Security of ZOOM Meetings for Invigilated Online Examinations

Apr 29, 2020

Background

In the document "Recent alerts on ZOOM and suggested actions (last updated on Apr 27)", we have provided updates on ZOOM security alerts and suggested actions for CUHK ZOOM users including best practices for online classes and open events involving the general public.   This document sets out details of technical measures to prevent disturbance during online examinations caused by unauthorized access and address concerns about privacy for students. The "waiting room" function will be set as a default for all Zoom meetings with effect from 4 May 2020, which will apply to invigilated online examinations unless otherwise decided by the teacher concerned.

Technical measures for online exam invigilation on how to prevent meeting disturbance caused by unauthorized access and address concerns about privacy for students

1) Do not share the meeting link on social media or publicly (e.g. on websites).

2) Update ZOOM clients/app to the latest version.
   - On Apr 27, 2020, ZOOM released ZOOM 5.0.
   - After May 30, 2020, all ZOOM clients on older versions will be required to upgrade before joining meetings.

3) Follow the instructions to join the ZOOM meeting at the specified time.

   - For meetings with Waiting Room feature enabled, you will be sent to the waiting room first.
     o Use your official name (as in CUSIS) to join the meeting.
     o You may be asked to add additional information after your name (e.g. the last 3 digits of your student ID number) by your teacher for the meeting host to validate your identity.
     o Wait for the meeting host to admit you into the meeting.

   - For some meetings, you may be required to login with your CUHK ZOOM account to join the meeting.
     o Test the steps in advance to make sure you can login using SSO to join a meeting.
       Some users in ML China reported difficulties with the login steps in April 2020.

4) Report and discuss with your teacher early if you have technical difficulties or privacy concerns on the arrangements.

Additional information

1) Check the eLearning website at https://www.elearning.cuhk.edu.hk regularly for updates and announcements.

2) Review and adopt Information Security Best Practices published by ITSC regularly.

3) Contact elearning@cuhk.edu.hk if more information is needed.