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

Changes to the ZOT Account Login Process ........................................................................................................ 3
Student Login to ZOT Account ................................................................................................................................ 4
Staff Login to ZOT Account ..................................................................................................................................... 6
Logging Out of ZOT Account ...................................................................................................................................... 8
Logging back into ZOT Account while still on the open ZOT Account webpage ......................................................... 9
ZOT Account Timeout and Logging Back In ............................................................................................................. 11
Common Problems – “You Are Not Authorized to Log On” message. ........................................................................ 13
Common Problems – “Invalid UCInetID or password” message .............................................................................. 15

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.

![Before Student Login](image1)

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.

![New Student Login](image2)
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.

   - 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.
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.
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.

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.
Logging Out of ZOT Account

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

2. You will receive a notification that you have been logged out.
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 UCInetID and UCI Password.

1. To login, type in your **UCInetID** 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.

  ![You are NOT authorized to log on](image)

  **IMPORTANT**

  If you are using a Guest/Third Party UCInetID, please log in from Guest Access Online. Thank you.

  - This will completely log out the ZOT Account session.
  - The student will then need to go to [https://zotaccount.uci.edu](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.

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