HOW TO RESET Mak-ZOOM ACCOUNT BACK TO LICENSENSED 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*).

RE	QUEST A DEMO 1.888.7	99.9666 SUPPORT
SCHEDULE JOIN	HOST - WHITEBOA	RD NEW 1
le picture, may be visible to other participants. Υοι	Account name xyz @ma	2 BASIC ak.ac.ug
count while you're signed in. The account owner a	SIGN OUT	

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

ZOOM SOLUTIONS -	PLANS & PRICING	CONTACT SALES	RESOURCES *	
Profile		When you join me		
Meetings			ddress will also be visible to t eting can share this informati	
Webinars				
Personal Contacts				
Whiteboards NEW				
Recordings				
Settings				
Account Profile	Perso	onal		

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

	Plans &	Pricing		
	Personal	Business		
View plans for: • Products • Industry			O B	illed Annually O Billed Month AVE 17%
Zoom One Zoom Meetings, Chat, Phone & More	Phone Zoom Event	s & Webinars Z	som Rooms Zoom	Contact Center NEW
			👙 US Doi	ars \$ -> Call from Uganda ->
Free 4	PRO \$149 [%] /year/user Upgrade To Pro	\$29 SAVINGS	^{\$} 199 [%] /year/user Upgrade	\$399 SAVINGS
Meetings Whiteboard NEW Up to 100 Attendees 3 whiteboards 40 minute limit Messaging Group that & file sharing	 Meetings Up to 100 Attendees Messaging Group chat & file sharing 	Whiteboard NEW Whiteboards Cloud Storage 5 GB of storage	Meetings Up to 300 Attendees Group chat & file sharing	Whiteboard NEW Unlimited whiteboards Cloud Storage 5 GB of storage

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

OOM SOLUTIONS		
Profile	You are currently on a free plan.	
Meetings	To upgrade your free plan, please contact your primary account admin:	
Webinars	pro@admin.mak.ac.ug	
Personal Contacts	 You can also be unassociated from this account by clicking on Unassociate and create your own account <u>5 5 </u> 	
Whiteboards NEW		
Recordings	Ň	
Settings		

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

R	EQUEST A DEMO	1.888.799.9666	SUPPORT
SCHEDULE JC	IN HOST -	WHITEBOARD	
	Account n	ame xyz@mak.ac.ug	BASIC

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"

By accep	ting this new Zoom account invitation, you will be added to anothe Zoom account
contained the currently cont change, will be	dded to the new Zoom account, ownership of your existing Zoom account (and information rein) will be transferred and assigned to the new Zoom account owner. All information and data ained in your Zoom account, and any information or data saved after you accept the account e visible and available to the new Zoom account owner and any administrator(s) on that account re with others subject to that account owner's discretion.
By clicking "I A	ccept My Account Change" you are agreeing to and authorizing that:
	g account information, including without limitation, your profile details, scheduled meetings and loud recordings, and contacts will be transferred to the new Zoom account.
	information transferred to your new Zoom account from your current account can be managed t count owner and/or administrator(s).
3. You will hav or administ	e a User role of 'Member' in the new Zoom account, and you will no longer be an account owner ator.
depending	erit the existing settings of your new Zoom account, which may be more or less restrictive on your role in the account and your Zoom settings can be managed by the new Zoom account Iministrator(s).

3. On accepting the step above, an alert message "We are switching your accout" will be displayed.



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



5. Your account should now be LICENSED

RE	QUEST A DEMO 1.888.799.0125 SUPPORT
SCHEDULE JOIN	
ile picture, may be visible t	
eir account while you're sig	SIGN OUT