Recent alerts on ZOOM and suggested actions

Apr 23, 2020

Background

The University is aware of the recent alerts on ZOOM security, privacy policy, and the risk of meeting hijacking (also called "Zoom-bombing").

Some examples:

- https://techcrunch.com/2020/04/01/zoom-doom/
- https://securityboulevard.com/2019/07/a-zero-day-vulnerability-on-mac-zoom-client-allows-hackers-to-enable-users-camera-leaving-750k-companies-exposed/
- https://www.pcpd.org.hk/english/media/media_statements/press_20200401.html
- https://www.fbi.gov/contact-us/field-offices/boston/news/press-releases/fbi-warns-of-teleconferencing-and-online-classroom-hijacking-during-covid-19-pandemic
- https://www.hkcert.org/my_url/en/blog/20040201

Latest Updates (April 23)

On Apr 23, ZOOM's Management Team published an open letter on how ZOOM secures the data and protects the privacy of its customers at https://zoom.us/docs/doc/Exec-Letter.pdf. Additional information is regularly updated on https://blog.zoom.us/ and https://zoom.us/docs/en-us/privacy-and-security.html.

Suggested actions for CUHK ZOOM users

1) All teachers to follow the best practices suggested by ZOOM for online classes:
   - Lock your virtual classroom
   - Control screen sharing
   - Enable the Waiting Room
   - Lock down the chat
   - Remove a participant
   - Adopt security options when scheduling a class
     - Require registration
     - Use a random meeting ID
     - Password-protect the classroom
     - Allow only authenticated users to join
     - Disable join before host
     - Manage annotation
     - Disable video
     - Mute students
     - Attendee on-hold

   Details: https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/

2) Users who use ZOOM for other purposes should keep uninvited guests out of the meetings:
   - Do not share the meeting link on social media or publicly
   - Require registration
   - Avoid using your Personal Meeting ID (PMI) to host public events
   - Manage screen sharing
     - Prevent participants from screen sharing
   - Manage your participants
     - Allow only signed-in users to join

    - Lock the meeting
    - Set up your own two-factor authentication
    - Remove unwanted or disruptive participants
    - Allow removed participants to rejoin (if appropriate)
    - Put ‘em on hold (you can put everyone else on hold)
    - Disable video
    - Mute participants
    - Turn off file transfer
    - Turn off annotation
    - Disable private chat
- Try the Waiting Room

Details: https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/

3) As far as applicable, use ZOOM webinar for open events involving general public. For the comparison between meeting and webinar, please refer to https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison.

4) Never share sensitive information in online meetings.

5) ZOOM clients/app must be updated to the latest version.

6) Add a password to secure access to shared cloud recordings.

7) Cover the webcam when it is not in use.

8) Never open any malicious links and files.

9) Protect computers and devices using anti-virus and anti-malware software. Keep the software and the virus pattern updated.

10) Keep a close watch of any unusual activity on ZOOM client/app, the account and the device which you use to join ZOOM meetings. Document and report to us ASAP for further follow up with the company.

11) Review ZOOM Privacy Policy and let us know your concerns for further follow up with the company: https://blog.zoom.us/wordpress/2020/03/29/zoom-privacy-policy/

12) The University has selected Zoom as the primary platform to support synchronous teaching and learning activities because Zoom is trusted by universities and well received by users around the world (including the Mainland). Given its rich features, most users find it very easy to use. The University will continue to monitor the development and provide new recommendations when appropriate.

13) The University has also acquired licenses for our users to use MS Teams and Blackboard Collaborate Ultra for online meetings and virtual classrooms.

14) Please contact elearning@cuhk.edu.hk if more information is needed.