

ZOOM Basics for Webinar Attendees

Accessing Zoom:

- **Desktop or laptop:** Download the Zoom desktop client. [Download Zoom Client for Meetings here](#) . Then review the [Getting Started on Windows and Mac](#).
- **Smartphone or tablet:** Download the Zoom Cloud Meetings app.
 - IOS: Download the [Zoom Cloud Meetings](#) from the App Store. Then review [Getting Started with iOS](#).
 - Android: Download [Zoom Cloud Meetings](#) from Google Play. Then review [Getting Started with Android](#).
- **Browser on your desktop or laptop:** It is possible to participate in Zoom meetings and webinars from a browser (Chrome, Firefox, Safari, etc.) without downloading the application to your device (see above), but the experience is not as good. See [using Zoom from your browser](#)
- **Any phone:** The audio from a Zoom meeting or webinar can be accessed from any phone; it is similar to participating in a conference call. All you need to do is dial the number listed on your invitation (or your [country's number](#)) and enter the meeting ID from your invitation (and participant ID or password, if required, which will also be listed on your invitation). [Details for joining audio by phone](#).

Practice Ahead of Time:

If you have no experience with Zoom, we encourage you to familiarize yourself by practicing with family or friends in a simple Zoom meeting. This [Quick Start Guide](#) and the [Frequently Asked Questions](#) will help.

Joining and Participating as a Zoom Webinar Attendee

[Review the Zoom support page on Joining and Participating as a Zoom Webinar Attendee](#)

Even if you have experience with Zoom meetings, participating in a webinar is a bit different. We recommend that you review [this page](#) and refer back to it later if you have questions. In particular, we'd draw your attention to the "Webinar Controls" section at the bottom of the page where you can find a link to instructions for the specific device you will be using, with further links to instructions for the various features.

- We will be making heavy use of the **Q&A** feature. Attendees will be invited to ask questions related to the content of each presentation. Our staff will be organizing the questions so they can be asked of the presenter during the 15 minute Q&A session.
- The [chat](#) feature will be disabled during the presentation itself so as to minimize distractions, but will be available before and between sessions.

- We will not be using the **raise your hand** feature for attendees. All questions should be written in the Q&A section.

Troubleshooting:

Unfortunately, given the limitations of our staff, we will be unable to provide technical support, but most of questions can be answered by the resources on the Zoom support pages.

- Start with Zoom's [Frequently Asked Questions](#)
- Go to the [Zoom Help Center](#). (You can also get there by going to [Zoom.us](#) and clicking the Support tab.) Do a search using the search bar at the top of the page.
- Check out the [Zoom Getting Started page](#).

If all else fails, then you can still join the webinar by audio by [dialing in on any phone](#) using one of the phone numbers included on your invitation (or your [country's number](#)) along with the meeting ID (and possibly a password or participant ID if required, which, again, would be on your invitation).