

Zoom Quick Guide

Zoom User Guide (for hosts)

Last updated: 3 Feb 2021



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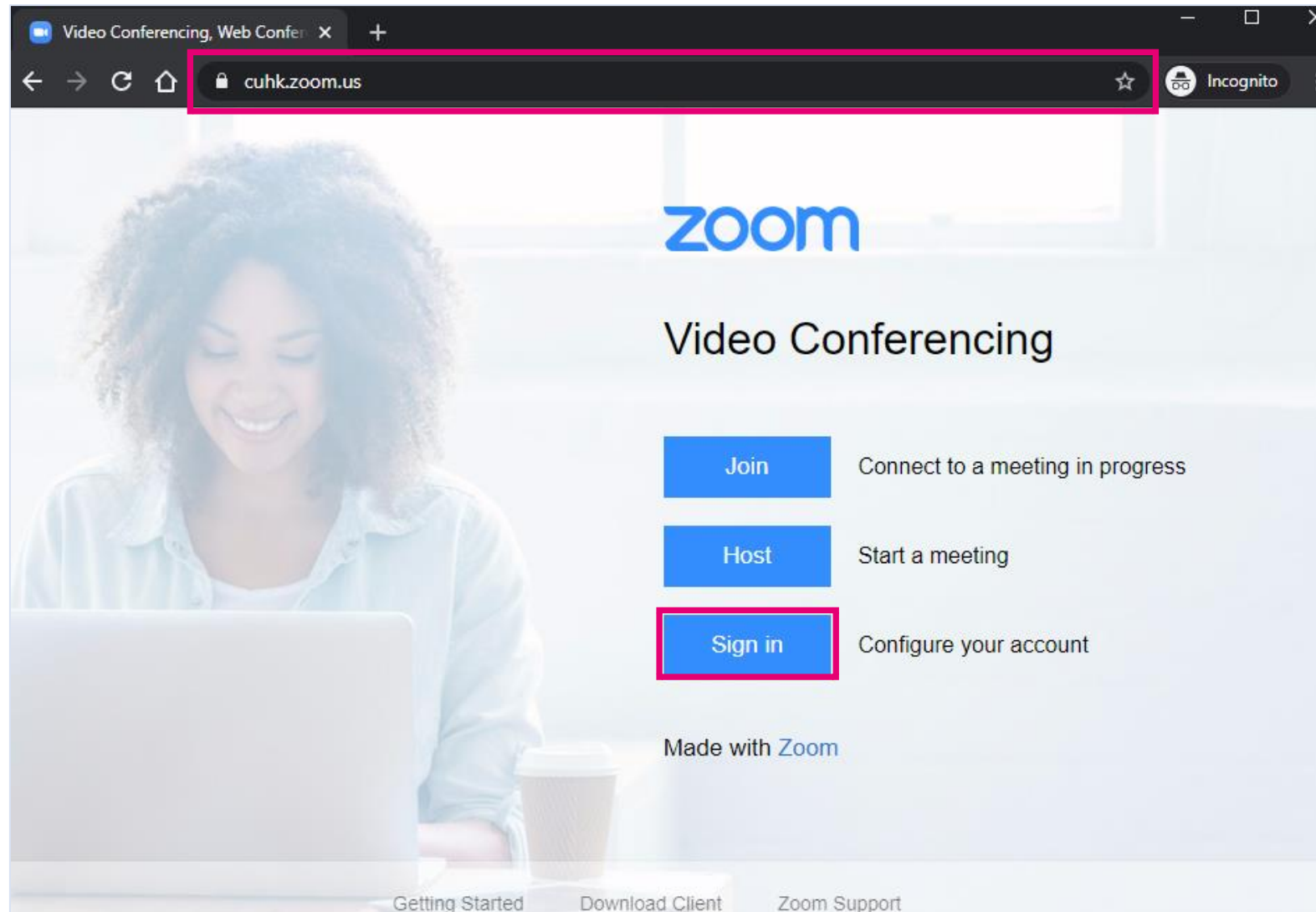
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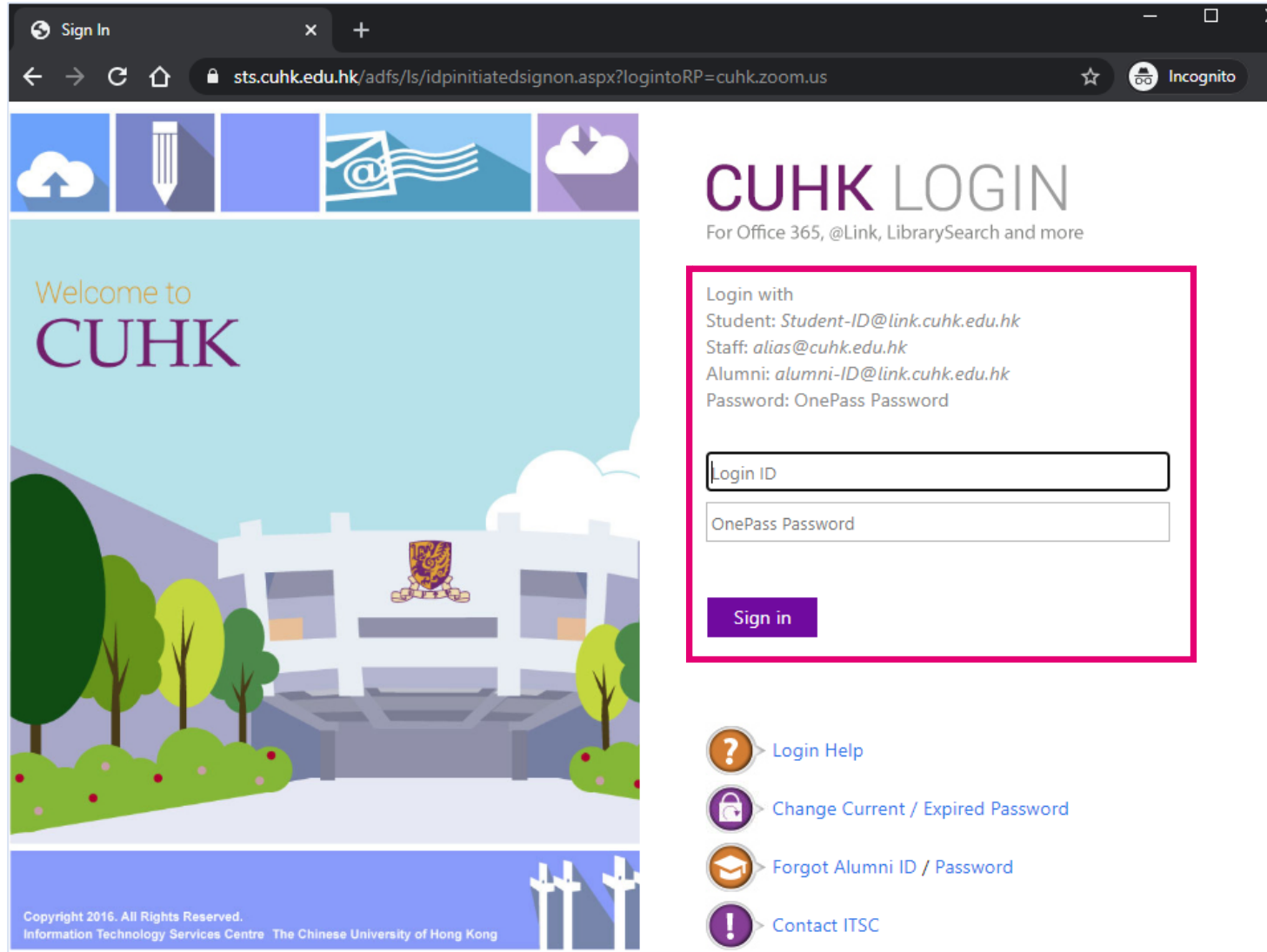
1. Sign in CUHK Zoom Portal



1. Access <https://cuhk.zoom.us> (or <https://cuhk.zoom.com.cn/profile> in China). Click “Sign in”.



2. Sign in via CUHK Login.



Sign In

sts.cuhk.edu.hk/adfs/ls/idinitiatedsignon.aspx?logintoRP=cuhk.zoom.us

Incognito

Welcome to
CUHK

CUHK LOGIN
For Office 365, @Link, LibrarySearch and more

Login with
Student: *Student-ID@link.cuhk.edu.hk*
Staff: *alias@cuhk.edu.hk*
Alumni: *alumni-ID@link.cuhk.edu.hk*
Password: OnePass Password

Login ID

OnePass Password

Sign in

? Login Help

Change Current / Expired Password

Forgot Alumni ID / Password

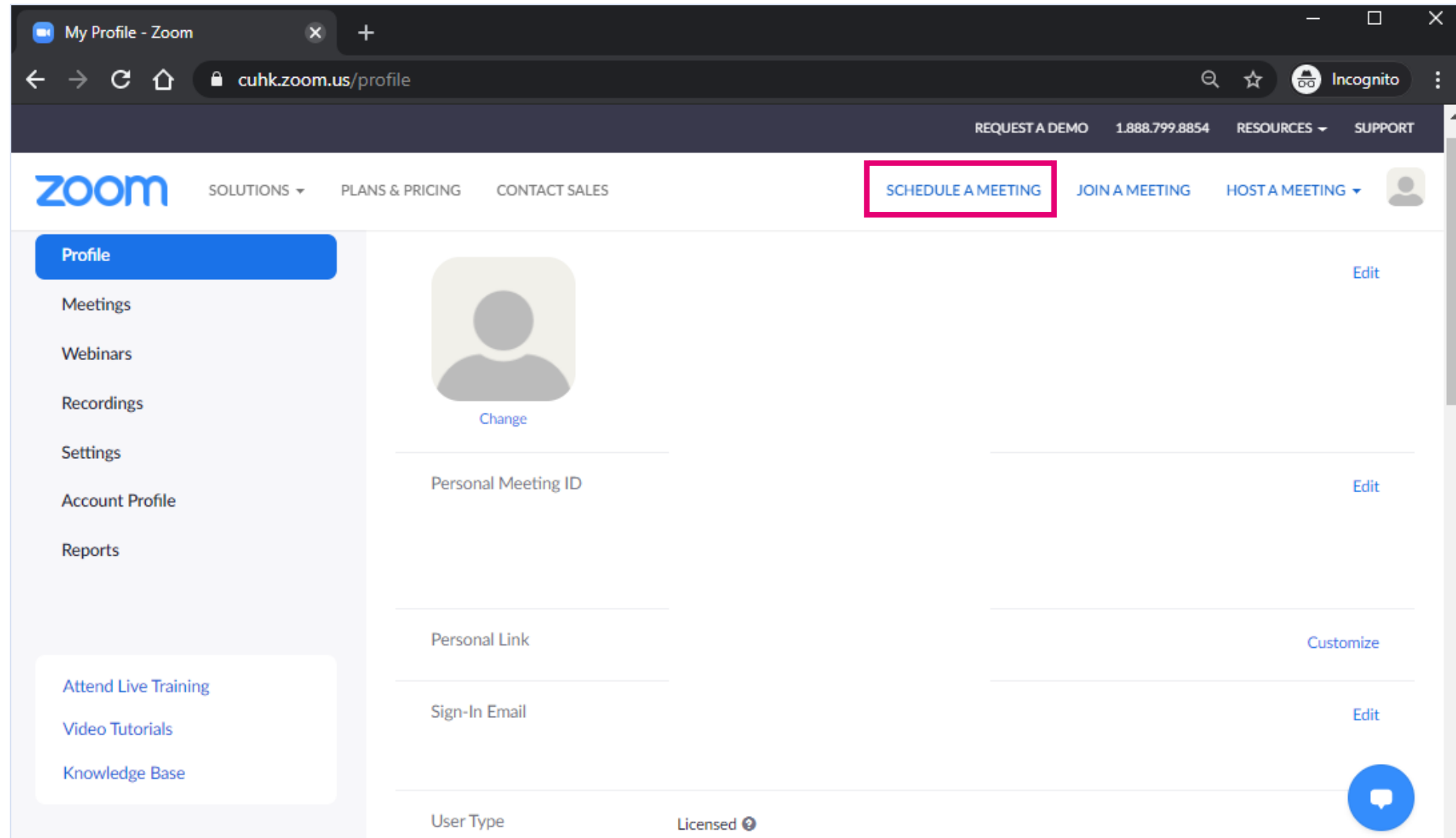
! Contact ITSC

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Information Technology Services Centre The Chinese University of Hong Kong

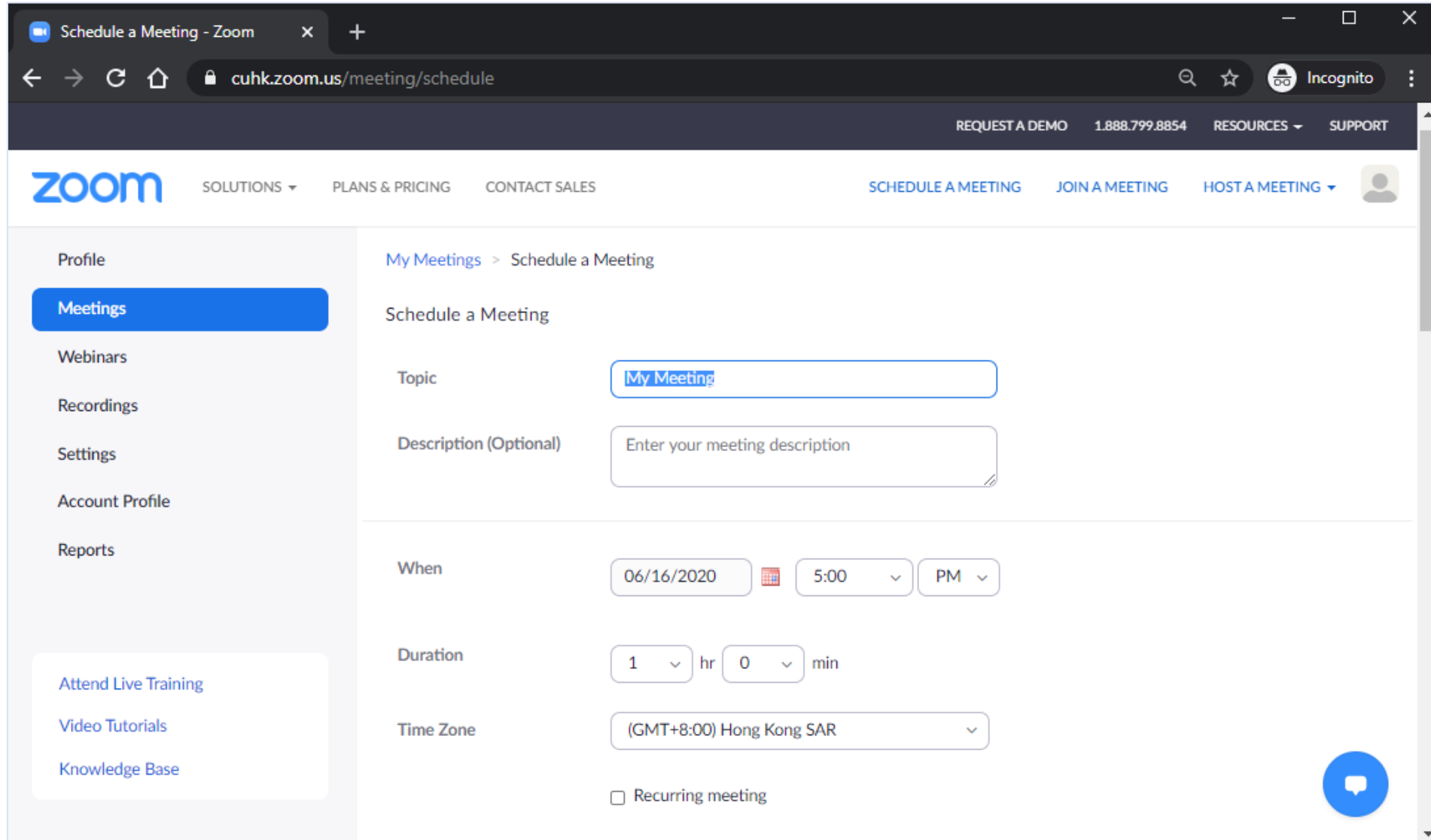
2. Schedule a meeting



1. Click “Schedule a Meeting”.



2. Fill in the details of the meetings. Click “Save”.



The screenshot shows the Zoom 'Schedule a Meeting' page. The browser window has a single tab titled 'Schedule a Meeting - Zoom' and the address bar shows 'cuhk.zoom.us/meeting/schedule'. The Zoom logo and navigation links (SOLUTIONS, PLANS & PRICING, CONTACT SALES, SCHEDULE A MEETING, JOIN A MEETING, HOST A MEETING) are at the top. A left sidebar contains links for Profile, Meetings (highlighted), Webinars, Recordings, Settings, Account Profile, and Reports. Below these are links for Attend Live Training, Video Tutorials, and Knowledge Base. The main content area is titled 'My Meetings > Schedule a Meeting' and contains the following fields:

- Topic:** A text input field containing 'My Meeting'.
- Description (Optional):** A text area with the placeholder 'Enter your meeting description'.
- When:** A date picker set to '06/16/2020', a calendar icon, a time picker set to '5:00', and a dropdown set to 'PM'.
- Duration:** Two dropdown menus set to '1' and '0', followed by 'hr' and 'min' labels.
- Time Zone:** A dropdown menu set to '(GMT+8:00) Hong Kong SAR'.
- Recurring meeting:** An unchecked checkbox labeled 'Recurring meeting'.

A blue circular button with a white speech bubble icon is located at the bottom right of the form area.

(Continued)

Registration	<input type="checkbox"/> Required
Schedule For	<div>Myself</div>
Meeting ID	<input checked="" type="radio"/> Generate Automatically <input type="radio"/> Personal Meeting ID
Meeting Password	<input checked="" type="checkbox"/> Require meeting password <div></div>
Video	Host <input type="radio"/> on <input checked="" type="radio"/> off Participant <input type="radio"/> on <input checked="" type="radio"/> off
Audio	<input type="radio"/> Telephone <input type="radio"/> Computer Audio <input checked="" type="radio"/> Both Dial from Hong Kong SAR and other 1 country Edit
Meeting Options	<input type="checkbox"/> Enable join before host <input checked="" type="checkbox"/> Mute participants upon entry <input checked="" type="checkbox"/> Enable waiting room <input type="checkbox"/> Only authenticated users can join <input type="checkbox"/> Breakout Room pre-assign <input type="checkbox"/> Record the meeting automatically
Alternative Hosts	<div>Example: mary@company.com, peter@school.edu</div>
<div><div>Save</div><div>Cancel</div></div>	

It is recommended to follow [“Information Security Best Practices”](#) > [“Online Meeting / Video Conferencing”](#) to protect your data from cybersecurity threats.

3. You can create Poll on the next page. For more: Zoom Help Center: [Polling for Meetings](#)

Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

My Meetings > Manage "My Meeting"

Start this Meeting

Topic: My Meeting

Time: Jun 19, 2020 11:00 AM Hong Kong SAR

Add to: [Google Calendar](#) [Outlook Calendar \(.ics\)](#) [Yahoo Calendar](#)

Meeting ID

Meeting Password: ***** [Show](#)

Invite Link [Copy Invitation](#)

Video: Host Off, Participant Off

Audio: Telephone and Computer Audio

Dial from Hong Kong SAR and other 1 country

Meeting Options: ☒ Enable join before host, ☒ Mute participants upon entry, ☒ Enable waiting room, ☒ Only authenticated users can join, ☒ Record the meeting automatically

Delete this Meeting Save as a Meeting Template Edit this Meeting Start this Meeting

You have not created any poll yet. [Add](#)

- Hosts need to be using the *desktop client* to manage polling.
- Only the original meeting host can edit or add polls during a meeting. If the host or co-host role is transferred to another user, that user will only be able to launch polls already created.
- If a poll is relaunched in a meeting, the poll report will only display the last poll occurrence.

Registration

- To learn about Registration, please see Zoom Help Center: [Setting up registration for a meeting](#)
- Please note: if a registrant passes the link to another person who has not registered the meeting, that person would be able to join the meeting.

Waiting Room

- Starting from 4th May 2020, the **Waiting Room feature would be automatically turned on by default**. If you have created your meetings before 4th May 2020, please review and enable this option for the protection.
- To learn how to control when a participant joins the meeting, see Zoom Help Center: [Waiting Room](#)
- Participants should use **the latest version** of Desktop Client or Mobile App to join the meeting. To download the Client or the App: [Zoom: Download Center](#)

Only authenticated users can join (CUHK only)

If you would like to restrict the meeting to CUHK users only, please update the settings as follows:

1. Access <https://cuhk.zoom.us> > "Settings" > "Schedule Meeting" (under "Meeting") > Scroll down a bit and enable "Only authenticated users can join meetings"

You should see "CUHK only (Default)" for "Meeting Authentication Options".

The screenshot displays the Zoom settings interface for CUHK. On the left sidebar, the 'Settings' option is highlighted. The main content area shows the 'Meeting' settings tab. Under the 'Meeting' tab, the 'Schedule Meeting' option is selected. The 'Only authenticated users can join meetings' toggle is turned on. Below this, the 'Meeting Authentication Options' section shows 'CUHK only (Default)' as the selected option, with 'Edit' and 'Hide in the Selection' links. The 'CUHK only (Default)' option is highlighted with a red box. The 'Only authenticated users can join meetings' toggle is also highlighted with a red box. The 'CUHK only (Default)' option is highlighted with a red box.

Profile

Meetings

Webinars

Recordings

Settings

Account Profile

Reports

Meeting Recording

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Use Personal Meeting ID (PMI) when starting an instant meeting ☐

Require a password for Personal Meeting ID (PMI) ☐

Only authenticated users can join meetings ☒ Modified Reset

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.

Meeting Authentication Options:


CUHK only (Default) [Edit](#) [Hide in the Selection](#)

Only authenticated users can join (CUHK only)

2. Then, when you "Schedule a Meeting", select "Only authenticated users can join". Then you should be able to see "CUHK only" and "*.cuhk.edu.hk" under the option. Save this setting and the meeting should be only accessible to CUHK users.

Meeting Options

☐ Enable join before host

☒ Mute participants upon entry 

☒ Enable waiting room

☒ Only authenticated users can join: CUHK only
*.cuhk.edu.hk [Edit](#)

☐ Breakout Room pre-assign

☐ Record the meeting automatically

Breakout Room

- Pre-assign students to Breakout Rooms with StudentID@link.cuhk.edu.hk (instead of alias@link.cuhk.edu.hk). For the steps of Breakout Room pre-assignment: Zoom Help Center: [Pre-assigning participants to Breakout Rooms](#)
- Set the meeting to “Only authenticated users can join: CUHK only”. Participants (students) would then use StudentID@link.cuhk.edu.hk to join the meeting and be assigned to the breakout rooms
- Check the [prerequisites](#) for participating and managing Breakout Room:
 - Zoom Help Center: [Participating breakout rooms](#)
 - Zoom Help Center: [Managing breakout rooms](#)
 - We suggest users to use the updated Desktop Client / Mobile App: [Zoom: Download Center](#)
- In case you notice participants are not assigned to the rooms in the meeting, try to use “Recover to pre-assigned rooms” under “Recreate” to see if it helps. For more: Zoom Help Center: [Reverting to pre-assigned breakout rooms](#)

Alternative Hosts

- The alternative host must have a CUHK computing account. For staff, please input her/his [@cuhk.edu.hk email address](#) for assigning alternative host. For student, please input [StudentID@link.cuhk.edu.hk](#), instead of [alias@link.cuhk.edu.hk](#).
- Before you assign the user as the alternative host, s/he needs to [activate his/her CUHK ZOOM account](#) first. To activate the CUHK Zoom user account, please sign in CUHK zoom portal at <https://cuhk.zoom.us> (or <https://cuhk.zoom.com.cn/profile> for users in China). Then, you can add him/her as an alternative host.
- According to Zoom Help Center, a host (meeting owner) can host up to 2 meetings at the same time on the desktop client with “join multiple meetings simultaneously” enabled. Please consider making use of [scheduling privilege](#) instead of alternative host if you need to schedule meetings that overlap. For more:
 - Zoom Help Center: [Can I Host Concurrent Meetings?](#)
 - Zoom Help Center: [Joining multiple meetings simultaneously on desktop](#)
 - Zoom Help Center: [Scheduling privilege](#)
- For more, please refer to Zoom Help Center: [Alternative host](#)

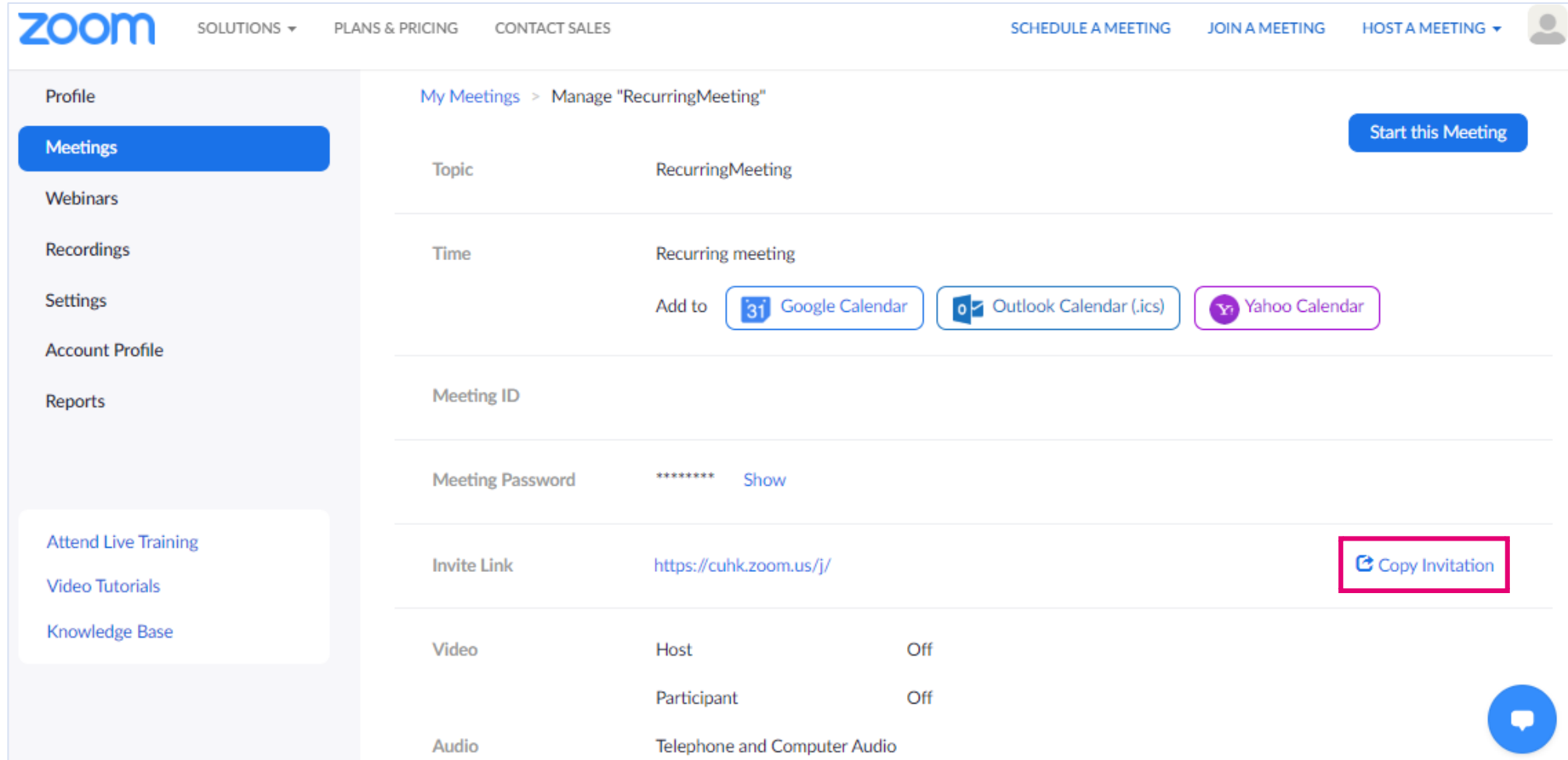
3. Copy and send the invitation



1. You should be able to see the meeting URL and invitation under “Meetings” > Click the Topic.

The screenshot displays the Zoom web application interface. The top navigation bar includes links for 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. The left sidebar contains a list of navigation options: 'Profile', 'Meetings' (highlighted with a red box), 'Webinars', 'Recordings', 'Settings', 'Account Profile', and 'Reports'. The main content area is titled 'Upcoming Meetings' and features a 'Schedule a New Meeting' button and a dropdown menu for 'Show meetings by host: All'. Below this is a table of upcoming meetings with columns for 'Start Time', 'Topic', and 'Meeting ID'. The table lists several recurring meetings, with the entry 'RecurringMeeting' highlighted by a red box. Each meeting entry has 'Start' and 'Delete' buttons. A blue chat bubble icon is visible in the bottom right corner of the interface.

2. Click “**Copy Invitation**”. You can then copy the meeting details and send it to students (e.g. using Blackboard Email Announcement feature.)



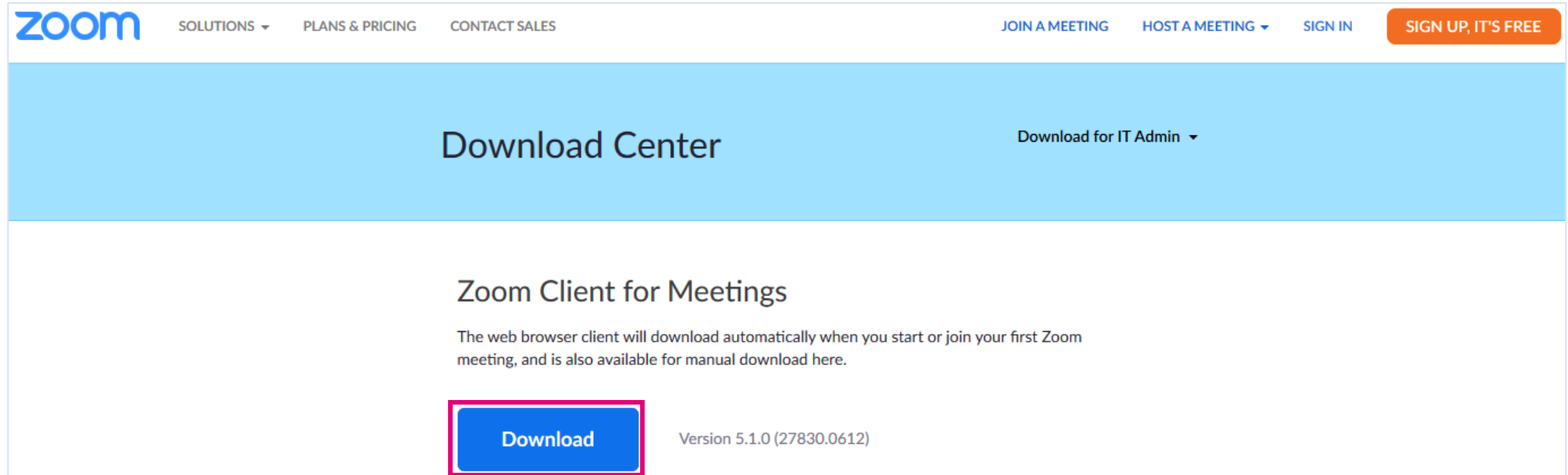
The screenshot displays the Zoom web application interface. On the left is a sidebar menu with options: Profile, Meetings (highlighted in blue), Webinars, Recordings, Settings, Account Profile, and Reports. Below this menu is a box containing 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area is titled 'My Meetings > Manage "RecurringMeeting"'. It features a 'Start this Meeting' button in the top right. The meeting details are organized into sections: 'Topic' (RecurringMeeting), 'Time' (Recurring meeting) with 'Add to' buttons for Google Calendar, Outlook Calendar (.ics), and Yahoo Calendar; 'Meeting ID'; 'Meeting Password' (masked with asterisks and a 'Show' link); 'Invite Link' (https://cuhk.zoom.us/j/) with a 'Copy Invitation' button highlighted by a red rectangle; and 'Video' settings (Host: Off, Participant: Off). The 'Audio' section shows 'Telephone and Computer Audio'. A blue chat icon is in the bottom right corner.

Section	Details
Topic	RecurringMeeting
Time	Recurring meeting
Add to	Google Calendar, Outlook Calendar (.ics), Yahoo Calendar
Meeting ID	
Meeting Password	***** Show
Invite Link	https://cuhk.zoom.us/j/
Video	Host: Off, Participant: Off
Audio	Telephone and Computer Audio

4. Install and Update Zoom



1. Download and Install Zoom from [Zoom: Download Center](#)



The screenshot shows the Zoom Download Center page. At the top, there is a navigation bar with the Zoom logo, links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES, and buttons for JOIN A MEETING, HOST A MEETING, SIGN IN, and SIGN UP, IT'S FREE. Below the navigation bar, the main heading is "Download Center" with a sub-link "Download for IT Admin". The section is titled "Zoom Client for Meetings" and includes a description: "The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here." A prominent blue "Download" button is highlighted with a red border, and the version "Version 5.1.0 (27830.0612)" is displayed next to it.

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING ▾ SIGN IN SIGN UP, IT'S FREE

Download Center

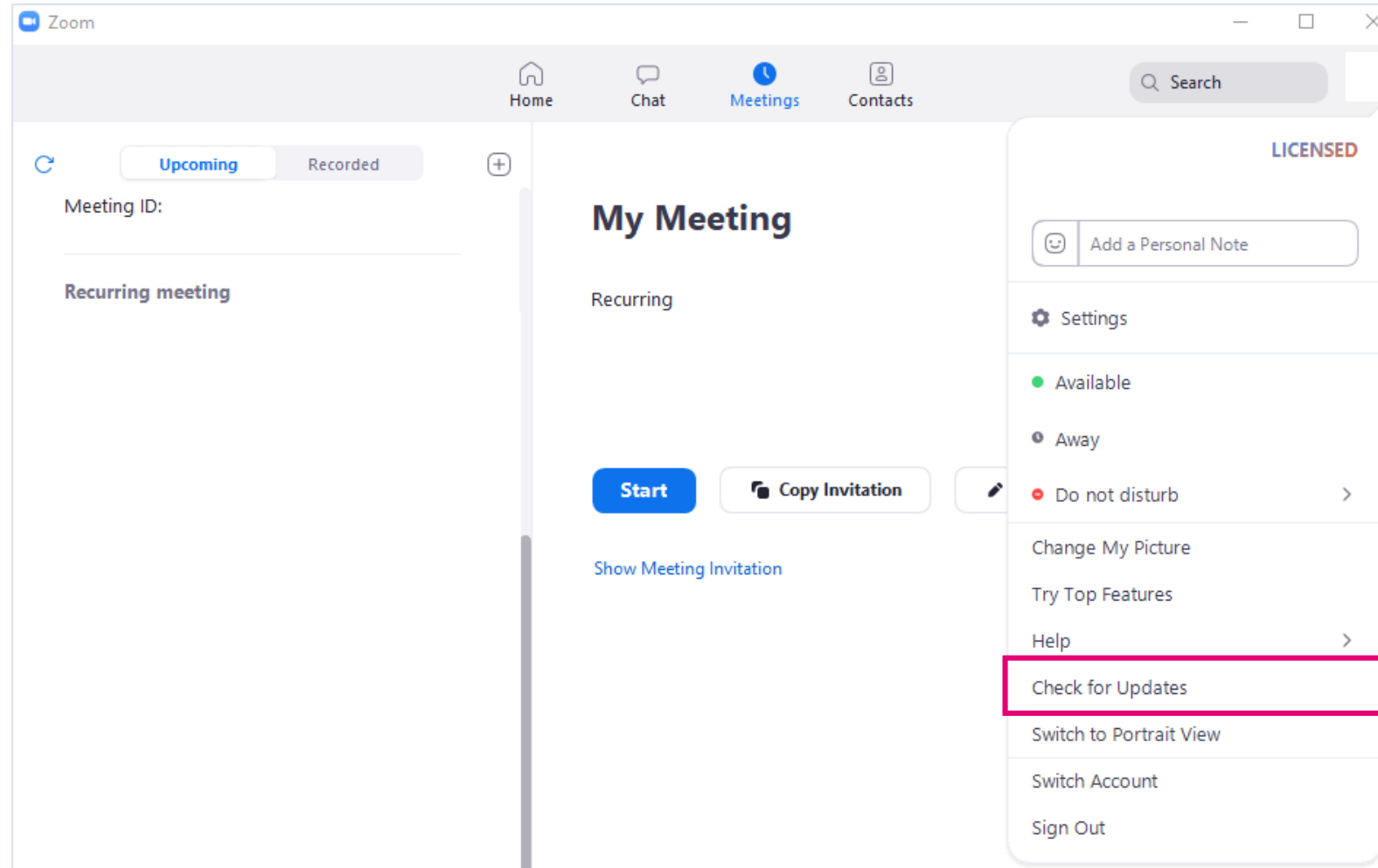
Download for IT Admin ▾

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

[Download](#) Version 5.1.0 (27830.0612)

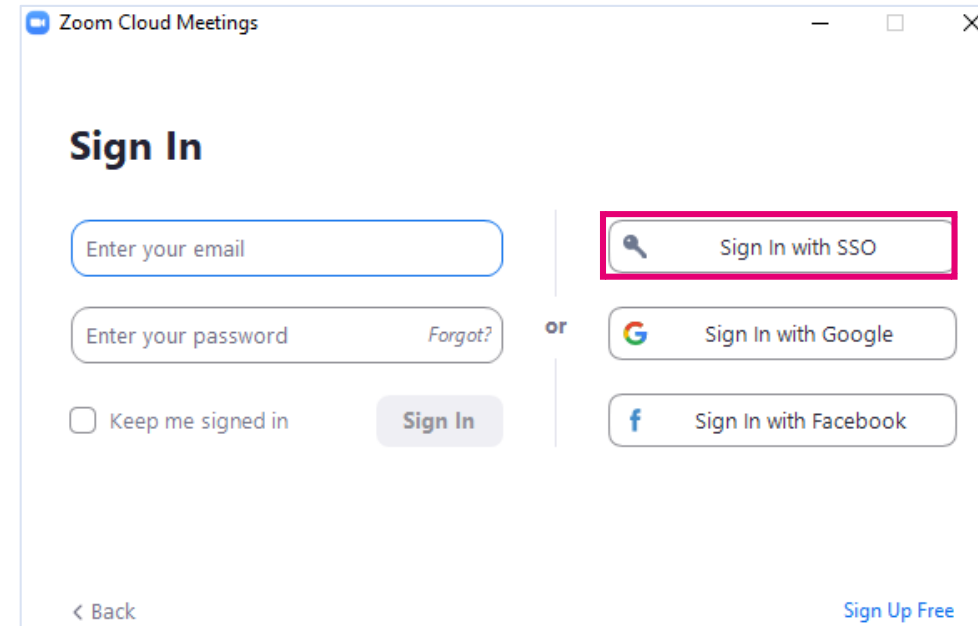
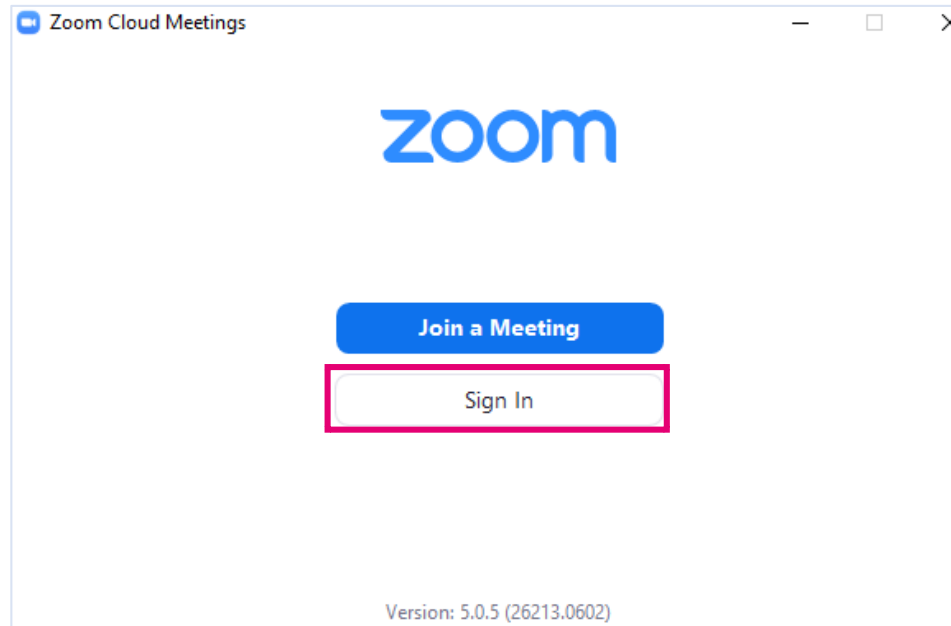
2. Before you start the meeting, you are advised to check if the desktop client is updated. For more: Zoom Help Center: [Upgrade / update to the latest version](#)



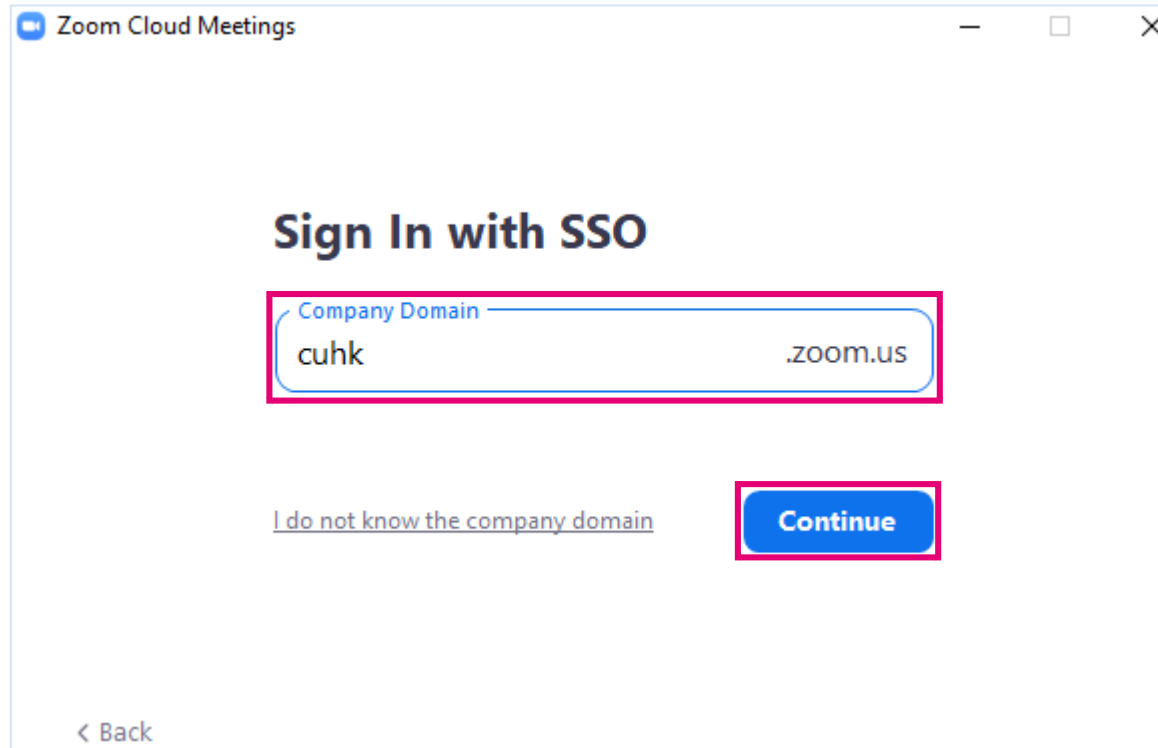
5. Start the meeting



1. Open Zoom. Click “Sign In”. Select “Sign in with SSO”.



2. Enter “**cuhk**” for Company Domain. Sign in via CUHK Login and follow the instruction to launch the application. Click “**Continue**”.



Zoom Cloud Meetings

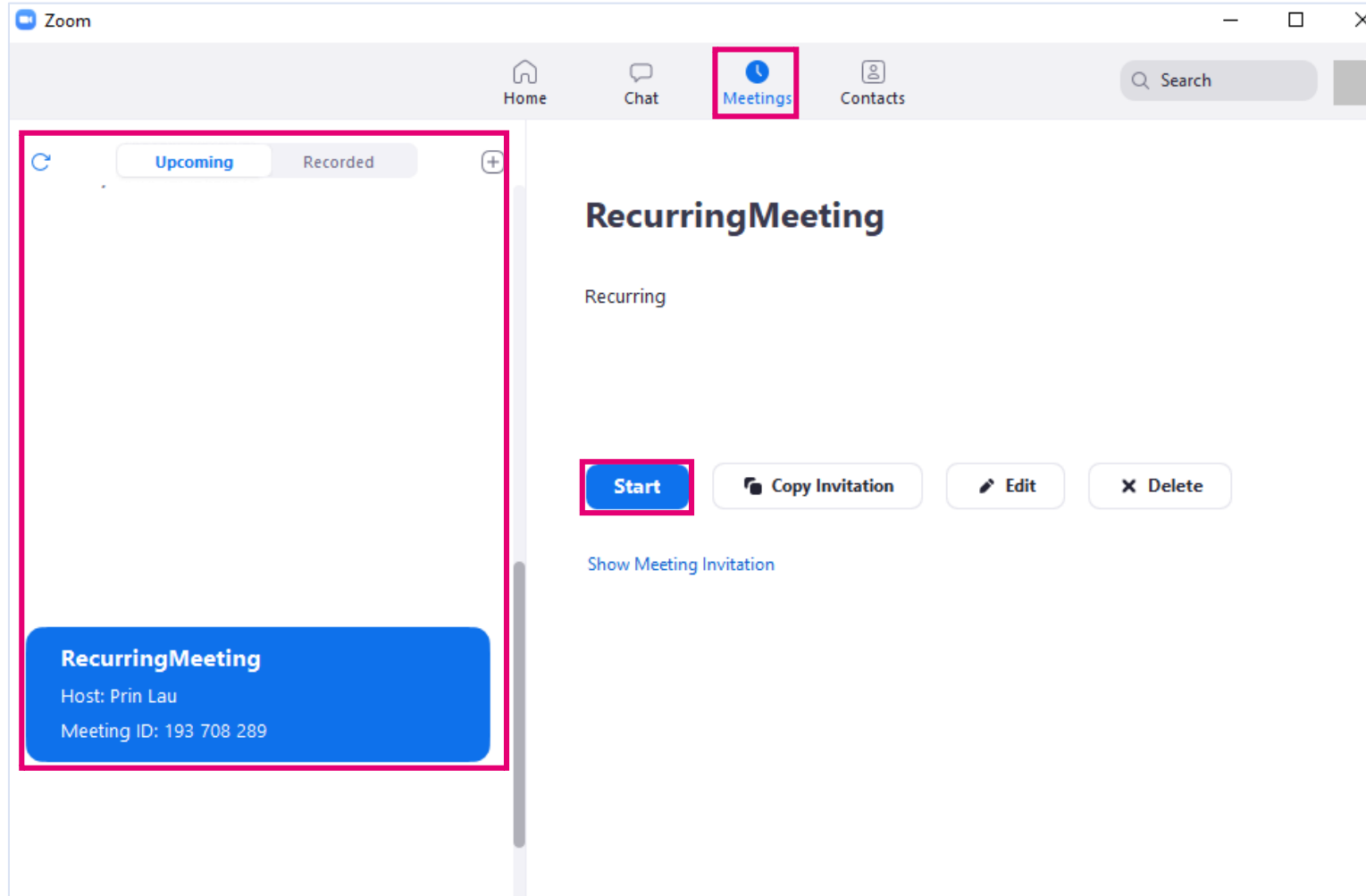
Sign In with SSO

Company Domain .zoom.us

[I do not know the company domain](#) [Continue](#)

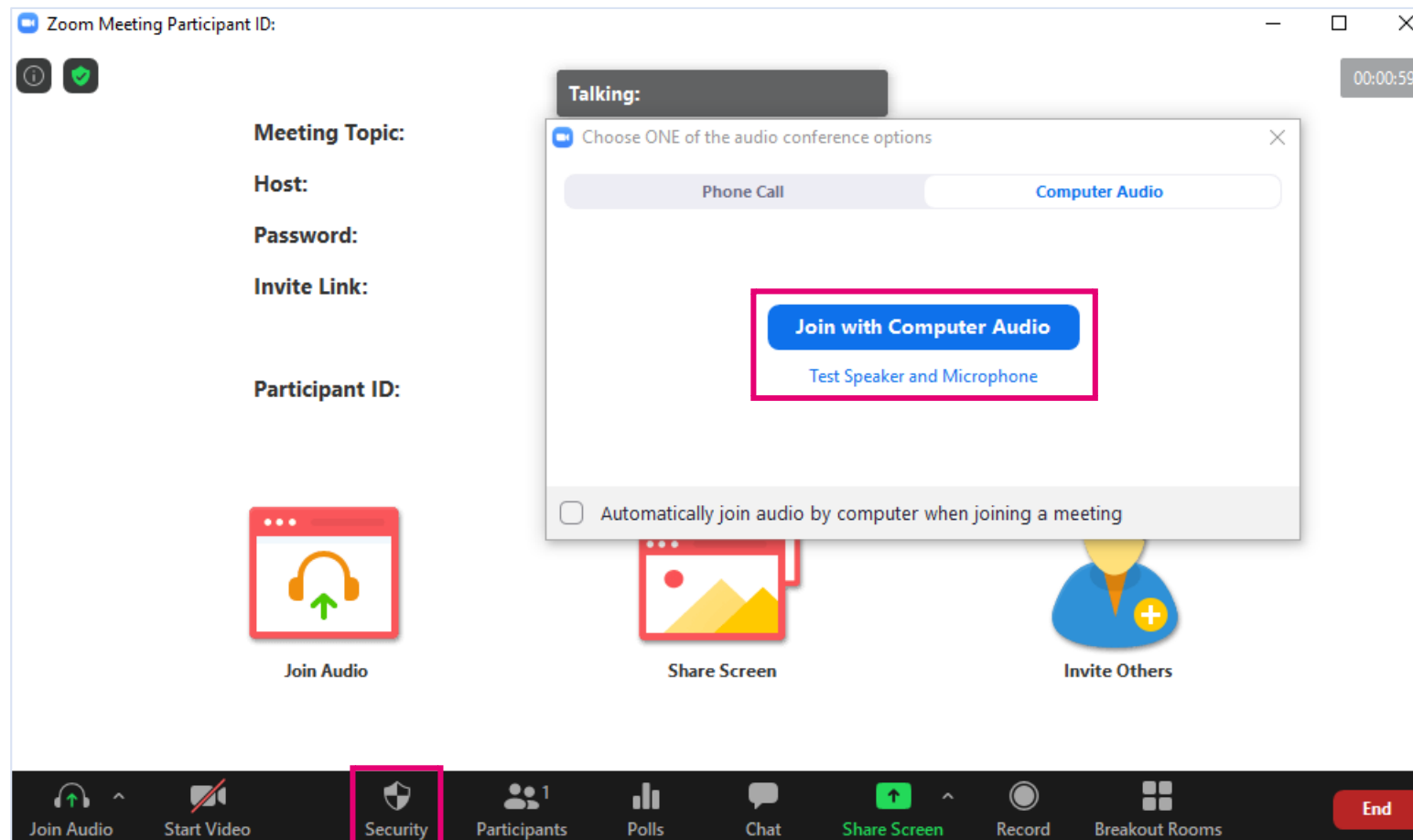
[< Back](#)

3. Select the meeting under “Meetings” > “Upcoming” and click “Start”.



4. Test your speaker and Microphone, or **Join with Computer Audio**.

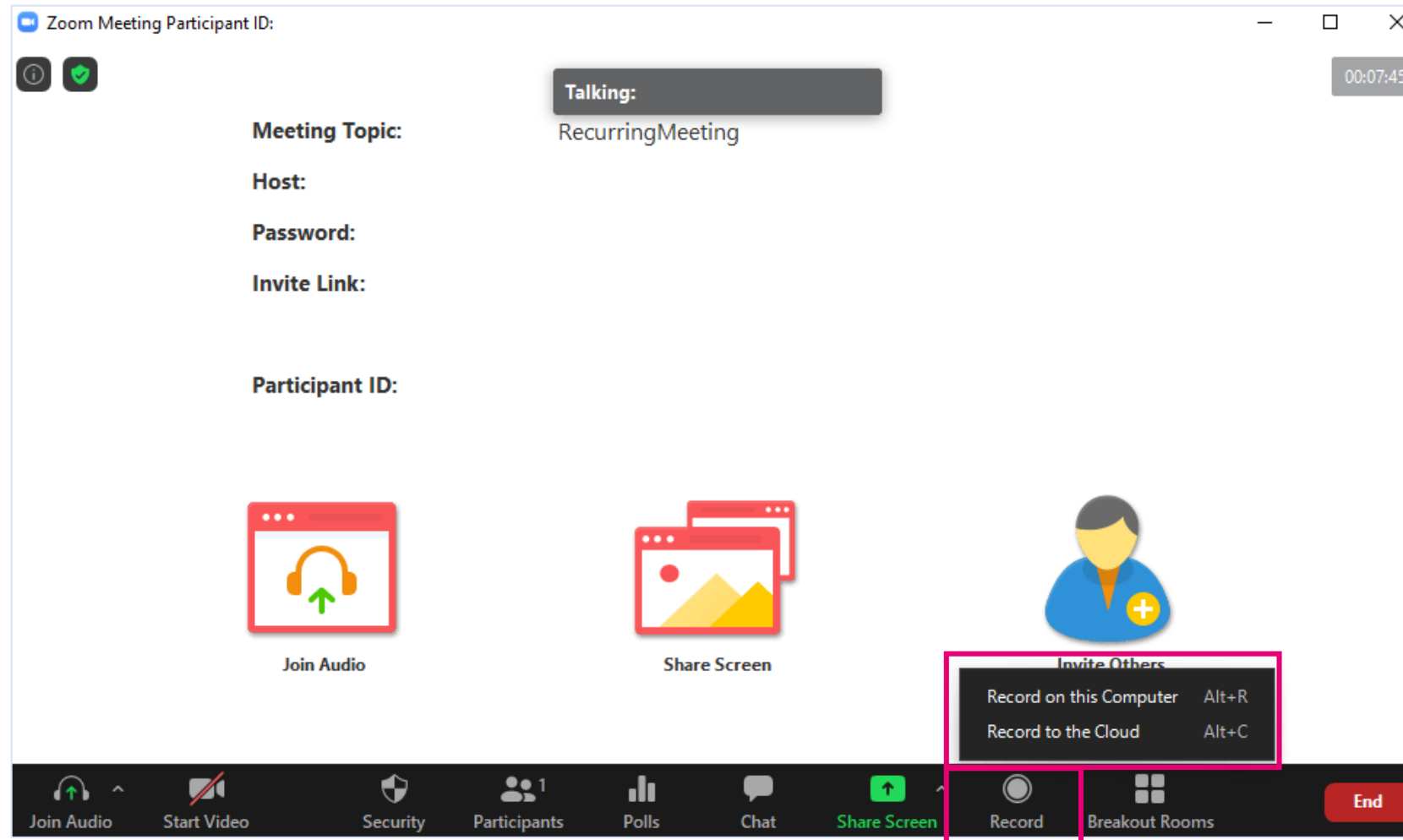
Please check “**Security**” for the in-meeting security options as well: Zoom Help Center: [In-meeting security options](https://support.zoom.us/hc/en-us/articles/1110833257137-In-meeting-security-options)



6. Recording



1. You can perform either Cloud Recording or Local Recording. For more, please refer to Zoom Help Center: [Recording](#)
The recording will start processing after it has been ended.



Recording Chat

- If you save the chat to the cloud, it will only save chats that were sent to everyone and messages sent while you were cloud recording (i.e. the chat between a specific participant and the host would not be recorded). For more: Zoom Help Center: [Saving in-meeting chat](#)

Recording Gallery View

- You have to update the setting as follows to allow the recording of Gallery View:
 - Sign in <https://cuhk.zoom.us/> > “Settings” > “Recording” > “Record gallery view with shared screen” > “Save”.

The screenshot shows the Zoom web interface. On the left sidebar, the 'Settings' button is highlighted with a red box. The main content area has three tabs: 'Meeting', 'Recording', and 'Telephone'. The 'Recording' tab is selected and highlighted with a red box. Under the 'Recording' section, there are two main categories: 'Local recording' and 'Cloud recording'. Both have toggle switches turned on. Under 'Cloud recording', the option 'Record gallery view with shared screen' is selected with a blue checkmark and highlighted with a red box. Other options like 'Record active speaker with shared screen' and 'Record active speaker, gallery view and shared screen separately' are also visible. At the bottom, the 'Save' button is highlighted with a red box.

- If you are in gallery view, the recording will be similar to the meeting client and display a grid layout of participants' video. The gallery view recording can only display a maximum of 25 participants.*
 - Zoom Help Center: [Recording Layout](#)

Recording in Breakout Rooms

- Zoom Help Center: [Managing breakout rooms](#):
 - If the meeting is being cloud recorded, it will only record the main room, regardless of what room the meeting host is in.
 - If local recording is being used, it will record the room the participant who is recording is in. Multiple participants can record locally.

Managing Cloud Recordings

- You can manage your cloud recordings under “Recordings” > Cloud Recordings > Share.... For more: Zoom Help Center: [Managing Cloud Recordings](#)

The screenshot shows the Zoom web interface for managing cloud recordings. The left sidebar contains navigation links: Profile, Meetings, Webinars, Recordings (highlighted with a red box), Settings, Account Profile, and Reports. Below these are links for Attend Live Training, Video Tutorials, and Knowledge Base. The main content area is titled 'Cloud Recordings' (also highlighted with a red box) and includes filters for date range (From mm/dd/yyyy To 06/16/2020) and status (All Status). There are search and export buttons, as well as delete options. A table lists recordings with columns for Topic, ID, Start Time, and File Size. The first row shows '2 Files (79 MB)' with a 'Share...' button (highlighted with a red box) and a 'More' dropdown. The second row shows '2 Files (64 MB)' with similar buttons. The third row shows '3 Files (98 MB)' with similar buttons. A 'Trash (15)' link is visible on the right.

Topic	ID	Start Time	File Size	Actions
<input type="checkbox"/>			2 Files (79 MB)	Share... More ▾
<input type="checkbox"/>			2 Files (64 MB)	Share... More ▾
<input type="checkbox"/>			3 Files (98 MB)	Share... More ▾

- Anyone with the recording link and passcode will be able to access the recording.*

Managing Cloud Recordings

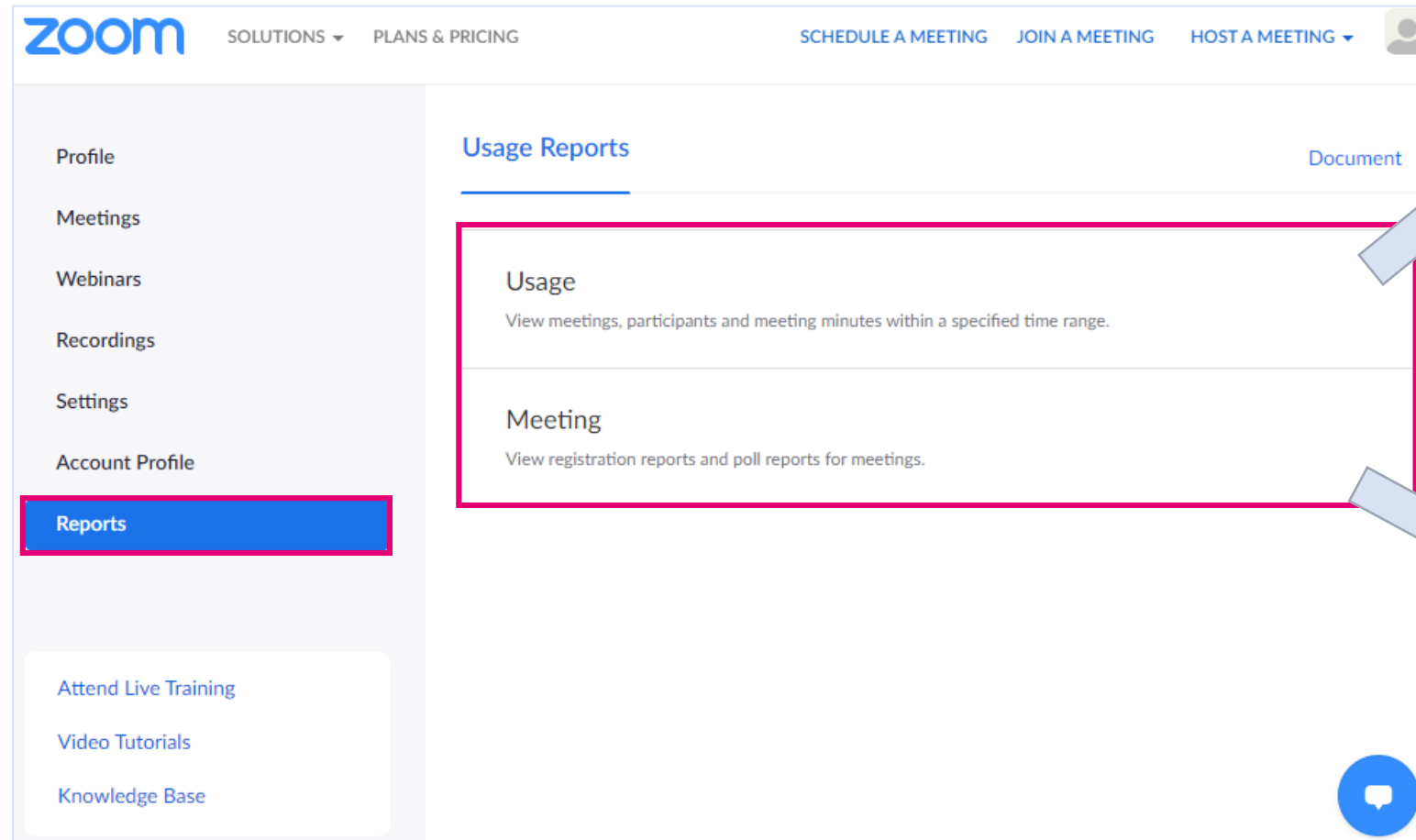
- You can download the cloud recordings.

The screenshot shows the Zoom web interface for managing cloud recordings. The left sidebar contains navigation links: Profile, Meetings, Webinars, Recordings (highlighted), Settings, Account Profile, and Reports. Below these are links for Attend Live Training, Video Tutorials, and Knowledge Base. The main content area is titled 'Cloud Recordings' and includes filters for 'From' (mm/dd/yyyy), 'To' (06/16/2020), and 'All Status'. There are search and export buttons, as well as 'Delete Selected' and 'Delete All' options. A table lists recordings with columns for Topic, ID, Start Time, and File Size. The first row shows '2 Files (79 MB)' with a 'Share...' button and a 'More' dropdown menu. The second row shows '2 Files (64 MB)' with a 'Download (2 files)' button highlighted by a red box, and a 'Delete' button. The third row shows '3 Files (98 MB)' with a 'Share...' button and a 'More' dropdown menu. A 'Trash (15)' link is visible in the top right corner of the main area.

Topic	ID	Start Time	File Size
			2 Files (79 MB)
			2 Files (64 MB)
			3 Files (98 MB)

7. Usage and Meeting Reports

Usage and Meeting Reports



- Usage Report

- Registration Report
- Polling Report

Usage Reports

- You can click the number of **Participants** to see more details.

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾

Profile Meetings Webinars Recordings Settings Account Profile **Reports**

Attend Live Training Video Tutorials Knowledge Base

Reports > Usage Reports > Usage Document

From: 06/16/2020 To: 06/17/2020 Search

Maximum report duration: 1 Month

The report displays information for meetings that ended at least 30 minutes ago.

Export as CSV File

Toggle columns ▾

Topic	Meeting ID	User Name	User Email	Department	Group	Has Zoom Rooms?	Creation Time	Start Time	End Time	Duration (Minutes)	Participants	Source
					Staff	No	02/04/2020 03:30:57 PM	06/16/2020 09:03:02 AM	06/16/2020 09:03:10 AM	1	1	Zoom
					Staff	No	06/16/2020 09:23:47 AM	06/16/2020 09:24:50 AM	06/16/2020 09:43:27 AM	19	5	Zoom
					Staff	No	02/04/2020 03:30:57 PM	06/16/2020 05:05:48 PM	06/16/2020 05:31:25 PM	26	1	Zoom

You can set the meeting to "Only authenticated users can join meetings" (CUHK only) in order to capture the student information.

Meeting Reports (e.g. Poll Reports)

- Select “Poll Report” and set the time range. Click “Generate”. For more: Zoom Help Center: [Generating Meeting Reports for Registration and Polling](#)

The screenshot shows the Zoom web interface for generating meeting reports. The left sidebar contains navigation links: Profile, Meetings, Webinars, Recordings, Settings, Account Profile, and Reports (highlighted). The main content area shows the 'Meeting Report' section with a 'Report Queue' tab. A red box highlights the 'Report Type' section where 'Poll Report' is selected, and the 'Search by time range' section where the date range is set from 04/20/2020 to 05/19/2020. Below this, a table lists meeting details with a 'Generate' button for each row. A red box highlights the 'Generate' buttons in the table.

	Scheduled Time	Start Time	Topic	Meeting ID	Attendees	
<input type="checkbox"/>	05/14/2020 10:30:00 AM	05/14/2020 10:49:59 AM			2	Generate
<input type="checkbox"/>		05/11/2020 07:10:49 PM			1	Generate
<input type="checkbox"/>		05/07/2020 08:54:41 AM			2	Generate
<input type="checkbox"/>		05/05/2020 09:42:14 AM			2	Generate
<input type="checkbox"/>		04/30/2020 10:24:01 AM			2	Generate
<input type="checkbox"/>		04/30/2020 10:19:52 AM			1	Generate
<input type="checkbox"/>		04/29/2020 05:07:09 PM			2	Generate

Meeting Reports (e.g. Poll Reports)

- You can then download the report under “Report Queue”.

The screenshot shows the Zoom web interface. On the left is a sidebar with navigation options: Profile, Meetings, Webinars, Recordings, Settings, and Account Profile. The 'Reports' option is highlighted in blue. Below it are links for 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area shows the breadcrumb 'Reports > Usage Reports > Meeting' and a 'Document' link. The 'Meeting Report' section has a 'Report Queue' link highlighted with a red box. Below this is a checkbox 'Include reports that failed to generate results' which is checked. A table displays the report queue with columns: Report Type, Scheduled Time, Start Time, Topic, Meeting ID, and Generate Time. The 'Generate Time' column has a 'Download' link for each row, which are also highlighted with a red box.

Report Type	Scheduled Time	Start Time	Topic	Meeting ID	Generate Time
Poll Report	May 14, 2020 10:30:00 AM	May 14, 2020 10:49:59 AM			Jun 17, 2020 10:36:00 AM
Poll Report	Jun 9, 2020 10:00:00 AM	Jun 9, 2020 10:17:12 AM			Jun 9, 2020 10:27:06 AM
Poll Report	Jun 9, 2020 10:00:00 AM	Jun 9, 2020 10:11:33 AM			Jun 9, 2020 10:26:28 AM
Poll Report	Jun 9, 2020 10:00:00 AM	Jun 9, 2020 10:11:33 AM			Jun 9, 2020 10:16:01 AM

Help

- eLearning@CUHK: <https://www.elearning.cuhk.edu.hk/>
- [Zoom Help Center](#)
- Contact us:
 - elearning@cuhk.edu.hk
 - ITSC Service Desk: <https://servicedesk.itsc.cuhk.edu.hk>