You can upgrade your Zoom account and purchase additional licenses, products, or add-ons to get the most out of your Zoom experience. For a full list of plans and add-ons available for purchase, view our Plans and Pricing options.

When you upgrade, you must purchase licenses to assign to users on the account. Different plans have different license amounts, for example, the Business plan has a minimum of 10 licenses. While you can have an unlimited number of basic users on the account, licensed users are able to host meetings up to 30 hours in duration and enjoy many of Zoom's advanced features. Learn more about Zoom user types.

This article covers:

- How to upgrade a Zoom plan
    - Upgrade from Basic to Pro or Business
    - Upgrade from Pro to Business
    - Troubleshoot common account upgrade issues
- How to change the number of licenses
- How to purchase an add-on plan

Prerequisites for upgrading your account and add-ons

- Account owner, admin, or a custom role with billing privileges
- No outstanding invoices

How to upgrade a Zoom plan

Through the Zoom web portal, you can upgrade your Zoom account to a Pro or Business plan. If you want to upgrade to an Enterprise plan, contact Sales.

Upgrade from Basic to Pro or Business

New or existing customers with free Zoom accounts can upgrade to a Pro or Business plan at any time.

1. Sign in to the Zoom web portal or create a new account.
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.
   Your current plan will indicate that you have a Zoom Workplace Basic plan.
3. In the current plan tile, click **Upgrade to Pro**.
   You will be redirected to the product checkout page.
   Note: If you want to upgrade to Business instead of Pro, you will have the option to do so on the product checkout page.
4. Select or enter the number of licensed users you want for this account. License count options depend on your plan type, so if you want a plan with more licenses, click **Explore other plans** and choose a plan to accommodate your needs.
5. Select your preferred subscription cycle.
6. (Optional) Scroll down to the **Enhance your Zoom Experience** section and select any additional products you want to purchase.
7. In the **Order Summary** section on the right, review your order details, then click **Continue**.
8. In the **Sign In** section on the left, ensure that you're signed in to the correct account for the upgrade, or sign in to a different account if needed.
9. In the **Address** section, enter your billing address, then click **Continue to Payment**.
10. In the **Payment Method** section, choose from the available payment methods and complete the necessary steps for adding the chosen payment. If you're paying with a credit or debit card, enter your credit card information. If you're paying with a different method, you will be redirected to that service to authorize the billing agreement. Make sure that pop-ups aren't blocked.
11. Click **Place Order** to complete your purchase.
    Your purchase is now complete and you will receive confirmation that your account was successfully upgraded.

Upgrade from Pro to Business

Customers on Pro plans can upgrade to Zoom's Business plan for even more capabilities and user licenses. If you upgrade in the middle of a billing period, your account will be credited a prorated amount for the time remaining on your existing subscription, and you will be charged for the upgrade with the credit applied.

The Business plan requires a minimum of 10 licenses, so if you are only wanting to increase the number of participants you can have in a meeting, but do not need the Business plan (with the minimum of 10 licenses), you may want to consider purchasing the Large Meeting add-on instead.

To upgrade from a Pro to Business plan, follow the steps below depending on where your billing portal is located in the left navigation menu of the Zoom web portal. Not sure how to identify where your billing portal is located? Learn how to locate your billing settings.

Billing portal under Plans and Billing

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.
3. On the Zoom Workplace Pro plan tile, click **Manage**.
4. Click **Edit Plan**.
5. Below the **Zoom Workplace Pro** title, click **Switch plan**.
6. Select the plan you want to upgrade to.
7. Select or enter the number of licensed users you want for this account.
8. Select your preferred subscription cycle.
   Note: If you can't make a selection on your preferred subscription cycle, you may have pending plans that impact your ability to change it. Contact Sales to make changes.
9. In the **Payment Method** section, verify your payment details or click **Edit** to update your payment method.
10. In the **Updated Order Summary** section on the right, review your order details, then click **Place Order** to complete your purchase.
    Your purchase is now complete and you will receive confirmation that your account was successfully upgraded.

Billing portal under Account Management

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Account Management** then **Billing**.
3. On the **Current Plans** tab, click **Upgrade Account**.
4. In the box of the plan you want to upgrade to, click **Upgrade**.
5. Enter the number of licenses you want and select whether you would like to pay monthly or annually.
6. Click **Save & Continue**.

7. Review the changes. If correct, click **Save & Continue.** If you need to change anything, click **Edit** in the section you would like to change.
8. Click **Place Order** to complete your purchase.
   Your purchase is now complete and you will receive confirmation that your account was successfully upgraded.

Troubleshoot common account upgrade issues

There are many reasons why you may be unable to make self-service adjustments to your plan. If you are having trouble upgrading your Zoom account, try the following actions:

- Pay any outstanding invoices.
- Ensure that your billing information and payment method, such as credit card details, are up-to-date.
- If you have pending plans that affect the changes you're trying to make, wait for those pending plans to finalize, or contact Sales.
- If you have a dedicated Account Executive, contact them regarding your desired plan changes.

For additional help, refer to our billing troubleshooting articles.

How to change the number of licenses

Learn how to add or reduce the number of licenses on your account by editing your plan. If you want to add users and purchase additional licenses, Zoom will prorate the new licenses price plan for the remainder of the payment period so that it will renew on the original payment cycle. If you are reducing licenses, this change will occur at the end of your subscription term with no refund or credit. You will still have access to those licenses until the end of your subscription term.

If you're adding licenses, you must assign the licenses to users on your account. If you are reducing licenses, you must un-assign the licenses under **User Management** before editing your plan.

To change the number of licenses on your account, follow the steps below depending on where your billing portal is located in the left navigation menu of the Zoom web

portal. Not sure how to identify where your billing portal is located? Learn how to locate your billing settings.

Billing portal under Plans and Billing

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.
3. Locate the plan you want to update and click **Manage**.
4. Click **Edit Plan**.
5. Select or enter the number of licenses.
   Note: When you change the number of licenses, the quantity you select should reflect the total licenses you need on the account, not just the additional licenses you want to purchase. For example, if you have 10 licenses and want to add 2 more, the number reflected should be 12, not 2. In the **Updated Order Summary** on the right, you will see the changes reflected in the shopping cart.
6. Select your preferred subscription cycle.
7. In the **Payment Method** section, verify your payment details or click **Edit** to update your payment method.
8. In the **Updated Order Summary** section on the right, review your order details, then click **Place Order** to complete your purchase.
   Your purchase is now complete and you will receive confirmation that your account was successfully modified.

Billing portal under Account Management

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Account Management** then **Billing**.
3. On the **Current Plans** tab, locate the plan you want to update, and click **Edit Current Plan**.
4. Edit the plan by changing the number of licenses.
   Note: When you change the number of licenses, the quantity you select on this page should reflect the total licenses you need on the account, not just the additional licenses you want to purchase. For example, if you have 10 licenses and want to add 2 more, the number reflected on this screen should be 12, not 2. If you click the shopping cart icon, you will see the changes reflected in the shopping cart.
5. Click **Save & Continue**.
6. Review the changes. If correct, click **Save & Continue**.

7. Click **Place Order** to complete your purchase.
   You will receive confirmation that your purchase was completed successfully and an email with the invoice attached.

How to purchase an add-on plan

You can purchase various add-ons in the billing portal. After purchasing an add-on, you can assign it to a user.

Notes:

- You cannot purchase the same add-on with different billing cycles. For example, you cannot purchase a Webinar 500 monthly and a Webinar 500 annually.
- 1-month products last exactly one month from the purchase date. When purchasing a monthly product, you will be billed a prorated amount based on your monthly billing cycle. The product will then renew for the full price on your next monthly billing date.

To purchase an add-on plan, follow the steps below depending on where your billing portal is located in the left navigation menu of the Zoom web portal. Not sure how to identify where your billing portal is located? Learn how to locate your billing settings. You can also follow these steps to purchase different licenses of the same add-on, for example, Webinar 500 and Webinar 1000. To do this, add the new plan to your cart instead of editing the existing plan.

Billing portal under Plans and Billing

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Plans and Billing** then **Plan Management**.
3. Scroll to the **Discover our other popular products** section.
4. To the right of the add-on or product you want to purchase, such as Translated Captions, click **Add**.
5. On the **Checkout** page, choose the licenses, subscription cycle, or other details specific to the product or add-on you're purchasing.
6. In the **Payment Method** section, verify your payment details or click **Edit** to update your payment method.

7. In the **Order Summary** section on the right, review your order details, then click **Place Order** to complete your purchase.
Your purchase is now complete and you will receive confirmation that your account was successfully upgraded.

Billing portal under Account Management

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Account Management** then **Billing**.
3. On the **Current Plans** tab, scroll to the **Interested in Other Plans** section.
4. Click **Add to Cart** next to the license you would like to purchase.
5. Enter the number of licenses you need and select whether you would like to pay monthly or annually.
6. Click **Save & Continue**.
7. Review the changes. If correct, click **Save & Continue**.
8. Click **Place Order** to complete your purchase.
You will receive confirmation that your purchase was completed successfully and an email with the invoice attached.