

## Zoom Access: Common Issues and Solutions

2020-10-12 - Taylor Kahny - Canvas

As many within the Nursing community are aware, Zoom is now an option for any live, synchronous sessions or meetings alongside the School's other videoconferencing platform offerings, such as BlueJeans and Teams. The addition of Zoom has enhanced the quality of remote classes for many, but it is still important to address common access issues that some of our users have encountered. Below we have outlined possible Zoom error messages, their causes, and potential solutions.

### Error Message 1:

#### Something went wrong while you tried signing in with SSO

To further troubleshoot the issue, please contact [your admin](#) and provide the following tracking ID.

WEB\_8d303dd153e6fef2690904b4639e2c10

After you select this option, you will need to type in "upenn" as the company domain:



### Sign In with SSO

Your company domain  .zoom.us

[I don't know the company domain](#)

[Continue](#)

[< Back](#)

### Error Message 2: