



Adding Existing Pro Users to Business Account

The following workflow must be performed by an account Administrator within your Zoom account.

- 1) Access your Zoom account and using the ADD USERS button, add each Pro member that currently exists outside of your account.
- 2) Once added, each user will be sent an email to confirm the change and be asked to click on an activation URL. The email that is sent is the “Invite User Email” that is seen within the “Branding -> Email” section of your Zoom account.

Invite User Email example:

```
Hello (email address),

ACCOUNT OWNER has requested to add you into their Zoom account. Please click the link
below to activate your account within 30 days:
Click here to approve the request (hyperlink)

If the link above does not work, paste this into your browser:
(hyperlink here)

By clicking the activation link above, you are indicating you have read and agree to
the Zoom Terms of Service.

If you need additional help, please visit our Support Center.

Thank you.
The Zoom Team
```

Zoom strongly encourages you to reach out to these Pro users first to inform them on why they will be receiving this email and that they MUST click the link within.

When the activation link is clicked, the user will also be given a refund option:

You are accepting the invitation to join the account of Max Brown (max.brown+pro@zoom.us)

Your account balance
\$0.00

The refund will be ready within 24 hours after you accept the invitation.

Choose how to refund the balance

Refund to me

Refund to account Max Brown

The refund will be ready within 24 hours after you accept the invitation.

I agree to join the new account

[Finish](#)