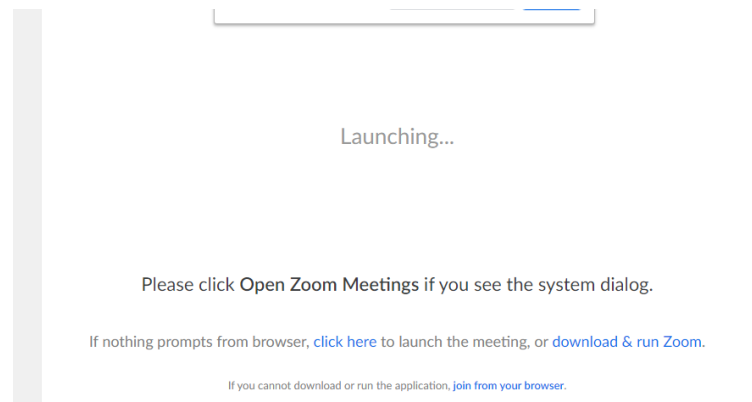


Joining a Zoom Meeting

Your session reminder email includes a highlighted link to connect to this session via Zoom. This link does not require a password. Click the link to join the meeting. If you use the backup connection information, you will need to enter the password provided.

- The zoom website will open indicating the meeting is Launching.
- If you have installed Zoom on your device, a pop-up window will appear asking if you want to “Open Zoom Meetings?”. Click the “Open Zoom Meetings” button.
 - If you have not installed the Zoom Application, the website will prompt you with two options, “Download & Run Zoom” which will download the Zoom application to your device, or run the application from your browser (internet connection) by clicking on “join from your browser”.



- If you Join from Your Brower, you will be prompted to enter your name, then click the Join button.
- You will be placed in a waiting room, and the GCAAR staff will admit you to the meeting.
 - While you are waiting, test your audio connection and your video connection.
- To change your name to match your RE license(s) after you enter class, hover your mouse over your picture (the box showing your camera). You should see a blue button with three dots in the upper-right corner of that box. Click that button, then click “Rename.”

Tutorials for Joining Zoom & Setting up your Audio/Video Connections

- [Joining a Meeting](#)
- [Testing Computer Audio](#)
- [Testing Computer Video](#)
- [Zoom Help Center](#)

Best practices for attendees, speakers, and staff

To have the best experience possible, it is recommended you do the following BEFORE the start of the session

1. Clear your cookies, cache and history
2. Restart your computer
3. Keep programs and other windows to a minimum
4. WiFi connection needs to be strong - move as close to router as possible

Resolving Common Issues

I have no audio

- If using computer audio:
 - Are your speakers plugged in?
 - Is the volume on your computer AND the Adobe Connect program unmuted?
- Are you dialing in?
 - Make sure you have the correct meeting number
- At the bottom of the screen there is an icon of a speaker and of a microphone.
 - Click on the drop down to select the speaker and mic that you wish to use.
- Make sure no other websites or programs such as iTunes, or YouTube or anything else are running. It is recommended you close all programs and windows except for the webinar.
- Refresh your browser window.

I hear an echo

- Are you wearing headphones?
 - If you hear an echo, this could be your computer mic picking up your speaker audio.
 - Wearing headphones will eliminate this as a possible issue. If that does not work:
 - You may be logged in more than once
 - Start closing windows and only leave one instance of the webinar open
 - Make sure you have not joined the session on your computer audio AND called in to the meeting on a phone

I am in the meeting, but I do not see any slides

- The cause may be your internet connection is not strong enough.
 - Start closing programs and windows.
 - Move closer to your router and refresh your browser window