GW IT will deploy its enterprise Zoom account to SMHS Faculty on December 01, 2020 (access for students and staff will be deployed at a later date). To reduce confusion and conflicts between the SMHS's Zoom account and the accounts of other affiliated organizations (MFA, Children's Hospital, personal accounts, etc.), please refer to the Best Practices outlined below to ensure that you are correctly logged in to your GW Zoom account.

How do I log into GW Zoom from a web browser?

There are three ways you can log into GW Zoom from a web browser:

1) Visit https://it.gwu.edu/zoom , click on the blue Zoom logo under the section "Logging into Zoom." When the next page loads, click on "Sign In" and follow the prompts to sign on with your GW NetID and password.

2) Visit https://gwu-edu.zoom.us , click on "Sign In" and follow the prompts to sign on with your GW NetID and password.

3) Visit https://myapps.gwu.edu and follow the prompts to sign on with your GW NetID and password. Scroll down to the bottom of the page and click on the Zoom icon. Once the GW Zoom landing page loads, click on "Sign In" and you should be logged in automatically. If not, you may be asked to re-enter your GW NetID and password.
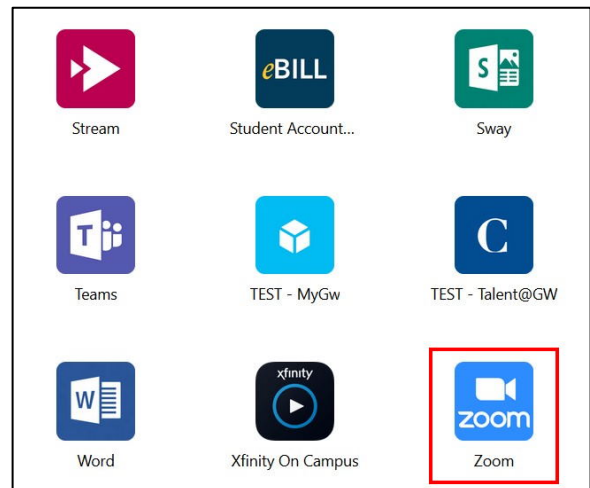
How do I log into GW Zoom from the App installed on my device?

When signing into GW Zoom from the app installed on your device:

1) Click the "Sign In" button on the front landing page.

2) On the right-hand side, select the option for "**Sign in with SSO**."

3) Enter "GWU-EDU" in the Company Domain field, then click continue.

4) You will be redirected to a web browser where you will be asked to sign in with your GW NetID and password. If you are already signed into your GW account in the active web browser, then you may authenticate automatically and not be prompted to sign in.

5) After successfully authenticating, you should automatically be returned and signed in to the Zoom app.
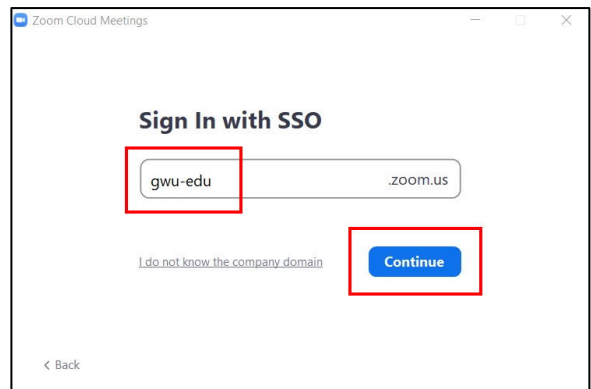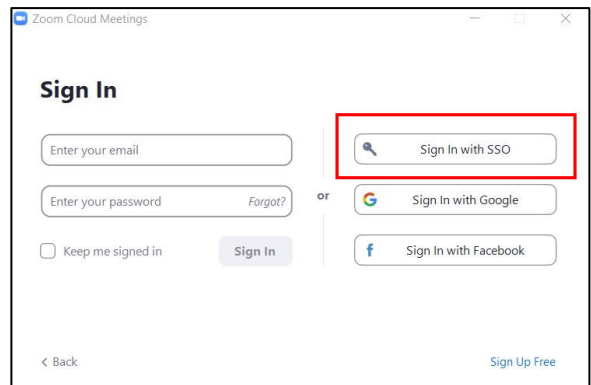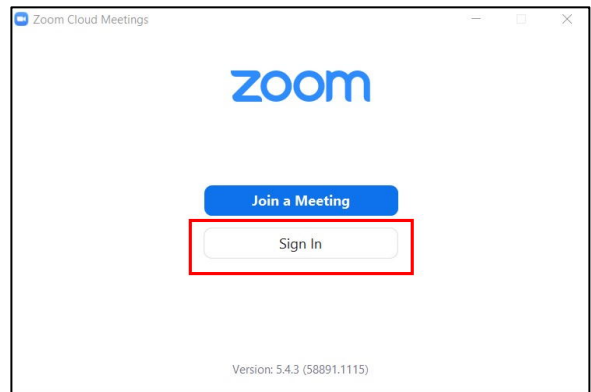
How do I make sure that I am correctly logged into my GW Zoom account?

Verifying you are logged in with the correct account will vary depending on if you are using Zoom in a browser window or the App installed on your device.

1) If you are using Zoom in a browser window, click on the person icon in the upper right corner to display your profile information. If you do not see your NetID@gwu.edu and "Licensed," then you are not logged into GW Zoom.

   a. If you remain logged in to a non-GW Zoom account in your web browser even after signing out and then trying to sign in again, it may be necessary to clear your browser cache or attempt to log into Zoom in an Incognito browsing window.
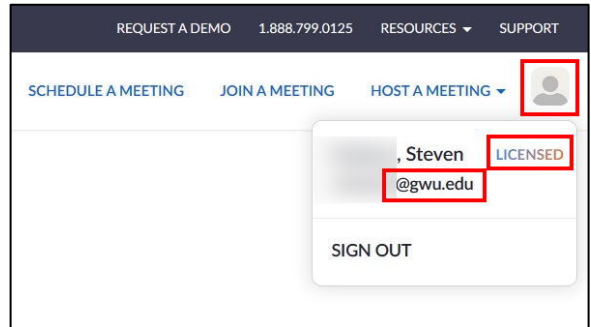
2) If you are using the Zoom app, click on your initials in the upper right corner to display your profile information. If you do not see your NetID@gwu.edu and "Licensed," then you are not logged into GW Zoom.

   a. If you need to switch between GW Zoom and a separate Enterprise or personal account, then you can use the **Switch Account** feature to navigate back and forth between accounts. When signing back into your GW Zoom account, remember to select "Sign in with SSO" and enter the correct Company Domain (gwu-edu). If you use multiple Enterprise Zoom accounts that employ SSO, you will need to update the Company Domain each time you log in to a different account.