

Tech Tips for Attending Zoom Training

GETTING STARTED

You do not need a Zoom account to join a training session. Click on the link in the invitation email to enter the training session.

If you have not received an invitation email, be sure to check your spam folder. Contact our Registration department at Registration@EmployersCouncil.org to confirm your registration or to obtain the training session link and materials.

Best web browsers for Zoom: Chrome 30+, Firefox 27+, Safari 7+, Edge 12+, and IE 11+.

If you are having trouble accessing Zoom in your web browser, try a different web browser.

We recommend using your computer's audio to attend the virtual training. You can test your device's speakers and microphone at this prompt prior to entering the training session.



We strongly suggest that you test your ability to use the Zoom product on your device prior to the event. You can do a test by visiting Zoom at <https://zoom.us/test>.

Zoom has additional support resources available at <https://support.zoom.us/hc/en-us>.

If you are experiencing issues with the test, devices, or joining the event, please contact your organization's IT support staff. They will be able to assist you with security or device settings.



If you don't hear your audio from your microphone, click the drop-down menu and select another microphone.

If you don't hear audio at all, click the drop-down menu and select another speaker.

If you are having trouble with your device's speakers or microphone, you can switch to using your phone. Click on "Switch to Phone Audio..." and follow the prompts to dial in with your phone.

Turn your device microphone on/off by clicking on the audio icon. A red slash will indicate the device is off.

Select your microphone and speaker and adjust your audio settings by clicking on the drop-down menu to the right of the audio control icon.

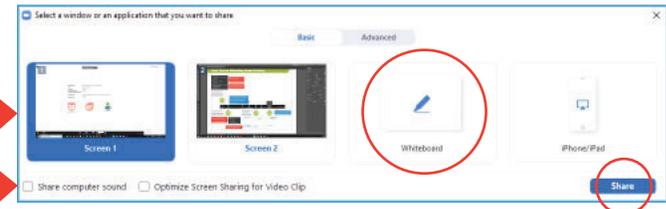
If you cannot see the file you want to share, make sure that the file is open.

To share a sound clip or video file, make sure that the "Share computer sound" box is checked.

To stop sharing your screen, click on the red "Stop Screen" icon at the top of your screen. See additional "Share" features below.



You may share a virtual whiteboard in the training. Select "Whiteboard" to start this feature. See Whiteboard editing features above.



To share your screen, click on the green "Share Screen" icon, select the open window you want to share, and click "Share."



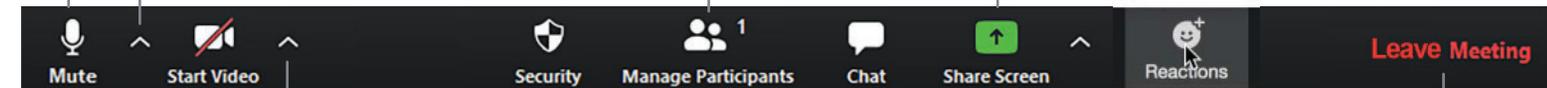
For security purposes, you will be held in a "waiting room" prior to the start of the event. The instructor will admit you into the training session when it begins.

Please note that you will be muted upon entry. The instructor will unmute you when appropriate.

Please rename your device to your full name for registration purposes.



The instructor may ask for participation via the Reactions feature.



Turn your device camera on/off by clicking on the video icon. A red slash will indicate the device is off.

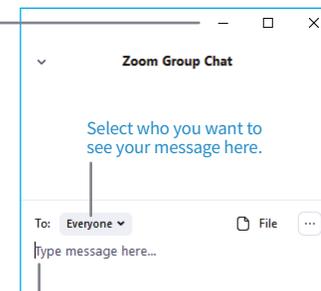
Select your camera and adjust your video settings by clicking on the drop-down menu to the right of the video control icon.

Use the Chat feature to communicate with the instructor or other participants.

You can also send files to the instructor or other participants through the Chat Feature.



Close or minimize the Chat window here.

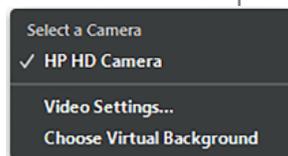


Type your message here.

If you need to exit the training, or the training has concluded, click on the "Leave Meeting" link. You may re-enter the training by clicking on the link in your training invitation email.

Attach a file here.

Use the Chat feature to alert the instructor or training assistant of technical issues you are experiencing or questions you may have.



If you don't see your camera's video, check to be sure that it is uncovered and click on the drop-down menu and select another camera.

If your connection is slow, you may want to turn your video off to reduce Internet usage.