

Zoom Events Attendee Guide

Best Practices and Frequently Asked Questions

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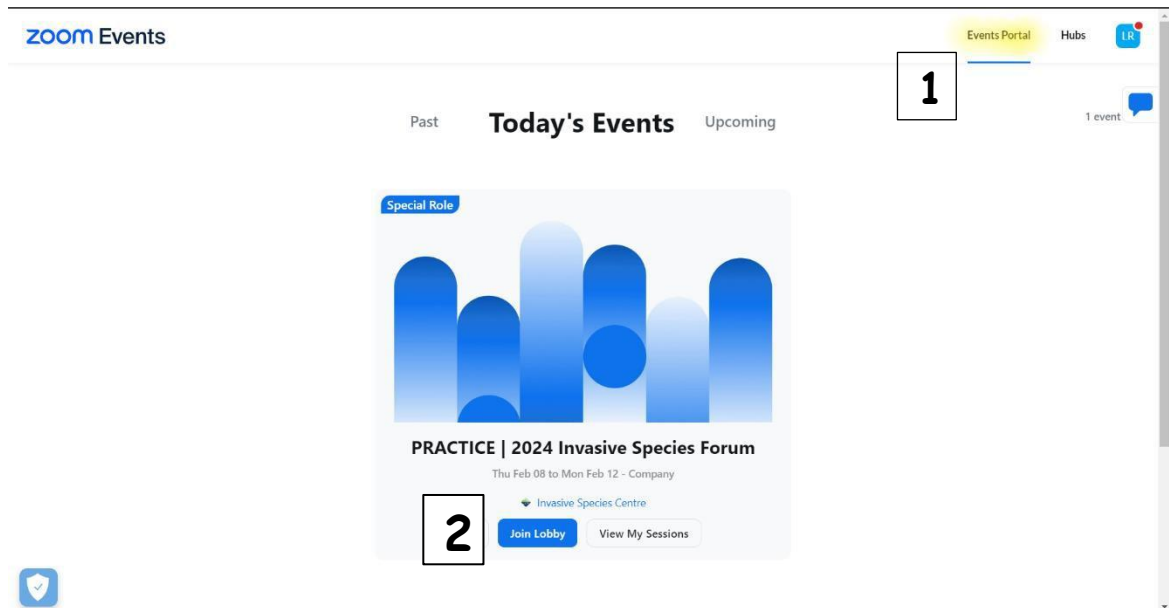
Before attending the event:

- Ensure you have access to the email with which you received the ticket. If you’re having trouble finding it, try searching “Order Confirmation + Invasive Species Forum” – and be sure to check your junk and/or spam folders.
- IF you plan on joining via the Zoom desktop app, make sure you have **downloaded the latest version of the Zoom desktop or mobile app and that it is up to date**. Please note, you must be signed in to the account associated with the ticket you received.
 - If you need to download the app, please click [here](#).
 - If you want to check for updates, please click [here](#).

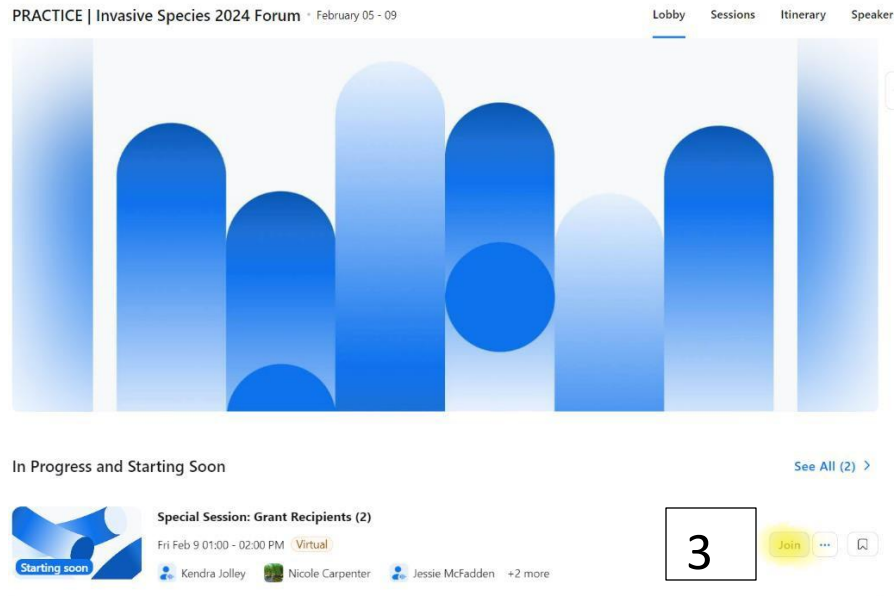
Joining the event:

- To access the event:
 - IF YOU HAVE AN ACCOUNT: Sign in directly through [Zoom Events](#), and click ‘Events Portal’¹ Find the ticket associated with this event and click ‘Join Lobby’²; you will be entered into the lobby on your web browser. There is an option to join via the Zoom Client in to the top-right corner if you would prefer to join on the desktop app.

- **Ensure you are signed in to the proper account on the desktop app**
 - You can click 'Switch Account' to enter the proper credentials and then you will be able to join the lobby (note, you may have to go back to your browser and click 'Join Lobby' again)



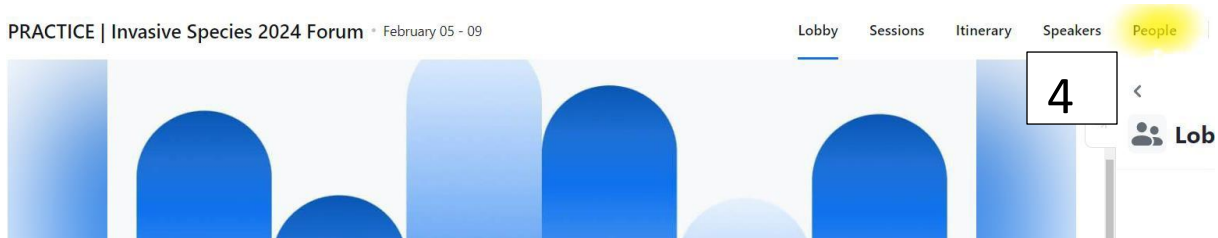
- IF YOU DO NOT HAVE AN ACCOUNT: Access the lobby directly by clicking the link in the email you received with your ticket or the generated calendar invite.
 - You will need a verification code from the email the ticket was sent to.
 - You will automatically join via the web browser
- Once you're in the event lobby:
 - When a session has started, you will be able to select 'Join'³ next to the session title.
 - If you're on the web, you will be given the option to join on your web browser or on the Zoom desktop app.
 - Once the session has ended, you will be redirected back to the Zoom desktop event lobby or the lobby will remain open in your web browser (depending on how you logged on), and from here, you can join all the sessions in the event.
 - Note: You can see all the sessions by clicking 'Sessions' at the top of your screen, and you can bookmark the ones you want to attend and be notified when they start or download calendar links. All bookmarked sessions can be found in the 'Itinerary' tab.



Social aspects

Networking

- You can privately chat with other attendees throughout the event
 - Navigate to the 'People'⁴ tab at the top of your screen
 - Hover over the person you want to chat with and click the text bubble icon



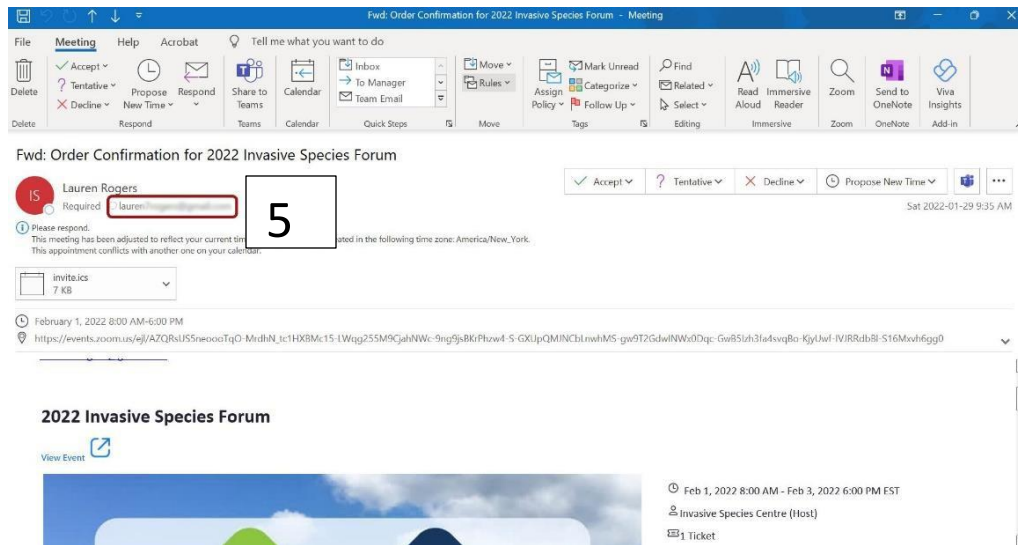
Trivia

- Join us on **Thursday, Feb. 20 at 1:20 a.m.** for a game of Invasive Species Trivia. Show off your knowledge for the chance to win a prize!
 - Note: The game will be played on [Kahoot](#) (click play!). Please bring your mobile device to join.
 - Bookmark the session to be reminded when it starts!

Frequently Asked Questions:

1) Where do I find which email I registered to the event with?

The order confirmation is sent to the email address used to register for the event⁵. Please remember to check all your folders and junk mail. If you still are unable to find your confirmation email, please email the host of the event.



2) I have joined the event lobby, but I cannot see the upcoming sessions. How do I join a session?
 Once you have accessed the event lobby (by logging in directly through Zoom Events or clicking the link in your confirmation email), click ‘Sessions’ at the top of your screen to see the live and upcoming sessions. Once a session is live, you will be able to join it.

Please refer to page 2/3 for additional instructions.

3) How do I update my Zoom desktop app?

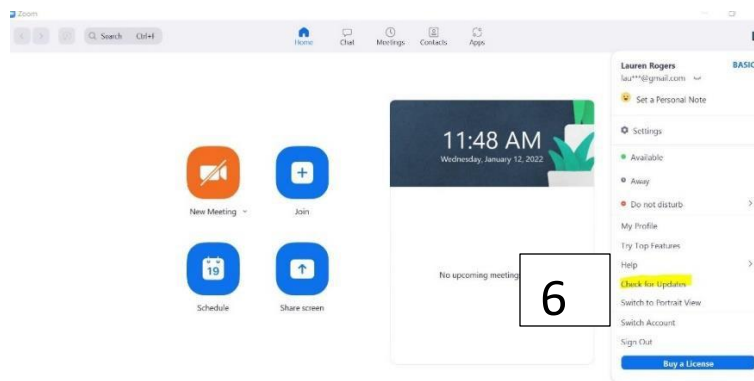
You can do this by opening the desktop app, clicking your profile picture in the top-right corner and clicking ‘Check for updates’.

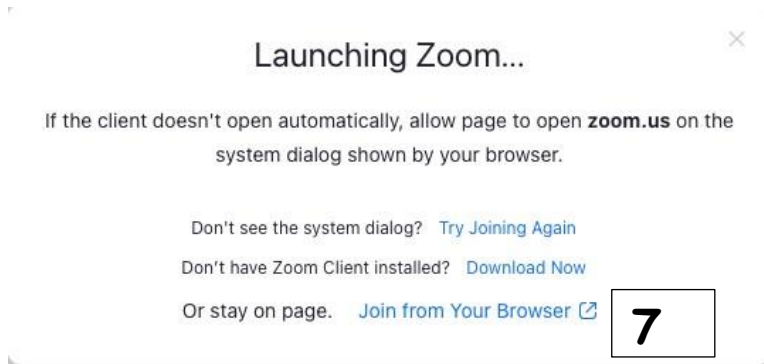
Please see the question below for further details.

4) When I am redirected to the Zoom desktop app, it says ‘Your Lobby is Loading’. How do I enter the session?

Please ensure your desktop app is up to date. You can do this by opening the desktop app, clicking your profile picture in the top-right corner and clicking ‘Check for updates’⁶.

Once that is done, you should be able to enter the session. You can also join on your web app if you are still encountering issues⁷.

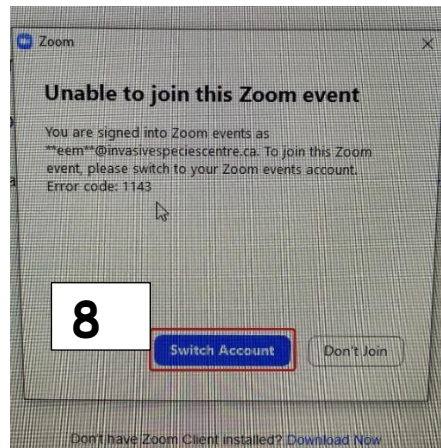




5) When I am redirected to the desktop app, I receive an error message saying I am unable to join the Zoom Event – how do I fix this?

If you receive an error message once you are redirected to the Zoom desktop app, please ensure you are logged into the proper account.

You can click 'Switch Account'⁸ to enter the proper credentials and then you will be able to join the lobby (note, you may have to go back to your browser and click 'Join Lobby' again).

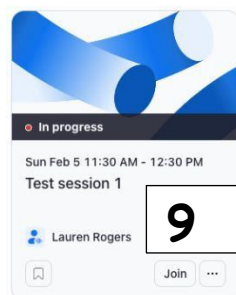


6) How do I interact and ask questions during the session?

You can send questions in with the Q+A feature on your control panel. Upon request, the Invasive Species Centre can provide a transcript of the Q+A after the event has ended.

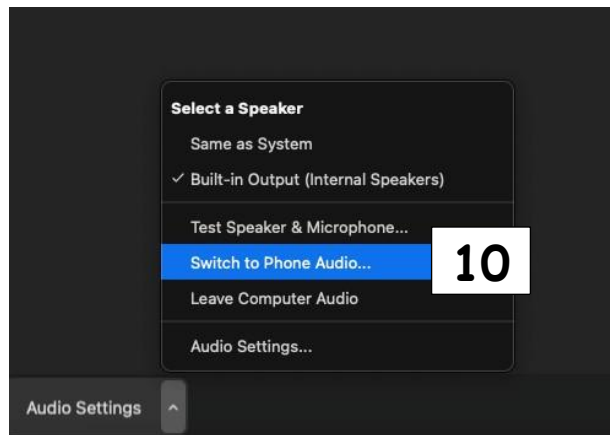
7) Do I have to join using the Desktop App or can I stay on the web?

If you join the event lobby on your web browser, you get to choose whether or not you want to watch on the web or in your desktop app. If the dialogue box doesn't prompt you, you can click the three dots at the bottom-right of the session and select your preference⁹.



8) How do I join the session with phone audio?

If you are experiencing audio issues or have a poor network connection, you can use your mobile device to dial in. Click the up arrow next to the audio settings at the bottom of the webinar screen, select 'Switch to Phone Audio'¹⁰ and choose the country you are calling in from. The dial-in phone numbers, as well as the webinar ID and passcode will show on the screen.



9) I cannot access the Zoom desktop app or access it on the web. How can I view the Forum?

We will be livestreaming all sessions (where permission has been granted to the speaker) on the Invasive Species Centre YouTube channel: <https://bit.ly/3YchJGu>

The live sessions will appear under our profile photo. You can also access them by selecting the 'Live' tab.