

ZOOM Instructor Guide

Last Modified on 08/10/2024 10:17 am HKT

Overview

- The University has selected Zoom as the primary platform to support synchronous teaching and learning activities. Zoom is trusted by universities and well received by users around the world (including mainland China). Despite its rich features, most users find it very easy to use.
- **Zoom One for Education Enterprise Essentials** plan is assigned to CUHK staff users when they sign in to Zoom with **SSO** (company domain: cuhk.zoom.us) using CUHK Login: **Meeting** (capacity: **500**), **Webinar** (attendee capacity: **500**), unlimited Whiteboard, and Translated Captions.
- Special arrangement has to be made by ITSC to allocate a large meeting license, which allows up to 1000 participants. Apart from “Meeting”, ZOOM can conduct “Webinar” which allows up to 10,000 participants. “Meeting” and “Webinar” have different functionality. For more about special license, please refer to [this page](https://help.edtech.cuhk.edu.hk/docs/the-current-zoom-license-allows-a-meeting-with-up-to-300-participants-only-what-if-more-than-300-participants-are-expected) (<https://help.edtech.cuhk.edu.hk/docs/the-current-zoom-license-allows-a-meeting-with-up-to-300-participants-only-what-if-more-than-300-participants-are-expected>).
- **Licenses that have not been used for three months will be removed.** To regain the license, please sign in at <https://cuhk.zoom.us>.

System Requirements

System Requirements (e.g. bandwidth) and Equipment Suggestions:

- **PC, Mac, and Linux** (<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>)
- **iOS, iPadOS, and Android** (<https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-and-Android>)

Security

- **Best Practices for Securing Your Zoom Meetings** (<https://zoom.us/docs/doc/Securing%20Your%20Zoom%20Meetings.pdf>)
- **Zoom Trust Center** (<https://zoom.us/docs/en-us/privacy-and-security.html>)

Time limits for idle meetings

- Please refer to Zoom Support: **Understanding time limits for Zoom Meetings** (<https://support.zoom.us/hc/en-us/articles/202460676-Time-limits-for-idle-meetings>)
 - 1 host and 1 or more participants joined (including those who joined the waiting room and were not admitted). Only one person remains in the meeting. The meeting will end 40 minutes later if no one else joins.
 - Please consider **locking the meeting** (<https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options>) once it is started if you would only like to have one host in the meeting (e.g., for recording purpose and do not expect any participants to join).

Special Notes for China Access

- If users in Mainland China cannot access <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>), please try the **Pilot CUHK VPN Add-On service** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>).
- In case users are located in China and have problem in accessing "https://cuhk.zoom.us/..." when viewing ZOOM recordings, please try using "https://cuhk.zoom.com.cn/..." (e.g. <https://cuhk.zoom.com.cn/signin>, <https://zoom.com.cn/download>)
- [zoom.cn](https://zoom.com.cn) has NO relationship with the Zoom service subscribed by CUHK

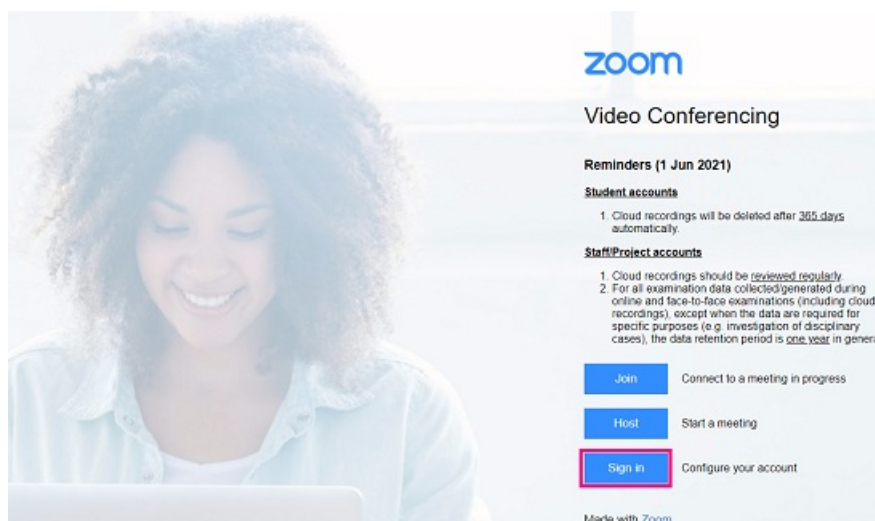
Questions: elarning@cuhk.edu.hk

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Quickstart Instructions

- Account activation

1. Launch a web browser, go to <https://cuhk.zoom.us> (<https://cuhk.zoom.us/>) (<https://cuhk.zoom.com.cn/signin> for users in mainland China).



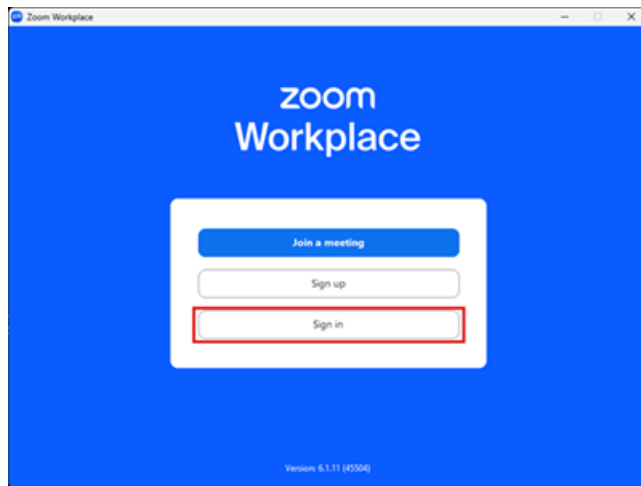
2. Click **Sign in** and login via CUHK Login with CUHK email alias and OnePass password. **2FA (DUO Two Factor Authentication)** (<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/>) is required.

- Schedule a meeting

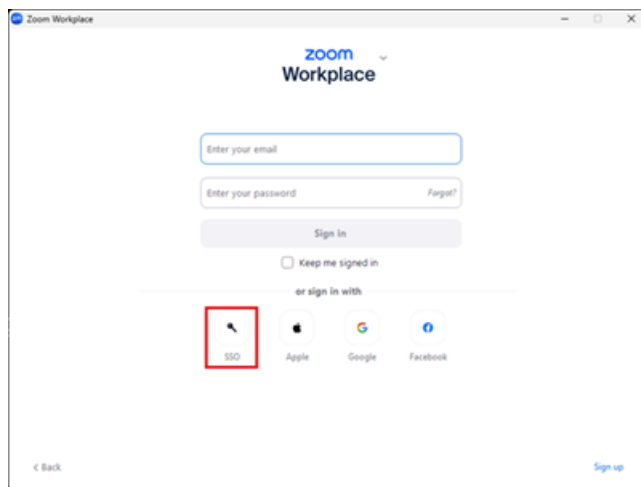
- Method 1: Via Zoom LTI on Blackboard. For more, please refer to CUHK EdTech Help Center: [Blackboard's ZOOM Integration](https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration) (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration>)
- Method 2: Via CUHK Zoom Portal (<https://cuhk.zoom.us> (<https://cuhk.zoom.us/>)). For more, please refer to Zoom Help Center: [Scheduling meetings](https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings) (<https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings>) (Web)
- For more about the meeting options, please go through CUHK EdTech Help Center: [Scheduling meetings](https://help.edtech.cuhk.edu.hk/docs/scheduling-meetings) (<https://help.edtech.cuhk.edu.hk/docs/scheduling-meetings>)
- Please note the Meeting ID expiration rules: Zoom Help Center: [Meeting and Webinar IDs](https://support.zoom.us/hc/en-us/articles/201362373-Meeting-and-Webinar-IDs) (<https://support.zoom.us/hc/en-us/articles/201362373-Meeting-and-Webinar-IDs>)

- Sign in Zoom client to start a meeting

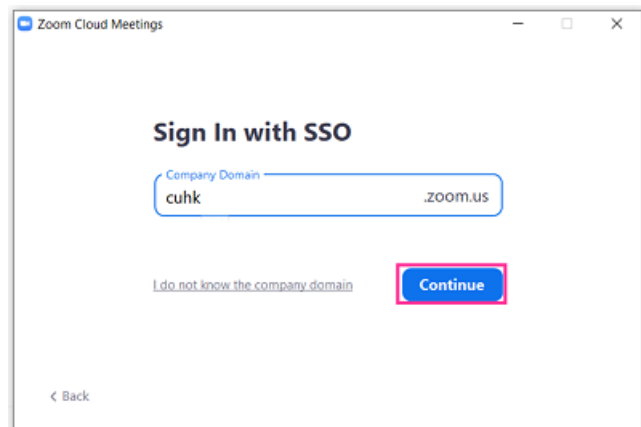
1. Download and Install Zoom client from Zoom: [Download Center](https://zoom.us/download) (<https://zoom.us/download>). It is recommended to use the Zoom desktop client since certain features may not be fully supported in the Zoom mobile app.
2. Before you start a meeting, please check if the app is updated. For more: Zoom Help Center: [Updating Zoom to the latest version](https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version) (<https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>).
3. Click **Sign In**.



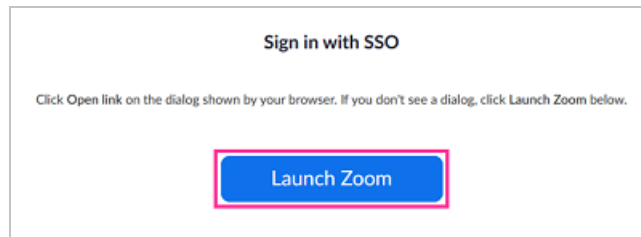
4. Select SSO.



5. Enter "cuhk" as the company domain, and then click **Continue**. Login via CUHK Login with CUHK email alias and OnePass password.

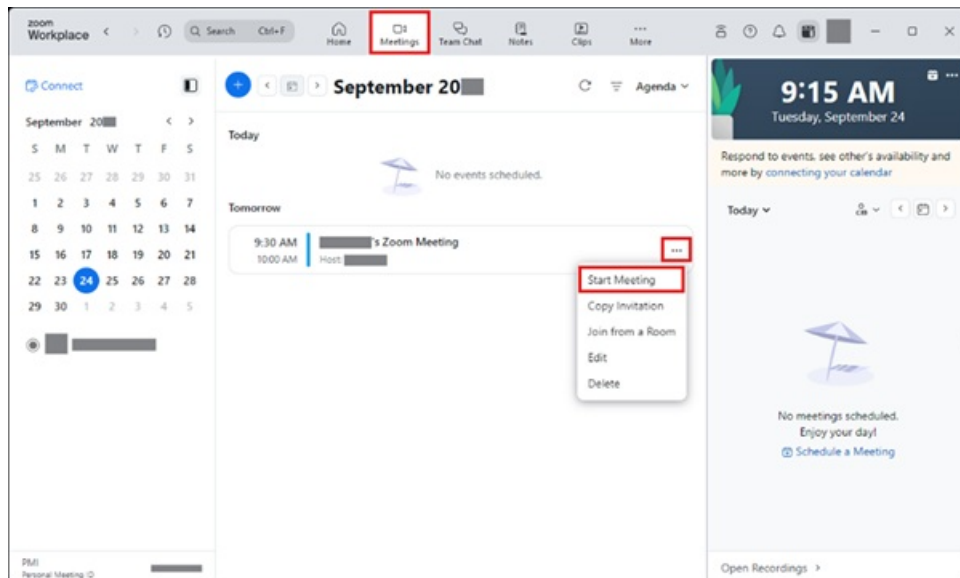


6. Click **Launch Zoom** to open Zoom.

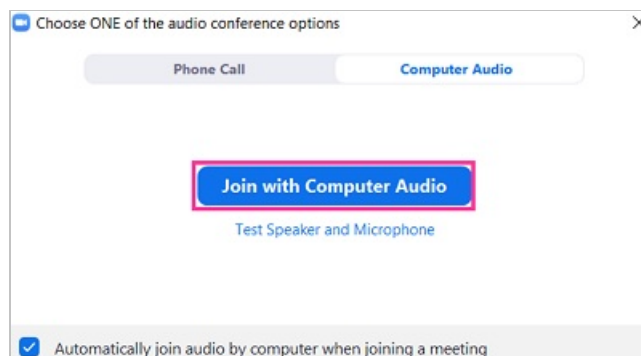


You could also refer to the videos below:

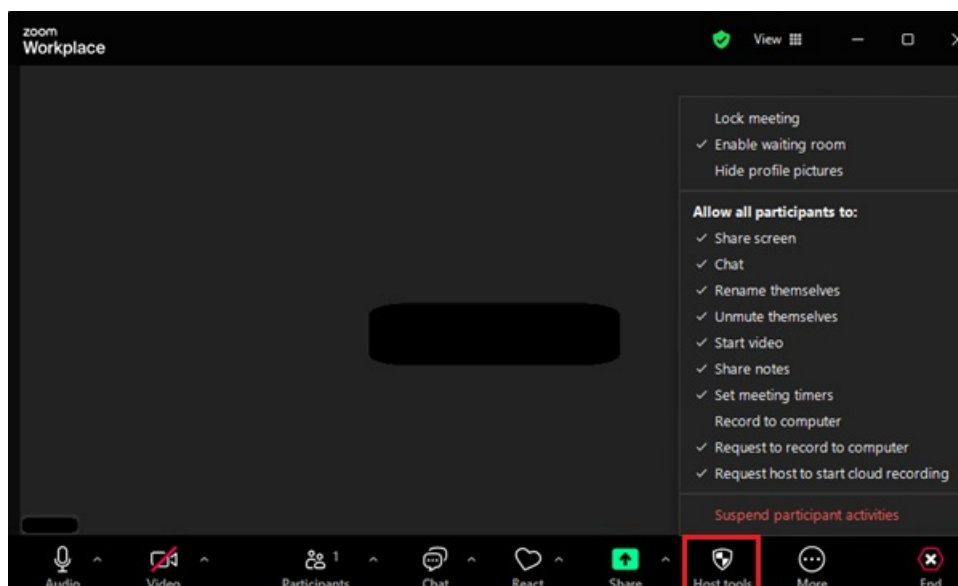
- [Zoom - CUHK Login - Desktop Client \(Win\)](https://youtu.be/JNzcGZe1gpk) (https://youtu.be/JNzcGZe1gpk)
 - [Zoom - CUHK Login \(iPhone\)](https://youtu.be/8SOldC9qoLM) (https://youtu.be/8SOldC9qoLM)
 - [Zoom - CUHK Login & ad hoc Meeting - Android](https://youtu.be/jrSc6_gqWQM) (https://youtu.be/jrSc6_gqWQM)
- Start a meeting
1. After signing in, Go to Meetings > Select one of your meetings > Option (three dots) > **Start Meeting**.



2. Test your speaker and microphone or Join with Computer Audio.



3. Select **Host tools** to check the in-meeting security options: Zoom Help Center: [In-meeting security options](https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options) (https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options).



To learn about the features of Zoom Meetings, please refer to CUHK Help Center: [ZOOM: Features](https://help.edtech.cuhk.edu.hk/docs/features) (<https://help.edtech.cuhk.edu.hk/docs/features>)

ZOOM Help Center and Zoom Blog

- [Schedule a meeting](https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings-) (<https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings->)
 - [Scheduling Privilege](https://support.zoom.us/hc/en-us/articles/201362803-Scheduling-Privilege) (<https://support.zoom.us/hc/en-us/articles/201362803-Scheduling-Privilege>)
 - [Alternative Host](https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host) (<https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host>)
- [Join a meeting](https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-) (<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->) ([Join a test meeting](https://zoom.us/test) (<https://zoom.us/test>))
 - [Attendee Controls in a Meeting](https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting) (<https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>)
 - [Virtual Background](https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background) (<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>)
 - [Share my screen](https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-) (<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->)
 - [Whiteboard](https://support.zoom.us/hc/en-us/articles/205677665) (<https://support.zoom.us/hc/en-us/articles/205677665>)
 - [Annotation](https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard) (<https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>)
- [Host and co-host controls in a meeting](https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-) (<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->)
 - [Polling](https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings) (<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>)
 - [Breakout Rooms](https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms) (<https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>)
 - [Meeting recording](https://support.zoom.us/hc/en-us/sections/200208179-Recording) (<https://support.zoom.us/hc/en-us/sections/200208179-Recording>)
- [Zoom Support: Zoom Releases by Product](https://support.zoom.us/hc/en-us/sections/360008531112-Zoom-Releases-by-Product) (<https://support.zoom.us/hc/en-us/sections/360008531112-Zoom-Releases-by-Product>)
- [More Zoom Support: https://support.zoom.us/hc/en-us](https://support.zoom.us/hc/en-us)
- [Zoom Blog](https://blog.zoom.us/) (<https://blog.zoom.us/>)

ZOOM Training

- [Introduction to Blackboard, Zoom and Panopto](https://cuhk.ap.panopto.com/Panopto/Pages/Viewer.aspx?id=a22255bb-8f9d-4674-84b8-aeee0083324e) ([Recording - 2022 Aug](https://cuhk.ap.panopto.com/Panopto/Pages/Viewer.aspx?id=a22255bb-8f9d-4674-84b8-aeee0083324e) (<https://cuhk.ap.panopto.com/Panopto/Pages/Viewer.aspx?id=a22255bb-8f9d-4674-84b8-aeee0083324e>))
- [Zoom for Teachers \(1 hour, ZOOM walk-through\)](https://help.edtech.cuhk.edu.hk/docs/zoom-for-teachers-2021-aug) ([Recording - 2021 Aug](https://help.edtech.cuhk.edu.hk/docs/zoom-for-teachers-2021-aug) (<https://help.edtech.cuhk.edu.hk/docs/zoom-for-teachers-2021-aug>))

ZOOM Features Highlights (2021/22)

- [Focus mode](https://support.zoom.us/hc/en-us/articles/360061113751-Focus-mode-) (<https://support.zoom.us/hc/en-us/articles/360061113751-Focus-mode->)

Questions: elarning@cuhk.edu.hk

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- **Immersive view** (<https://support.zoom.us/hc/en-us/articles/360060220511-Immersive-View>)
- **Breakout Room: Allow participants to choose room** (<https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms>)

ZOOM Features Highlights (2020/21)

- **ZOOM Accessibility** (<https://zoom.us/accessibility>) - **Automatic Transcripts** (https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings-_ga=2.177759968.494881096.1614756525-359380451.1613573452)
- **ZOOM Integration in Blackboard Course** (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-integration>)
- **ZOOM's Scheduling Tracking Fields** (<https://help.edtech.cuhk.edu.hk/docs/zooms-scheduling-tracking-fields>)
- **uReply** (<https://www.web.ureply.mobi/>) - **Attendance Beta** (https://122cf8ce-250e-4a32-897c-ecb832d59e78.filesusr.com/ugd/af4ab3_3b9932b23e764a2db054afdeb59d70b.pdf)
- **"Automatic upload of ZOOM cloud recording to Panopto Cloud** (<https://help.edtech.cuhk.edu.hk/docs/blackboards-zoom-panopto-cloud-integration>)" feature (requires Blackboard, and ZOOM)

Additional Resources

- For more Zoom Instructor Resources, please click [here](https://help.edtech.cuhk.edu.hk/docs/zoom-instructor-resources) (<https://help.edtech.cuhk.edu.hk/docs/zoom-instructor-resources>).
- Related resources on **eLearning@CUHK** (<https://www.elearning.cuhk.edu.hk/>):
 - **Teaching with Tech** (<https://www.cuhk.edu.hk/eLearning/download/TeachingWithTechOverview2021.pdf>) **Overview**
 - **Tips on Hybrid Classrooms** (<https://www.cuhk.edu.hk/eLearning/download/AGuideToHybridClassrooms.pdf>)
 - **General Tips for Online Teaching and Learning** (http://www.cuhk.edu.hk/clear/prodev/General_Tips_for_Online_Teaching_and_Learning.pdf)