MOONSTONE
— COMPLIANCE AND RISK MANAGEMENT —

ZOOM WEBINAR USER GUIDE

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What is a webinar?

A Webinar is a live web-based video and audio conference that uses the internet to connect the individual hosting the webinar to viewers and listeners of the webinar on their device (computer, laptop, tablet) from all over the world.

The hosts of the webinar can show themselves speaking, switch to their computer screens for slideshows or demonstrations, and even invite guests from other locations to co-host the webinar with them.

There are also interactive features that the audience can use to ask questions and chat with the host. Many people who host webinars include Q&A sessions at the end to answer viewer's questions.

Preferred Browser

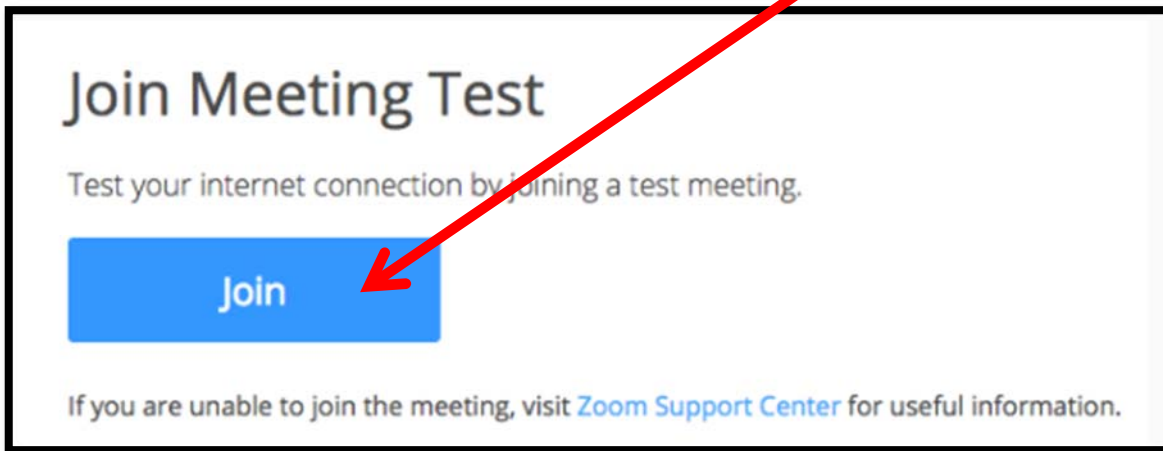Google Chrome is the preferred browser for Zoom

Zoom Connectivity Test

You are encouraged to test your connection to Zoom prior to the actual webinar event. Please ensure that you have best connectivity possible. It is imperative that you ensure
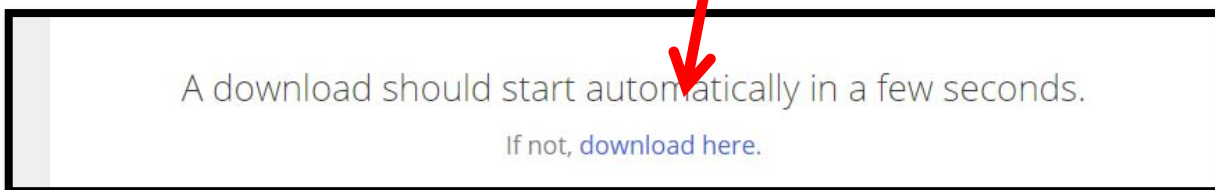
that you have adequate connectivity, since this will directly determine the quality of your experience of the webinar event.

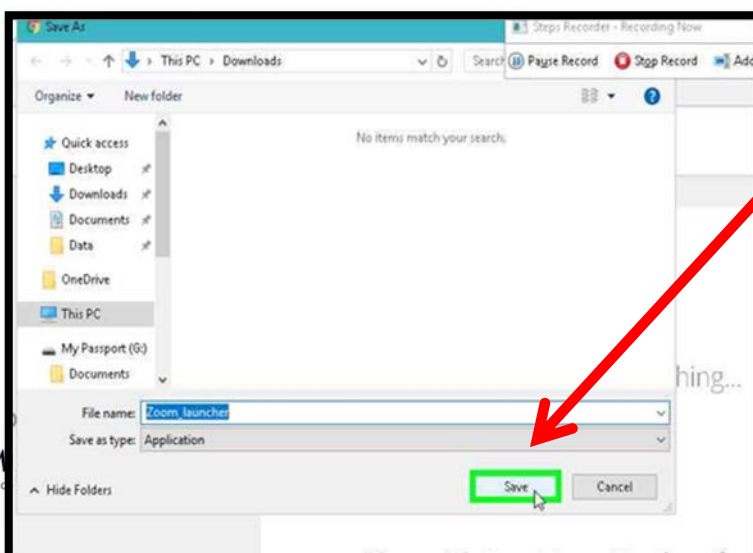You can test your connection to Zoom prior to the scheduled time by visiting http://zoom.us/test

Once on the Zoom test page, click on the blue Join button to launch Zoom.
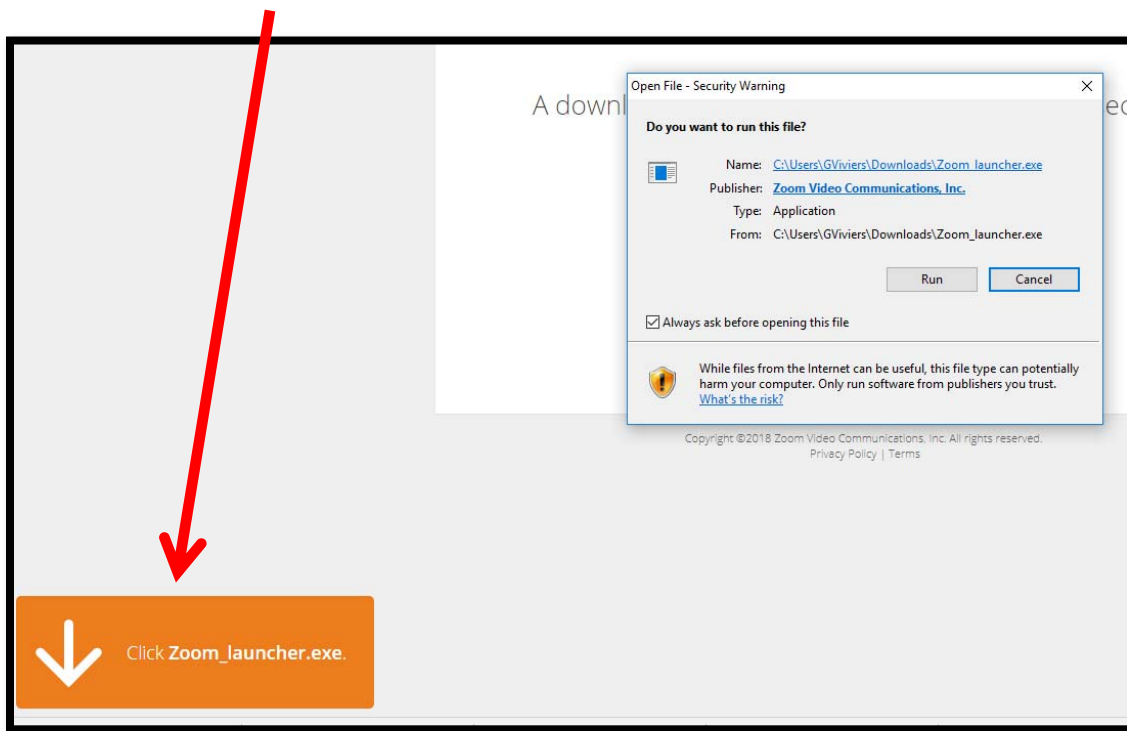

If you do not already have Zoom installed on your computer, follow the prompts to download and run Zoom. Click on the download file if it does not open automatically and follow the computer prompts to install.
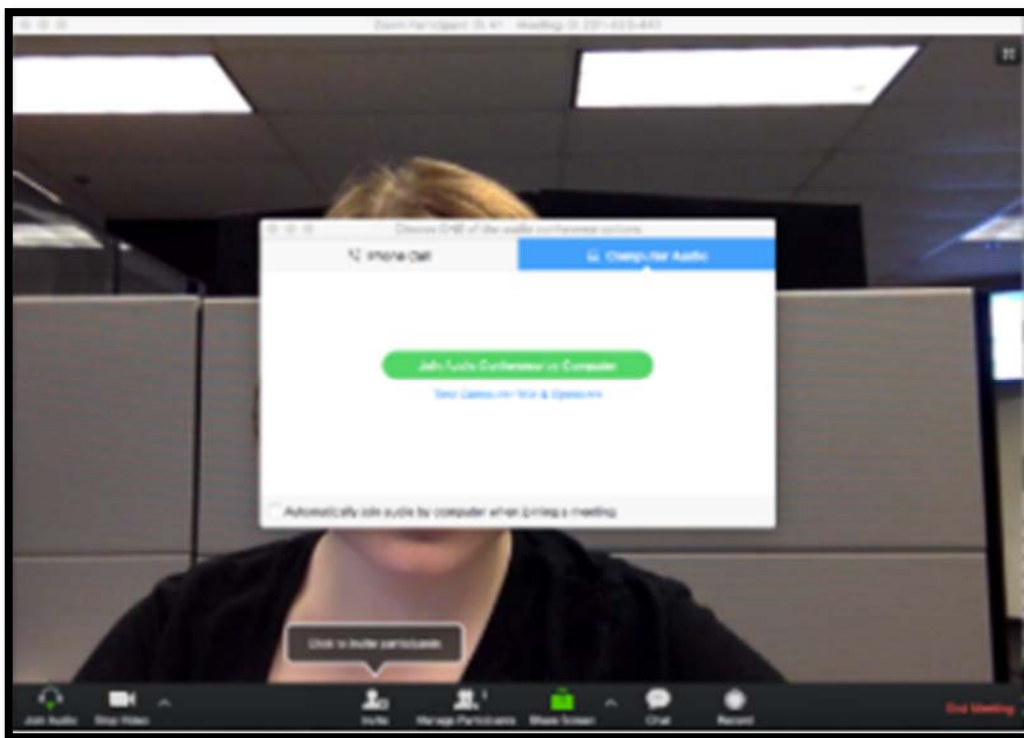

A window will popup asking you to save Zoom launcher. Click on save.

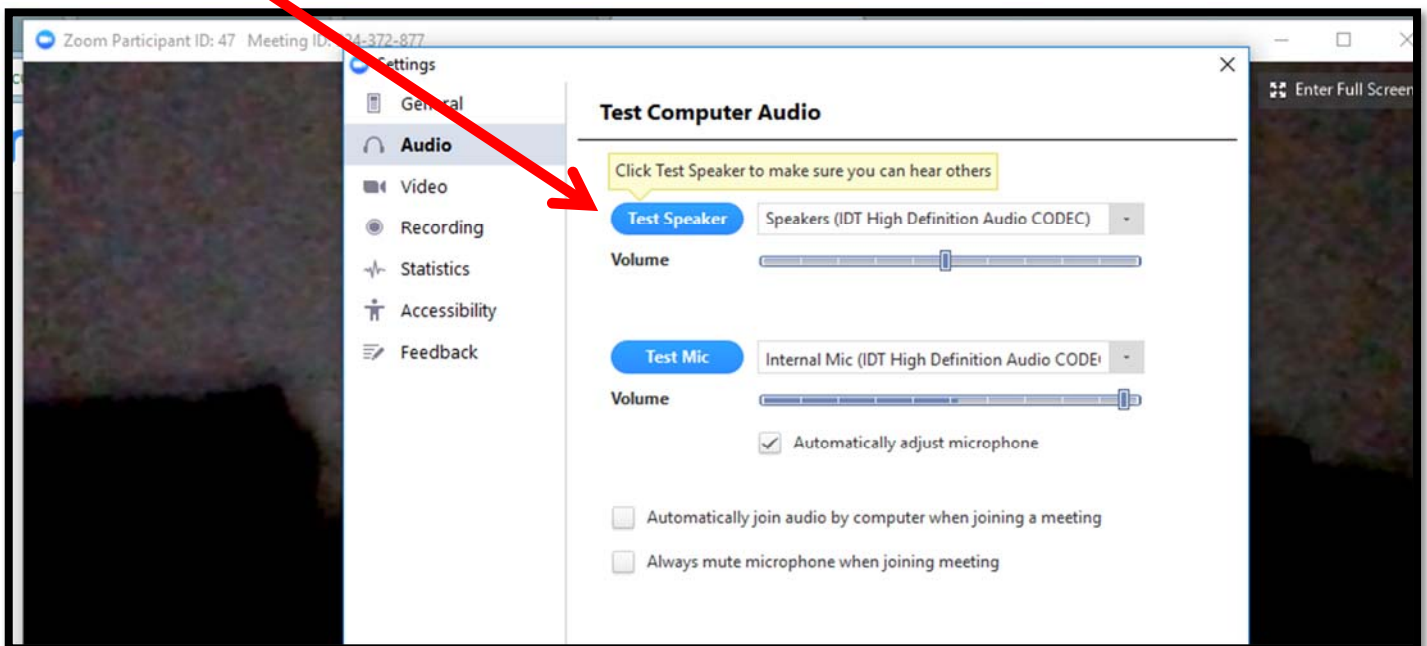Click on the Zoom launcher in the left bottom corner.

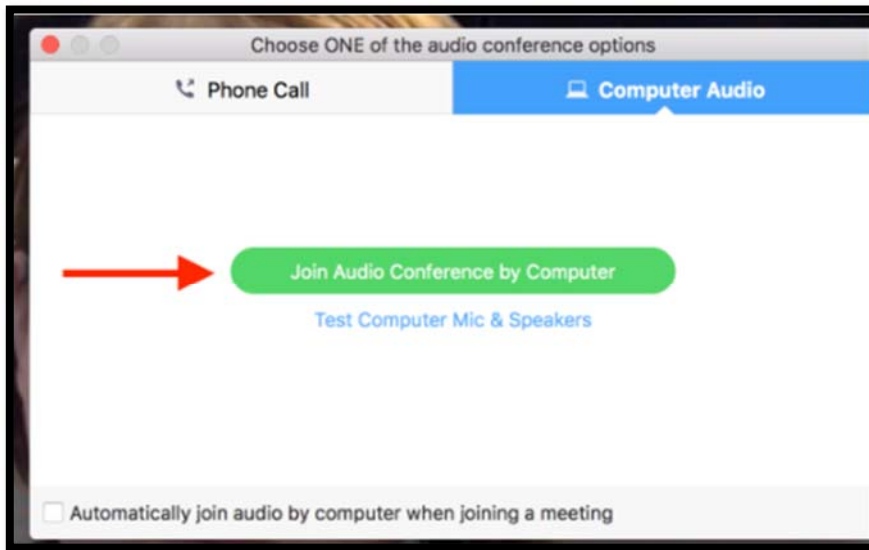Once Zoom is installed, it will open the Zoom window.

You will then have the option to Join the Audio Conference by the Computer. If this is your first time joining a Zoom meeting, we recommend choosing the option **Test your Computer Mic & Speaker.**

Click Test Speaker and confirm that you can hear the tone. If it does not play, you may need to adjust the volume or choose a different speaker from the drop-down menu. Please note you do not require a webcam.

Once you've confirm that your speakers are working properly, you can close out of the Test Computer Audio window. To continue using computer audio, now choose Join Audio Conference by Computer. You can also check the option Automatically join audio by computer when joining a meeting if you want Zoom to automatically connect to computer audio each time you join a Zoom meeting.
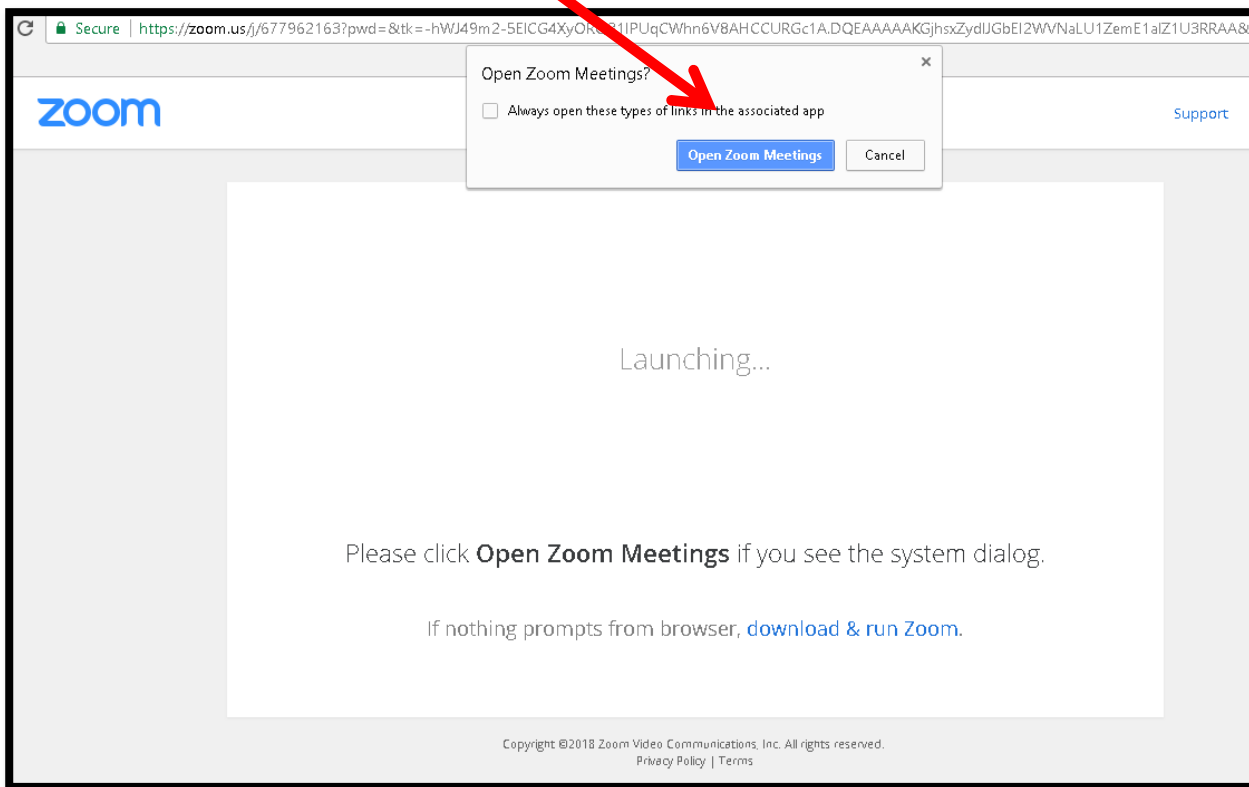
Joining the Webinar Event

To join the webinar, click the link that Moonstone provided you or that you received in your email when you registered.
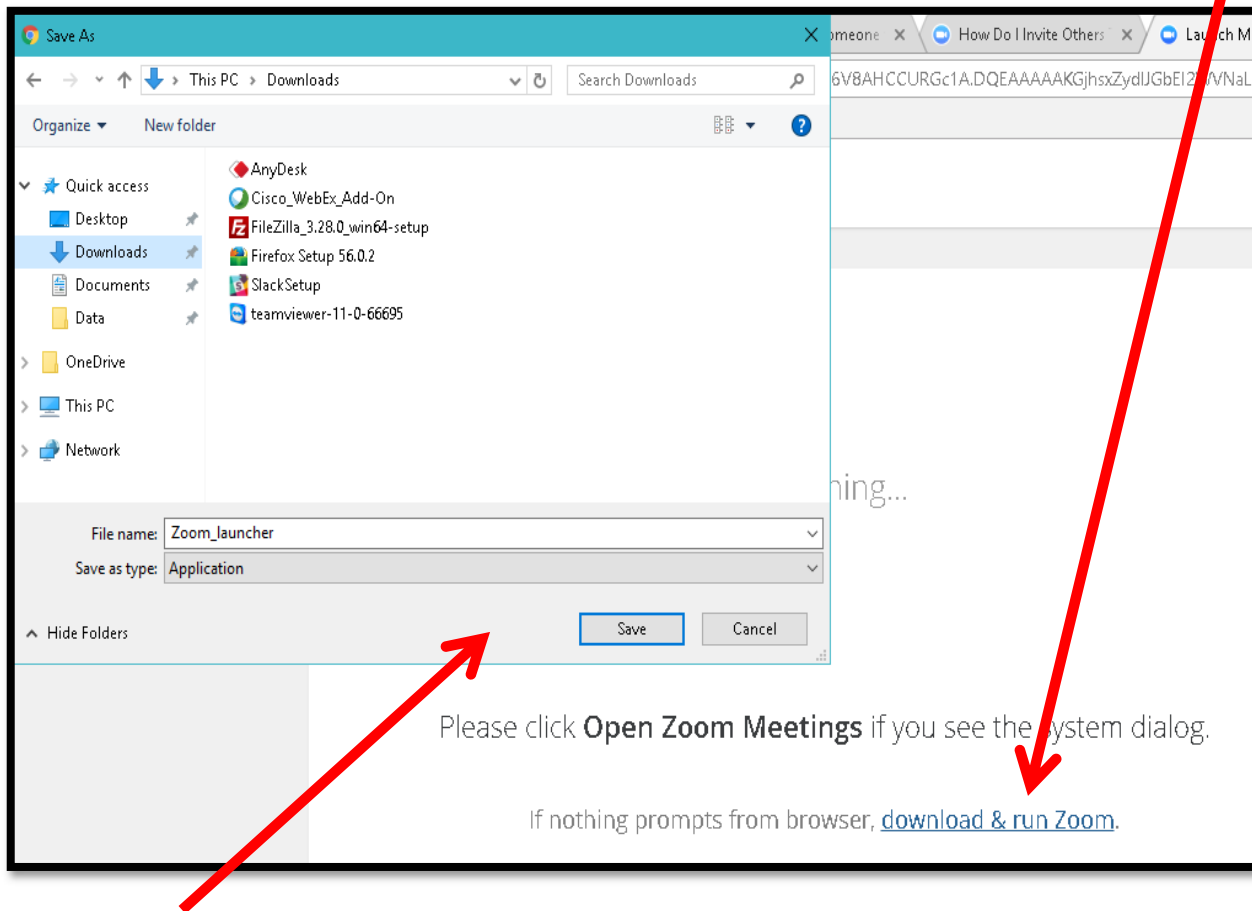
Join from PC, Mac, Linux, iOS or Android: https://zoom.us/w/571240271?tk=ytCiWFfNeymK_yI5LiR7mFzIU1rNOn9JfWnxM6E0DJc.DQEAAAAAIgxvTxZGLXprMV9IdFNGZUpFSEoxay1xNWJnAA
Note: This link should not be shared with others; it is unique to you.

Zoom will open and a pop up will ask you to open in zoom meeting

If you have not yet downloaded the Zoom installer, please click on the "download and run Zoom" link.
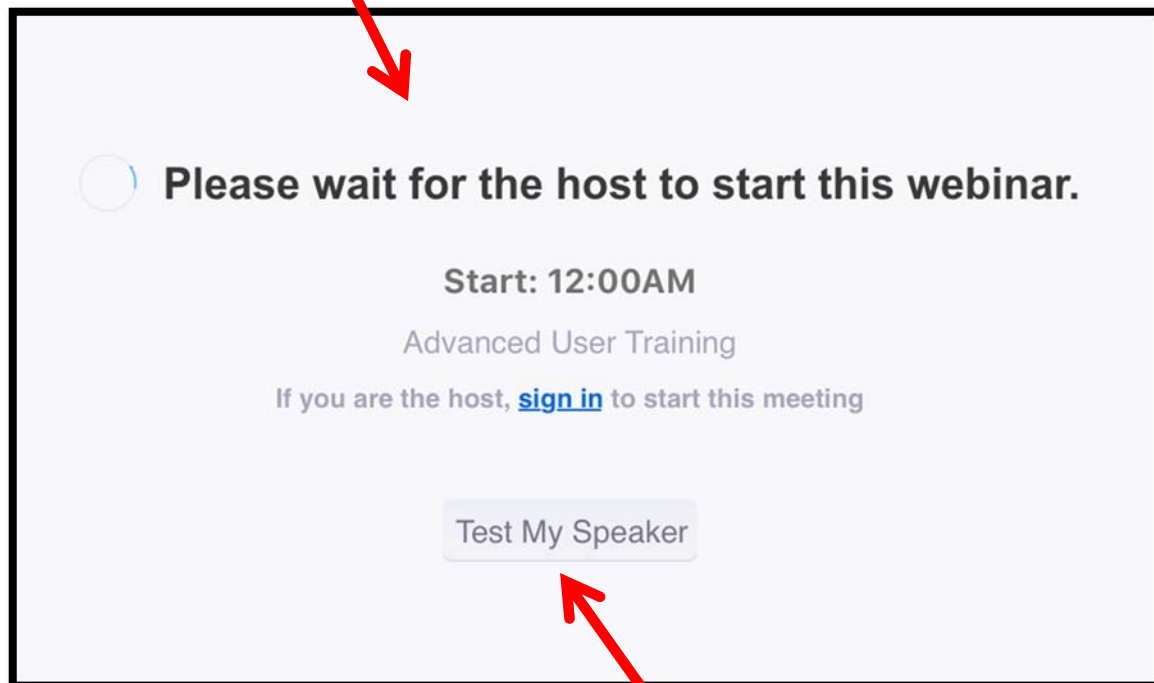

Save the application in your download folder.

Once Zoom is installed, it will open the Zoom window.

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If you receive a message that you are waiting for the host to start this webinar, it means that the host has not started broadcasting the webinar yet.
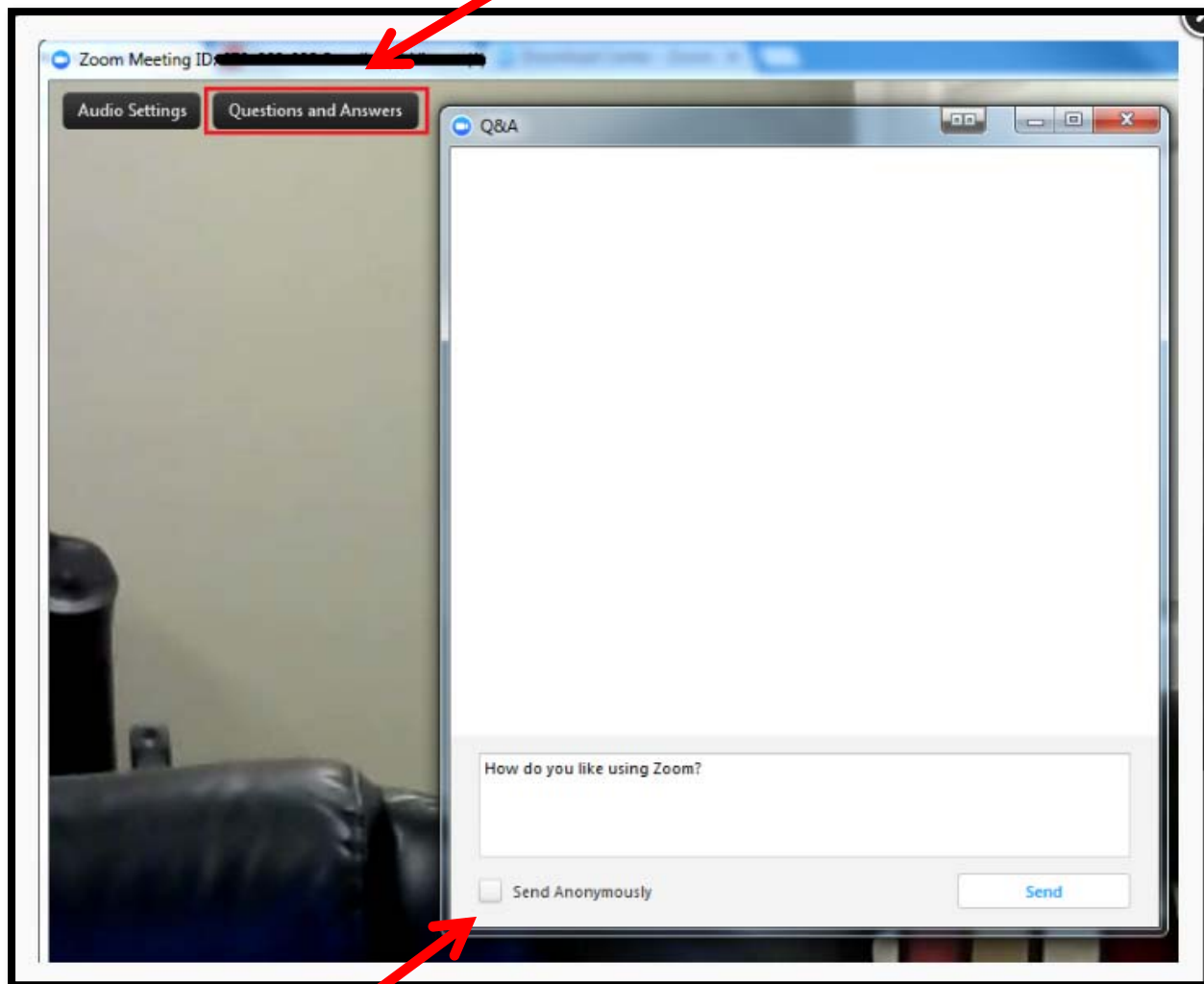
They either have not started it or are in the practice session, preparing to take the webinar live. You have connected to Zoom and the webinar will start as soon as the host starts broadcasting.

Please note from this window you can also test your speakers.

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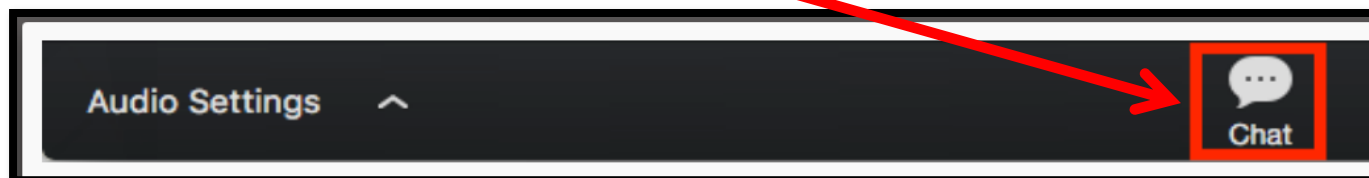COMPLIANCE AND RISK MANAGEMENT

Zoom Q&A

Attendees can ask questions at any time during the webinar event. If time allows, the host will answer the question.

Attendees can ask a question anonymously by ticking the "send anonymously" box.

Chat and Raise your Hand during the Webinar

As an attendee in the webinar, you can chat with other attendees, panelists (including the host), depending on what chat permission the webinar host has allowed.
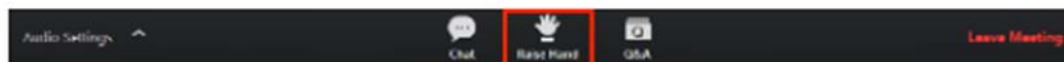

You can type your message into the chat window and press Enter to send your message

If permitted, you can also raise your hand in the webinar to indicate that you need something from the host. The host may instruct you on how they plan to use this. Many webinar hosts use this feature to know if an attendee has a question and would like to speak out loud.

1. Click **Raise Hand** in the Webinar Controls.

2. The host will be notified that you've raised your hand.

3. Click **Lower Hand** to lower it if needed.

You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
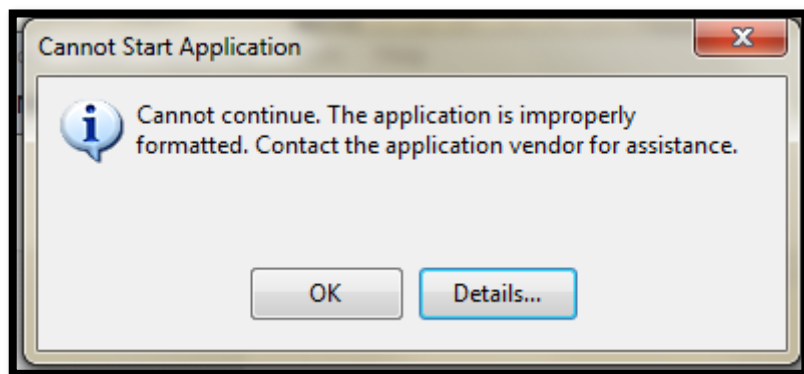
Troubleshooting

If you receive one of the following Error Messages: Error 5000, 5003, and 5004 the problem is caused by an issue trying to connect to Zoom's web service.

Please first try the following troubleshooting steps:

1. If you are on a network with a firewall or a proxy, please contact a network administrator to check your Firewall and Proxy Settings.

2. Antivirus software like McAfee Web Protection or AVG may be blocking your connection to Zoom. Please try to disable the service and try again.

3. Check with your Internet Service Provider to check that you can connect to the Zoom service.

When joining a meeting or webinar using Internet Explorer, the following error appears:

Please first try the following troubleshooting steps:

1. Open Internet Explorer

2. Select "Internet Options" under the "Tools" menu

3. Select the "Security" tab

4. Select "Trusted Sites"

5. Select "Custom Level..."

6. Select "Run components signed with Authenticode" or select "Enable"

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7. Select "Ok" to apply

Please also add zoom.us to the trusted site list by following these steps:

1. Open Internet Explorer

2. Select "Internet Options" under the "Tools" menu

3. Select the "Security" tab

4. Select "Trusted Sites"

5. Select "Sites"

6. Type "zoom.us" under "Add this website to the zone"

7. Select "Add"

8. Select "Close"

9. Select "Ok" to apply

Helpdesk

If you are still experiencing technical difficulty you can contact Grant Floris on:

▪ 021 883 8000
▪ GFloris@moonstoneinfo.com

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