CUNY Zoom

Zoom Pro accounts are available to all active CUNY faculty staff and students through CUNY Login. Activate your CUNY Zoom account at https://cuny.zoom.us. Please familiarize yourself with CUNY's Zoom Security Protocol and available Zoom features. More information is available on CUNY's Zoom information page.

Frequently Asked Questions

- What about my existing Brooklyn College Zoom account?
- I did not receive the CUNY Zoom activation email?
- How do I transfer Zoom recordings to my CUNY Zoom account?
- Does Zoom integrate with Blackboard?
- Can I change my Zoom account email address from my CUNY Login to an email address?

What about my existing Brooklyn College Zoom account?

Brooklyn College Zoom accounts were discontinued as of **January 1, 2021**. Please activate your CUNY Zoom account to continue using Zoom.

I did not receive the CUNY Zoom activation email?

When you first sign in to your CUNY Zoom account, you may be prompted to confirm your email address (see below). The email address displayed is also your CUNY Login (*firstname.lastname##@login.cuny.edu)* and automatically forwards to your "preferred" email address as listed in CUNYfirst. It can take up to an hour to receive the activation email, so please be patient. If you do not receive the activation, take a moment to verify or change your preferred email address in CUNYfirst. If you change your preferred email address, go to https://cuny.zoom.us/signin to resend the activation email.

> ⓘ   If you verified your preferred email, tried a second Zoom activation and still do not receive the activation email, try changing your CUNYfirst password to re-synchronize your account. If none of these steps work, contact the helpdesk at 718.951.4357 or helpdesk@brooklyn.cuny.edu.
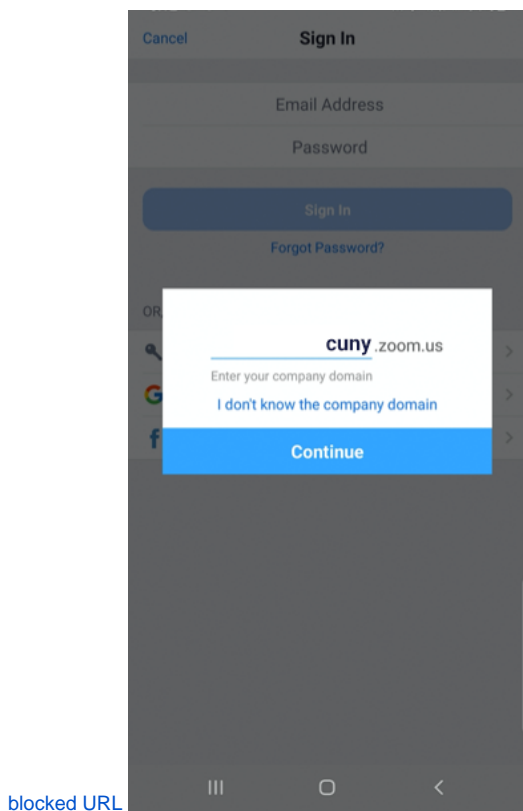
How do I sign in to CUNY Zoom?

Signing in to your CUNY Zoom account requires using your CUNY Login credentials. Your CUNY Login is typically in the form of *firstname.lastname##@login.cuny.edu (the numbers are the last two digits of you CUNY EMPLID).* You can look up your CUNY Login information at cuny.edu. The process differs slightly for the web, desktop and mobile apps. See below:

Zoom Website

Go to cuny.zoom.us and sign-in using your CUNY Login credentials.

Zoom Mobile App

Tap SSO, enter "**cuny**" and tap continue. You will be prompted to sign in using your CUNY Login credentials.
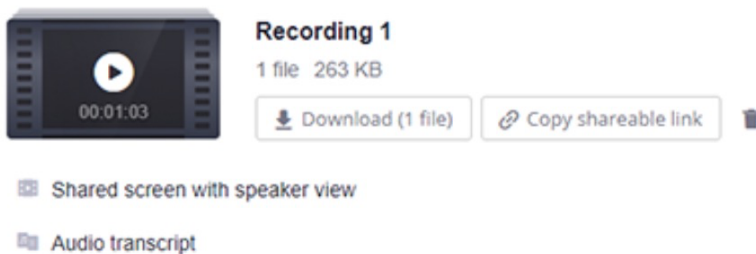
blocked URL

Zoom Desktop App

Click the **Sign In with SSO** option.

How do I transfer Zoom recordings to my CUNY Zoom account?

You need to download your existing recordings and upload them to a different cloud hosting provider to share. Here is an overview of how to move your recordings

1. Go to the recordings page on your Brooklyn College Zoom account.
2. You will see a list of cloud recordings on your account.
3. Click "Download" next to the recordings you want to save.

4. The recording will be saved as an MP4 to your computers *Downloads* folder.
5. Upload the MP4 video file to a CUNY or Brooklyn Collge cloud hosting platform that suitable for storing and streaming video: Blackboard, Illumira /NJ Vid or Dropbox. Contact AIT at aitsupport@brooklyn.cuny.edu for assistance with uploading your video.

Does Zoom integrate with Blackboard?

CUNY is working on integrating CUNY Zoom accounts with Blackboard using the Zoom LTI.

Can I change my Zoom account email address from my CUNY Login to an email address?

No, if your CUNY Zoom account was set up using your CUNY Login credentials you cannot change it without losing access to Zoom.