Bryn Mawr faculty, students and staff have access to Zoom through the college's Zoom license. However, it is sometimes difficult to tell whether you are using a Zoom account on Bryn Mawr's license or a separate account attached to your Bryn Mawr email address. This article explains how to identify whether you are using Bryn Mawr's Zoom license by using your account profile.

**Before you start**, you may need access to the following:

- a laptop or desktop with a web browser (you will not be able to pull up your profile page from a Zoom mobile app).

Pull up your Zoom profile in a web browser.

1. If you are logged into Zoom through your web browser, click **Profile** in the left sidebar menu.
2. If you are logged into the desktop app, click your **profile picture** (or your **initials** if you haven't set up a picture) in the upper right and choose **My Profile** (**Change Picture** if you don't have a picture) from the drop-down menu.
3. If this is a Bryn Mawr account, your Personal Meeting ID will contain https://brynmawr-edu.zoom.us, as shown below.
A non-BMC Zoom account. Note that brynmawr-edu does not appear in the Personal meeting ID.
We have instructions that can help you log into your BMC Zoom account but before following these instructions, we recommend doing one of the following with your non-BMC account to avoid confusion in the future:

1. If you don't need a personal Zoom account, delete your non-BMC account.
2. If you want to keep a personal account, change the email address associated with it to something other than your brynmawr.edu email address.
   - Log into the non-BMC Zoom account if you haven't already.
   - Click Edit next to Sign-In Email.
   - Enter a new email address.
   - Click Save Changes.
     - Check the new e-mail address for a confirmation email similar to the one below. Click Confirm Change to complete the email change process.

If you don’t receive the confirmation email, log into Zoom using the old email address and password and resend the email. Be sure to check inbox folders where auto-generate mail might be routed (Spam, Junk, Other, Updates, etc.).

For help troubleshooting a personal Zoom account, please contact Zoom support — LITS cannot see information about non-BMC accounts.

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the Help Desk!

Phone: 610-526-7440 | Library and Help Desk hours
Email: help@brynmawr.edu | Service catalog