

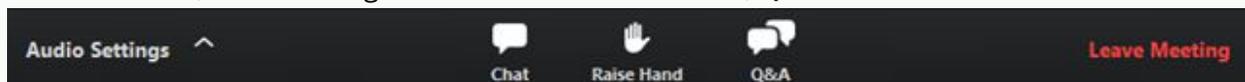
Additional support can be found at <https://support.zoom.us/>
For Live Support during webinars - contact Ryan Dana (rdana@lgec.org)

Joining the Webinar

1. To join the webinar by invitation, click the link that was sent to you in your confirmation email.
2. If you are unable to join by invitation link, follow these instructions to join the webinar manually.
 - a. Locate the 9-digit Webinar ID from your registration email.
 - b. Sign in to the Zoom Desktop Client or Mobile App.
 - c. Click or tap **Join a Meeting**.
 - d. Enter the 9-digit Webinar ID, and click **Join** or tap **Join Meeting**.
 - e. If prompted, enter your name and email address, then click **Join Webinar** or tap **Join**.
3. If you are unable to locate the Webinar ID, visit <https://californiaseec.org/2020-forum/>, and register again for the webinar. Upon registering, you will receive an automated email from Zoom listing the Webinar ID.
4. Choose your audio source:
 - a. Either - Computer/Internet audio OR
 - b. Dial-in on phone
 - i. Dial your local phone number from the numbers below. If you get a busy signal, try one of the alternative numbers:
 1. San Jose, CA: 669-900-6833
 2. Houston, TX: 346-248-7799
 3. Washington: 253-215-8782
 4. Maryland: 301-715-8592
 5. Chicago, IL: 312-626-6799
 6. New York: 929-205-6099
 - ii. Enter the Webinar ID found in your registration/confirmation email.
5. If you are unable to participate via Zoom, you can view the Youtube Livestream of the webinar on [LGC's Youtube channel:](https://www.youtube.com/channel/UC3Bi0eDMxxYV0Rrhc DiXEw)
<https://www.youtube.com/channel/UC3Bi0eDMxxYV0Rrhc DiXEw>
 - a. **See FAQ's below for more information on Youtube Livestream.**

Zoom Functions

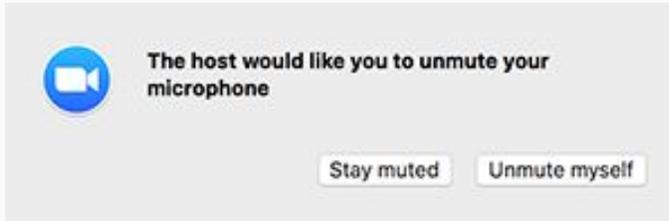
As an attendee, the following functions available are Chat, Q&A and Raise Hand.



The chat function is used to communicate with panelists and other webinar attendees. It can be used to make a comment to the panelists, entire group, or select individuals.

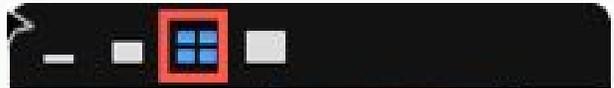
The Q&A function is used to submit and vote on questions that will be viewable to the entire group. Panelists will either type a response or address the question verbally during Q&A portions of the webinar. You also have the option to up-vote on other questions you'd like to see answered.

The Raise Hand function can be used to request to be unmuted by the webinar host. If the host gives you permission, you can unmute and talk during the webinar. All participants will be able to hear you. If the host allows you to talk, you will receive the following notification:



Other Instructions

To view multiple speakers: use Gallery View by selecting the 4x4 Grid icon, at the top of the panel.



To rename yourself: move your mouse to activate the menu on the bottom of the screen, click participants option, click/highlight your name in the participant list, choose rename and type in the name you would like to use.

For further instructions on how to join the webinar and on how to use the controls, click on one of the links below.

- [Joining a webinar by invitation link](#)
- [Manually joining a webinar](#)
- [Waiting for the host to start the webinar](#)
- [Webinar controls](#)

Troubleshooting

1. My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

2. There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

3. Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

If you are still having issues, please [submit a request](#).

FAQ'S

1. Where do I download the latest version of Zoom?

You can download the latest version of Zoom from our [Download Center](#).

[Learn more about downloading Zoom.](#)

2. How do I use Zoom on my PC or Mac?

After downloading Zoom, [learn how to use the Zoom Desktop Client](#).

3. Do you need an account to use Zoom?

A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. All SEEC Virtual Forum webinars will allow you to join as a participant without creating an account.

4. My workplace has blocked access to Zoom, can I still participate in SEEC Virtual Forum webinars and activities?

Yes, webinars are accessible. However, engagement activities are only available through Zoom due to the limited engagement functions available through Youtube.

All webinars will be livestreamed to [LGC's Youtube channel](#):
<https://www.youtube.com/channel/UC3Bi0eDMxxYV0Rrhc DiXEw>

During webinars, you can submit questions through the livestream chat only if you are logged in (you can log into Youtube using your Google account). SEEC staff members will be monitoring the questions submitted through Youtube Livestream. Note that there is a 20 second delay with live streamed content.

Visit the Calendar tab on the [forum website](#) to locate the particular webinar you're interested in. Click the event and click "copy to my calendar>>" at the bottom of the pop-up box. The webinar with the livestream details will be copied to your calendar.

Registration is not required for those tuning into the livestream. All follow-up materials (recordings, presentations, additional resources) will be posted to the [forum website](#) following each webinar.

Any unanswered questions can be directed to Ryan Dana at rdana@lgc.org.