



## Merging your personal Zoom account

As Zoom has only recently been implemented, you might have created a personal Zoom account with your school email address before this. For Canvas to work properly with your Zoom account, we will need to merge your personal account into our Zoom instance.

To merge your account, simply follow the instructions below...

1. Open your web browser and navigate to <https://zoom.us/signin>
2. Enter your personal Zoom account email address and password. The email address will be your school email address

Sign In

Email address  
jsmith@xxxx.nsw.edu.au

Password  
\*\*\*\*\*

**Sign In**

- a. If no “Sign In” prompt appears, simply click “SIGN OUT” and try the steps again



3. When prompted, select “Join the Account” and then select “Continue”

Join XYZ's Zoom Account

We are setting up a Business account with XYZ. Since your Zoom account uses an email address with "xyz.com", you need to choose either join the account or change to a new email address. [Learn More](#)

**Join the Account**

You will join the new account as a member.  
After joining the new account, the current account settings will be lost.

**Change Email Address**

You will not join the new account, you need to change to a new email address for signing in Zoom.

**Continue**

[Skip for This Time](#)

4. You will receive confirmation that your account has been merged. You may now use your Zoom account in Canvas and other school services

You have joined the new account XYZ

Now you are a member of the new account, you can start using Zoom.

**Sign In to Profile Page**