

## 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:

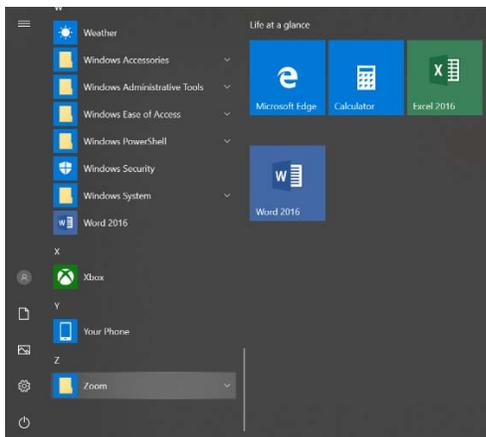
- **Start and sign in to Zoom** desktop client
- **Click on your profile picture or initials** in the top right corner
- From the drop-down menu, select **About** then **Help** to determine the version being used  
The version must be 5.0.X or higher as of May 30, 2020
- Or, select **Check for Updates**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



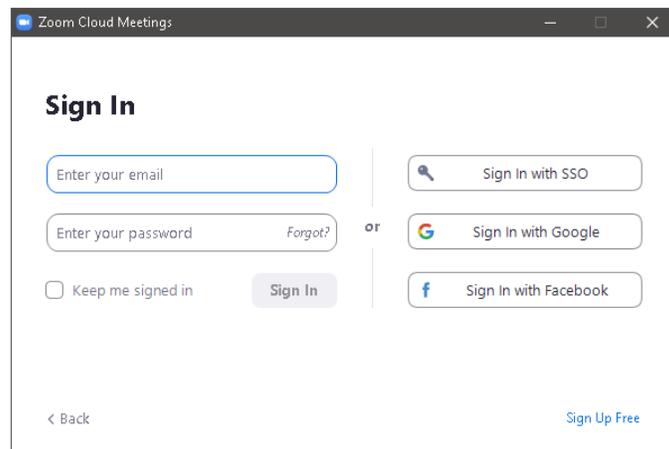
- Scroll down to locate Zoom



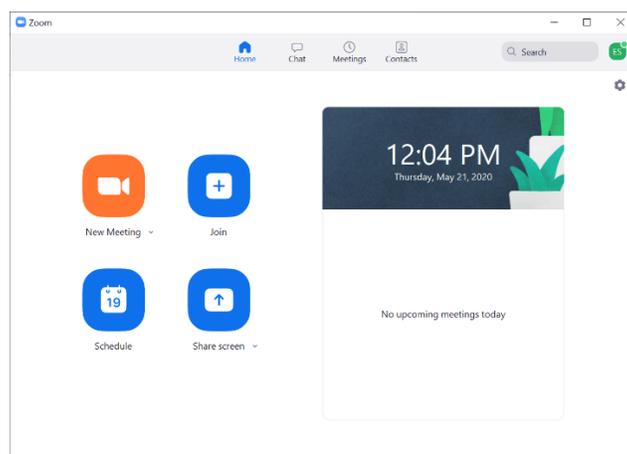
- Click Start Zoom
  - If you are signed into Zoom, it will start immediately
  - If you are not signed into Zoom, the Zoom start-up screen will pop up
    - Click Sign In  
Note: Check the bottom on the start-up screen to see what version you are using. The picture below shows Version 5.0.3.



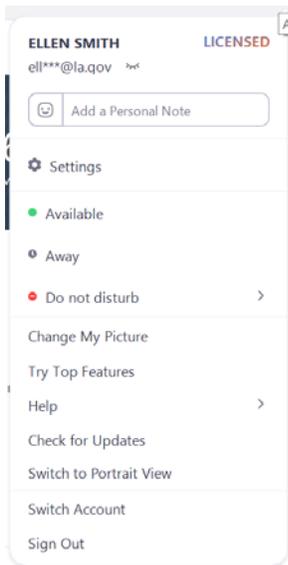
- Enter your email address and password, and click the Sign In button



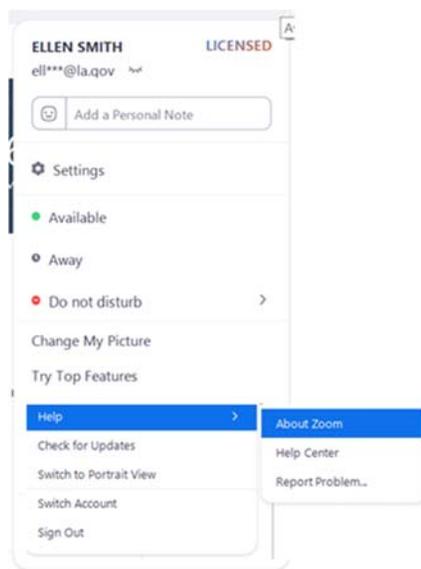
- When Zoom opens, this will populate on your screen:



- 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.**



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



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](mailto:solacollab@list.att.com)