

## Contents

The use of ZOOM in teaching.....	3
<b>Q1: Can ITSC export the meeting records (i.e. participant information) for an online class conducted on Zoom platform? The report available only in the teachers zoom account. The administrative staff (e.g. course support) have no rights to access the usage reports in the teacher’s account even though the teacher has granted the Scheduling Privilege to the administrative staff.....</b>	<b>3</b>
Features .....	3
<b>Q2: I cannot add a user using his/her @cuhk / @link email as alternative host. How can I fix it? .....</b>	<b>3</b>
<b>Q3: May I ask if it’s possible to schedule a meeting and not participate?.....</b>	<b>3</b>
<b>Q4: I don’t have the email addresses of my students. How can I email them to invite them to my meeting. ....</b>	<b>3</b>
<b>Q5: My class has more than 300 students. What should I do?.....</b>	<b>3</b>
<b>Q6: Can we restrict access to a ZOOM meeting to a specific group of students?.....</b>	<b>4</b>
<b>Q7: Typically, our assembly accommodates 500 to 1500 students. And the entire College has 3000+ students. What should we consider when planning our ZOOM online assembly classes? .....</b>	<b>4</b>
<b>Q8: Do I need to buy new microphone and camera to ZOOM? .....</b>	<b>4</b>
<b>Q9: I am certain that the camera of my laptop computer is working but I cannot start video. It’s blank. How can I fix this? .....</b>	<b>4</b>
<b>Q10: I found that ZOOM has a feature to allow support staff to join multiples meetings to provide support. How can I enable it? .....</b>	<b>4</b>
<b>Q11: When I share my screen with the participants, I noticed that the list of participants is gone. How can I make the list of participants appear again? .....</b>	<b>5</b>
<b>Q12: When viewing a shared screen, how can I switch to Side-by-side mode? .....</b>	<b>5</b>
<b>Q13: When I start my meeting, I got the meeting alert “You have a meeting that is currently in-progress. Please end it to start a new meeting”. How can I fix it? .....</b>	<b>5</b>
<b>Q14: My student could see and hear me when I talked. But when I showed the video clip on my powerpoint file, they could only see it but cannot hear it. How can I fix this?.....</b>	<b>5</b>
<b>Q15: Can co-host or alternative host add poll questions during a ZOOM meeting?.....</b>	<b>5</b>
<b>Q16: In the middle of lesson, if I open again the “breakout room”, will the breakout rooms have the same members? .....</b>	<b>6</b>
<b>Q17: I plan to pre-assign participants to breakout rooms. Any advice?.....</b>	<b>6</b>
<b>Q18: Once students are in different breakout rooms, Is it possible that students record their dialogue and send it to me or post it on Padlet for example?.....</b>	<b>6</b>
<b>Q19: I originally plan to watch a film with the students in the classroom in one of the lessons. Can I do the same in my ZOOM online class? .....</b>	<b>6</b>
<b>Q20: What is the best way to share Youtube videos when using ZOOM?.....</b>	<b>6</b>
<b>Q21: I plan to record my ZOOM meeting. What should I consider? .....</b>	<b>7</b>
Login and internet connection issues .....	7
<b>Q22: I just tried to log in to my Zoom account via the desktop client, but I failed. It kept showing me the “Bad Request – Header Field Too Long” error. How can I fix it? .....</b>	<b>7</b>
<b>Q23: For teachers/students in Mainland China, do they need to connect to a VPN.....</b>	<b>7</b>
<b>service to use ZOOM? .....</b>	<b>7</b>

<b>Q24: I have previously set up a personal account and the system says there is a limit of 40 minutes per meeting when I schedule my meetings. How can I fix this? .....</b>	<b>7</b>
<b>Q25: I have previously set up a personal account and has accepted to switch to CUHK account. However, my user type is still "Basic" on my user profile. How can I fix this?.....</b>	<b>7</b>
<b>Q26: I have a relatively slow internet connection at home. Are there ways to improve my online ZOOM experience so that my microphone, camera, and shared screen can improve? .....</b>	<b>8</b>
<b>Training and support.....</b>	<b>8</b>
<b>Q27: If I need help for my online class on Feb 17. How can I get help? .....</b>	<b>8</b>
<b>Q28: If students have encountered technical problems or have questions, is there a telephone number or email address that they can send their questions to?.....</b>	<b>8</b>
<b>Enquiries .....</b>	<b>8</b>
<b>Q29: What if I have further questions? .....</b>	<b>8</b>

## The use of ZOOM in teaching

Q1: Can ITSC export the meeting records (i.e. participant information) for an online class conducted on Zoom platform? The report available only in the teachers zoom account. The administrative staff (e.g. course support) have no rights to access the usage reports in the teacher's account even though the teacher has granted the Scheduling Privilege to the administrative staff.

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-Report-SchedulingPrivilege.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-Report-SchedulingPrivilege.pdf)

## Features

### Scheduling meetings

Q2: I cannot add a user using his/her @cuhk / @link email as alternative host. How can I fix it?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-AlternativeHost-CannotAdd.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-AlternativeHost-CannotAdd.pdf)

Q3: May I ask if it's possible to schedule a meeting and not participate?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-ScheduleNotParticipate.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-ScheduleNotParticipate.pdf)

Q4: I don't have the email addresses of my students. How can I email them to invite them to my meeting.

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Invitation-HowToInviteStudentsViaEmail.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Invitation-HowToInviteStudentsViaEmail.pdf)

Q5: My class has more than 300 students. What should I do?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-License-Beyond300students.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-License-Beyond300students.pdf)

**Q6: Can we restrict access to a ZOOM meeting to a specific group of students?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Meeting-RestrictAccess-SpecificGroup.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Meeting-RestrictAccess-SpecificGroup.pdf)

**Q7: Typically, our assembly accommodates 500 to 1500 students. And the entire College has 3000+ students. What should we consider when planning our ZOOM online assembly classes?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-MeetingOptions-Assemblies.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-MeetingOptions-Assemblies.pdf)

#### [Audio and video](#)

**Q8: Do I need to buy new microphone and camera to ZOOM?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Equipment.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Equipment.pdf)

**Q9: I am certain that the camera of my laptop computer is working but I cannot start video. It's blank. How can I fix this?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Video-CannotStartVideo.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Video-CannotStartVideo.pdf)

#### [Meeting participants](#)

**Q10: I found that ZOOM has a feature to allow support staff to join multiples meetings to provide support. How can I enable it?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-Join-Multiple-Meetings-Simultaneously-on-Desktop.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-Join-Multiple-Meetings-Simultaneously-on-Desktop.pdf)

**Q11: When I share my screen with the participants, I noticed that the list of participants is gone. How can I make the list of participants appear again?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-SharedScreen-Participants.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-SharedScreen-Participants.pdf)

**Q12: When viewing a shared screen, how can I switch to Side-by-side mode?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-Viewers-Side-by-SideMode.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-Viewers-Side-by-SideMode.pdf)

### Hosting meetings

**Q13: When I start my meeting, I got the meeting alert “You have a meeting that is currently in-progress. Please end it to start a new meeting”. How can I fix it?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Alert-CurrentlyInProgressMeeting-PleaseEndItToStartANewMeeting.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Alert-CurrentlyInProgressMeeting-PleaseEndItToStartANewMeeting.pdf)

### Specific feature: Share Screen

**Q14: My student could see and hear me when I talked. But when I showed the video clip on my powerpoint file, they could only see it but cannot hear it. How can I fix this?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-ShareScreen-ComputerSound.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-ShareScreen-ComputerSound.pdf)

### Specific feature: Polling

**Q15: Can co-host or alternative host add poll questions during a ZOOM meeting?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-Polling-AddEditQuestions.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-Polling-AddEditQuestions.pdf)

Specific feature: Breakout rooms

Q16: In the middle of lesson, if I open again the “breakout room”, will the breakout rooms have the same members?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-BreakoutRoom-ReuseGroups.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-BreakoutRoom-ReuseGroups.pdf)

Q17: I plan to pre-assign participants to breakout rooms. Any advice?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/zoom-Feature-BreakoutRoom-Pre-assignParticipants.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/zoom-Feature-BreakoutRoom-Pre-assignParticipants.pdf)

Supporting various class activities

Q18: Once students are in different breakout rooms, Is it possible that students record their dialogue and send it to me or post it on Padlet for example?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-ClassActivities-Co-author.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-ClassActivities-Co-author.pdf)

Q19: I originally plan to watch a film with the students in the classroom in one of the lessons. Can I do the same in my ZOOM online class?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-ClassActivity-FilmWatching.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-ClassActivity-FilmWatching.pdf)

Q20: What is the best way to share Youtube videos when using ZOOM?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-ClassActivity-YouTubeWatching.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-ClassActivity-YouTubeWatching.pdf)

## Meeting recording

Q21: I plan to record my ZOOM meeting. What should I consider?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Feature-Recording.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Feature-Recording.pdf)

## Login and internet connection issues

Q22: I just tried to log in to my Zoom account via the desktop client, but I failed. It kept showing me the “Bad Request – Header Field Too Long” error. How can I fix it?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-CUHKPortal-SSOError.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-CUHKPortal-SSOError.pdf)

Q23: For teachers/students in Mainland China, do they need to connect to a VPN service to use ZOOM?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-ChinaAccess-VpnNotNeededForZoom.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-ChinaAccess-VpnNotNeededForZoom.pdf)

Q24: I have previously set up a personal account and the system says there is a limit of 40 minutes per meeting when I schedule my meetings. How can I fix this?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Accounts-CannotGetCUHKLicense-BeforeSwitch.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Accounts-CannotGetCUHKLicense-BeforeSwitch.pdf)

Q25: I have previously set up a personal account and has accepted to switch to CUHK account. However, my user type is still “Basic” on my user profile. How can I fix this?

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Accounts-CannotGetCUHKLicense-Switched.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Accounts-CannotGetCUHKLicense-Switched.pdf)

**Q26: I have a relatively slow internet connection at home. Are there ways to improve my online ZOOM experience so that my microphone, camera, and shared screen can improve?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Tips-SlowInternet.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Tips-SlowInternet.pdf)

## Training and support

**Q27: If I need help for my online class on Feb 17. How can I get help?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Help-Support-Feb17.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Help-Support-Feb17.pdf)

**Q28: If students have encountered technical problems or have questions, is there a telephone number or email address that they can send their questions to?**

Answer:

[https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-Help-Support-Students.pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-Help-Support-Students.pdf)

## Enquiries

**Q29: What if I have further questions?**

Answer:

Users can email enquiries to [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) and, if possible, CLEAR, ELITE and ITSC colleagues can arrange one-on-one sessions to guide teachers through using ZOOM by appointment.