## **Update to Zoom**

Zoom may notify account holders of required updates to Zoom by displaying a message within the Zoom application.

To confirm you have the required version of the Zoom desktop client:

- Start and sign in to Zoom desktop client
- Click on your profile picture or initials in the top right corner
- From the drop-down menu, select **About** then **Help** to determine the version being used The version must be 5.0.X or higher as of May 30, 2020
- Or, select **Check for Updates** from the drop-down menu If there is a newer version, Zoom will download and install it

Detailed instructions follow.

• Click the Windows Start icon at the bottom left of your screen



• Scroll down to locate Zoom

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- Click Start Zoom
  - o If you are signed into Zoom, it will start immediately
  - o If you are not signed into Zoom, the Zoom start-up screen will pop up
    - Click Sign In

Note: Check the bottom on the start-up screen to see what version you are using. The picture below shows Version 5.0.3.

Zoom Cloud Meetings		-	×
	zoom		
	Join a Meeting		
	Sign In		
	Version: 5.0.3 (24951.0515)		

Enter your email address and password, and click the Sign In button

Sign In				
Enter your email			٩	Sign In with SSO
Enter your password	Forgot?	or	G	Sign In with Google
C Keep me signed in	Sign In		f	Sign In with Facebook

• When Zoom opens, this will populate on your screen:



- Click your profile picture, or your initials, to open drop-down menu This is in the top right of the Zoom screen. (In the example, the initials "ES" are shown inside a green box.)
- Click **Check for Updates** to see if you have the most current version. If not, **Zoom will update**.

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Settings	
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Help	>
Check for Updates	
Switch to Portrait View	
Switch Account	
Sign Out	

• To verify the version in use, click on **Help** and then **About Zoom**.

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## The version is shown.



Anything lower than 5.0, and the application will need to be updated.

Your current Zoom account will no longer work after 5/30/2020 if the update is not performed.

Contact the AT&T with Zoom Conferencing Help Desk if assistance is needed:

## Video and Web Conferencing (Zoom) Trouble Reporting Information

AT&T Do not contact Zoom directly.

Phone 844-310-2245 or 847-562-7161 AT&T Help Desk/Universal Agent

E-mail solacollab@list.att.com