

New Zoom Security Measures

Introduced 12th May 2022

I was asked by our Chair to investigate the problem that some group leaders were having in opening their scheduled group meetings following Zoom changing the security settings without notification.

The effect was that when they tried to open the meeting they received a request to authenticate which requested a pass code which had been sent to the registered user's address which is the Chair's email address and to which they had no access.

After a little searching of the various zoom forums and other sources I found that Zoom instigated new security measure at the end of last month.

Why is Zoom asking me for a verification code?

Zoom will send an OTP code to your email if we detect a suspicious login which could be due to a user logging in from an unknown or not often used location, method (web or Zoom Client), browser, or device.

You may also receive a verification code to your email if you forgot your Zoom password and need to reset it.

12 May 2022

Verifying your account via one-time password (OTP) Last Updated: May 12, 2022

Zoom has implemented a one-time password (OTP) security feature to mitigate account hijackings due to compromised or weak credentials and help keep your account more secure.

An OTP is a time-sensitive verification code that is sent to your email inbox, in which you must enter that verification code in Zoom to verify that it's you. An example of when Zoom may send you an OTP is when it detects a suspicious login, such as from a different location or device than normal.

Note:

This security feature applies to user accounts who use email and password as their sign-in method (as opposed to single sign-on, Google, Facebook, or Apple ID) and don't have two-factor-authentication (2FA) enabled.



Hi Chorleywood U3A,

We detected an unusual sign-in from a device or location you don't usually use. If this was you, enter the code below to sign in to Zoom.

409220

The code will expire in 10 minutes.

Please review the sign in activity details below:

| | |
|------------------|------------------------|
| Date | 22.06.2022 10:49:02 AM |
| Browser | - |
| Operating System | iPad |
| Location | Barnet(GB) |

If this wasn't you, please let us know [here](#). We recommend that you update your password and enable two-factor authentication to secure your account.

Thank you,

The Zoom Team

To improve the security of your account, we've enabled sign-in alerts. We will notify you when we detect sign-in activity from a new browser, location, or device.

Zoom Forum 'Solved problem message'

My issue was initially due to an integration with a new CRM. I worked with the support team at Zoom and they were able to resolve it. It took some troubleshooting, but everything has been working perfectly for the past 3 months. I have the communication threads saved.

Zoom Forum 'Solved problem message'

I believe this is what ultimately fixed the issue:

Go to this link <https://us02web.zoom.us/profile/setting> and disable Personal Meeting ID (PMI) Passcode.

Also, disable the same feature on this link

<https://us02web.zoom.us/meeting#/pmi/9254513183>.

Once done, you may lock the setting under your account settings - <https://us02web.zoom.us/account/setting> and then logout and log back in to your zoom app, calendar integrations and 17hats as well.