

5/22/20

## Zoom Webinars FAQ and Troubleshooting Updated

### 1) How do I connect to the Dogs of Course Zoom Webinars?

*Dogs of Course webinars are held online using Zoom, a virtual meeting/webinar application. Specifically, you will be using the webinar platform. You can get more information on the Zoom application at [Zoom](#).*

### 2) What devices can I use to connect to Virtual Camp?

*You can connect to the sessions using your computer (MAC or Windows 7 and above), laptop, tablet (iOS or Android), phone (iOS or Android). There is a detailed minimum requirement listing on the Dogs of Course webinar page. **We strongly recommend using Google Chrome as your web browser.***

### 3) Do I need a Zoom account?

*Yes. You will need to create a Zoom account as well as download the Zoom application before you can use Zoom. This is an additional security measure. You can get more information and a step by step quick start here: <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>*

### 4) How do I access the webinars?

*Dogs of Course has two different ways of registering you. For most individual webinars there will be a link directly to Zoom where you register and pay via PayPal. This allows you to register closer to the actual live webinar time. For events like Virtual Nose Work Camp, Dogs of Course registers you and feeds your information to Zoom. In this case, you may have a cutoff time of 2 hours before the webinar and your confirmations for the webinar can arrive as late as 30 minutes before the start time. No matter the method, you will get a confirmation email from Zoom containing the links with meeting ID and passwords unique to each webinar. If you click the link via the confirmation email, you should not have to enter a password.*

Date Time: Apr 15, 2020 09:00 AM Eastern Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

Note: This link should not be shared with others; it is unique to you.

Password: 888294

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

- a. *Pro tip 1 – if you signed up for multiple webinars, add the sessions you signed up for to your online calendar. When it's time to attend your session, you can access the correct session directly from your calendar entry by clicking on the event.*
- b. *Pro tip 2 – if you don't use online calendaring, we recommend copying the unique links and passwords for your sessions to another document in case you cannot access your confirmation email.*

### 5) Confirmation and Reminders for Live Webinars

*Registration Confirmation and Reminder emails will be sent to the address you used when completing your registration at Dogs of Course. If you have multiple email addresses, please be sure to check all your accounts and spam folders for this information.*

*Zoom sends automated reminder messages 24 hours and 1 hour prior to the live event. If you do not see the confirmation or reminder messages in ANY of your inboxes, a technical glitch \*may\* have prevented your registration from completing properly. Please contact your tech support team for assistance, or try to register for the webinar at the Dogs of Course website.*

### 6) When should I sign-in?

*We recommend connecting 10 - 15 minutes prior to the start of the session. You need to sign-in to Zoom first and then the webinar. This gives you time to deal with unexpected problems and contact the "Tech Team" for the webinar.*

### 7) How do I get help before or during the session? TECH TEAM!

*We have a tech support team ready to help! For help, text or email the Tech Team member listed on the next page or on the Dogs of Course webpage for your event. The team member will be available to answer your questions. You can email, call or text for help. Your team member will respond to you as quickly as possible.*

Please remember that the team member may be taking care of others when you contact them and may not be able to respond to you immediately.

- Pro tip – use another device such as your phone to connect to your tech team member so they can help you with the device you’ll be using for your session.

**TECH TEAM:**

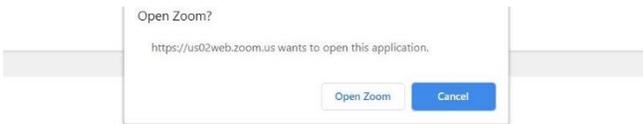
**Kathy Austin [knaustin@gmail.com](mailto:knaustin@gmail.com); 508-397-0618**

**Kathy is your TECH TEAM contact for:**

- June 6, 2020 Barbara Schwerdt Hide Placement Webinar
- June 11, 2020 Carolyn Barney Emotional Dog Part One Webinar
- June 16, 2020 Jean Richardson Twins and Triplets Webinar
- June 18, 2020 Carolyn Barney Emotional Dog Part Two Webinar
- June 25, 2020 Dorothy Turley Blank Areas Webinar

**8) I clicked on the link for my webinar, what happens now?**

You will be directed to Zoom and will be asked to open Zoom meetings/webinars. Click Open Zoom.



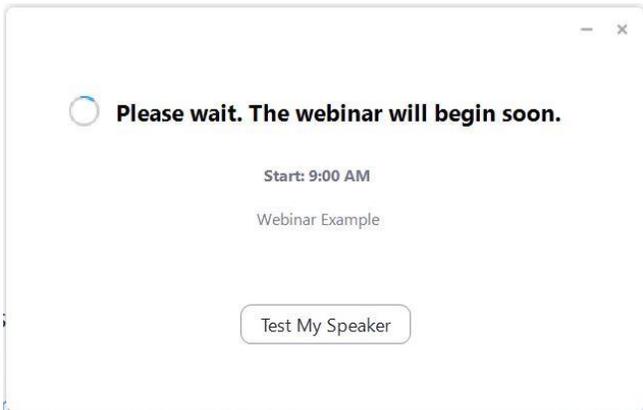
Launching...

Please click Open Zoom Meetings if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

If the webinar has not yet started, you will see a popup that lets you know the webinar hasn't started:



Now's a great time to test your speakers! Click on the Test My Speaker button.

**Speaker**    Test Speaker    Headset (BH-M9A Hands-Free AG ...

Output Level:

Volume:

**Microphone**    Test Mic    Headset (BH-M9A Hands-Free AG ...

Input Level:

Volume:

Automatically adjust volume

Use separate audio device to play ringtone simultaneously

Automatically join audio by computer when joining a meeting

Mute my microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Sync buttons on headset

Once the webinar begins you will see the video feed.

### 9) How do I get the best connection and video quality?

Your video and sound quality is dependent on your internet speed and your computer speed. You can expect a few momentary audio cutouts and some jittering of the video but there are ways to maximize your experience.

- *Pro-tips ( thank you to Millersville.edu)*
  - *Wired wifi connections are generally better than wireless or cellular connections.*
  - *Mute your microphone. Sometimes Zoom will dedicate part of your internet connection to an audio stream for you. You don't need your microphone.*
  - *Stop YOUR webcam video ( videoing yourself) as you wont need it.*
  - *Close other unneeded app. On your computer*
  - *Avoid computer activities that will use your bandwidth behind the scenes right before or during your webinar like steaming, cloud back-ups, large down or uploads*
  - *Ask others in your home to stay off the internet.*
  - *Make sure you are only using Google Chrome for your connection to Zoom.*

### 10) I connected to the webinar but can't see or hear anything – what do I do?

Make sure that you're connected to the **correct session**. The name is on the e-mail invitation.

Exit the meeting and rejoin.

Test your computer audio when prompted.

Choose ONE of the audio conference options

Phone Call    Computer Audio

**Join with Computer Audio**

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting

### 11) I can't attend the live webinar, will the presentations be recorded?

*Each webinar will be recorded and made available for viewing approximately one week after the session ends. Recordings will be available for 30 days. Dogs of Course will send you information after the live event ends on how to access the recordings.*

### 12) Can I create my own recording of the sessions, download, or share these on Facebook?

*We ask that you do not create unauthorized recordings or share the webinars with others that have not paid for them. We are doing our best to offer education for our Nose Work community during this difficult time at a fair price and need you to do the right thing by following the rules and guidelines agreed upon when you registered. We are offering the limited time recordings because we trust that our community will respect all our instructors and Dogs of Course.*

### 13) What do the controls on my screen do?



*Your audio settings are accessed by clicking on the Audio Settings link. You can test your audio setup here. Your microphone will not be available during the webinar. The chat window will be available during the webinar for the host to see but not the other participants. Please use the Q&A tool to ask questions. Your questions will be visible by the host and /or the speaker. You can respond to your presenter if asked by clicking Raise Hand.*

### 14) How do I ask a question?

*Move your mouse to the lower part of your Zoom window and you will see the following webinar controls:*



*Click on the Q & A box to write questions in as they come to you. Please keep the questions BRIEF and on topic. Each speaker will provide time to ask questions. We will do our best to field as many questions as we can. We expect we cannot answer them all so the host will pick and choose from the group to give the audience variety. Only the host and speaker will be able to see the questions unless they are answered via text in the Q and A area.*

### 15) How do I exit the webinar and evaluations?

*Click on Leave Meeting at the lower righthand side of your screen. After you exit, you will be directed to an evaluation form. Please take a moment to give Dogs of Course and the instructor your feedback!*

### 16) How do I get CEUs for attending the webinar?

*If you indicated, on your webinar registration, that you need CEUs for NACSW, CDPT, IAABC, or KPA, you do not need to do anything else.*

- IAABC and KPA-CTP CEU certificates will be sent to you through email, so you can print them and/or save them.
- NACSW™ and CCPDT CEUs are entered online and there will be **no** certificates sent to you. Please check your membership account on the NACSW™ and/or CCPDT websites two – three weeks after the webinar ends.

*Thank you to Kathy Austin for preparing this document.*