New UH CougarNet Zoom FAQ

Where do I go to get my new UH Zoom account information and authenticate it so I can use it?

Go to https://cougarnet-uh-edu.zoom.us and click on the "Sign In" button to "Configure your Account."

What is a Cougarnet ID and how do I find out mine?

CougarNet accounts give access to many UH resources. You can learn about it here: https://uh.edu/infotech/services/accounts/cougarnet/

How do I access my CougarNet email?

You can access your CougarNet and other useful cloud applications by logging in to Microsoft 365 using your CougarNetID@cougarnet.uh.edu and Cougarnet password. You can also log in to this account using AccessUH: click the Microsoft 365 icon.

Where do I go to download a copy of the Zoom Desktop Client Software App onto my computer if I do not already have it?

Go to: https://zoom.us/download

I have set up and authenticated my UH Zoom account and downloaded (or already have on my computer) the Zoom Desktop Client Software App - but I cannot access my Zoom class.

You need to verify that the default email address saved on your computer in your Zoom Desktop Client Software/App is your UH Cougarnet email address. See the second paragraph under **Download and Install the Zoom Application** in the UH Zoom directions for the steps to complete this verification.

If you have continuing problems, then delete the Zoom Desktop Client Software App from your computer and reinstall it https://zoom.us/download. Then make sure you open the App and use you UH Cougarnet email address when asked to sign in.

I have done the above and I still cannot get into my Zoom class

Make sure that you are using the Zoom class link you received from your professor either via email or via Blackboard with https://cougarnet-uh-edu.zoom.us/ in the meeting link. Click on this link.
If you continue to have difficulties – open your UH Zoom account – by signing on at https://cougarnet-uh-edu.zoom.us/ and click on "Join" a meeting/class and use the meeting number and password received from your professor (or can obtain from your professor).

I have completed all of the above and still cannot get into my Zoom class.

Contact the UH IT Help at Contact UIT Now - University of Houston (uh.edu)