# 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 1.888.799.9666 SUPPORT
SCHEDULE JOIN	HOST - WHITEBOARD
	Account name BASIC
e picture, may be visible to other participants. Υοι	xyz @mak.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	etings and webina	
Meetings	<ul> <li>email addres the meeting</li> </ul>		an 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: O Products Industry			O Bi SA	lled Annually O Billed Mor WE 17%
Zoom One Zoom I Meetings, Chat, Phone & Mere	Phone Zoom Events	& Webinars Zo	oom Rooms Zoom C	Contact Center NEW
			S Doll	ars \$ ~ Call from Uganda
BASIC Free 4	PRO <b> \$149</b> <sup>90</sup> /year/user Upgrade To Pro	\$29 SAVINGS	<sup>\$</sup> 199 <sup>°0</sup> /year/user Upgrade	\$399 SAVINGS
Meetings Up to 100 Attendees 40 minute limit Messaging Group dat & file sharing	Meetings Up to 100 Attendees Group chat & file sharing	Whiteboard NEW 3 whiteboards Cloud Storage 5 GB of storage	Meetings Up to 300 Attendees Messaging 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:		
Vebinars	<ul> <li>Pro@admin.mak.ac.ug</li> <li>You can also be unassociated from this account by clicking on Unassociate and create your own account</li> </ul>		
Personal Contacts			
Whiteboards NEW			
Recordings	N		
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 <del>-</del>	WHITEBOARD	
	Account n	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 accept	ing this new Zoom account invitation, you will be added to anothe Zoom account
When you're a	ded to the new Zoom account, ownership of your existing Zoom account (and information
contained ther	ein) will be transferred and assigned to the new Zoom account owner. All information and data
currently conta	ined in your Zoom account, and any information or data saved after you accept the account
change, will be	visible and available to the new Zoom account owner and any administrator(s) on that account
to use and shar	e with others subject to that account owner's discretion.
By clicking "I A	ccept My Account Change" you are agreeing to and authorizing that:
1. Your existing	g account information, including without limitation, your profile details, scheduled meetings and
webinars, cl	oud recordings, and contacts will be transferred to the new Zoom account.
2. All account i	nformation transferred to your new Zoom account from your current account can be managed t
the new acc	ount owner and/or administrator(s).
3. You will hav	e a User role of 'Member' in the new Zoom account, and you will no longer be an account owner
or administr	ator.
<ol> <li>You will inhe</li></ol>	rit the existing settings of your new Zoom account, which may be more or less restrictive
depending o	n your role in the account and your Zoom settings can be managed by the new Zoom account
owner or ad	ministrator(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

REC	QUEST A DEMO	1.888.799.0125	5 SUPPORT
SCHEDULE JOIN H	HOST - W		EW _
ile picture, may be visible t	Accoun	<mark>t name</mark> xyz @mak.ac.u	LICENSED
eir account while you're sig	SIGN OUT		