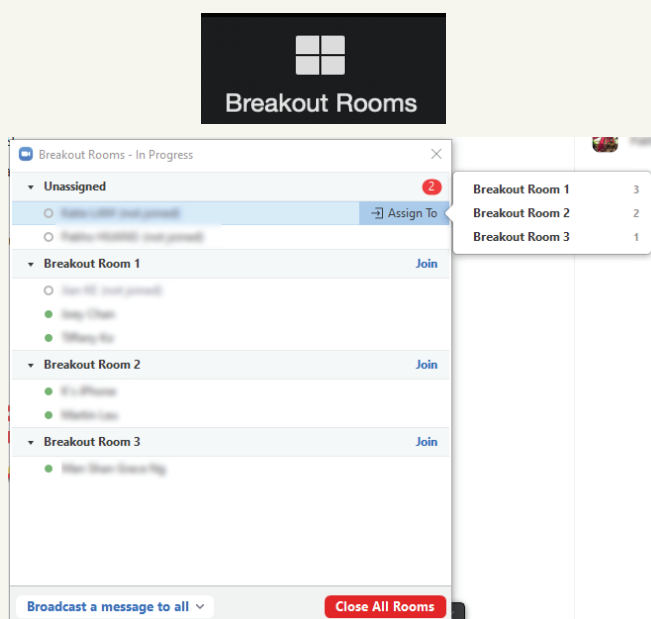# Known Bugs In ZOOM via Moodle (Pre-assigned Breakout Rooms)

Breakout Rooms

Breakout Rooms allow you to split a ZOOM online class into a maximum of 50 separate groups of students. This could be conducive to small group discussions among your students.

Notes:

If you use the ZOOM Moodle plugin, you **CANNOT** pre-assign students to particular breakout rooms **before** a class starts.
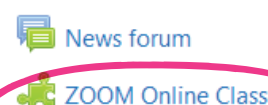
However, after your class has started, you can assign students into different breakout rooms either automatically or manually. Therefore, we suggest you to set up the breakout rooms during a class break to make sure your class runs smoothly.

If you encounter other issues which are not mentioned in this guide, please contact us via Tel: **3411-5348** or email: **buelearn@hkbu.edu.hk**

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KNOWN BUGS IN ZOOM VIA MOODLE (ERROR CODES)

If you see either Error 1001 or Error 2216 when you click **ZOOM Online Class** in the ZOOM plugin, please refer to the following for suggested resolutions.

Error Code 1001

Error Code 1001 turns up if you do not have a HKBU ZOOM account.

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

Error Code 2216

Error Code 2216 appears when the ZOOM plugin **mistakenly identifies** your ZOOM account being linked to other Google accounts that you maybe using.

Please **log out** all other Google accounts/services that you are currently using (including Gmail, Google doc and so on) before going back to Moodle and launching the ZOOM plugin again.

If the Error Codes still exist after following the above suggestions, please contact us via Tel: **3411-5348** or email: **buelearn@hkbu.edu.hk**