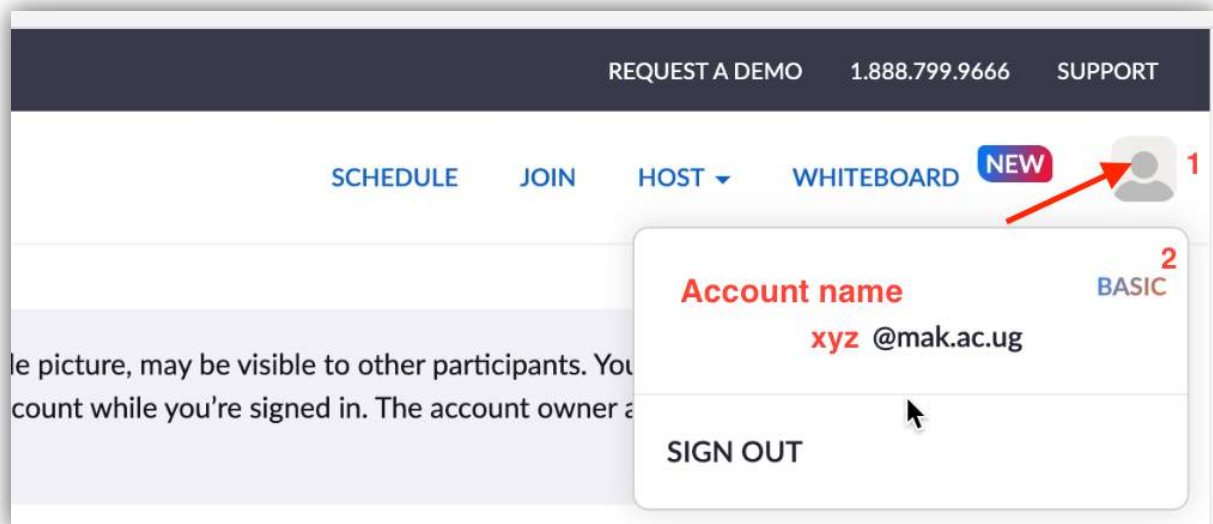
If your zoom account happens to get downgraded to “BASIC” from “LICENSED” due to some reasons including; taking the option of consolidation or merging, please follow the following steps towards having your account restored.

1 STEP1.

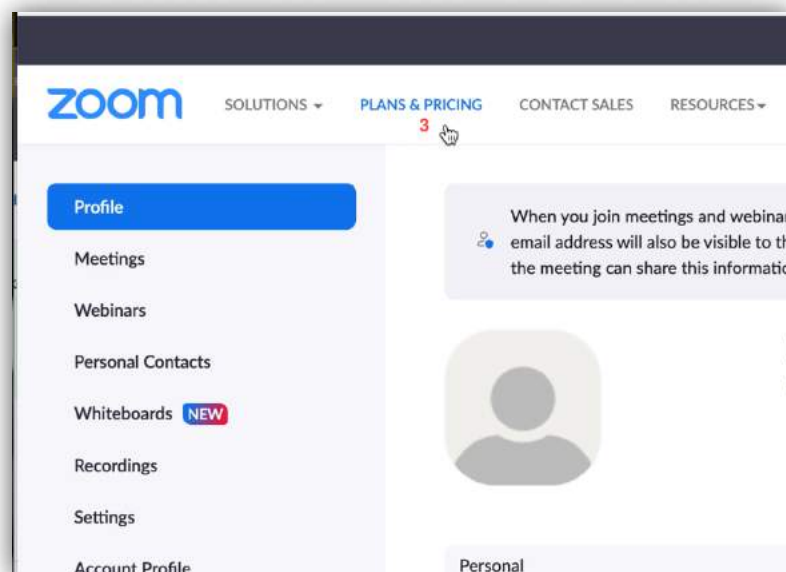
1. Report to DICTS about your account degradation.

2 STEP2.

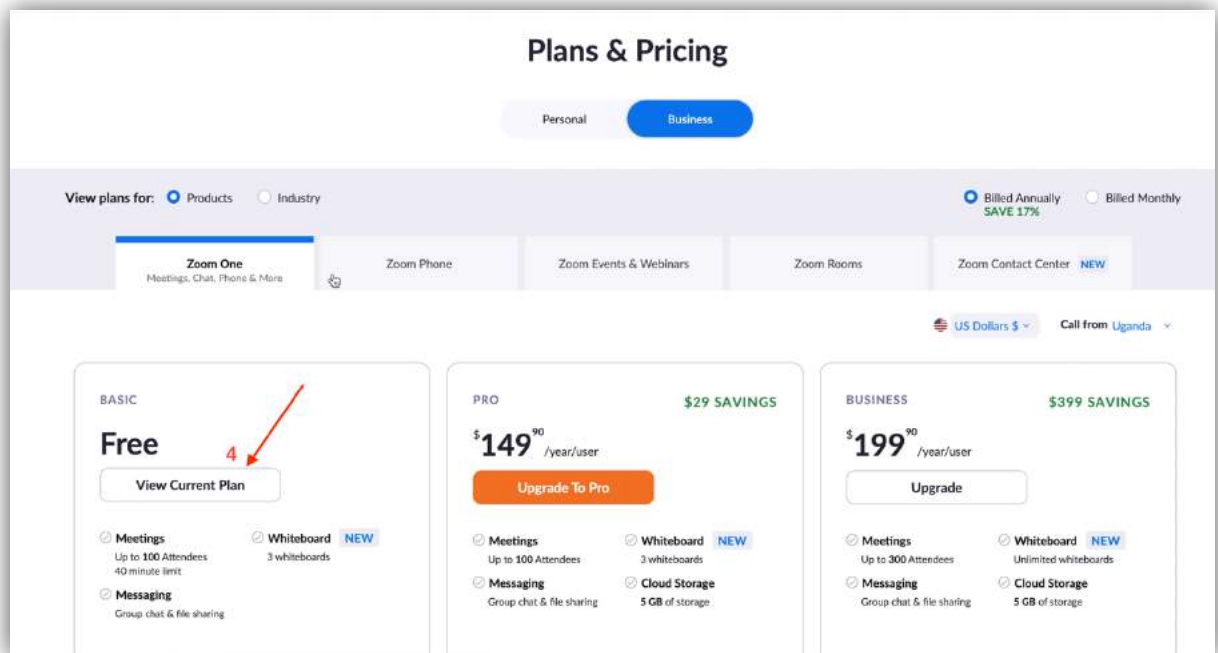
1. Login to your zoom account
2. Over to the top right corner, click on the account icon to first confirm your account status (Basic). If the account status is “BASIC” please proceed. (see snapshot below).



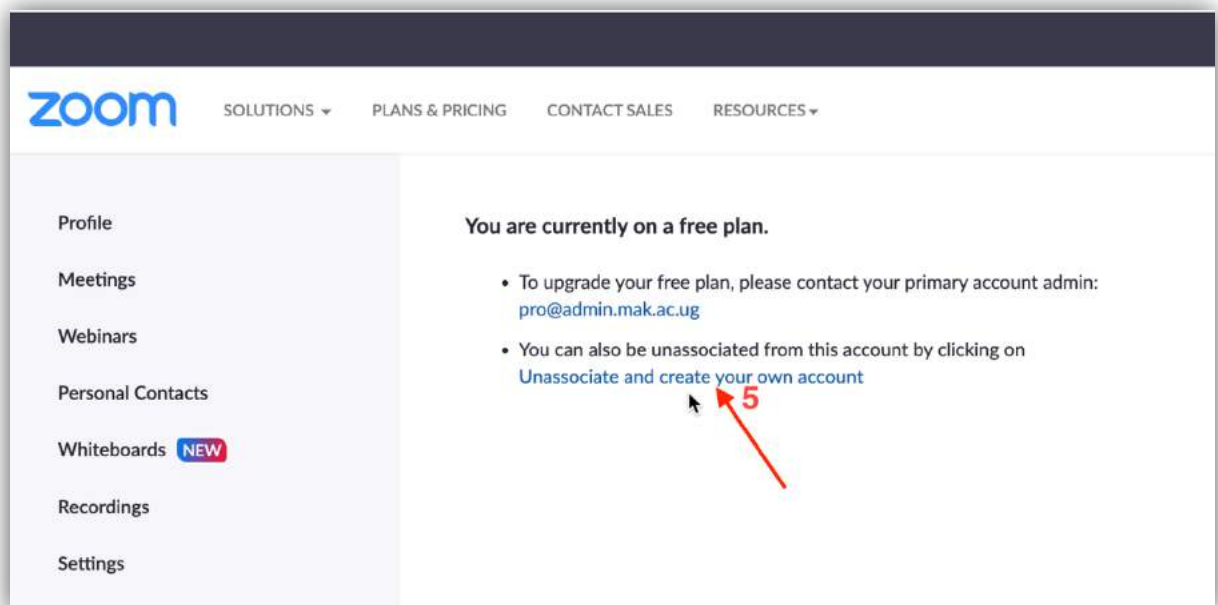
3. Then, click on the “PLANS & PRICING” Menu via the upper left corner.



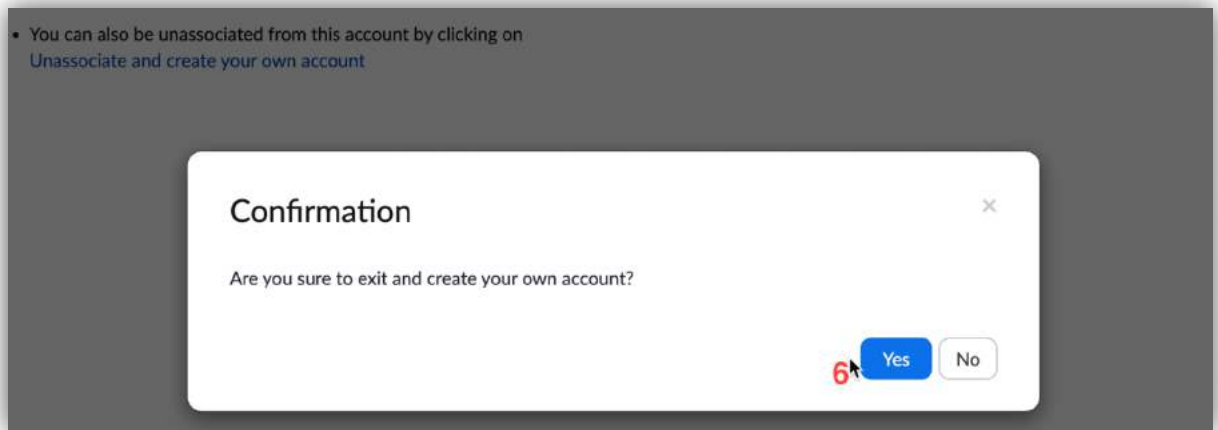
4. Under the “BASIC” plan option, click on “View Current Plan”



5. On clicking “View Current Plan”, an option “Unassociate and create your own account” will be presented. Click this option.



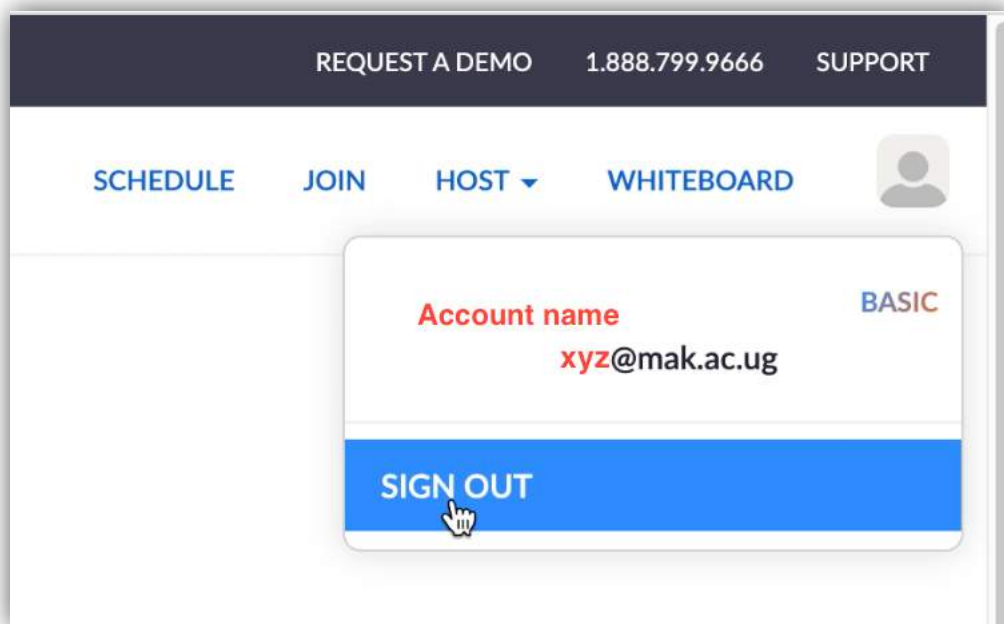
6. A “confirmation” warning will be presented. Please click “Yes”



7. Do not worry about the warning presented after as per the snapshot below.



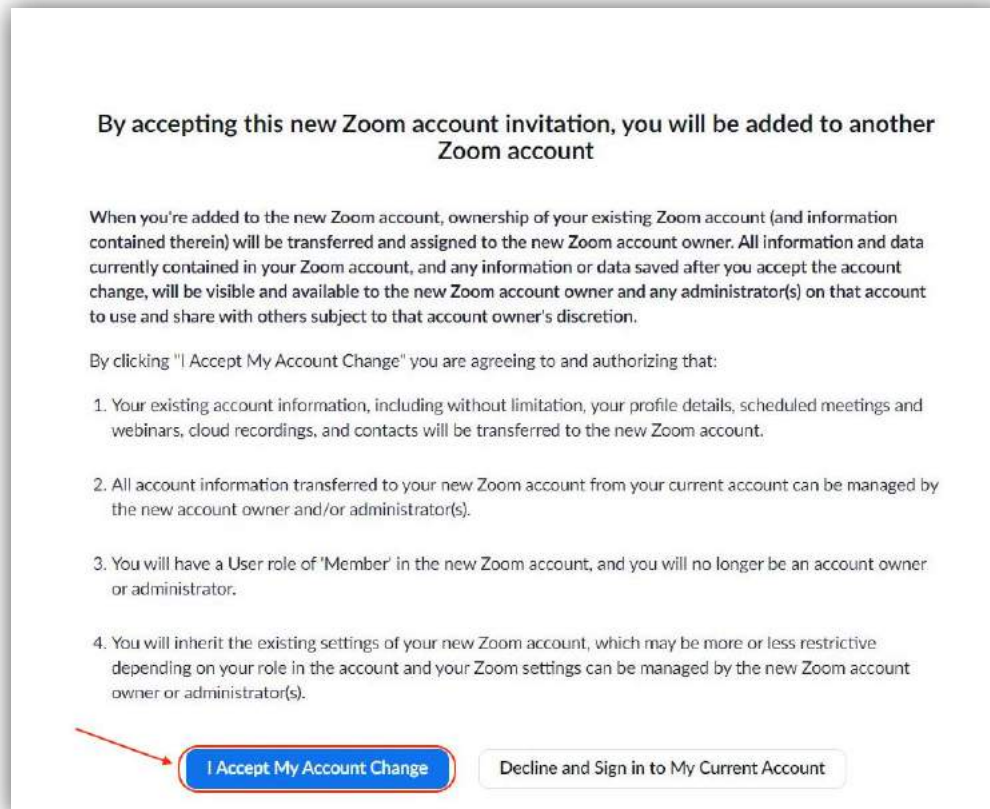
8. Sign out from your zoom account



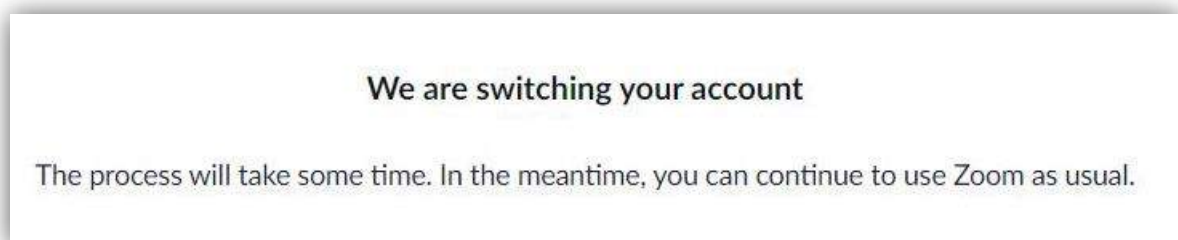
9. After the above steps, alert the zoom admin to send you a licensed reset link for activation of your account

3 STEP 3: Activating your zoom account after reset

1. After your zoom support admin has reset your account, a **zoom activation/invitation** email should be received in your email inbox. (*Check your inbox*) Click on the zoom link button under the email from zoom. (**Security precaution:** *Before you click the link in your email, be sure that the email is from zoom*).
2. After clicking on the link, a page with options in the snapshot below is loaded. Click on “**I Accept My Account Change**”



3. On accepting the step above, an alert message “**We are switching your account**” will be displayed.



4. In another browser tab, log on to zoom with your account. On logging in, Click “**Skip for This Time**”

Update Account Information

The domain associated with your email address has been claimed by Makerere University. To retain access to your Zoom account, please select an action below. [Learn More](#)

Consolidate into Account

Settings from this account will override your current account settings.

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.

5. Your account should now be LICENSED

