

## Joining and participating in an MTF webinar

### Test Zoom on your computer

Please click the following link to test your computer with the Zoom software:

<https://zoom.us/test>

### Zoom smart phone app

If you plan to join the webinar from your cell phone, it is best to download the Zoom app. This will allow for questions to be entered via the Q&A.

1. Access the link through your telephone.
2. Download the Zoom app when prompted.
3. You will be placed into the meeting and you can connect to audio as prompted.
4. Polls are not available when accessing Zoom through the app.

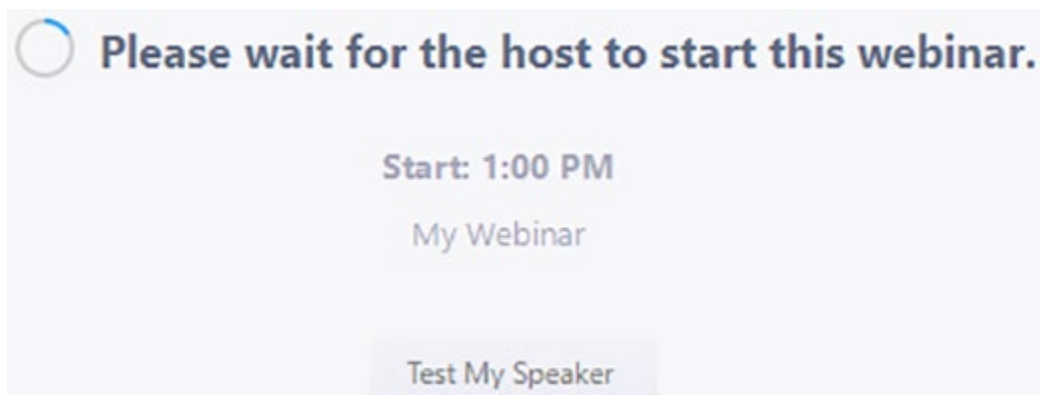
### Joining a webinar by invitation link

To join the webinar, click the link that the host provided you.

When you join the webinar, Zoom will ask for your name. Please enter your name in the following format: Last Name, First Name

### Waiting for the host to start the webinar

If the host hasn't started broadcasting the webinar, you'll receive the following message:



If you receive a message showing the date and time of the webinar, check the date and start time of the webinar from the invite you received.

## Webinar controls

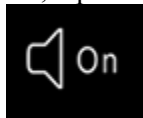


**Audio Settings:** Change your audio settings. You can also click the upward arrow (^) next to change your speaker.

### Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

1. Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:

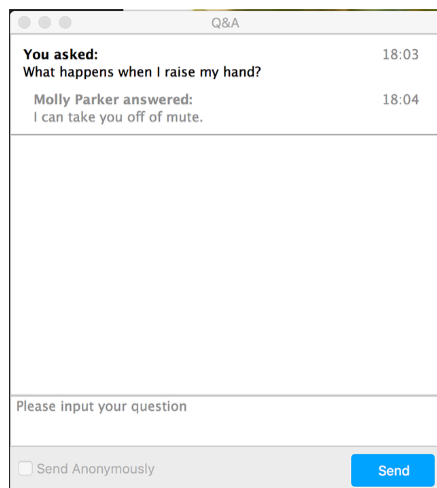


2. Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
3. Try using earphones.
4. Restart your mobile device.
5. Reinstall Zoom

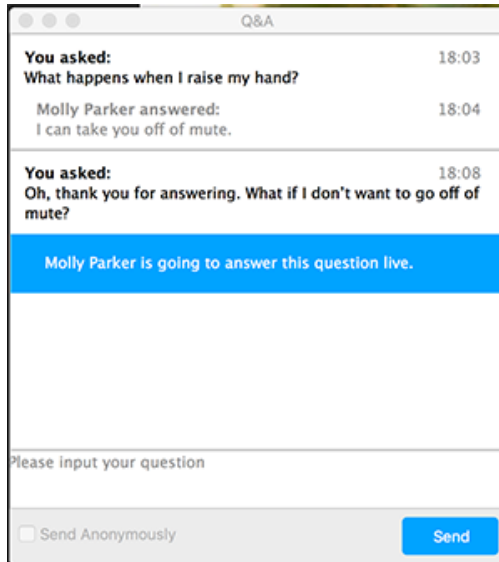
**Question & Answer:** Open the Q&A window, allowing you to ask questions to the host and panelists. They can either reply back to you via chat in the Q&A window or answer your question live.

To ask a question:

1. Type your question into the Q&A box. Click Send
2. If the host replies via the Q&A, you will see a reply in the Q&A window



The host can also answer your question live (out loud). You will see a notification in the Q&A window if the host plans to do this



**Polls:** If you are unable to see polls, please ensure any pop-up blockers are turned off on your computer.

**Leave meeting:** Click Leave meeting to leave the webinar at any time. If you leave, you can rejoin if the webinar is still in progress.