

UCI Financial Services

ZOT Account Login User Guide

Effective June 28, 2023, the login process to ZOT Account will change. This document discusses the changes and the new process for logging in.

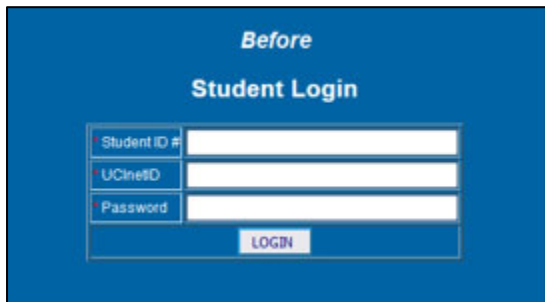
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**For questions about logging into ZOT Account,
contact UCI Financial Services - Campus Billing & Collections at:
cbs@uci.edu or 949-824-2455.**

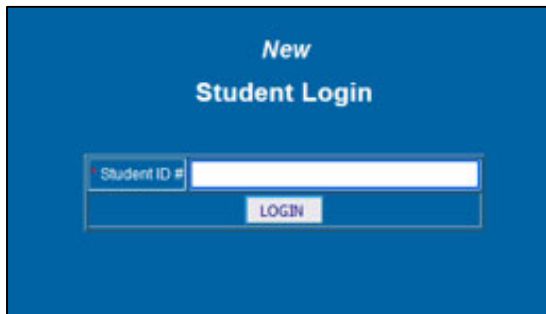
Changes to the ZOT Account Login Process

Prior to June 28, 2023, the [ZOT Account landing page](#) required the student to enter their **UCI Student ID#**, their **UCInetID**, and their **UCInetID Password** prior to clicking **LOGIN** to gain access to ZOT Account as shown below.



The screenshot shows a blue background with the text "Before" at the top. Below it is the title "Student Login". There are three input fields: "Student ID #", "UCInetID", and "Password". Each field has a small red asterisk icon to its left. Below the input fields is a "LOGIN" button.

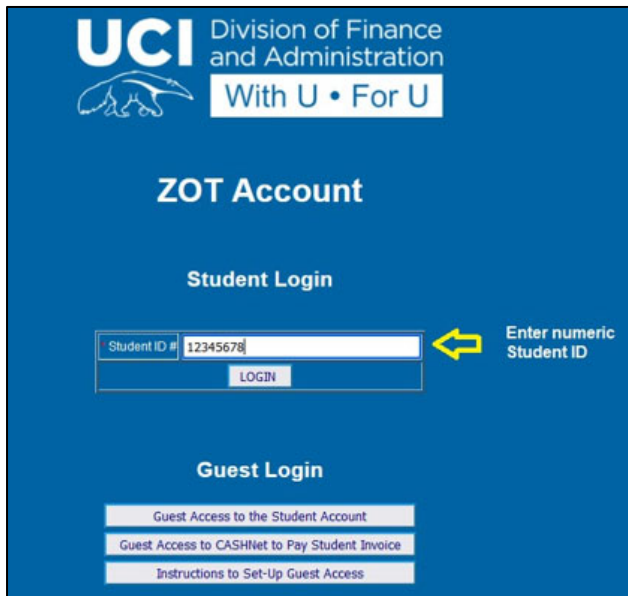
Beginning June 28, 2023, security enhancements added to ZOT Account have resulted in changes to the login process. The [ZOT Account landing page](#) now requires the student to enter their **UCI Student ID#** and click **LOGIN** before proceeding with entering their **UCInetID** and **UCInetID Password** to gain access to ZOT Account.



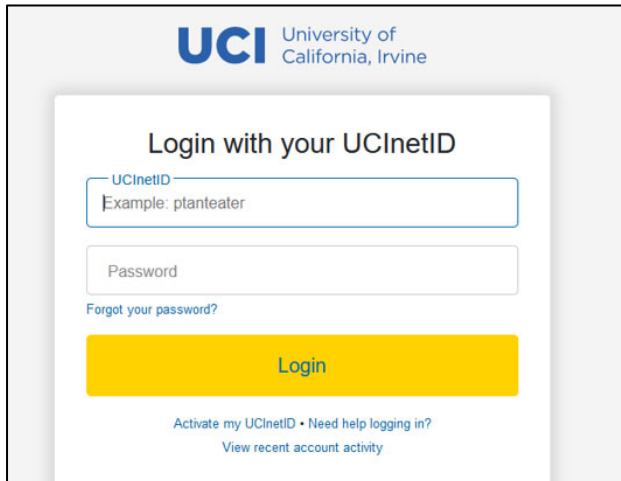
The screenshot shows a blue background with the text "New" at the top. Below it is the title "Student Login". There is one input field: "Student ID #". It has a small red asterisk icon to its left. Below the input field is a "LOGIN" button.

Student Login to ZOT Account

1. Via a web browser go to: <https://zotaccount.uci.edu>
2. At the ZOT Account Landing Page, enter your **8-digit numeric UCI Student ID number** and click on **LOGIN**.

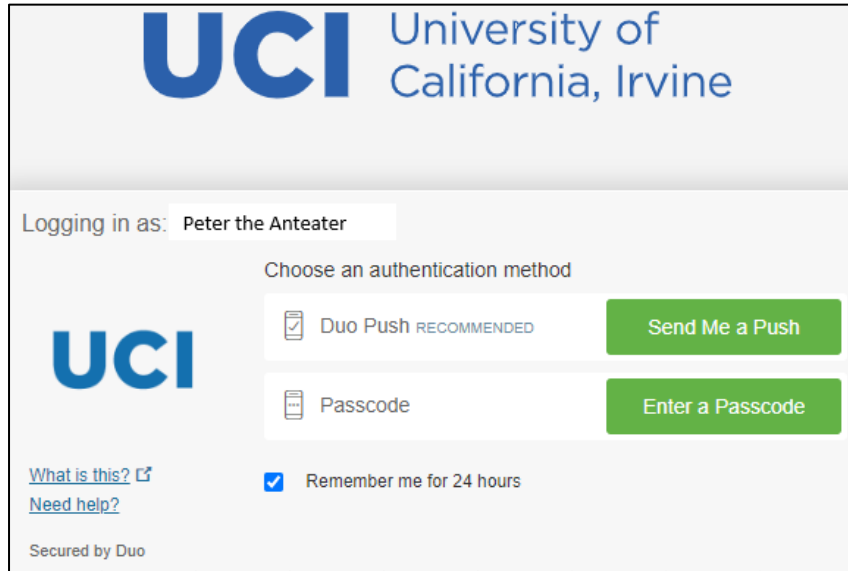
The screenshot shows the 'ZOT Account' landing page with a blue background. At the top is the UCI logo and the text 'Division of Finance and Administration' and 'With U • For U'. Below this is the 'ZOT Account' title. Underneath is the 'Student Login' section. It features a text input field labeled 'Student ID #' containing the number '12345678'. To the right of the field is a yellow arrow pointing left with the text 'Enter numeric Student ID'. Below the input field is a 'LOGIN' button. Further down is the 'Guest Login' section with three links: 'Guest Access to the Student Account', 'Guest Access to CASHNet to Pay Student Invoice', and 'Instructions to Set-Up Guest Access'.

- Students with both Undergraduate and Graduate UCI Student ID numbers, will need to enter the appropriate Student ID number for the financial information that they wish to review.
3. After clicking **LOGIN**, you will be redirected to the General UCI Login Page at which point you should enter your **UCInetID** and your **UCI Password** then click **Login**.

The screenshot shows the 'Login with your UCInetID' page. At the top is the UCI logo and 'University of California, Irvine'. Below is the title 'Login with your UCInetID'. There are two input fields: 'UCInetID' with the example 'p1anteater' and 'Password'. Below the password field is a link 'Forgot your password?'. A large yellow 'Login' button is centered below the fields. At the bottom are two links: 'Activate my UCInetID • Need help logging in?' and 'View recent account activity'.

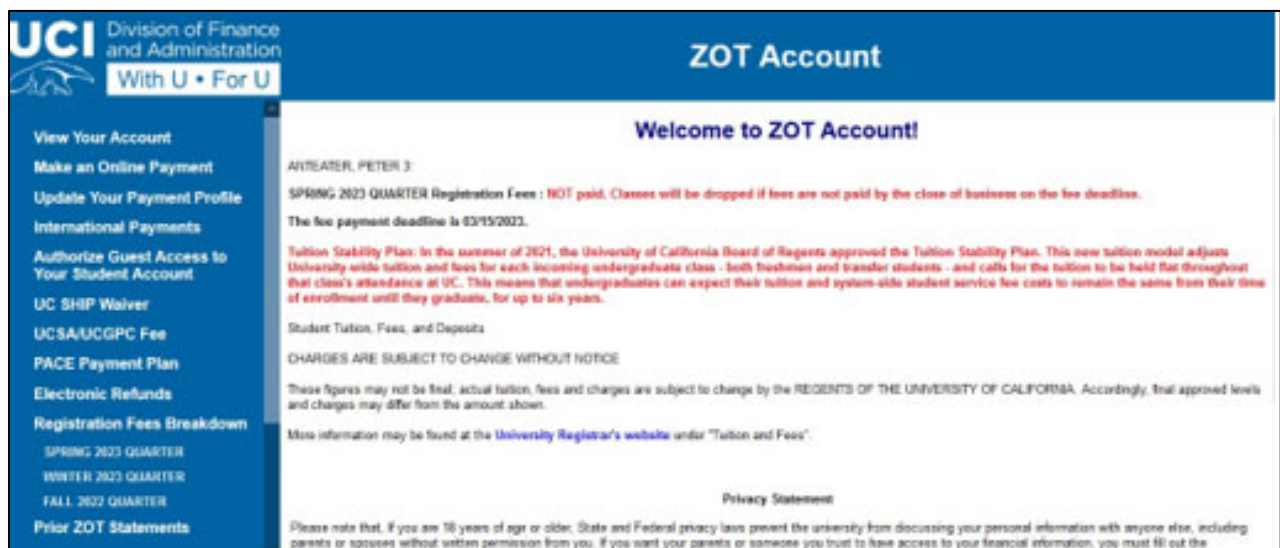
Student Login to ZOT Account

4. Duo Multi-factor Authentication is required for logging into ZOT Account so you will receive a UCI authentication notice screen and will need to choose the appropriate authentication method to proceed with the login process.



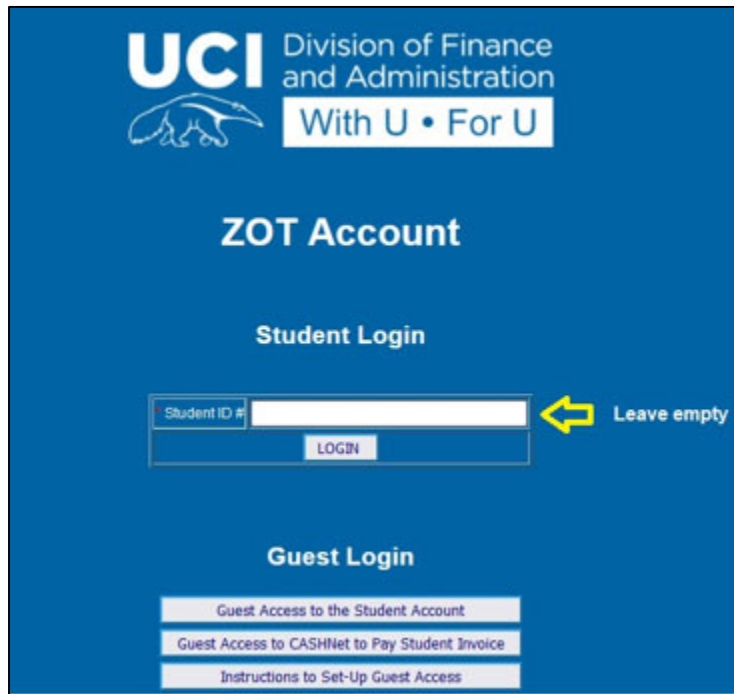
- For help with Duo Multi-factor Authentication please refer to:
<https://www.oit.uci.edu/services/accounts-passwords/duo/>

5. After correctly entering your UCI Student ID, your UCInetID, your UCI Password, as well as successfully responding to the Duo Multi-factor Authentication prompt, you will be logged into ZOT Account.

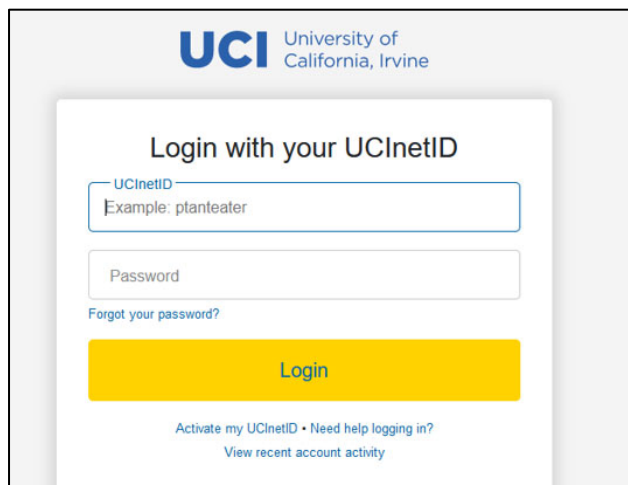


Staff Login to ZOT Account

1. Via a web browser go to: <https://zotaccount.uci.edu>
2. At the ZOT Account Landing Page, the UCI staff member with Administrative Access to ZOT Account should leave the Student ID # field blank and should instead just click on **LOGIN**.

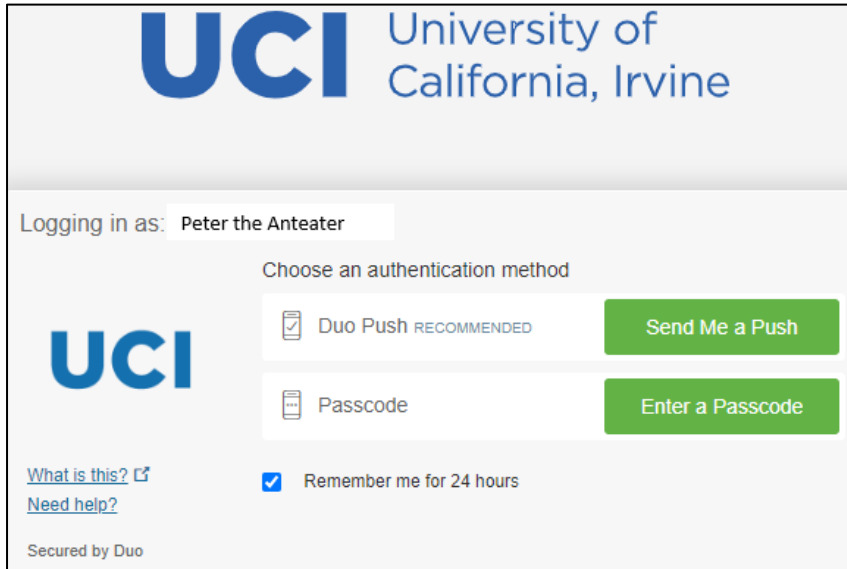


3. After clicking **LOGIN**, you will be redirected to the General UCI Login Page at which point you should enter your **UCInetID** and your **UCI Password** then click **Login**.



Staff Login to ZOT Account

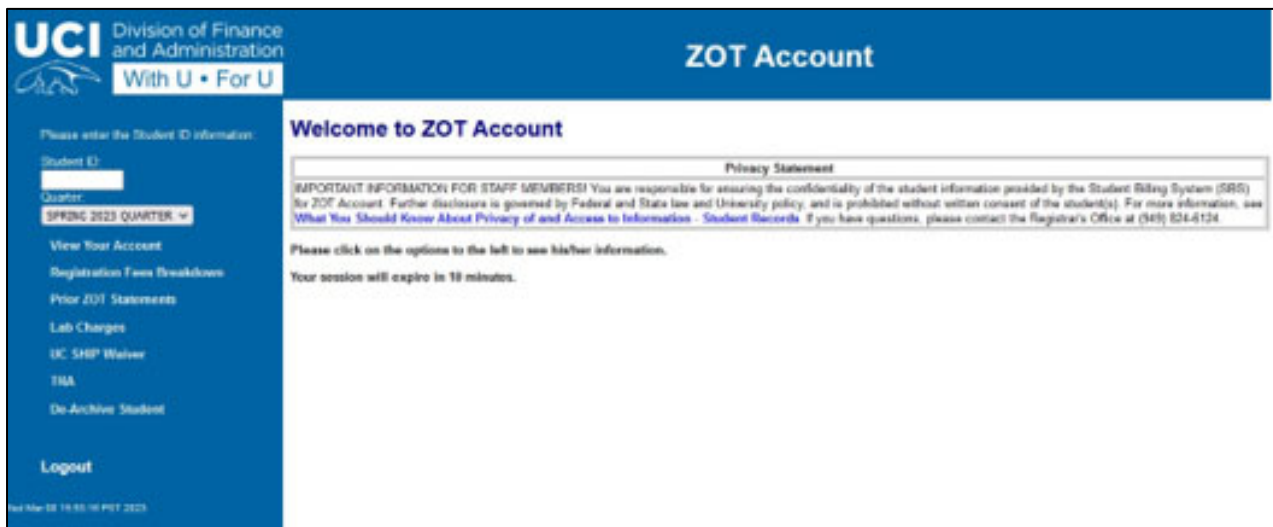
4. Duo Multi-factor Authentication is required for logging into ZOT Account so you will receive a UCI authentication notice screen and will need to choose the appropriate authentication method to proceed with the login process.



The screenshot shows the UCI login interface. At the top, the UCI logo and "University of California, Irvine" are displayed. Below, a box indicates "Logging in as: Peter the Anteater". A section titled "Choose an authentication method" offers two options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, and "Passcode" with an "Enter a Passcode" button. A "Remember me for 24 hours" checkbox is checked. Links for "What is this?" and "Need help?" are present. The bottom of the box states "Secured by Duo".

- For help with Duo Multi-factor Authentication please refer to:
<https://www.oit.uci.edu/services/accounts-passwords/duo/>

5. After correctly entering your UCInetID, your UCI Password, as well as successfully responding to the Duo Multi-factor Authentication prompt, you will be logged into ZOT Account.



The screenshot shows the ZOT Account dashboard. The top header includes the UCI logo, "Division of Finance and Administration", "With U • For U", and "ZOT Account". The main content area is titled "Welcome to ZOT Account" and features a "Privacy Statement" link. A sidebar on the left contains links for "Please enter the Student ID information:", "Student ID:", "Quarter:", "View Your Account", "Registration Fees Breakdown", "Prior ZOT Statements", "Lab Charges", "UC SHIP Waiver", "TMA", "De-Archive Student", and "Logout". A footer at the bottom left shows the date "Sat Mar 18 14:55:16 PST 2023".

Logging Out of ZOT Account

1. To logout of ZOT Account click the **Logout** link in the Left Navigation Menu.

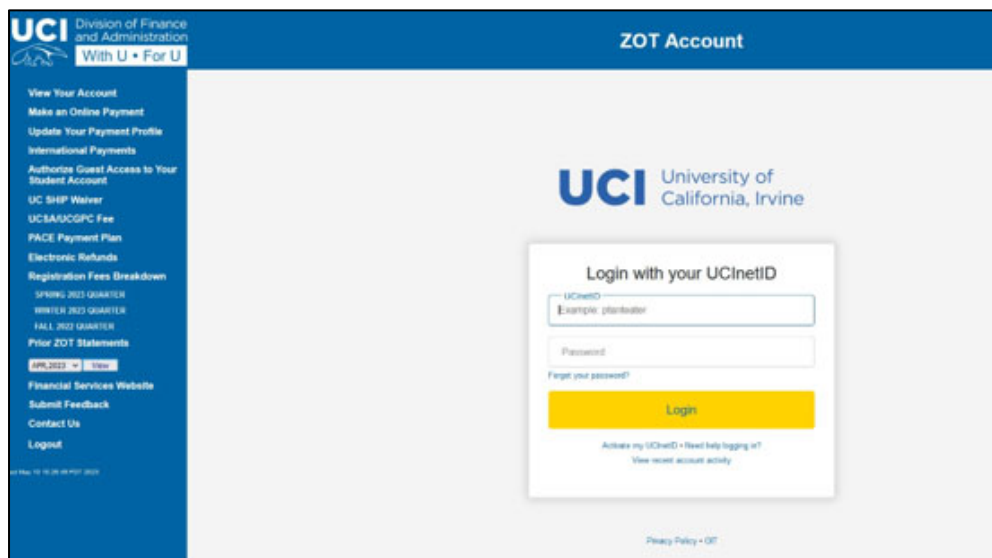
The screenshot shows the ZOT Account dashboard. On the left is a blue navigation menu with the UCI logo and 'Division of Finance and Administration' header. The menu items include: View Your Account, Make an Online Payment, Update Your Payment Profile, International Payments, Authorize Guest Access to Your Student Account, UC SHIP Waiver, UCSA/UCGPC Fee, PACE Payment Plan, Electronic Refunds, Registration Fees Breakdown (with sub-items for Spring 2023, Winter 2023, and Fall 2022 quarters), Prior ZOT Statements, Financial Services Website, Submit Feedback, Contact Us, and Logout. A yellow arrow points to the 'Logout' link. The main content area is titled 'ZOT Account' and 'Welcome to ZOT Account!'. It displays user information for ANTEATER, PETER 3, including registration fees and a payment deadline of 03/15/2023. It also contains a 'Tuition Stability Plan' notice, a 'Privacy Statement', and a session expiration warning at the bottom: 'Your session will expire in 10 minutes.'

2. You will receive a notification that you have been logged out.

The screenshot shows the ZOT Account dashboard after logging out. The left navigation menu is the same as in the previous screenshot. The main content area is titled 'ZOT Account' and features the UCI University of California, Irvine logo. A large white box in the center contains the message: 'You have logged out. You have logged out of your application, but you may have active sessions on other sites you have visited while signed in. To sign out of all sites, please close your browser.'

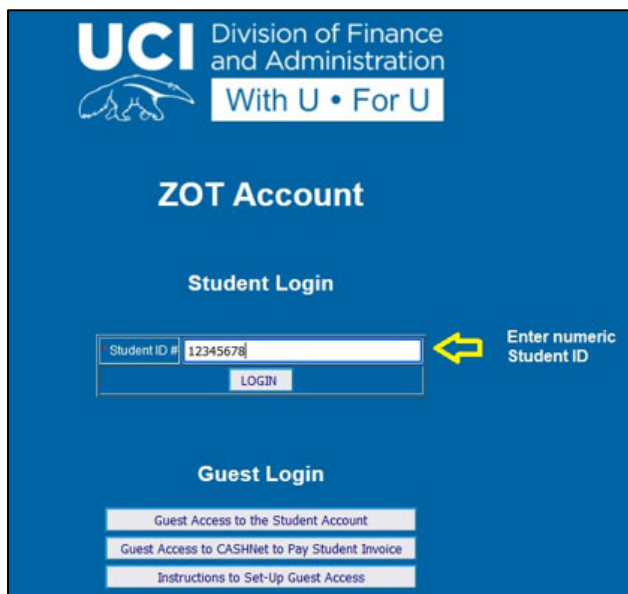
Logging back into ZOT Account while still on the open ZOT Account webpage

1. If you try to click on any of the menu items once you have already logged out, you will be prompted to enter your UCInetID and UCI Password.



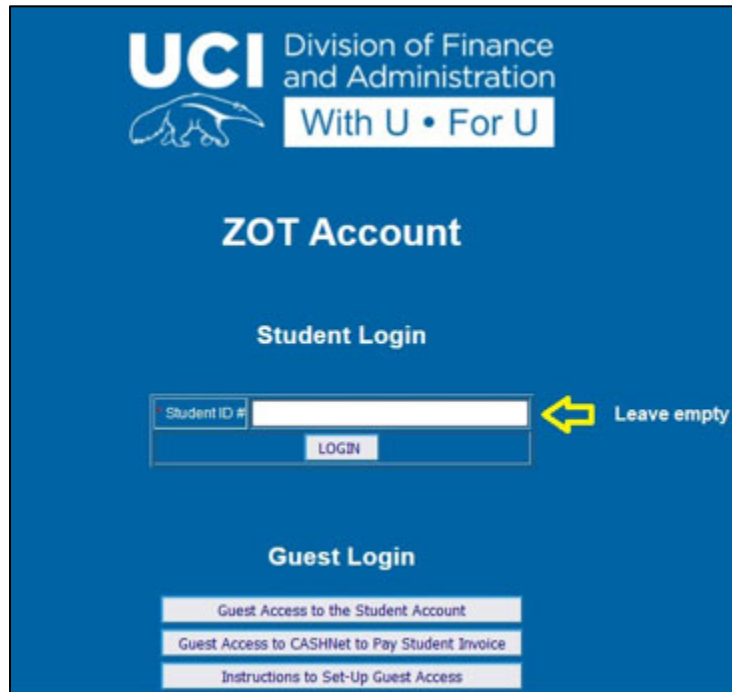
2. After entering your credentials, you will be taken back to the ZOT Account login landing page.

- **Students** should enter their **8-digit numeric UCI Student ID number** and click on **LOGIN**.

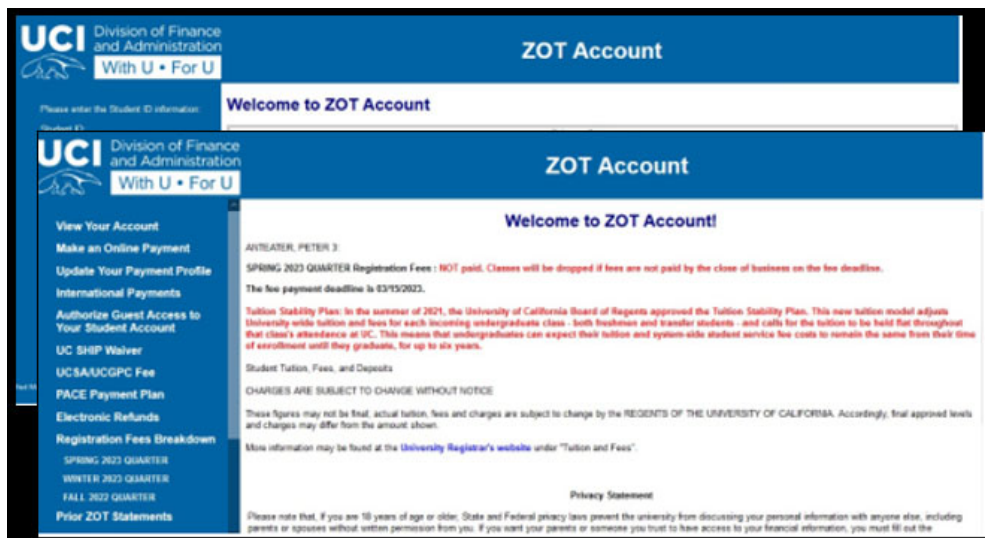


Logging Back into ZOT Account while still on the open ZOT Account webpage

- **Staff** should click **LOGIN**.



3. After entering the appropriate information, the student or staff member will be taken into ZOT Account.



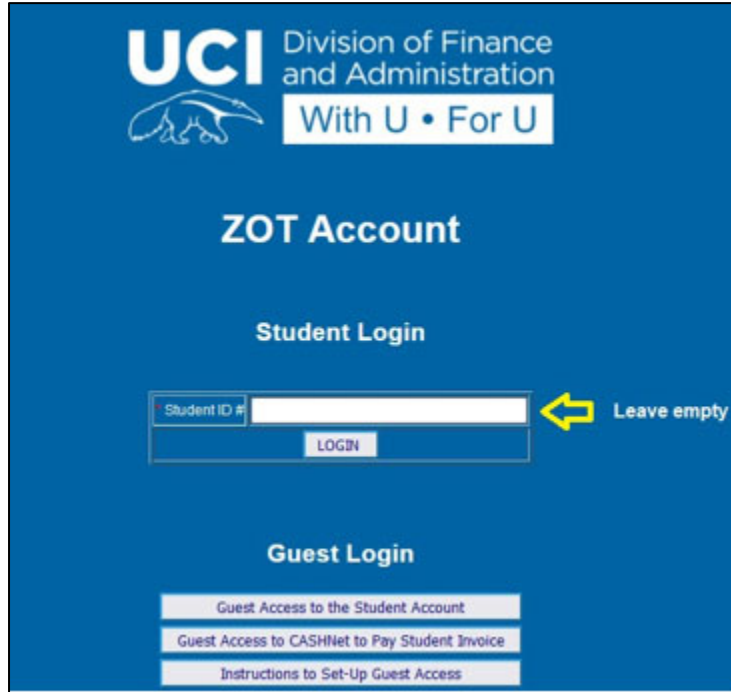
ZOT Account Timeout and Logging Back In

ZOT Account times out after 10 minutes of inactivity. If a student or staff member is not actively clicking anything in ZOT Account within a 10-minute time period, the login session will timeout and at the next click the student or staff member will be prompted to enter their UCI NetID and UCI Password.

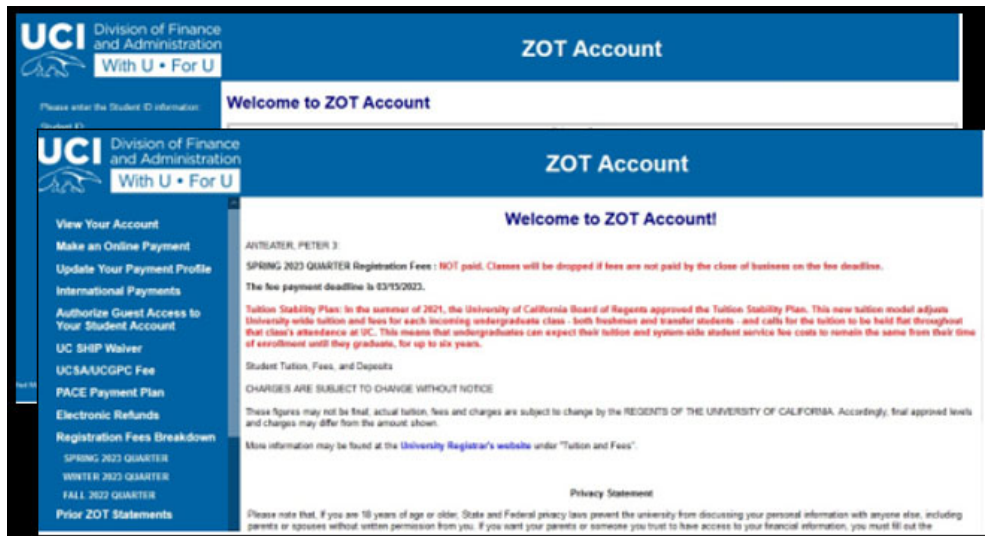
1. To login, type in your **UCI NetID** and **UCI Password** then click **Login**.
 2. After entering your credentials, you will be taken back to the ZOT Account login landing page.
- **Students** should enter their **8-digit numeric UCI Student ID number** and click on **LOGIN**.

ZOT Account Time Out and Logging Back In

- **Staff** should click **LOGIN**.

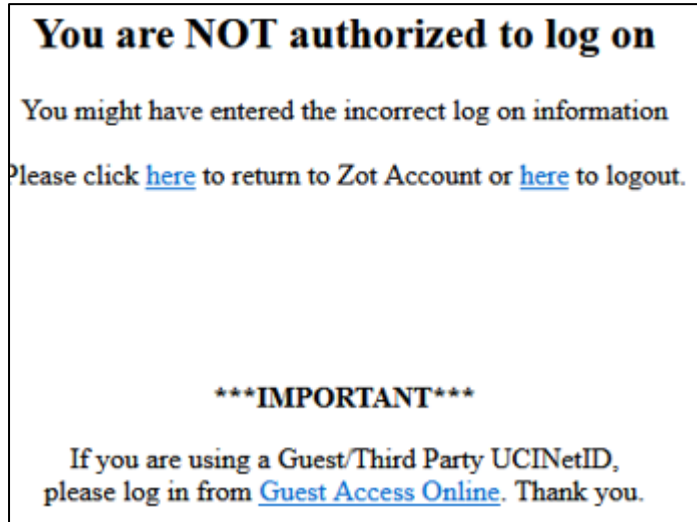


3. After entering the appropriate information, the student or staff member will be taken into ZOT Account.

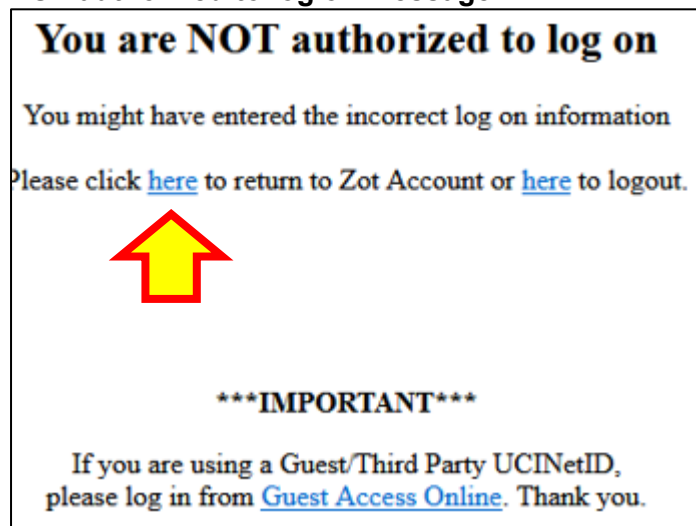


Common Problems – “You Are Not Authorized to Log On” message.

There are a number of reasons why either a student or staff user might see the “You are NOT authorized to log on” message.



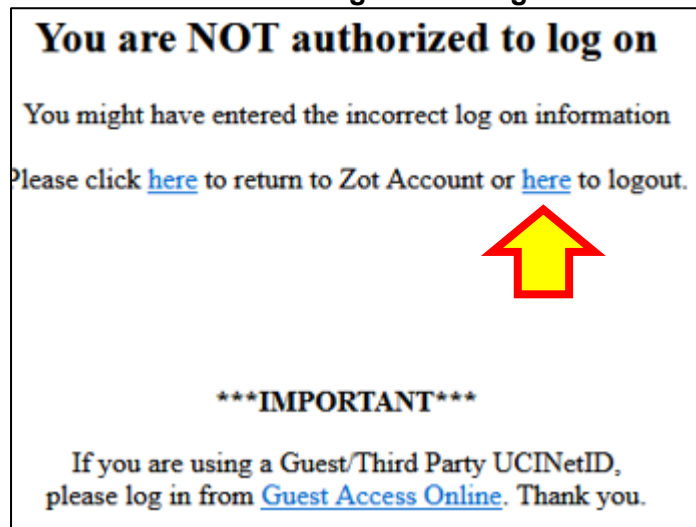
- Student:
 - The most common reason a student will see this message is because the student entered their UCI Student ID # incorrectly.
 - To correct the issue, the student should click on the first “[here](#)” link found in the **You are NOT authorized to log on** message.



- This will take them back to the ZOT Account landing page where they can restart the login process by entering their **UCI Student ID #** and clicking **Login**.
- Refer to the section above entitled: *Student Login to ZOT Account* for help.

Common Problems – “You Are Not Authorized to Log On” message.

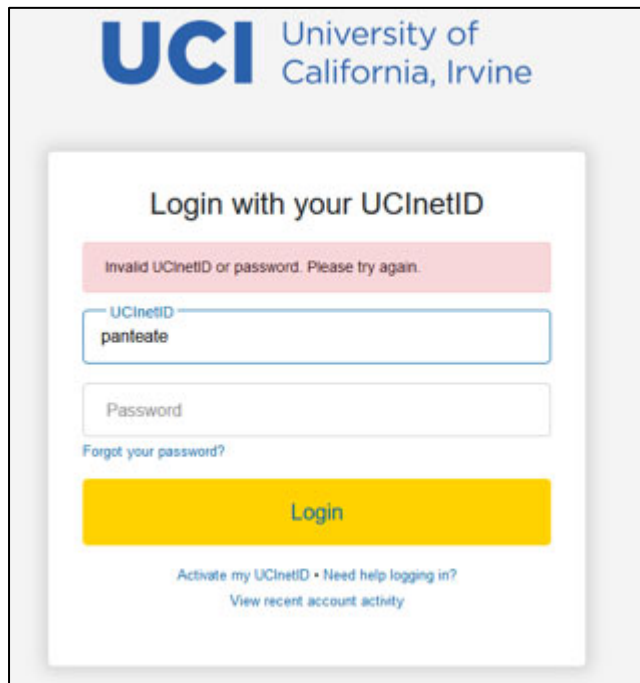
- Student:
 - Another reason the student might see this is because another user has logged into ZOT Account with their UCInetID and UCI Password and the other student’s session is still active because they did not log out.
 - To correct the issue, the student should click on the second “[here](#)” link found in the **You are NOT authorized to log on message**.



- This will completely log out the ZOT Account session.
 - The student will then need to go to <https://zotaccount.uci.edu> and load the ZOT Account landing page at which point they can restart the login process by entering their **UCI Student ID #** and clicking **Login**.
 - Refer to the section above entitled: *Student Login to ZOT Account* for help.
- Staff / Admin Users:
 - The staff member will see the “You are NOT authorized to log on” message if they have not been authorized for Admin access to ZOT Account.
 - The staff member needs to submit a KSAMS Access request for SBS/ZOT Account access.
- TIP: For any login issues – Always log out and start the login process over.

Common Problems – “Invalid UCInetID or password” message.

If you enter your UCInetID or UCI Password incorrectly you will receive a notification that one of the items was invalid and to Please try again.



The screenshot shows the UCI University of California, Irvine login interface. At the top is the UCI logo and the text "University of California, Irvine". Below this is a white box titled "Login with your UCInetID". Inside this box, a pink error message states "Invalid UCInetID or password. Please try again." Below the error message are two input fields: "UCInetID" (containing the text "panteate") and "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the white box is a large yellow "Login" button. Below the button are two links: "Activate my UCInetID • Need help logging in?" and "View recent account activity".

Re-enter your credentials (making sure that CAPS lock is/isn't enabled as appropriate) and click **Login**.