


# CUHK Strategic Plan 2021-25 Consultation Sessions - Participation Guide – ZOOM

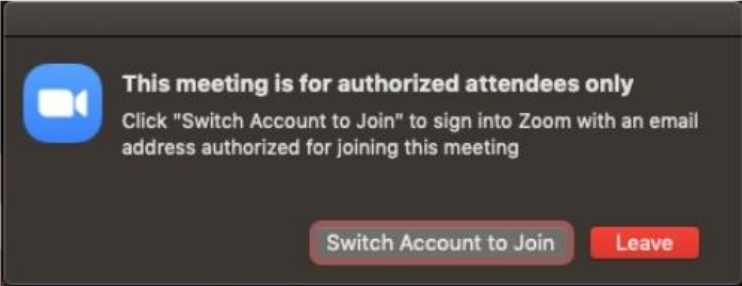
## Table of Contents

<i>i) The ZOOM webinars are only for CUHK users (including alumni) .....</i>	<i>2</i>
<i>ii) You need to download and install the Zoom client to join the webinar .....</i>	<i>3</i>
<i>iii) Mobile app interfaces will appear differently but contain mostly the same functionalities .....</i>	<i>4</i>
<i>iv) Joining the webinar.....</i>	<i>4</i>
<i>v) Audio .....</i>	<i>9</i>
<i>vi) Feedback/Suggestions.....</i>	<i>10</i>
<i>vii) Interpretation .....</i>	<i>11</i>
<i>viii) Technical assistance .....</i>	<i>11</i>

## i) The ZOOM webinars are only for CUHK users (including alumni)

The following alert will be displayed if a registered attendee attempts to join the webinar without signing in his/her CUHK ZOOM user account following steps illustrated in this participant guide.

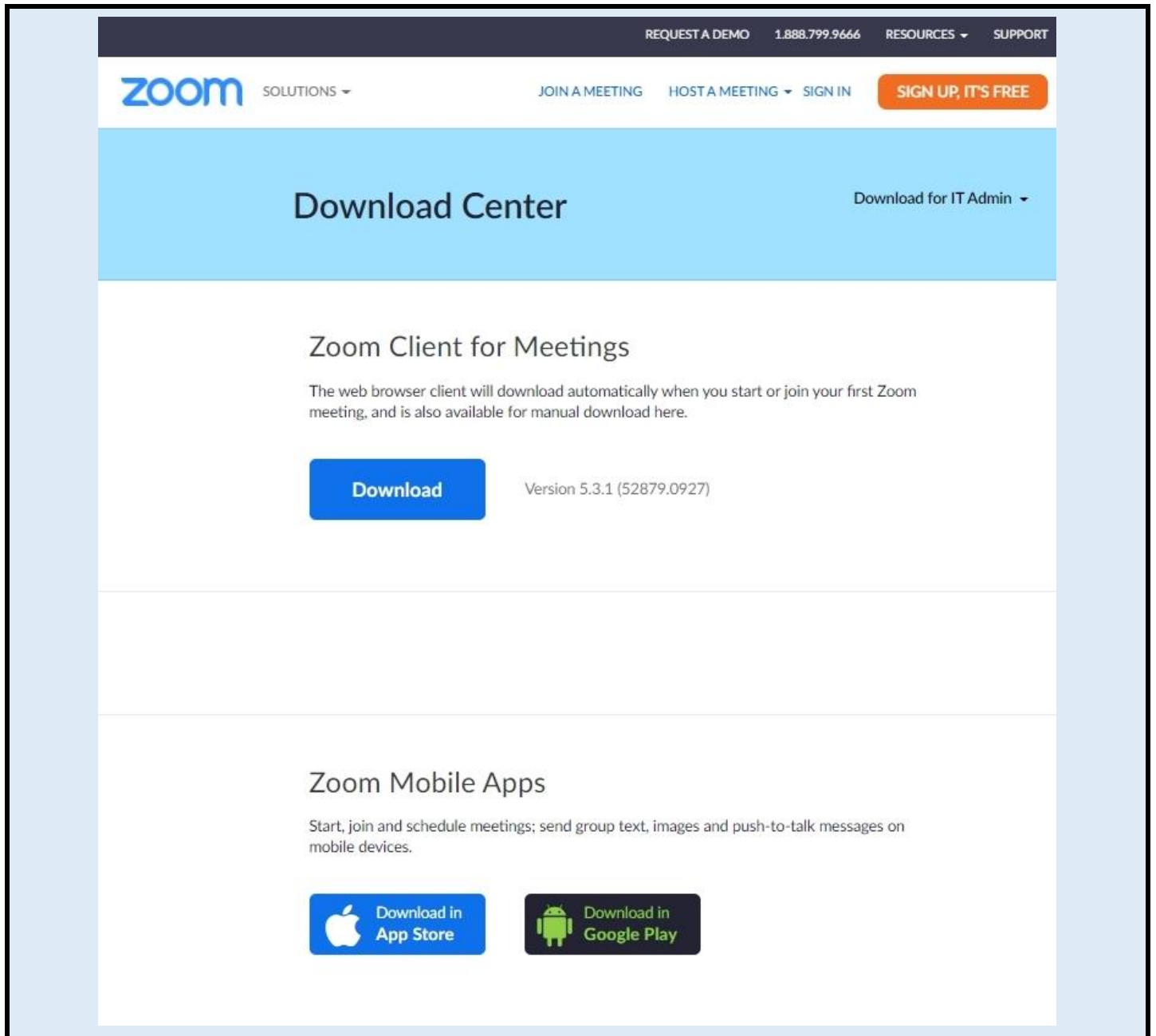
- if you are not logged into Zoom:  


The image shows a dark grey Zoom alert dialog box. On the left is a blue circular icon with a white video camera. To the right of the icon, the text reads: "This meeting is for authorized attendees only" in bold, followed by "Click 'Sign In to Join' to sign into Zoom with an email address authorized for joining this meeting". At the bottom right, there are two buttons: "Sign In to Join" (with a red border) and "Leave" (with a red background).
- If you are logged in with a non-CUHK ZOOM user account:  


The image shows a dark grey Zoom alert dialog box. On the left is a blue circular icon with a white video camera. To the right of the icon, the text reads: "This meeting is for authorized attendees only" in bold, followed by "Click 'Switch Account to Join' to sign into Zoom with an email address authorized for joining this meeting". At the bottom right, there are two buttons: "Switch Account to Join" (with a red border) and "Leave" (with a red background).

ii) You need to download and install the Zoom client to join the webinar

URL of CUHK ZOOM Download Center: <https://cuhk.zoom.us/download>



The screenshot shows the Zoom Download Center website. At the top, there is a dark navigation bar with links for 'REQUEST A DEMO', '1.888.799.9666', 'RESOURCES', and 'SUPPORT'. Below this is a white header with the Zoom logo, 'SOLUTIONS', and navigation links for 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and a 'SIGN UP, IT'S FREE' button. The main content area has a light blue header with 'Download Center' and a 'Download for IT Admin' link. The first section is 'Zoom Client for Meetings', with 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.' Below this is a blue 'Download' button and the text 'Version 5.3.1 (52879.0927)'. The second section is 'Zoom Mobile Apps', with a description: 'Start, join and schedule meetings; send group text, images and push-to-talk messages on mobile devices.' Below this are two buttons: 'Download in App Store' (with the Apple logo) and 'Download in Google Play' (with the Android logo).

### iii) Mobile app interfaces will appear differently but contain mostly the same functionalities

For help with using Zoom on iOS and Android devices, visit the [Mobile section of the Zoom Help Center](#).

URL: <http://support.zoom.us/hc/en-us/sections/200305413-Mobile>

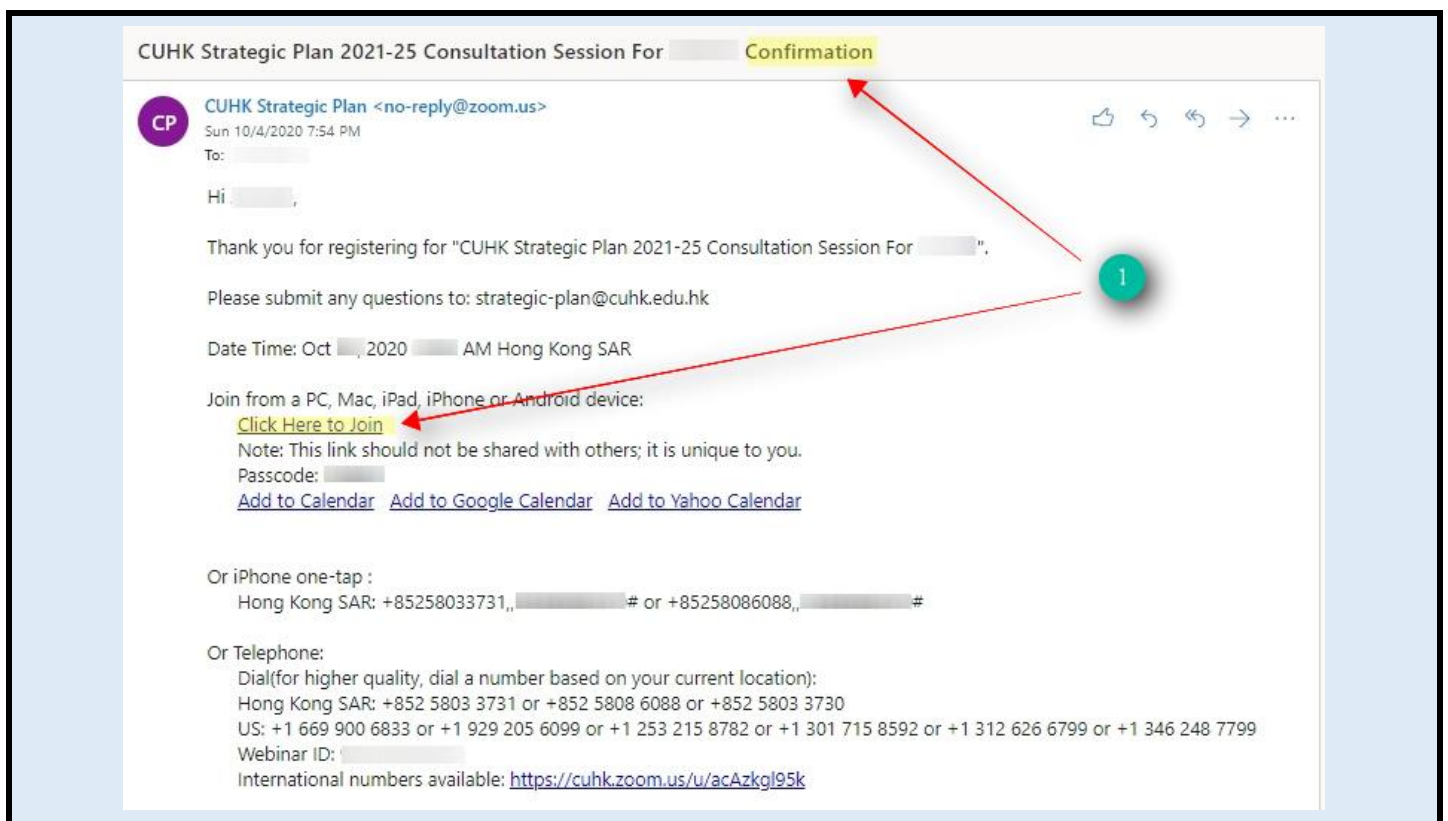
### iv) Joining the webinar

You can join the webinar (limited to one device) by clicking the URL or by entering the Webinar ID and passcode into the Zoom client.

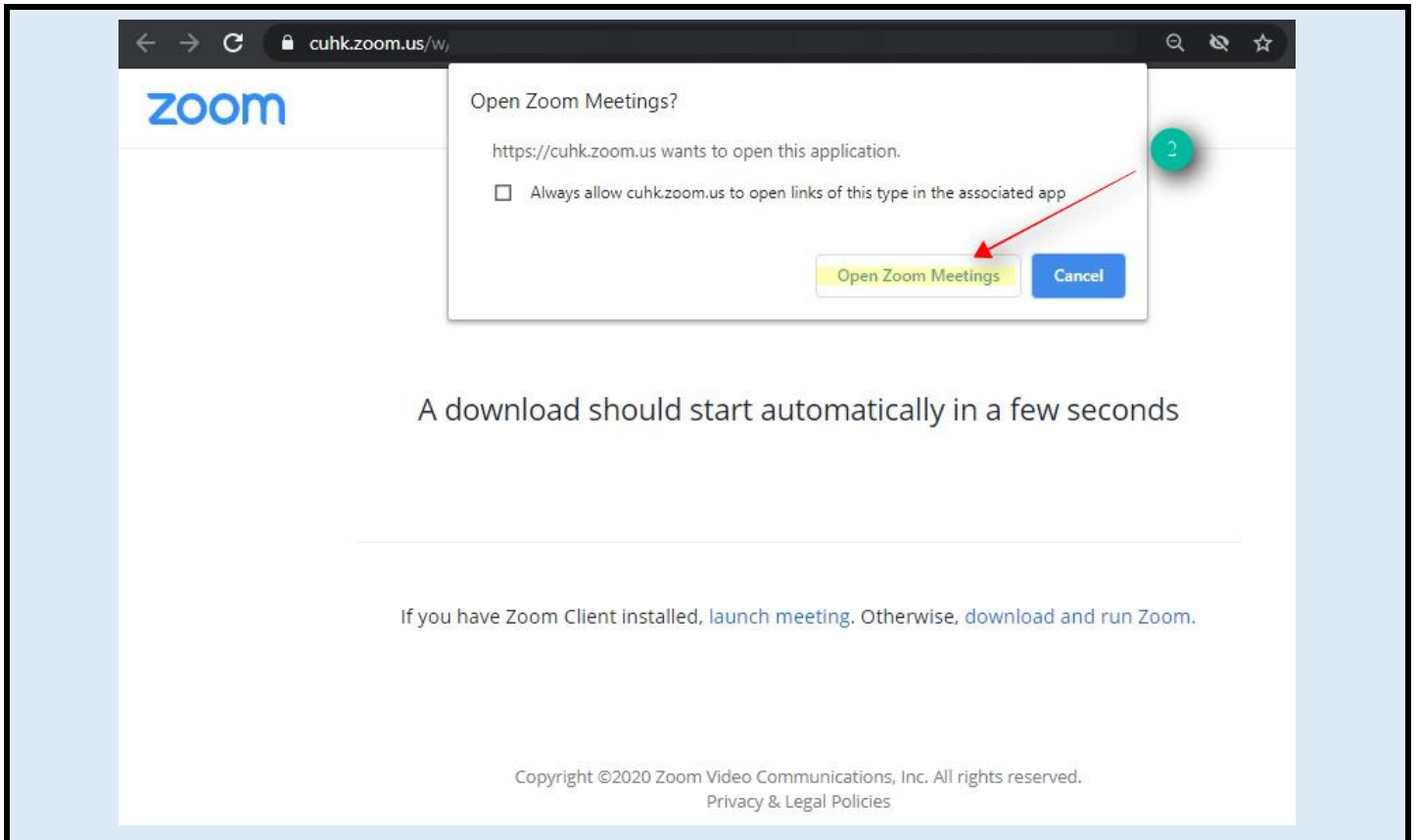
The steps of joining the webinar by clicking the URL are illustrated in this guide.

Note: The sign in steps differ slightly across devices, and a comprehensive guide is available at [https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-QuickGuide\\_Participant\(RestrictedMeeting\).pdf](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-QuickGuide_Participant(RestrictedMeeting).pdf).

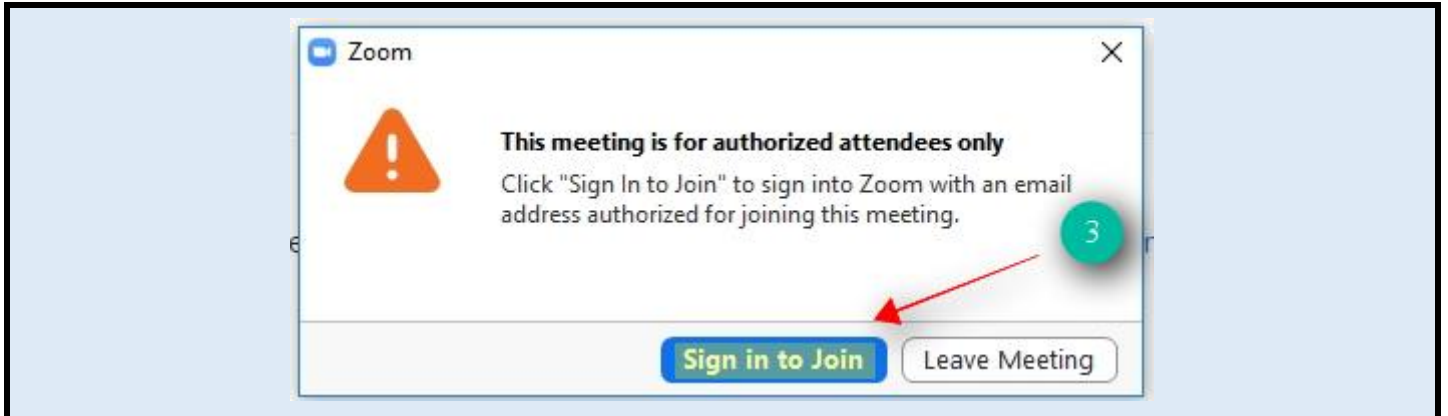
1) Check the "Confirmation" email. Click the "Click Here to Join" link to join the ZOOM webinar.



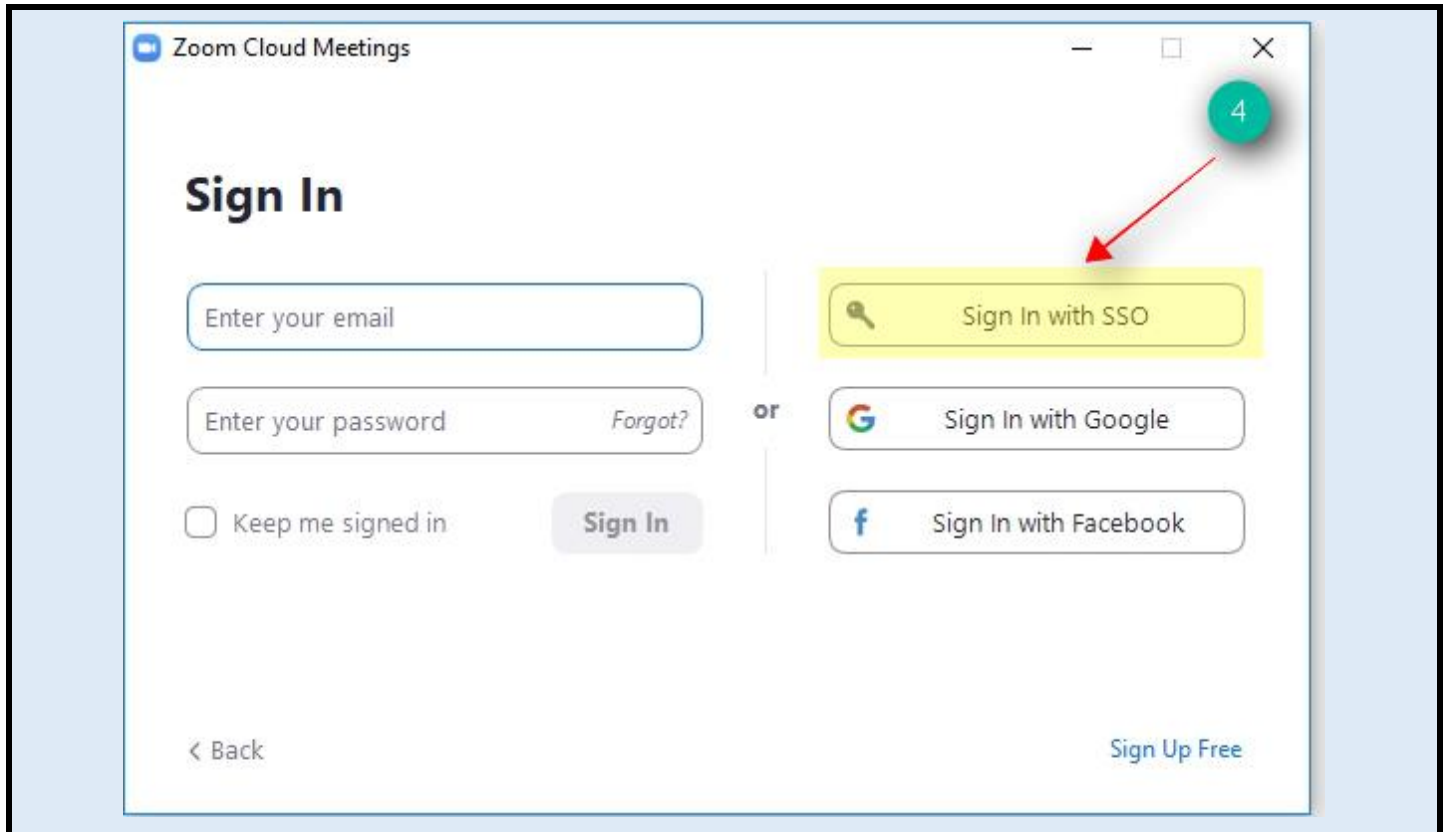
## 2) Click "Open ZOOM Meetings"



## 3) Click "Sign in to Join"



4) DO NOT enter your email and password here yet. Click "Sign In with SSO".

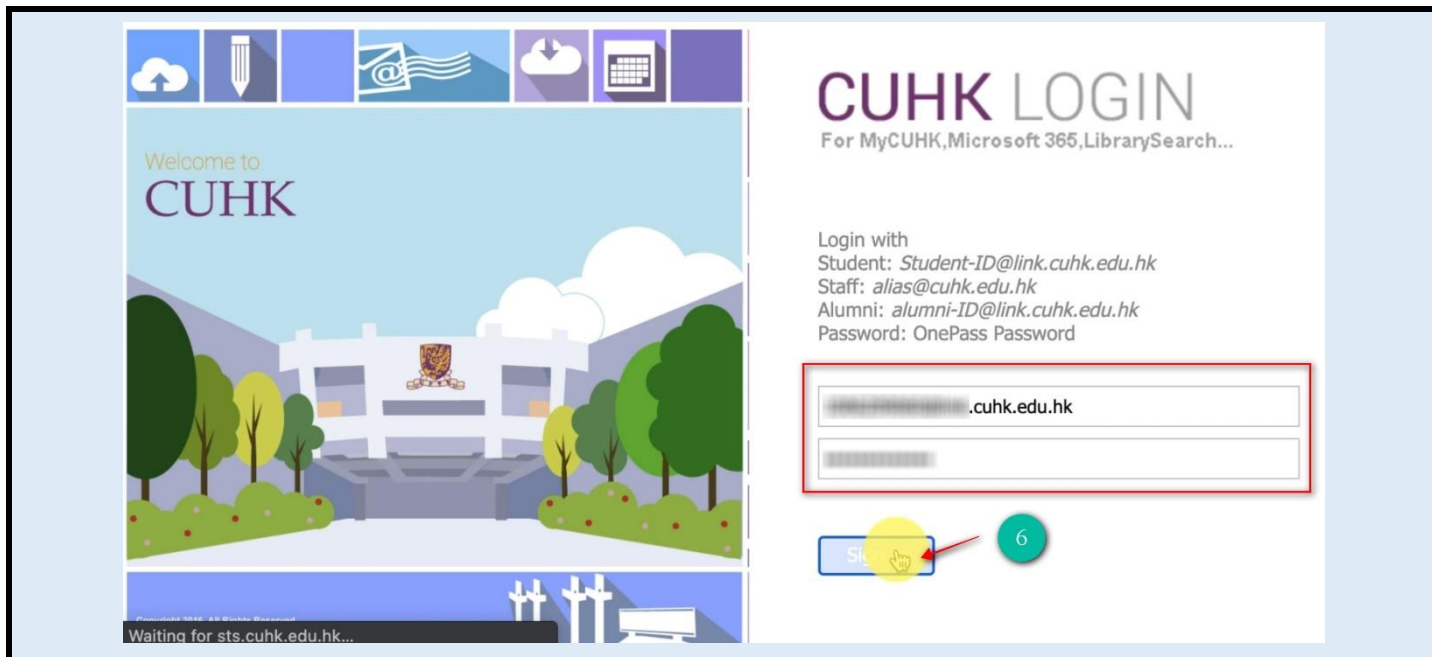


5) The Company Domain should be "cuhk". Click "Continue".

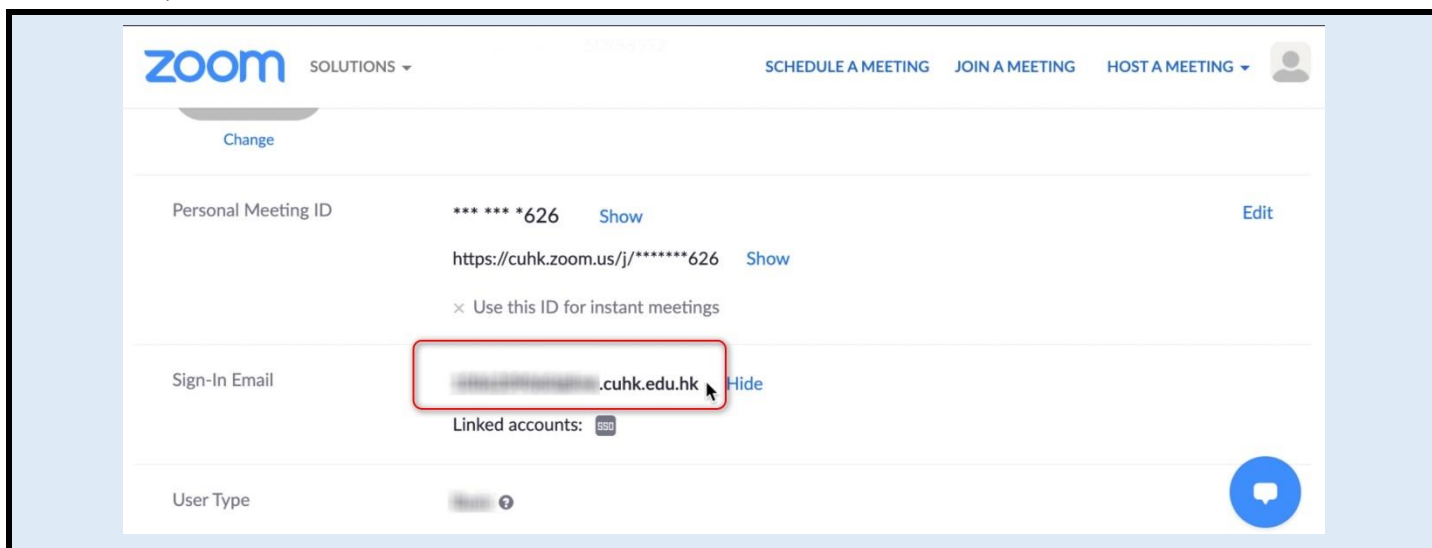


6) You will be taken to the CUHK LOGIN page. Type in your CUHK email address and OnePass Password to sign in. Click "Sign in".

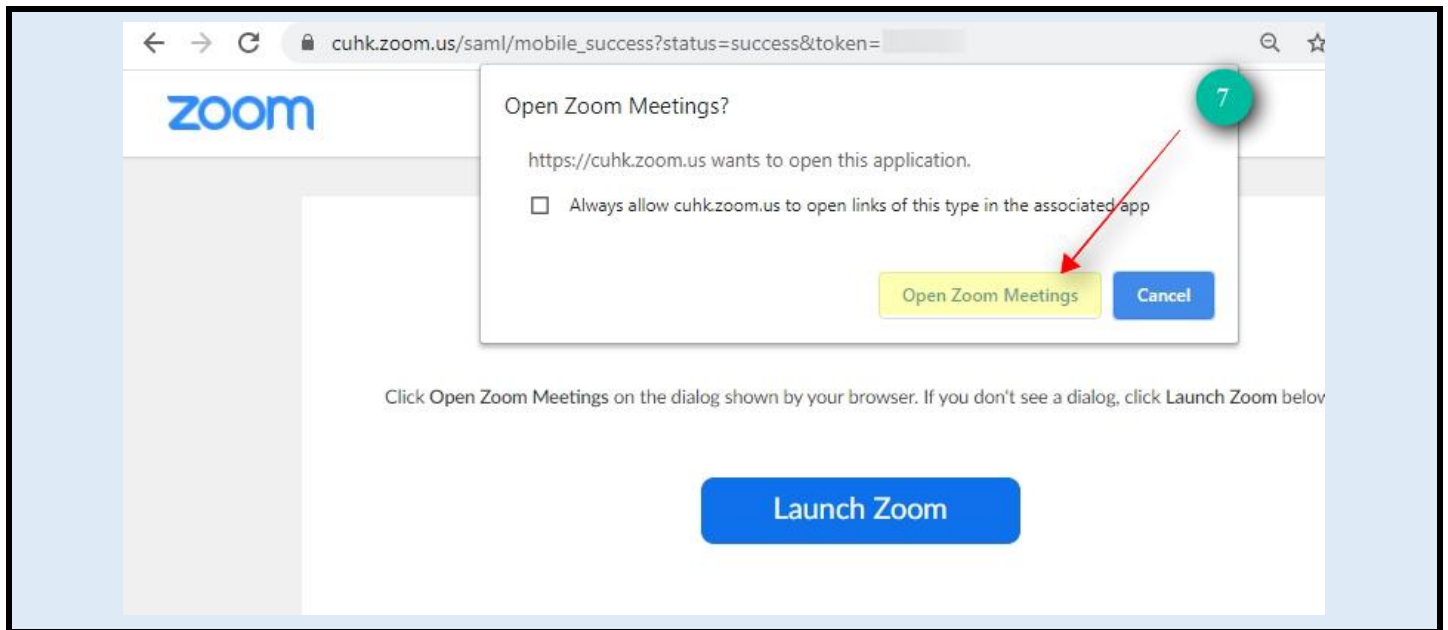
Note: If you see the error message "Bad Request – Header Field Too Long", please clear the internet temporary files in the browser and try again.



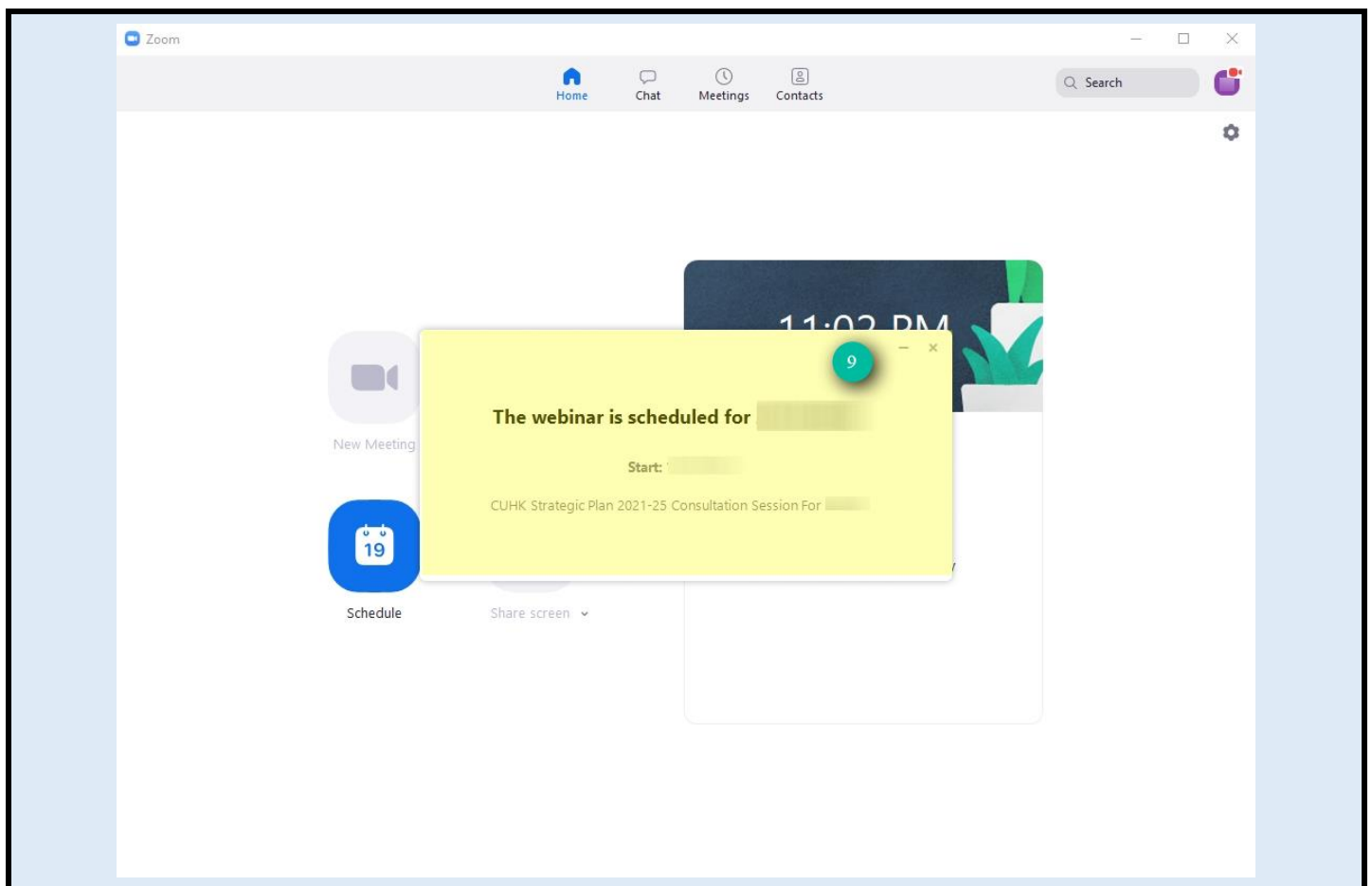
Note: Make sure it is the email of your CUHK ZOOM user account. The format is alias@cuhk.edu.hk for staff users, and studentID@link.cuhk.edu.hk for student and alumni users.



## 7) Click "Open ZOOM Meetings"

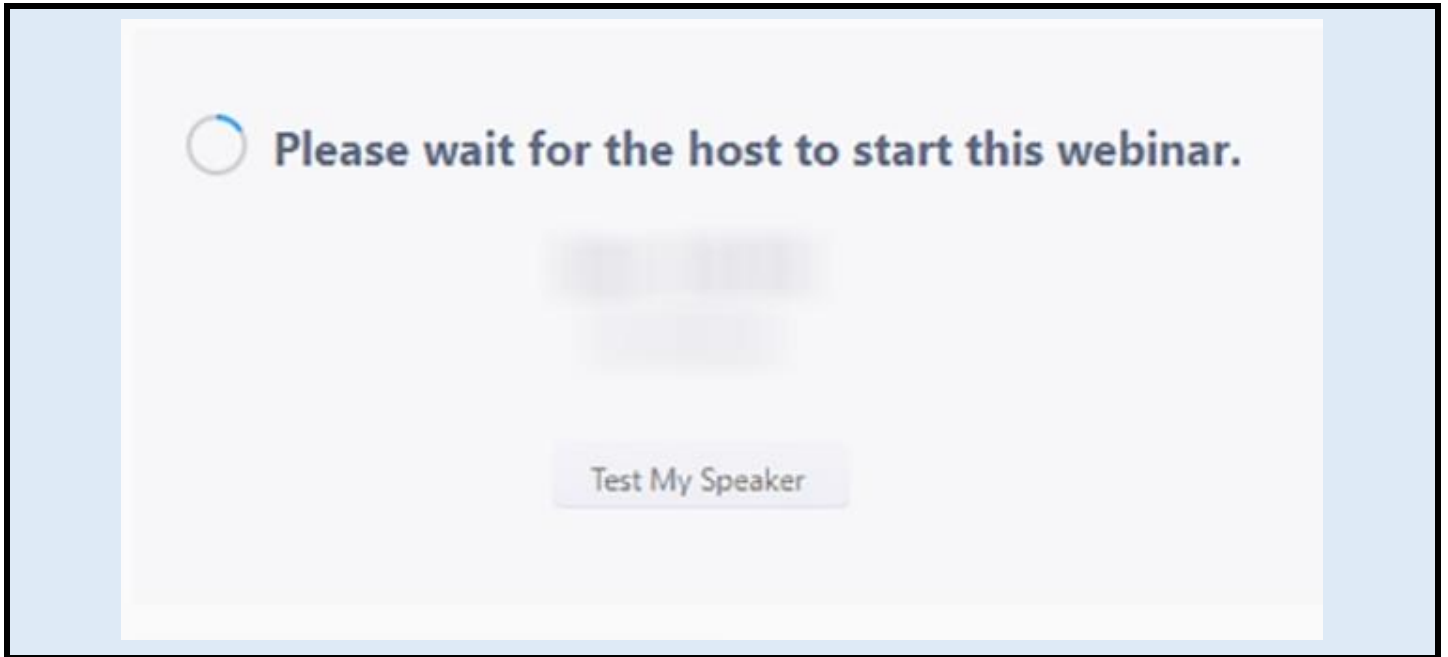


## 8) The webinar will start at the scheduled time





Note: If the host has not started broadcasting the webinar, you will receive the message "Please wait for the host to start this webinar".



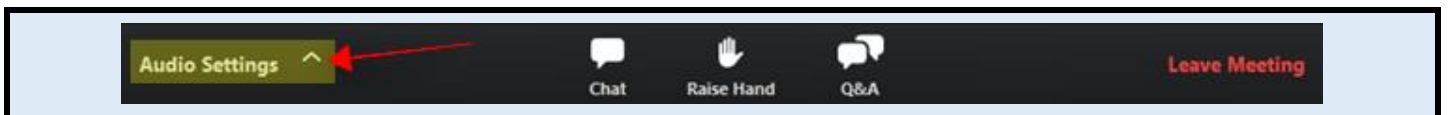
## v) Audio

### Audio Settings

After joining the webinar, click "Join Audio by Computer" to connect your computer's speaker and microphone (optional) to the ZOOM webinar.

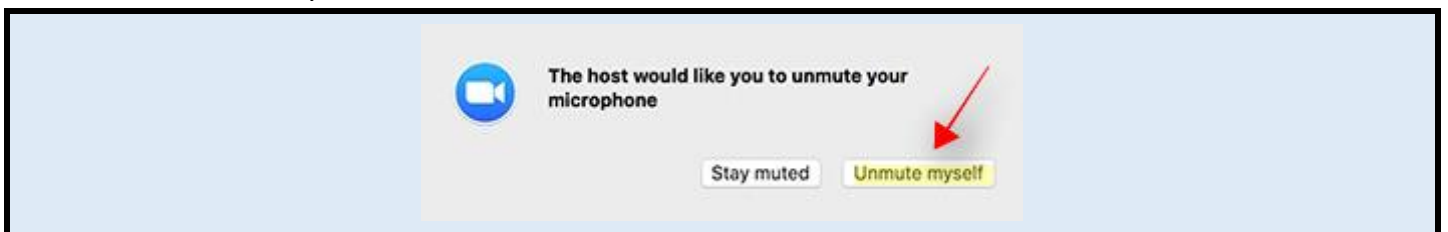
Microphone is needed if you would like to ask to unmute and provide feedback/suggestions.

You can access the audio settings by clicking the ^ arrow next to the Unmute/Mute button.



### Unmute/Mute

If the host allows you to talk, you will receive a notification to unmute yourself. All participants will then be able to hear you talk.

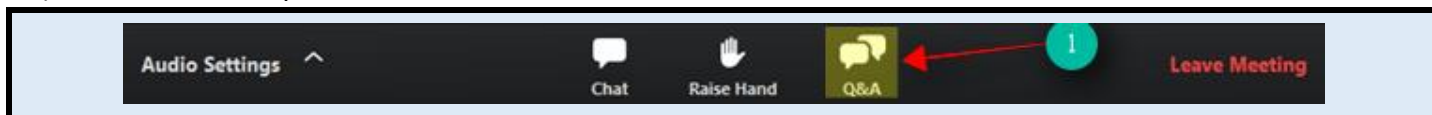


## vi) Feedback/Suggestions

You may ask to speak to provide feedback/suggestions through the ZOOM Q&A function. When it comes to your turn, the host will give you permission to unmute and talk. Or you may send in feedback/suggestions for the attention of the parties concerned during the strategic planning exercise via the [webform](#) or email [strategic-plan@cuhk.edu.hk](mailto:strategic-plan@cuhk.edu.hk).

If you would like to unmute to provide feedback/suggestions during the webinar,

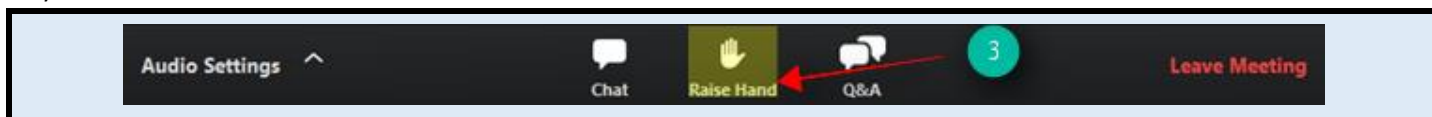
1) Click "Q&A" to open the window.



2) Type "**Your Name (Language you plan to speak in)**" in the text field "Type your question here...", e.g. Chris Lee (English)



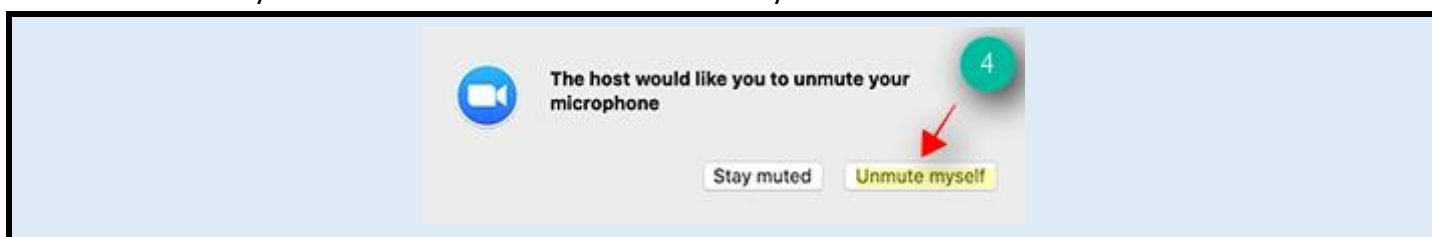
3) Click "Raise Hand".



4) When it is your turn, the moderator will call your name.

The host will give you permission to unmute and you will receive a notification.

Click "Unmute myself" and talk. All attendees will hear you.



## vii) Interpretation

You will see this icon when "English / Cantonese" interpretation is available in the webinar

- 1) Click "Interpretation".
- 2) Select the language you would like to hear.

Note: You will hear the original audio at a lower volume. To listen to the interpreted language only, click the ^ arrow on the Interpretation icon and select "Mute Original Audio".

- 3) When interpretation is not in session, click "Interpretation" and select "Off" to listen to the original audio.



## viii) Technical assistance

If you need technical assistance during the webinar,

- 1) Click "Chat" to open the window.
- 2) Type your message in the text box.

