![Knowmia logo](K Knowmia®)

By TechSmith Corporation

This document describes how to connect your TechSmith Knowmia account to Zoom to automatically add Zoom cloud recordings to your Knowmia Library.

Installation

Requirements:
- The user must be an Administrator in a Zoom Pro Level Account.
- The user must have Administrator access to the Knowmia site.

1. Log in to your Zoom account on the [Zoom App Marketplace](#).
2. Search for **TechSmith Knowmia**.
3. Click **Install**.
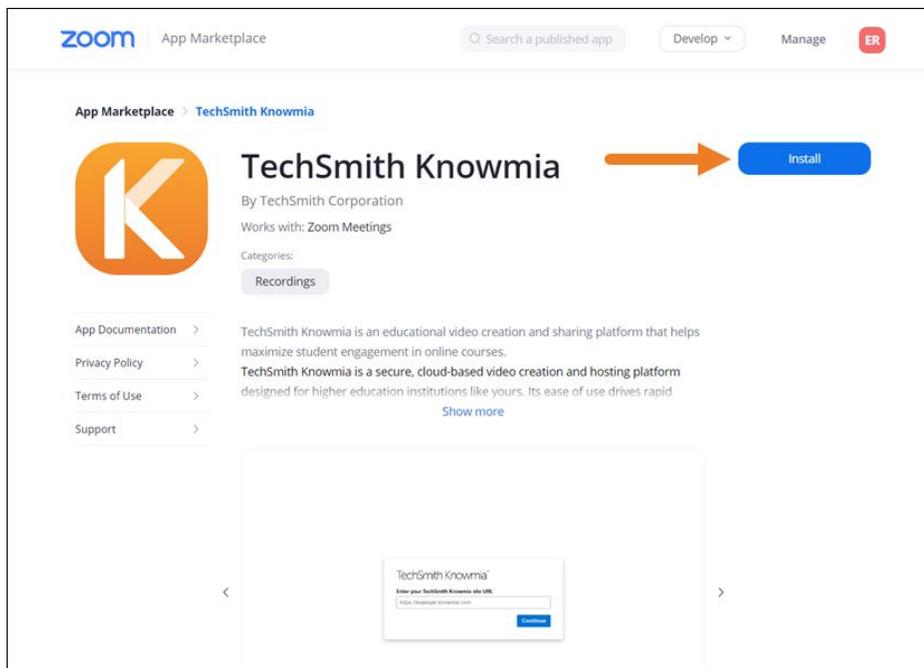
4. Click **Authorize** to allow Knowmia access to your Zoom account.
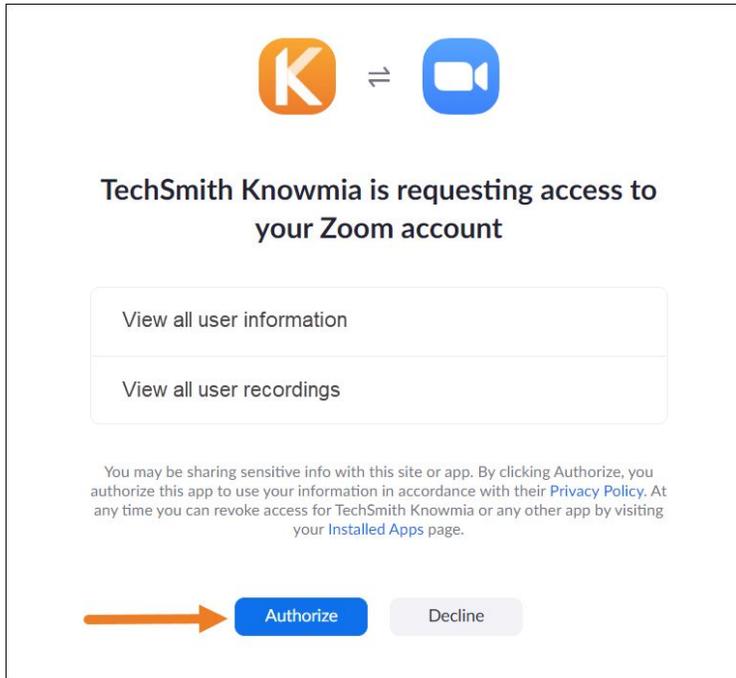
5. Enter your Knowmia site URL and click **Continue**.

6. A confirmation message appears when Zoom has been added to your site. You can close this tab.
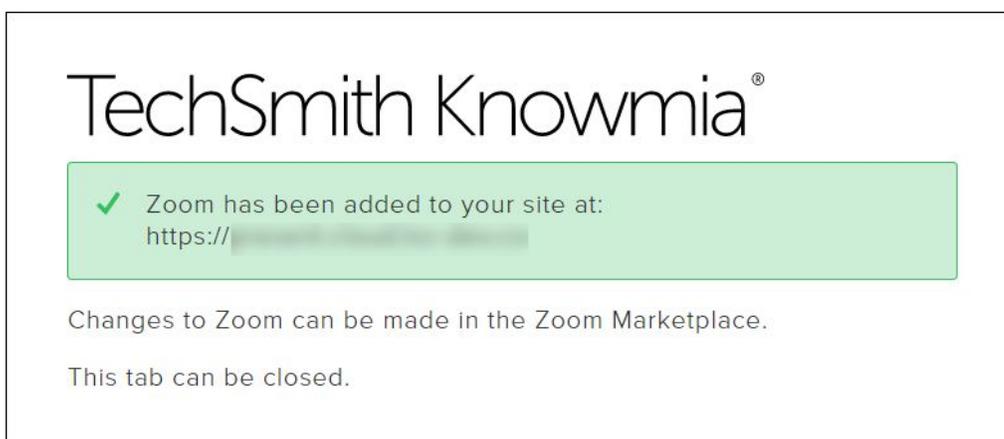
Add Zoom Recordings to Knowmia

After [installing](#) the TechSmith Knowmia App for Zoom, all meetings recorded in Zoom are automatically added to your Knowmia Library. You can edit, manage, and share the Zoom recording in Knowmia.

To turn on cloud recording, log in to your Zoom account and select **Settings** > **Recording** > **toggle Cloud recording to ON**.
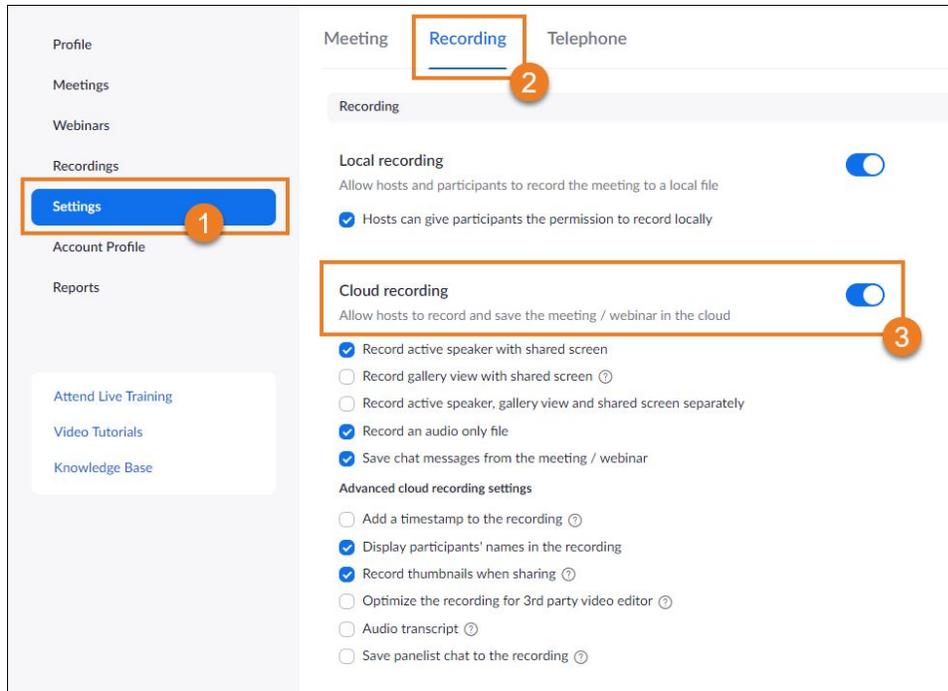
When users record a Zoom meeting to the cloud, a **Zoom Recordings** folder is automatically created in the user's **Knowmia Library**.
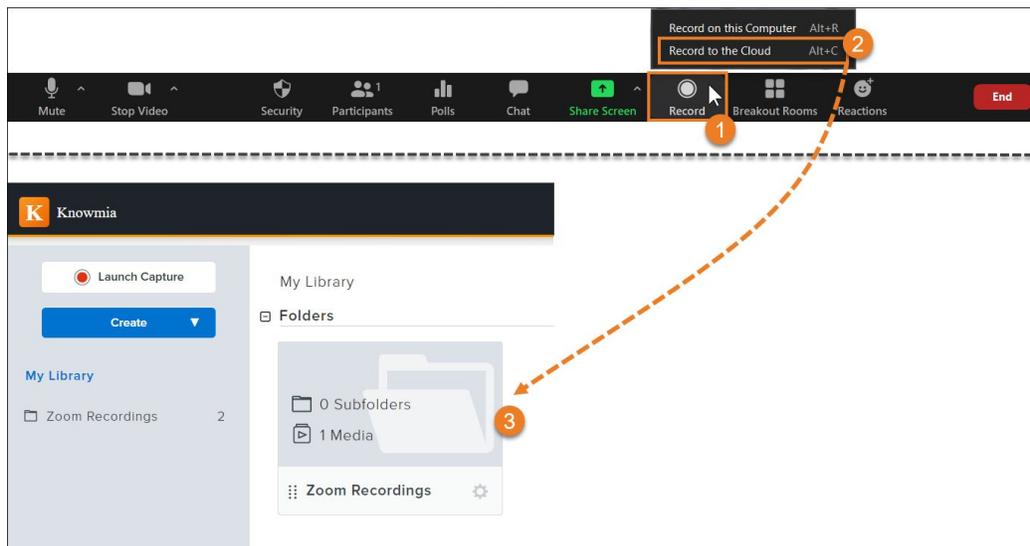
Knowmia sends an email when the recording is available in the Knowmia Library.
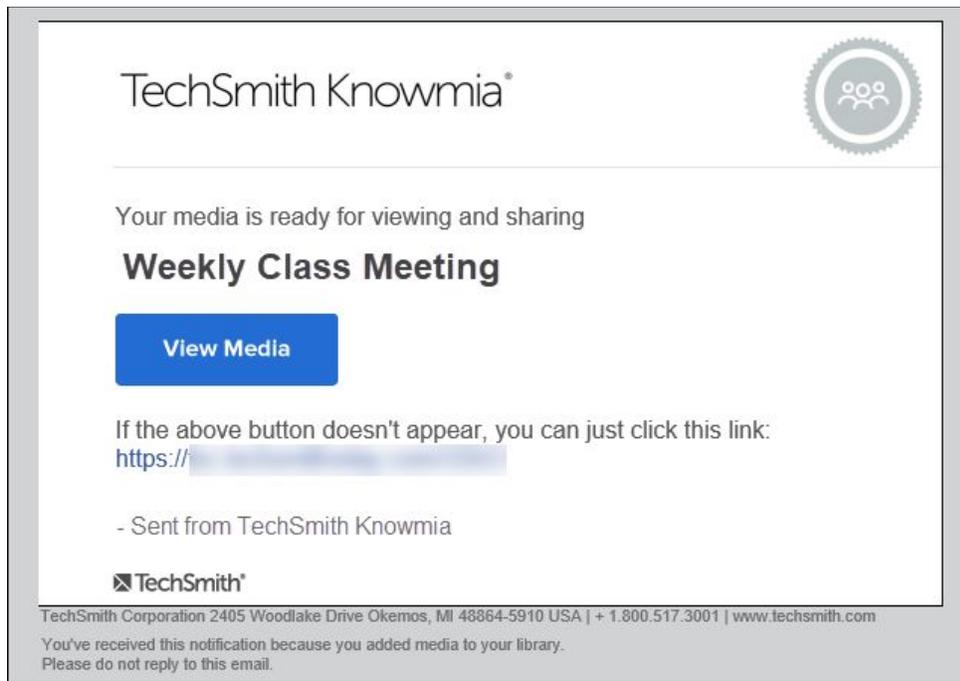
Uninstall the TechSmith Knowmia App in Zoom

1. To uninstall the TechSmith Knowmia App from the Zoom App Marketplace, select **Manage** > **Installed Apps** > and locate TechSmith **Knowmia**. Click **Uninstall**.
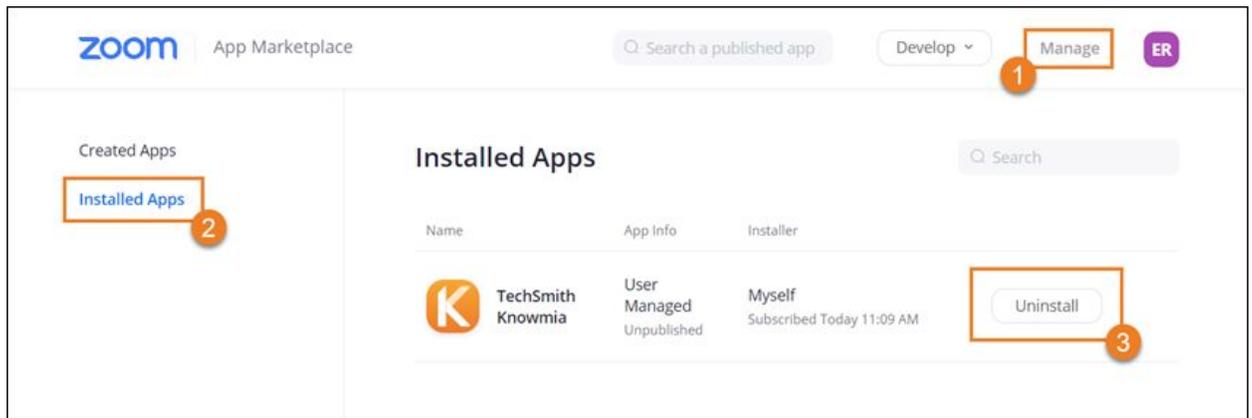
2. Enter the reason for uninstalling the app.
3. To keep the Zoom recordings in your Knowmia Library, select the **Grant App developer consent to retain the data** checkbox. If you do not select this option, TechSmith will contact you within 10 days to confirm you want to delete the Zoom recordings from your Knowmia site.
4. Click **Uninstall**.

Troubleshooting

- **Make sure you have Administrator access to your Zoom Pro level account.**
  If you do not have Administrator access, a warning message appears when trying to install the TechSmith Knowmia app.

- **Make sure you have Administrator access on your Knowmia site.**
  If you are not logged in as an Administrator on your Knowmia site when installing the TechSmith Knowmia App for Zoom, a warning message appears.

Contact Support

If you experience any issues and need to speak with someone for help, please contact your Customer Success Manager. If you are not sure who your Customer Success Manager is, contact our Technical Support Team at 517-879-5929, Monday - Friday between the hours of 8:00 am - 6:00 pm EST or submit a support ticket here https://support.techsmith.com/hc/en-us.