

Zoom Support for College of Education Users

Zoom customer support is available 24 hours a day, 7 days a week through the Zoom website

Sign in to your Zoom account

1. Go to <https://illinois.zoom.us/>
2. Select "Sign in"

Check the Zoom Documentation Knowledge Base

1. Go to <https://support.zoom.us/>
2. Use the Search Bar or browse the list of topics

Request help through 24-7 Live Chat

1. Go to your Illinois Profile
 - a. Go to <http://zoom.us/profile> (after you have signed in)
2. Click the "Help" button on the bottom-right corner of the page
3. Click the "Live Chat" button on the bottom of the pop-up

The screenshot shows the Zoom user profile page for Adam Rusch. The profile information includes:

- Name:** Adam Rusch
- Department:** 1-KN-335
- Account No.:** 50365987
- Personal Meeting ID:** 843-533-6927
- Personal Link:** <https://illinois.zoom.us/j/8435336927>
- Sign-In Email:** arusch2@illinois.edu
- User Type:** Licensed
- Capacity:** Meeting 300
- Language:** English
- Date and Time:** Time Zone (GMT-5:00) Central Time (US and C

A help pop-up is overlaid on the right side of the page. It contains a search bar with the text "How can we help?", a list of "Top suggestions" (1. Personal meeting ID (PMI) and personal link, 2. Managing your password, 3. Customizing your Profile), and a "Live chat" button at the bottom. A red arrow points from the "Live chat" button in the pop-up to the "Personal Link" field in the profile information.