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Getting Started with Zoom
Setting up your Zoom account

This guide will document how to set up your account for users at Yale. If you already have a Zoom account set up using your Yale email address, following these steps will ensure that your account is associated with Yale's Zoom account and you have access to the full suite of Zoom features.

Create your Zoom account

The first step to creating your account, or associating your existing account, is to visit https://yale.zoom.us/ and select the "Sign in" button.

Once you select "Sign in", you will be prompted to log in through Yale's Central Authentication Service (CAS) using your NetID and password.

Logging in to Zoom uses Yale's Central Authentication Service (CAS). If you are off campus and logging in to Zoom you will need to utilize multi factor authentication (MFA) via DUO. If you need to set up MFA you can find information on how to do so on the Yale ITS page here.
Once you are logged in, your account is created and you will be taken to your Zoom profile page. If you had a pre-existing account using your Yale email, you will receive an email notifying you to accept the invitation to join the Yale Zoom account.
Configuring your microphone, speakers and camera in Zoom

This guide will show you how to set which microphone, speakers and camera you will use in your Zoom session.

Selecting your microphone and speakers

While you are in a Zoom meeting, you can move your cursor to the lower portion of the Zoom window to bring up the Zoom toolbar. There you will see a microphone icon and an upwards facing arrow to the right. Select the arrow to bring up a menu of your available devices for your microphone and speakers. If you are using a headset or external microphone and Zoom does not automatically use them for your audio, you can select the correct device here.

Selecting your camera

In a Zoom meeting, move your cursor to the bottom of your Zoom window to bring up the Zoom toolbar. There you will see a camera icon and an upwards facing arrow to the right. Select the arrow to bring up a menu of your available camera devices. If you have multiple camera options and Zoom did not automatically use the correct device, you can select the correct device here.
Logging in the Zoom application with your Yale credentials

This guide will show you how to log in to the Zoom application on your computer using your Yale credentials. If you have not yet set up your Yale Zoom account, you can do so following the step here. Additionally, you can download the Zoom application for your device here.

Select "Sign in with SSO"

After opening Zoom, select the option on the right to "Sign in with SSO".

Enter "Yale" as your company domain

You may be prompted to enter a company domain. If "Yale" is not autofilled, please enter "Yale" for the company domain.
Log in through Yale's Central Authentication Service (CAS)

A browser will open and prompt you to log in through CAS using your Yale NetID and Password. Once you log in you will then be prompted to return to Zoom where you will be logged in.
Open zoom.us?

https://yale.zoom.us wants to open this application.

[Red box highlights] [Open zoom.us] [Cancel]
Link a Yale Email to a Yale Zoom Account

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.