Zoom Webinars FAQ and Troubleshooting

Virtual Nose Work Camp Winter February 18 – 23, 2025 (Tues – Sun)

1) **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 below. 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. In that case you can try another member if it is time sensitive.

   - *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 LEADER: Kathy Austin knaustin@gmail.com; 508-397-0618
TECH TEAM:
   - ***Virtual Camper Last Names A-F - Kathy Austin knaustin@gmail.com; 508-397-0618***
   - ***Virtual Camper Last Names G-L - Rosana Dropkin ro.sunshinek9s@gmail.com; 845-750-7036***
   - ***Virtual Camper Last Names M-R - Jenn Jackson agilitydals@gmail.com; 978-337-3904***
   - ***Virtual Camper Last Names S-Z - Rachel Lachow rachellachow@yahoo.com; 410-746-0058***

2) **Confirmation, Links, and Reminders for Live Webinars**
*Registration Confirmation and Reminder emails will be sent to the address **YOU USED** when completing your registration and payment at Dogs of Course. You will get a confirmation email from Dogs of Course AND Zoom. If you have multiple email addresses, please be sure to check all your accounts. CHECK YOUR SPAM FOLDER, TOO.*

It is best to register at least 30 minutes before the webinar starts if you want to see it live. (You can register after the live version airs and get the recording on the designated date.) If you register for a series of webinars as a package deal you will get one Zoom confirmation for each webinar. CHECK YOUR SPAM FOLDER as you may get the first email with Link but your mail server may put the others in your SPAM folder.

Zoom will send an automated reminder with link info 45 minutes to 1 hour prior to the live event.

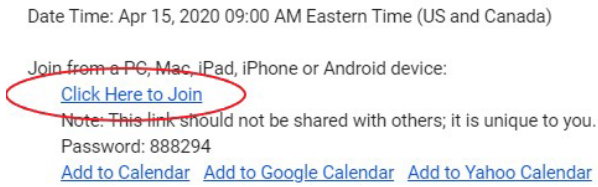
*If you do not see the confirmation or reminder messages in ANY of your inboxes, a technical glitch or a typo *may* have prevented your registration from completing properly. Please contact your TECH SUPPORT TEAM member listed in this document for assistance if less than four hours before the event.*

3) **When should I sign in?**
We recommend connecting 10 - 15 minutes prior to the start of the session. This gives you time to deal with unexpected problems and contact the "Tech Team" for the webinar. You will be put in a "waiting room" until the webniar opens at approximately 5 minutes before the hour.

4) **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.

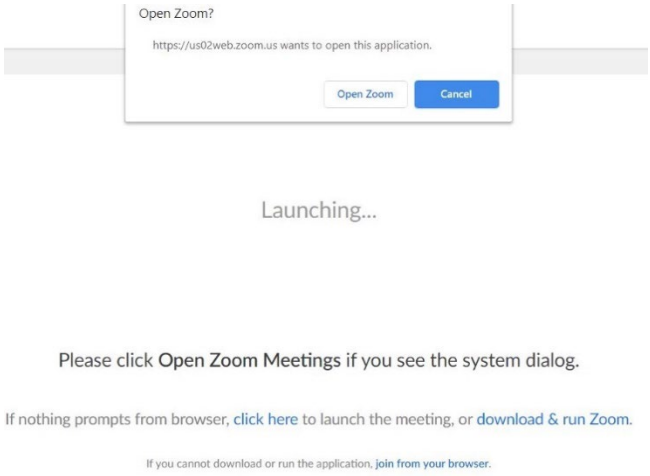
5) **What devices can I use to connect to the webinars?**
You can connect to the sessions using your computer (MAC or Windows 7 and above), laptop, tablet (iOS or Android), phone (iOS or Android). There is a detailed minimum requirement listing on the Dogs of Course webinar page. ***We strongly recommend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

6) **How do I access the webinars?**
For events like this live webinar series, your registration with Dogs of Course feeds your information to Zoom once payment is made with PayPal. Zoom's confirmation contains the link with meeting ID and password unique to each webinar. If you click the link via the confirmation email, you should not have to enter a password.

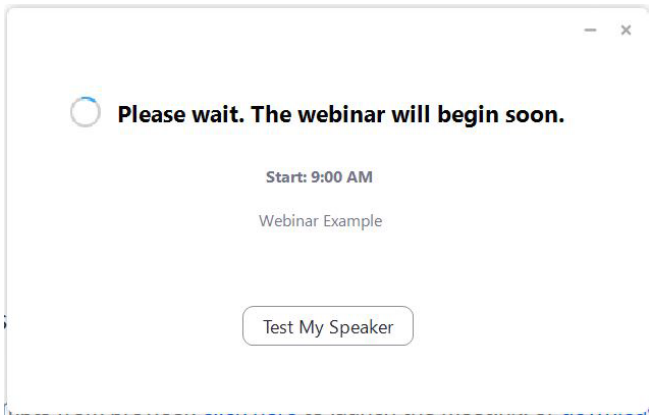


   a. *Pro tip 1 – if you signed up for multiple webinars, add the sessions you signed up for to your online calendar. When it's time to attend your session, you can access the correct session directly from your calendar entry by clicking on the event*
   b. *Pro tip 2 – if you don't use online calendaring,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

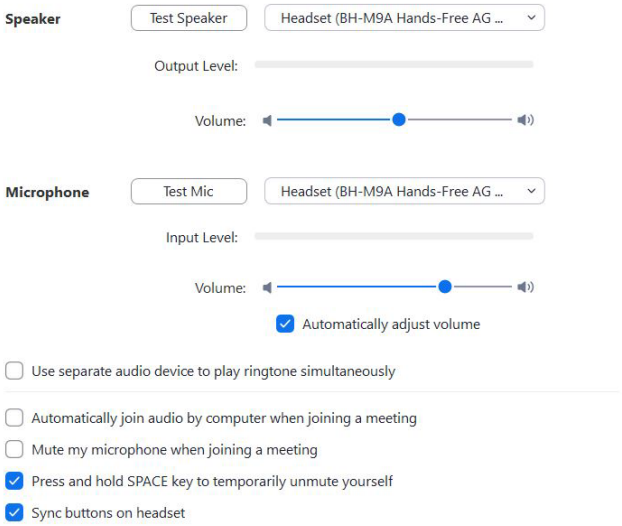
7) **I clicked on the link for my webinar, what happens now?**
   You will be directed to Zoom and will be asked to open Zoom meetings/webinars. Click Open Zoom.



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.

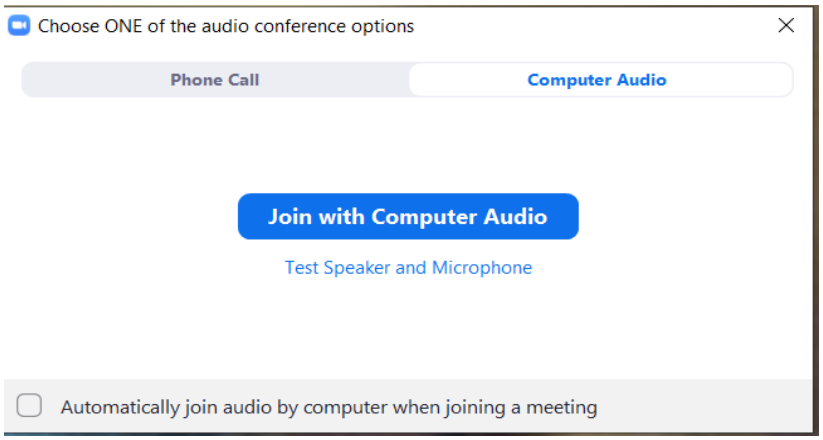


Once the webinar begins you will see the video feed.

8) I CAN'T HEAR OR SEE anything now that I am connected – what do I do?

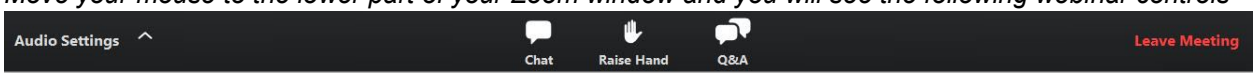
*Make sure that you're connected to the **correct session**. The name is on the e-mail invitation. Exit the meeting and rejoin.*

Test your computer audio when prompted and See #7 above



9) What do the controls on my screen do?

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



Your audio settings are accessed by clicking on the Audio Settings link on left bottom screen toolbar. You can test your audio setup here. Your microphone will not be available during the webinar.

10) How do I ask a question/participate?

Q & A: Move mouse to bottom of window/screen for toolbar. Click on the Q & A box to write questions. 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.

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CHAT: The chat window will be available before the webinar starts to say hello to the speaker and host. You will not be able to see the other participants comments as it has been turned off. During the webinar, please use the Q&A tool to ask questions.

RAISE HAND: You can respond to your presenter if asked by clicking Raise Hand.

11) 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!

12) How do I get the best connection and video quality?
Your video and sound quality is dependent on many things. Your internet speed and your computer speed as well as your speaker's internet service and internet activity on Zoom itself are all variables. Live internet meetings and webinars are rarely "perfect" due to all the connectivity factors at play. 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)

a. *Wired wifi connections are generally better than wireless or cellular connections.*
b. *Mute your microphone. Sometimes Zoom will dedicate part of your internet connection to an audio stream for you. You don't need your microphone.*
c. *Stop YOUR webcam video (videoing yourself) as you won't need it.*
d. *Close other unneeded applications on your computer like your mail, Facebook, or an excel spreadsheet.*
e. *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.*
f. *Ask others in your home to stay off the internet.*
g. *Make sure you are only using Google Chrome for your connection to Zoom.*
h. ***Check your internet speed** with speedtest.net. If it is slower than it should be, restart your computer and/or router and modem. Then retest. This takes a few minutes.*

13) More Information about CEUs for attending the webinar/s:
Please read. The procedure remains the same as the last virtual camp.

If you indicated, on your webinar registration, that you need CEUs for NACSW, CPDT, or KPA, please read this section carefully and follow the instructions for each of the organizations for which you require CEUs. ALL organizations require proof of attendance.

a. A secret word will be in embedded in each of the webinars (and in the recordings).

b. Each webinar will have a unique secret word.

c. Make note of this secret word; you will need it in order to receive your CEUS. Follow the instructions below for each of the organizations.

NACSW™ CEUs for CNWI are entered by NACSW™.
You MUST send your secret word/s directly to NACSW™ by logging into your Instructor Portal.
Then use the Secret Word Submission Form for Webinar CEU's after you log into your instructor account.
The form can be found under Instructor Resources, then Re-Certification Resources for CNWI.
Wait until you have watched all the webinars/recordings you have purchased before submitting your form.
Please put all of the Virtual Camp sessions on one form.

Dogs of Course does not process CEUS for CNWI for virtual events.

KPA-CTP CEU codes will be sent to you through email, so you can print them and/or save them and submit the codes through your member portal. "Secret words" must be received by Michele at Dogs of Course by May 30, 2025.

CCPDT CEUs for CPDT-KAs have been granted for ONLY the presenters who are CPDT-KAs. CCPDT CEUs are entered online and there will be no certificates sent to you. "Secret words" must be received by Michele at Dogs of Course by May 30, 2025.

RECORDINGS and DOWNLOAD INFO

I can't attend the live webinar, when will the recorded presentations be available?
Each webinar will be recorded and made available for viewing and downloading for a limited time. You will be sent a link to the webpage with the recordings, along with a password to access each one you've purchased usually one - two weeks after the end of the webinar/webinar series. ***SAVE the recordings to your computer and back them up*** *or other device and you will be able to view them whenever you like, but you must download them during the time period!*

- ***Please note:*** Unlike other companies that may give you access to webinars for an indefinite period, Dogs of Course gives you a temporary download period just for you to save the recordings in your private library. You must download the recordings by 11:59PM, April 11, 2025, if you want to view them again at your leisure.

Times for webinar/webinar series:

- *Emails with the links will be sent starting on March 13, 2025.*
- *Recordings will be available for you to view and DOWNLOAD* ***until 11:59PM April 11, 2025.***
- *If you need CEUS, please read the information above. CEUs for recording only purchasers will follow the same schedule and guidelines.*

Can I create my own recording of the sessions, download, or share these on Facebook?
Recordings are for your own PERSONAL use. They are the property of the Instructor and Dogs of Course. 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 at a fair price and need you to do the right thing by following the rules and guidelines agreed upon when you registered. Thank you for respecting all our instructors and Dogs of Course.

Thank you to Kathy Austin for help in preparing this document.