

Question: I cannot add a user using his/her @cuhk / @link email as alternative host. How can I fix it?

Answer:

Please ask the user to login CUHK zoom portal at <https://cuhk.zoom.us> to activate her account. Then, you can add her as an alternative host.

Please go through the support document at <https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host> before using the feature.

- *The alternative host option allows you to schedule meetings and designate another Licensed user on the same account to start the meeting or webinar if you are unable to. This user will receive an email notifying them that they've been added as an alternative host, with a link to start the meeting. The alternative host will need to use the link in the email or have the calendar invite sent to them by the original host and use the join link there.*
- *You can also give another Licensed user scheduling privileges, which will make them an alternative host for all of your meetings and webinars and allow them to schedule meetings for you. Read more about Scheduling Privilege (<https://support.zoom.us/hc/en-us/articles/201362803-Scheduling-Privilege>).*
- *If a host is attending a meeting but needs assistance with managing the meeting, they can assign a co-host during the meeting. Learn more about co-hosts (<https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-Adding-a-Co-Host>).*