

ZOOM WEBINAR USER GUIDE

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What is a webinar?

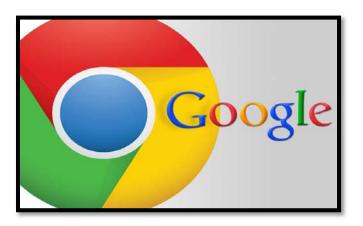
A Webinar is a live web-based video and audio conference that uses the internet to connect the individual hosting the webinar to viewers and listeners of the webinar on their device (computer, laptop, tablet) from all over the world.

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



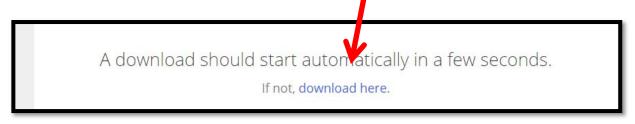
that you have adequate connectivity, since this will directly determine the quality of your experience of the webinar event.

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.

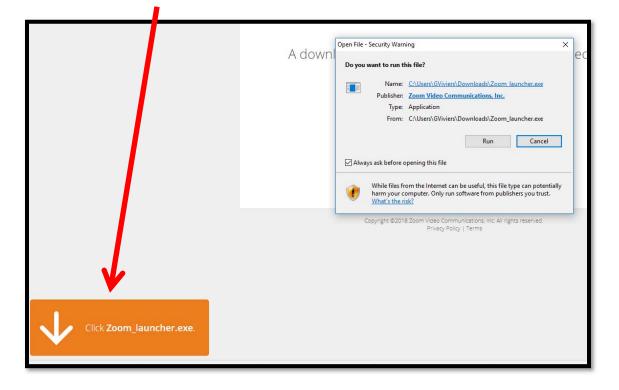
Join Meeting Test	
Test your internet connection by joining	g a test meeting.
Join	
If you are unable to join the meeting, visit Z	coom Support Center for useful information.

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.



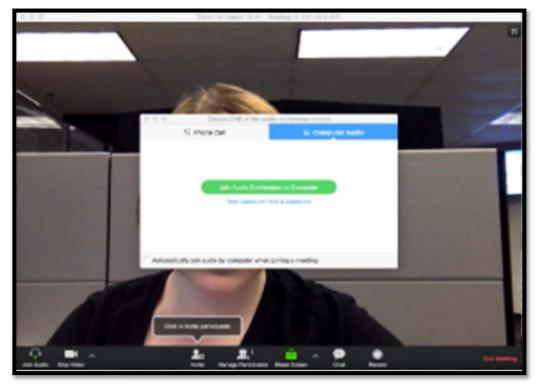
A window will popup asking you to save Zoom launcher. Click on save.

Save As	Steps Recorder - Recording Now.
🕂 🛧 🛧 > This PC > Downloads	V 🖒 Search 🕕 Payse Record 🚺 Stop Record 🛋 Add
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File name: Zoom Jauncher	
Save as type: Application	v
Hide Folders	Save



Click on the Zoom launcher in the left bottom corner.

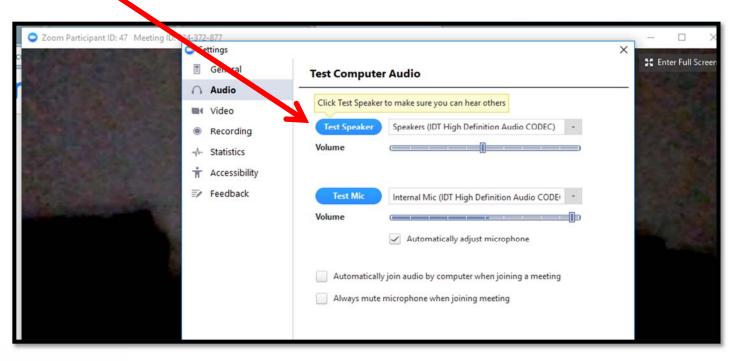
Once Zoom is installed, it will open the Zoom window.



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.



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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: <u>https://zoom.us/w/571240271?tk=ytCiWFfNeymK_yl5LiR7mFzlU1rNOn9JfWnxM6E0DJc.DQEAAAAAIgxvTxZGLXprMV9IdFNGZUpFSEoxay1xNWJnAA</u> 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

Dus/j/677962163?pwd=&tk=-hWJ49m2-5EICG4XyON_21IPUqCWhn6V8AHCCURGc1A.DQEAAAAAKGjhsxZydJJGbEI2WVNaLU1ZemE1aIZ Open Zoom Meetings? Always open these types of links in the associated app Open Zoom Meetings Cancel	Support
Launching	
Please click Open Zoom Meetings if you see the system dialog. If nothing prompts from browser, download & run Zoom.	
Copyright ©2018 Zoom Video Communications, Inc. All rights reserved. Privacy Policy Terms	



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

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File name:	Zoom_launcher		~	
Save as type:	Application		~	
∧ Hide Folders		Save	Cancel	
		·		ngs if you see the system dialog. wser, <u>download & run Zoom</u> .

Save the application in your download folder.

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

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 wait for the host to start this webinar.
Start: 12:00AM
Advanced User Training
If you are the host, <mark>sign in</mark> to start this meeting
Test My Speaker

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



Zoom Q&A

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

Audio Settings	Questions and Answers	© Q&A	
100			
	31	How do you like using Zoom?	
	25		

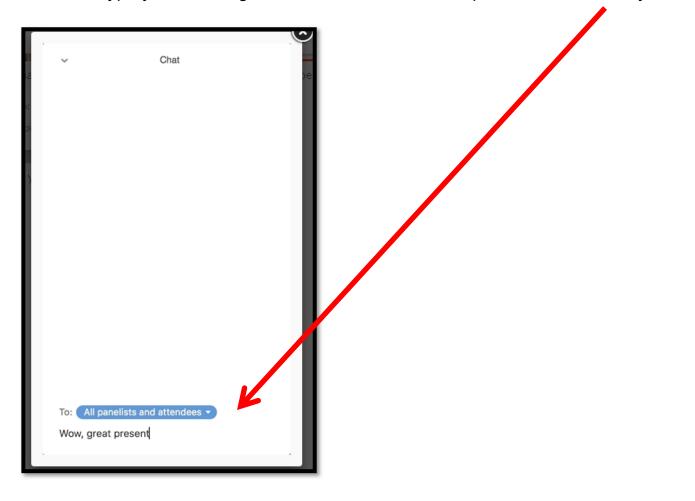
Attendees can ask a question anonymously by ticking the "send anonymously" box.

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 th	e Webinar Controls.	
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2. The host will be notifie	ed that you've raised your hand.	
3. Click Lower Hand to lo	ower it if needed.	
Audin Settings	P 👻 🖸	Laura Ma



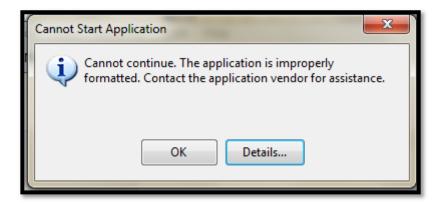
Troubleshooting

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