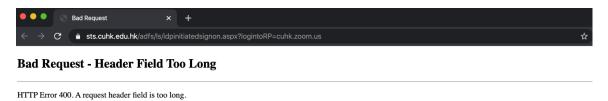
# Troubleshooting problems signing in Zoom

Last Modified on 03/05/2024 3:07 pm HKT

#### Overview

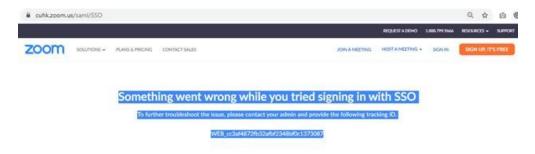
• This article provides solutions to the two common problems regarding signing in Zoom.

## "Bad Request - Header Field Too Long"



- Please consider clearing all the browser temporary file, history and cache of your default browser. Then
  restart the browser, and sign in Zoom, i.e. https://cuhk.zoom.us (or https://cuhk.zoom.com.cn/signin in
  mainland China) and/or access the meeting link again.
- Or, use a new "private/incognito/inprivate window" to visit the meeting link and/or sign in Zoom via "CUHK Login". Instruction on opening "private/incognito/inprivate window":
  - Firefox (https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history)
  - Chrome (https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DDesktop&hl=en)
  - Safari (https://support.apple.com/en-hk/guide/safari/browse-in-private-ibrw1069/mac)
  - Edge (https://support.microsoft.com/en-hk/help/4026200/microsoft-edge-browse-inprivate)

# "Something went wrong while you tried singing in with SSO"



Please take the following steps to check if your ZOOM account is working:

- 1. Launch your default web browser.
- 2. Clear ALL browser cache and internet temporary files.
- 3. Restart the web browser.
- 4. Visit https://www.cuhk.edu.hk/o365.
- 5. After successful login, open a new browser tab, visit https://cuhk.zoom.us (or https://cuhk.zoom.con/profile in China).

For staff: if you rejoin CUHK and have set up a new email alias, the change of email address will cause problem regarding the SSO sign in. You need to contact us (elearning@cuhk.edu.hk ()) for help.

You may then follow https://www.cuhk.edu.hk/eLearning/c systems/zoom/Zoom-

QuickGuide\_Participant(RestrictedMeeting).pdf to join ZOOM meetings restricted for CUHK users.

If you still encounter the problem after taking the above steps, please let us (elearning@cuhk.edu.hk) know. We will check if your account is locked due to too many failed login attempts. The current locking mechanism is 30 minutes for 5 failed attempts.

## Enquires about 2FA (DUO Two Factor Authentication)

- Please contact the support team at ITSC Service Desk (http://servicedesk.itsc.cuhk.edu.hk/) (Information Security > General Enquiry > 2FA).
- For more information, please refer to ITSC Website: DUO Two Factor Authentication (2FA) (https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/)

#### Incorrect user ID or password



- Please refer to ITSC Website: Log in through CUHK Login Page (https://www.itsc.cuhk.edu.hk/user-trainings/self-help-corner/cuhk-login/) (3. The login page keeps saying "Incorrect user ID or password. Type the correct user ID and password, and try again".)
- If you still have question, please contact the support team at ITSC Service Desk (http://servicedesk.itsc.cuhk.edu.hk/) (Account, Email & Access > General Enquiry > Computing Accounts and OnePass Password).

Should you have further questions, please contact us at elearning@cuhk.edu.hk () / ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk).