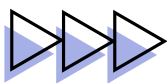




HAVING TECHNICAL DIFFICULTIES?

Don't worry - it happens! We have solutions for you to get back on track!



Try leaving the webinar and rejoining using your Zoom link – it won't affect your attendance. This simple step fixes the issue about 95% of the time! See below for more tips.

Have a Blurry Screen?

- Try **leaving the webinar** and **rejoining** – this often resolves most issues.
- If possible, **close other programs** or **browser tabs** that may be using your internet connection.
- If the issue continues, restart your device and rejoin the webinar. (It won't affect your attendance.)



Can't See the Presentation?

Check your internet connection—a weak signal may cause issues.

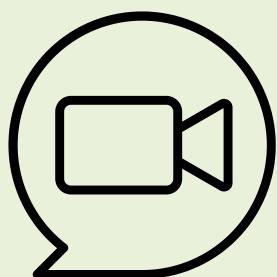
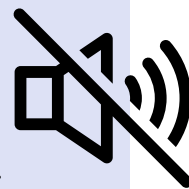
Make sure your **Zoom app is up-to-date**.

If you're using the desktop app, your viewer window might be minimized. Look for the Zoom icon in your taskbar (Windows) or dock (Mac) and click it to bring it to the front.

If the issue continues, restart your device and rejoin. Your attendance will not be affected.

Can't Hear Anything?

- Make sure your **speakers** or **headset volume** are **turned up**.
- Check your Zoom audio settings and confirm you're connected to the correct speaker.
- If audio still doesn't work, restart your device and rejoin. It will not affect your attendance.



Where's my Zoom Link?

You do not need a Webinar ID to join.

Your unique Zoom link was **emailed to the email address used when registering.**

If you can't find it:

Check your spam or junk folder.

Search your inbox for the webinar title or "Zoom"

Ensure that you are checking the correct email address used to register.

Do not share your Zoom link. Your link is unique to your registration and is used for attendance tracking.

Working from Your Office Network?

If you're on a work network with a firewall or other security restrictions, Zoom may be blocked by your organization. Contact **YOUR IT DEPARTMENT** for assistance.

Joining from a Browser?

For the best experience, we recommend using the Zoom desktop app if possible.

Why is no one answering? Am I connected?

Don't worry! If you can hear the presentation, you are connected and your attendance is being confirmed. Depending on the instructor, questions may be held until designated stopping points.

Have a question? Submit it using the Q&A feature in Zoom.

