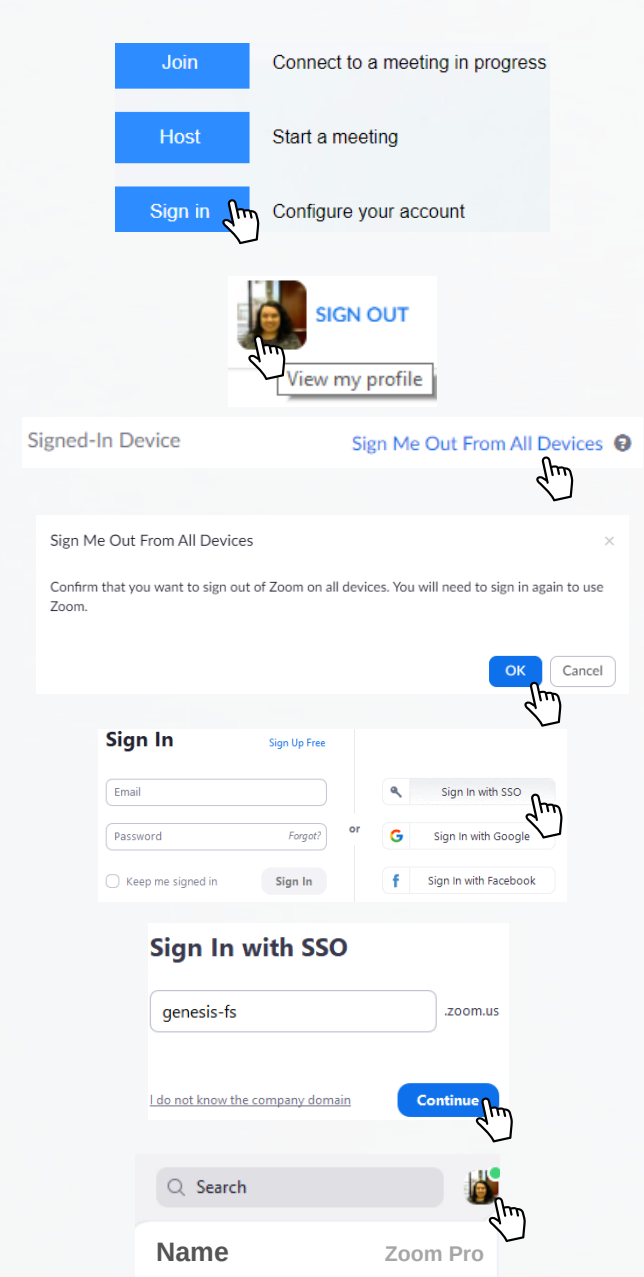


If you have a Zoom Pro license, but your account is still listed as basic, try these steps to restore the Zoom Pro license:

1. Visit genesis-fs.zoom.us and sign in
2. Click on your photo in the upper right corner to visit your profile
3. Scroll down until you see "Signed In Device" on the left
4. Click the "Sign Me Out From All Devices" link
5. Click "OK" on the pop up to confirm the sign out
6. Click "Sign In with SSO" on the Zoom Cloud Meetings App login pop up
7. Use genesis-fs.zoom.us as the company domain
8. Click "Continue" to sign in
9. Click on your image in the Zoom Cloud Meetings app to verify your Zoom Pro access has been restored



If this did not resolve the issue, please submit a ticket by emailing:
ISHelpDesk@genesis-fs.com