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Getting Started with Zoom
If you are seeing the error "User <email address> not exist or not belong to this account. Error Code 1001" in Canvas, one of the reasons may be because your Yale email account is associated with a basic Zoom account. This guide will give you step by step directions on how to resolve this error and associate your Yale email to a Yale Zoom account.

1. Go to https://yale.zoom.us/. If this directs you to the normal zoom page, click "Sign Out" in the top right corner
2. If you had to sign out, go back to https://yale.zoom.us/. From this page, click on "Sign in" to configure your account.
3. Once you log in with your Net ID and Yale password, you confirm your email address. You will be notified that an email has been sent to authorize a switch from basic Zoom to Yale Zoom account.

4. The email take a few minutes to arrive in your inbox. Once you receive it, click on "Switch to the new account".
5. On the site that pops up, click "I Acknowledge and Switch". You will now get a confirmation that the account has been switched over to Yale Zoom successfully and can now proceed to Canvas with no error.
💡 For more help, please contact canvas@yale.edu.