

# Troubleshooting problems signing in Zoom

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## Overview

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

## “Bad Request - Header Field Too Long”



### Bad Request - Header Field Too Long

HTTP Error 400. A request header field is 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 signing 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.com.cn/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 ([elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) ()) for help.

You may then follow [https://www.cuhk.edu.hk/eLearning/c\\_systems/zoom/Zoom-](https://www.cuhk.edu.hk/eLearning/c_systems/zoom/Zoom-)

Questions: [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk)

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[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 ([elarning@cuhk.edu.hk](mailto:elarning@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



CUHK LOGIN

Incorrect user ID or password. Type the correct user ID and password, and try again.

\*\*\*@cuhk.edu.hk

OnePass Password

Sign in

- 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 [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk) / ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>).