

# How do I set up my emergency address?

## NOTES

- Zoom uses location information to report your location in case of emergency. It is crucial for your safety that you complete this step.
- Zoom Phone defines *personal emergency address* as the physical location where you will primarily work, whether on campus or remote. In other words, your personal address is your verified *current location*.
- Enter your personal emergency address as default.
- This task cannot be performed on the Zoom Mobile app; you must complete it through the FSU Zoom web portal.

## DESK PHONES ONLY

Although technicians set your desk phone's physical location when they install it, you can still access the FSU Zoom phone app on your university device.

- Even if you decide not to use the phone app on your university device, you must enter a *personal emergency address / current address* in the Emergency Address section in your FSU Zoom web portal under *Phone Settings*.
- Until you enter this, you will receive emergency location reminder emails.

## STEP 1

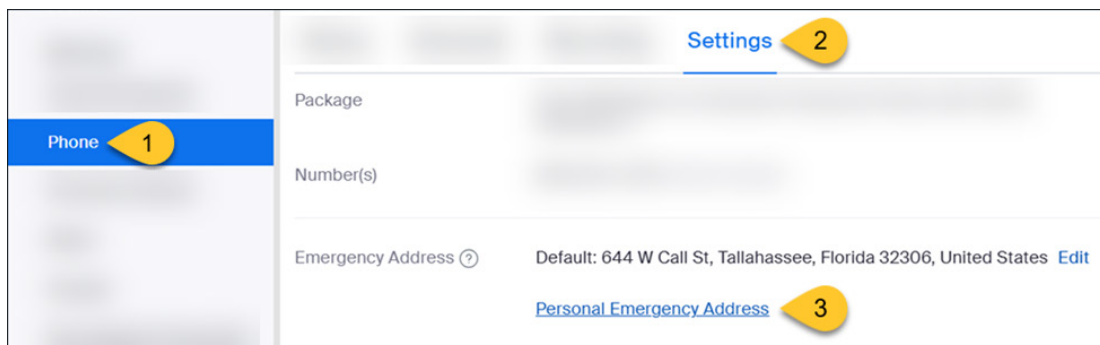
In the left navigation menu of the [FSU Zoom web portal](#), select the **Phone** option.

## STEP 2

Select the **Settings** tab.

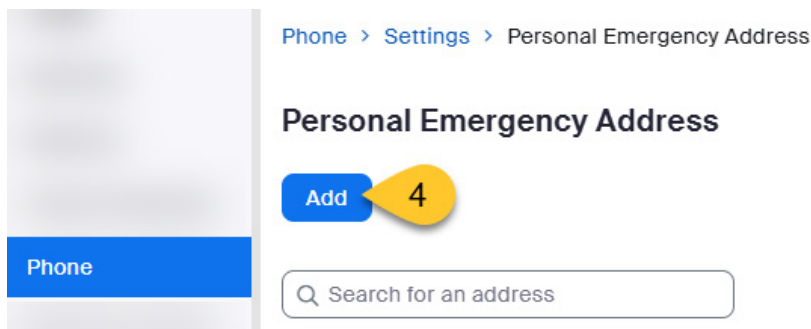
## STEP 3

Select **Personal Emergency Address** in the *Emergency Address* section.



### STEP 4

Select the **Add** button. The *Add Personal Emergency Address* window opens.



### STEP 5

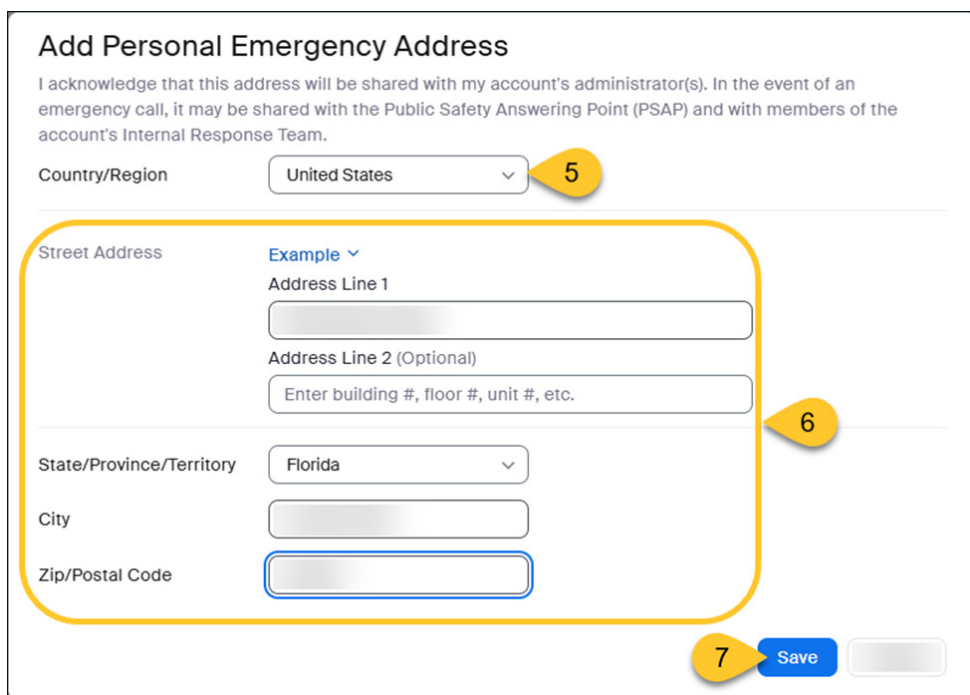
Select the **Country/Region**.

### STEP 6

Enter the address of the location you work most frequently.

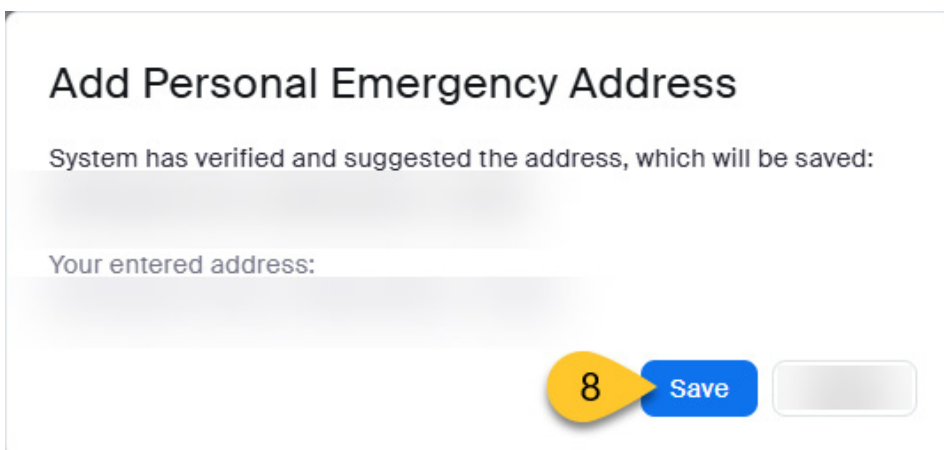
### STEP 7

Select the **Save** button when complete.



### STEP 8

Select the **Save** button to confirm your address if one is suggested.



### STEP 9

Use the browser's **Back** button to return to the *Settings* page.

### STEP 10

Select **Edit** in the *Emergency Address* section.

The screenshot shows a web interface with a left sidebar containing a 'Phone' button. The main content area has tabs for 'History', 'Voicemail', 'Recording', and 'Settings' (which is active). Below the tabs, there are fields for 'Site' (FSU Tallahassee Main Site), 'Package' (Zoom Workplace for Education Enterprise Premier with US/CA Unlimited), 'Number(s)', and 'Company Number'. The 'Emergency Address' section is highlighted, showing a default address and an 'Edit' button with a yellow callout bubble labeled '10' pointing to it.

### STEP 11

Select **Choose a personal address**.

### STEP 12

Select the address you just entered.

This screenshot shows the 'Emergency Address' section with two radio buttons: 'Choose a company address' and 'Choose a personal address'. The 'Choose a personal address' option is selected and highlighted with a yellow callout bubble labeled '11'. Below the radio buttons is a search input field with a 'Search' placeholder, highlighted with a yellow callout bubble labeled '12'. A dropdown menu is open below the search field, showing 'United States' as a selected option. A 'Personal Emergency Address' link is visible at the bottom.

### STEP 13

Select the **Save** button.

This close-up screenshot shows the 'Emergency Address' section with the 'Choose a personal address' radio button selected. Below it is a search input field containing 'United States'. At the bottom, there are two buttons: 'Save' (highlighted with a yellow callout bubble labeled '13') and 'Cancel'. A 'Personal Emergency Address' link is located below the buttons.

