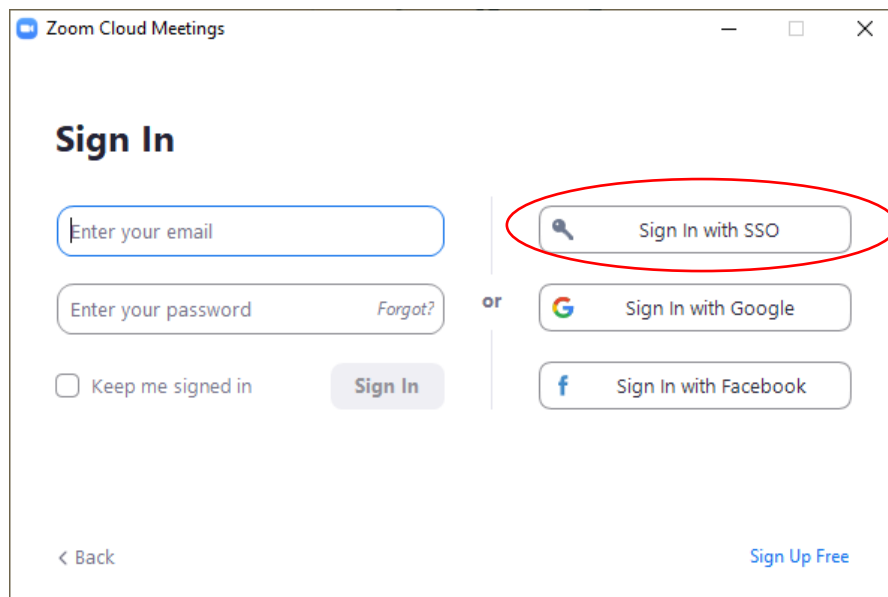# Zoom Troubleshooting Instructions

Step 1: Please make sure that you have the Zoom application downloaded on your computer, tablet, or phone (whichever device you plan to access the Zoom meeting from). The MTSU licensed version of Zoom can be installed here: https://zoom.mtsu.edu

Step 2: Once you have Zoom installed on your computer, you will want to launch the application. If you are already signed into the Zoom app, *please sign out by clicking the icon in the right hand corner.* We will be signing you back in, but first you need to make sure you are completely signed out. If you are not signed in to Zoom, please proceed to step 3.
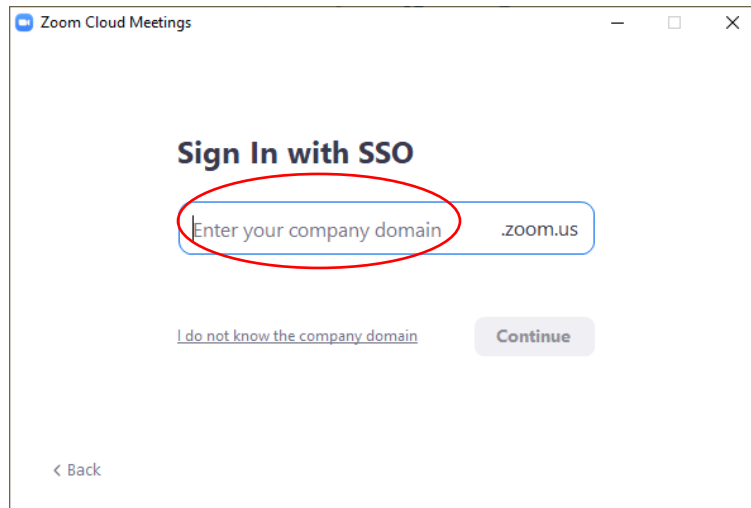

Click the circle in the right corner to sign out.
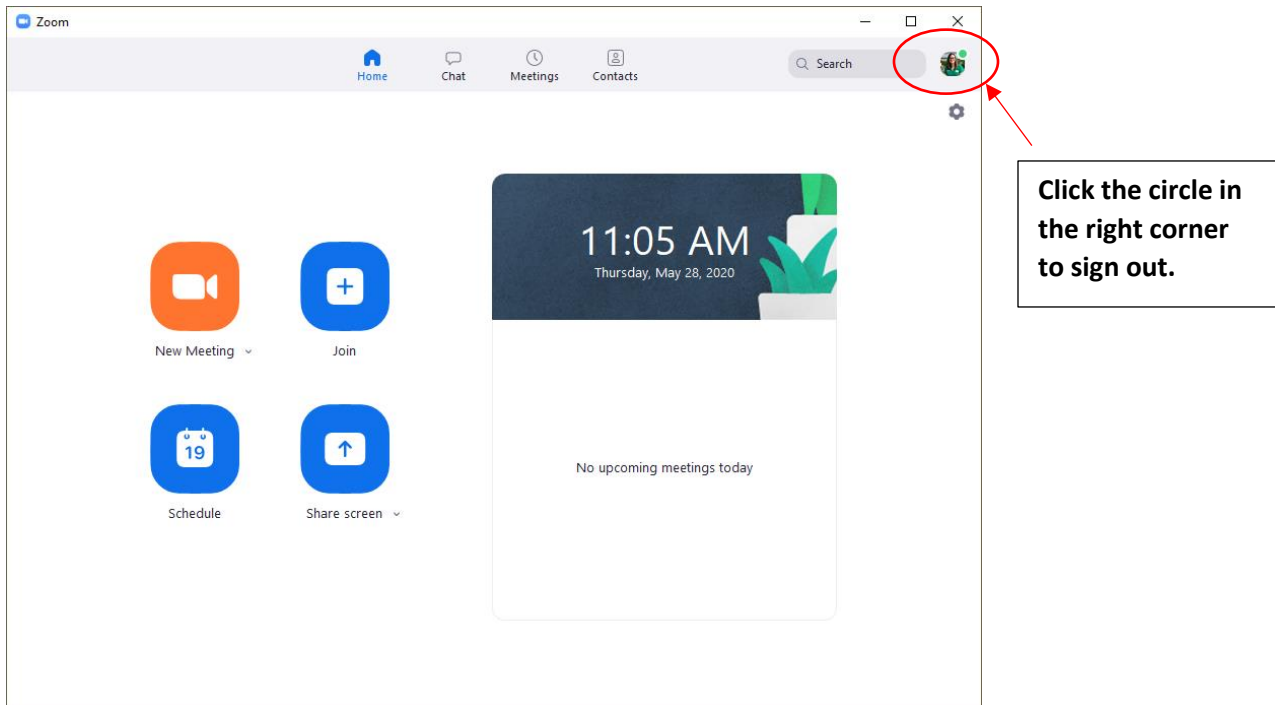
Step 3: When Zoom is launched, or if you've just signed out, you should now see a login screen with several options. **Please click the button that says Log In with SSO.** If you are logging in from your phone, this option is listed if you scroll down a bit on the login screen.

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Step 4: Once you've clicked on the Sign in with SSO button, please type "mtsu" into the box that says "enter your company domain" and click continue.
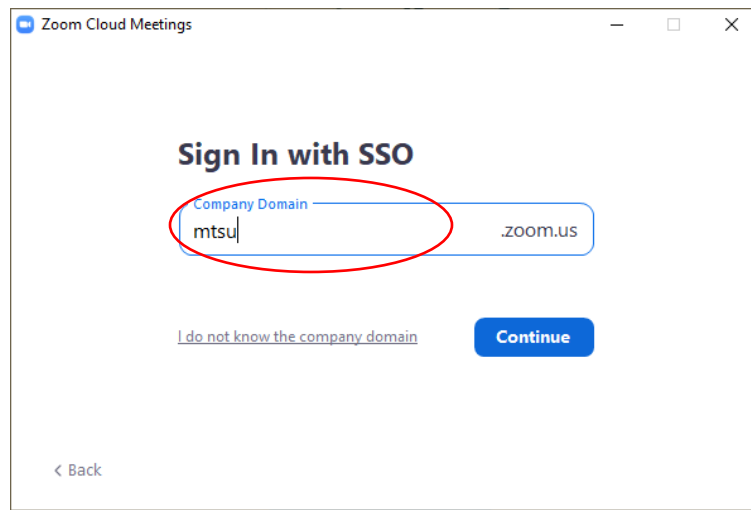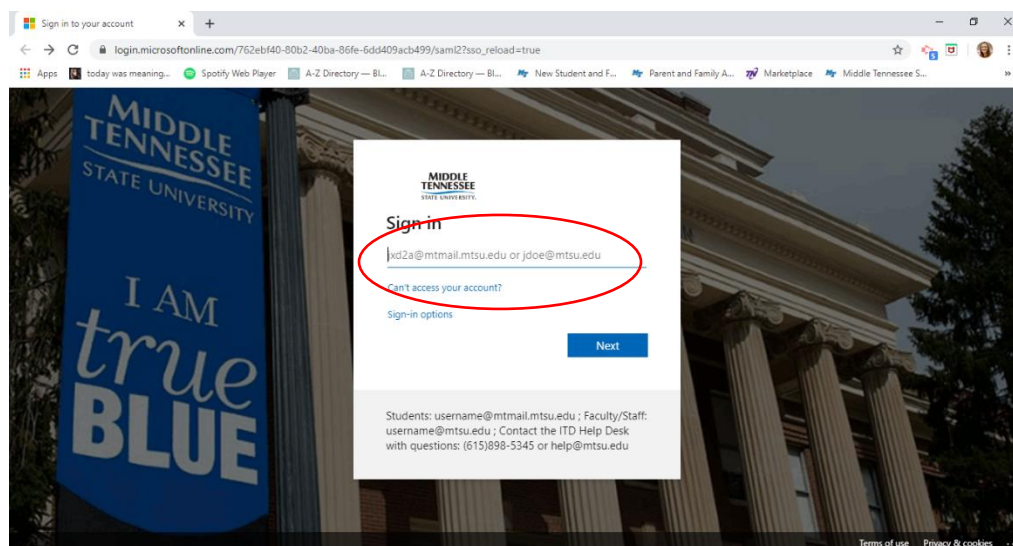

Step 5: After you click continue it will bring up your web browser and prompt you to sign in to the MTSU system using your PipelineMT login credentials. Please login as you normally would on the MTSU website and follow the prompts for multi-factor authentication (code sent to your mobile device).

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**Step 6:** After you have signed in with your MTSU credentials, a screen will appear that prompts you to open the Zoom application on your computer. Click the button that says "Open Zoom Meetings." This should take you back to the Zoom application, and you should be signed in through the MTSU Zoom system.
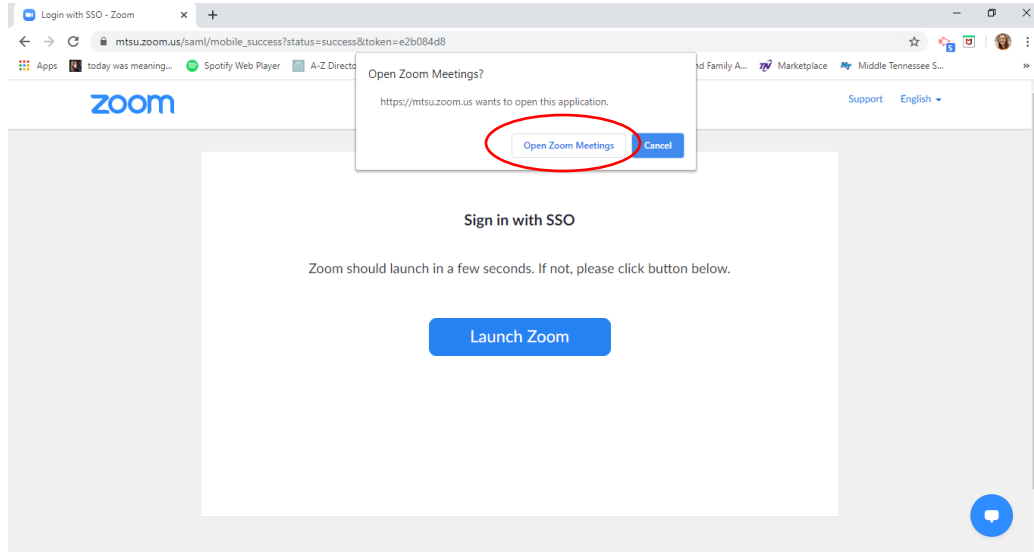
Step 7: Now that you're logged into Zoom, you will need to log into your country's specific Zoom meeting. To do this, please click this link to join your Country Meeting: https://www.mtsu.edu/customs/countries.php

You should see a webpage that has a list of the country flags – please refer to your most recent confirmation email to identify your country flag.
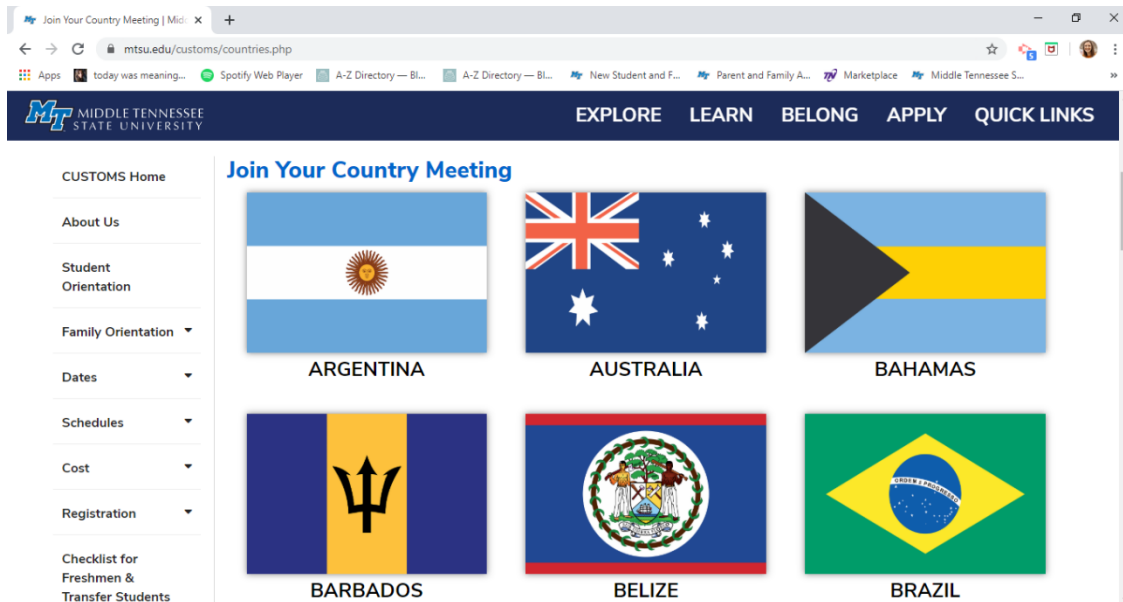
Zoom Troubleshooting Instructions

Step 8: Once you have found your country, please click on the flag icon for your group and you should see a text box prompting you to enter a password. The password for your country is also located in your most recent confirmation email. Type in your password and press "**Submit Code**."
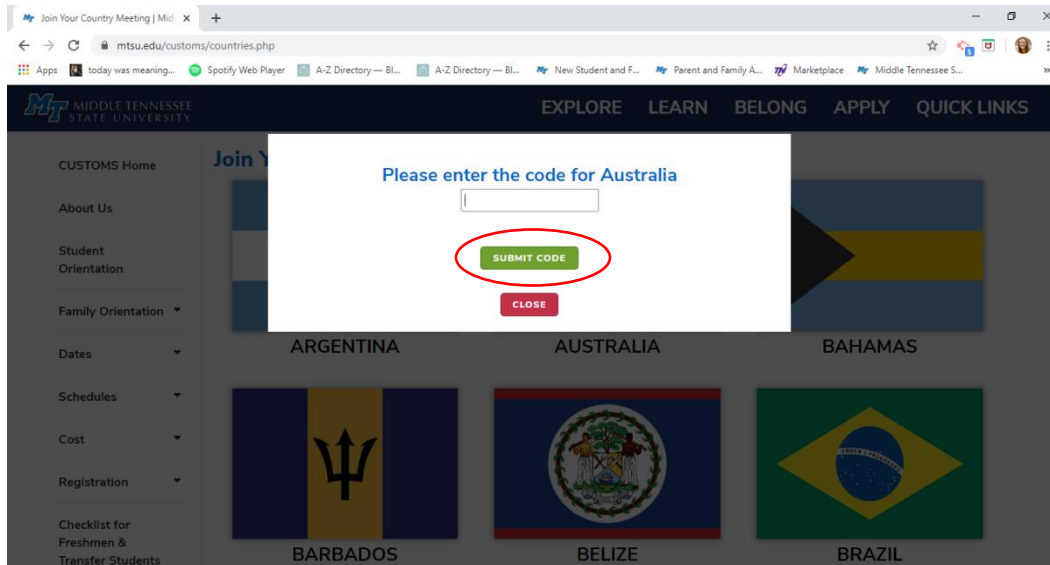
Step 9: After you've entered the password and clicked "submit code," you should be prompted to relaunch Zoom and it should take you directly to your country meeting.
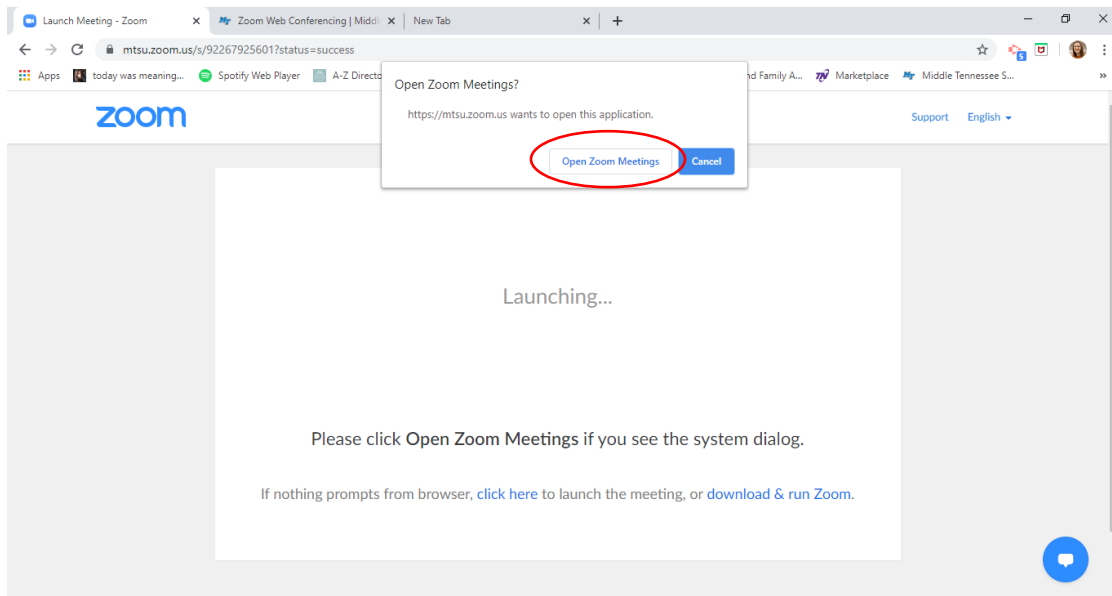
You should be set at this point and able to participate in your country meeting. If your Zoom meeting did not launch after you have followed these steps, please email customs@mtsu.edu with a phone number where we can reach you to try and assist you over the phone.