Common Troubleshooting Tips

- Use your ksu.edu user name to log in to your Zoom session as a host.

- When creating an account, use your KSU email address, but DO NOT use your KSU password. Zoom is not tied into our eID/password authentication.

- Update your Zoom client. Click Pro Account and then click Check Update.

- Allow guests to access the meeting before you log on. When scheduling, under Meeting Options, check the Enable join before host option.

- If you are dropped out of a meeting, check the system requirements for your device.

  PC and Mac requirements
  iOS and Android requirements

Zoom Updates:

- Phone numbers have changed for teleconference access to Zoom meetings. If you have sent any meeting invites for future meetings where someone is calling in and using just a telephone, make sure you give them the updated phone number: 1(415)762-9988 or 1(646)568-7788

- Zoom now allows up to 100 participants per meeting. Default is still set to 25 per meeting. Meetings with more than 25 participants will be allowed by request only. Contact Shelley Troyer, shelleytroyer@k-state.edu, to request a larger meeting.

More Zoom information can be found on the KSU Knowledgebase