
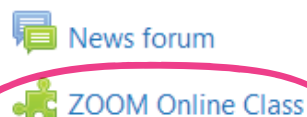


# ZOOM ERROR CODES FOUND IN MOODLE

Upon the installation of ZOOM plugin on Moodle

When you click  ZOOM Online Class you may encounter the following error codes (1001 or 2216) when launching the ZOOM plugin.

## General



## Error Code 1001

The reason of Error Code 1001 is that you don't have a HKBU ZOOM account.

Please go to <http://hkbu.zoom.us> and sign in with your SSOid in order to get your HKBU ZOOM account.



## Error Code 2216

The reason of Error Code 2216 is that ZOOM plugin **mistakenly identifies** your ZOOM account is linked with other Google account you are using.

**Log out** all of your Google services (e.g. Gmail, Google doc and so on) and go back to Moodle and launch the ZOOM plugin again.



If the problem still exists, please contact us via  
Tel: **3411-5348** or email: [buelearn@hkbu.edu.hk](mailto:buelearn@hkbu.edu.hk)