

The EAUC uses Zoom to manage and host webinars.

Booking onto a webinar

When you book onto the webinar, you will receive an email invitation (this will not be immediate). This will confirm the details of the webinar and allow you to view any files needed.

On the morning of your webinar, you will receive another email, containing a link to join the webinar. When it's time to join the webinar, click on the link in the email you have received.

What You Need To Get Started

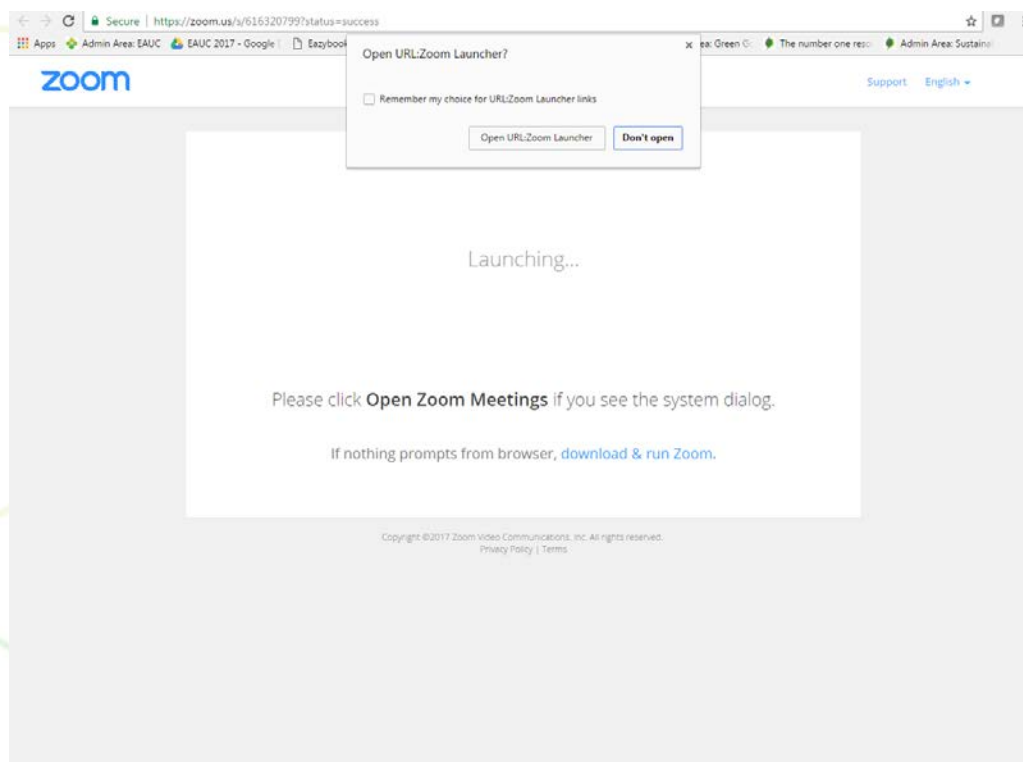
- An internet connected computer, laptop, or device
- Your webinar ID number/link to join the webinar
- A headset or ear buds (if you're participating with a laptop)
- A phone (if you're unable to receive audio via your computer, laptop, or device)
- A webcam (optional)

Accessing Zoom as an Attendee

What do I need to do when joining a Zoom webinar?

To join the webinar, click the link in the email received from EAUC.

You will be directed to the Zoom website and from here you will need to click 'Open URL:Zoom Launcher'.



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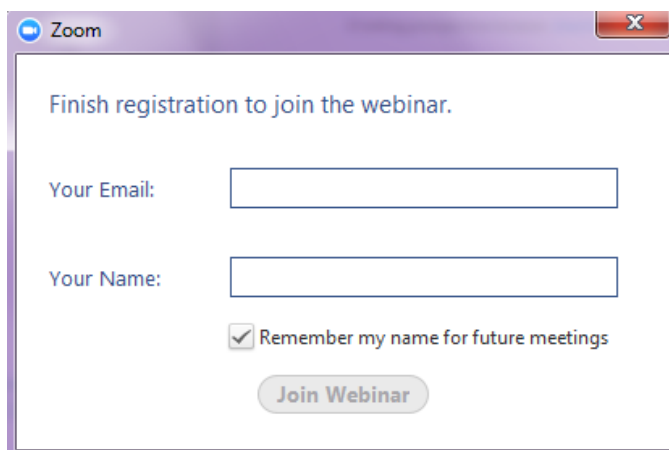
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After clicking this, a pop up box will open asking you to complete your registration.



A screenshot of a Zoom registration pop-up window. The window has a purple title bar with the Zoom logo and a close button. The main content area is white and contains the text "Finish registration to join the webinar." Below this are two input fields: "Your Email:" and "Your Name:". Under the "Your Name:" field is a checked checkbox labeled "Remember my name for future meetings". At the bottom center is a button labeled "Join Webinar".

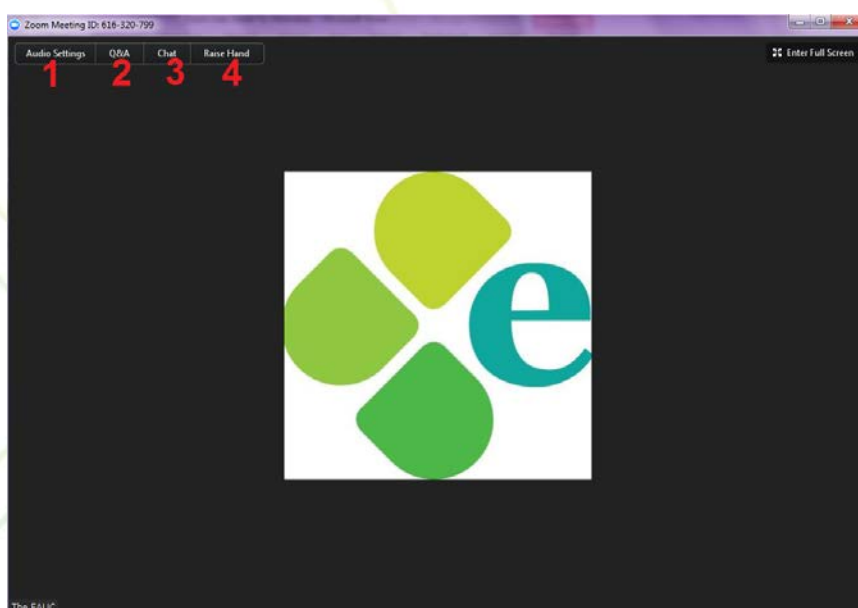
Please enter your details in this box and ensure you use your full name so that the webinar host can identify who has joined the webinar.

I am having trouble joining a webinar. What can I do?

- If you are invited to the webinar and you already have a Zoom account, you can just sign in to Zoom to join the webinar.
- If the webinar space indicates that the webinar has ended or has not started, verify the webinar time. The webinar may have been scheduled for a different time zone.
- If you are asked to sign in to your existing Zoom account and you have forgotten your password, select the "Forgot?" link and follow the instructions on the screen.
- If the webinar window isn't loading, close your browser and try to join the webinar again. Be sure to accept or approve any alerts requiring your approval to install the Zoom webinar application, and turn off any pop-up blocker that could be preventing the Zoom webinar window from opening.

Taking Part in a Zoom Webinar

Once you have entered your details and clicked 'Join Webinar' you will enter the webinar and you will see a screen similar to this. If the host/panelist is sharing a presentation, this will show on your screen.



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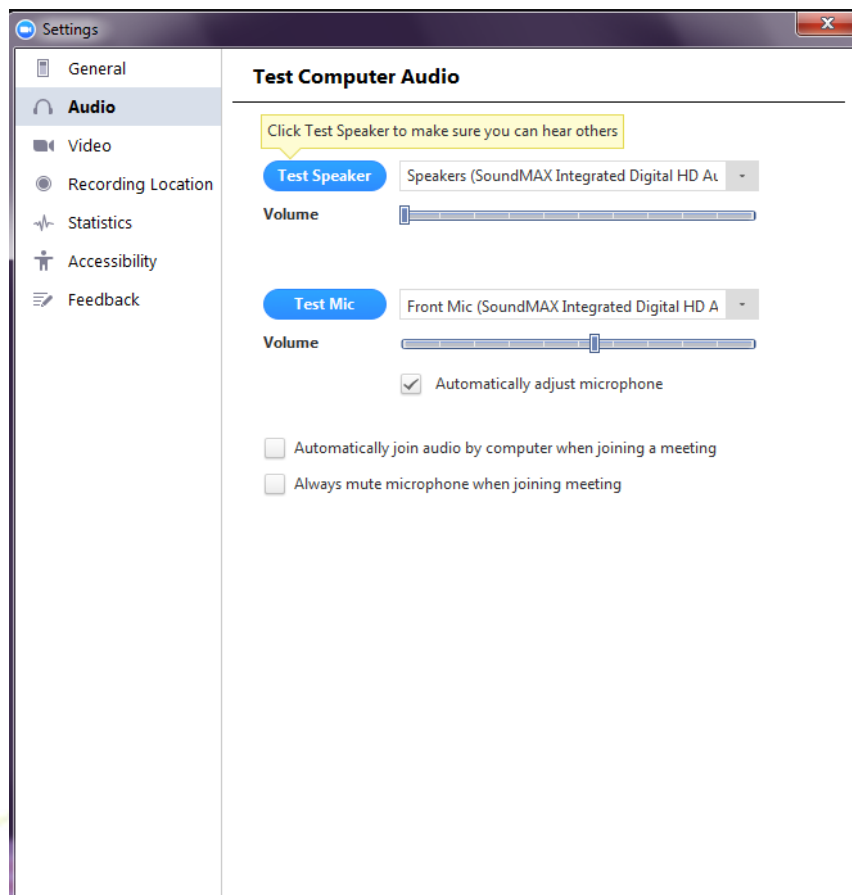


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1. Audio Settings

When you have joined the webinar, please ensure you have a working speaker so that you can hear the presentation. Alternatively you can dial into the webinar on the phone using the number and details provided in the webinar invitation email.

To manage your audio, please click on 'Audio Settings'. You will then see a box similar to this:



From here, you can manage your speakers and microphone (if you have one connected).

Please note: as a webinar attendee, the host and panelists cannot hear you speaking into your microphone. If you wish to be speak to host/panelist, you will need to Raise your Hand and the host will promote you to a panelist so that you can ask a question. Please note, if you have a webcam connected, your video will also be broadcast to all webinar attendees at the time you are promoted to a panelist (further details below).

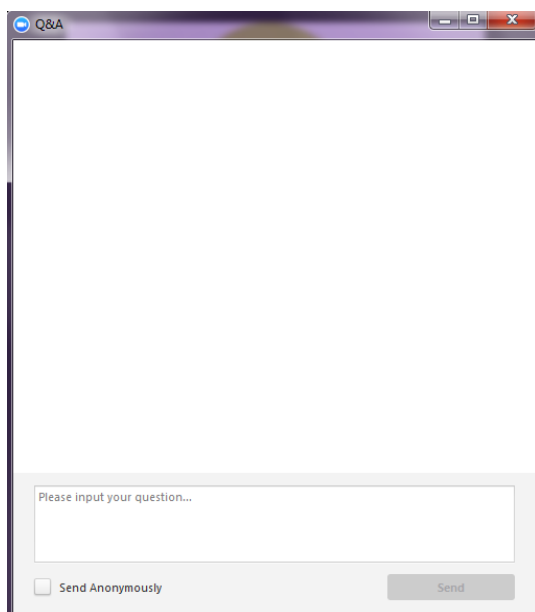
Alternatively, you can use the chat button or Q&A button to ask questions (further details below).

2. Q & A

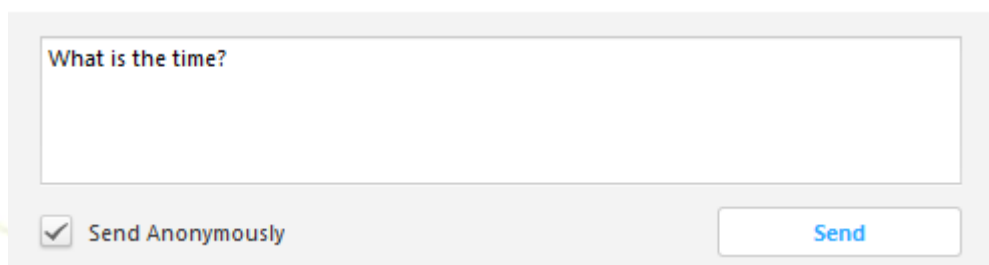
The Q & A button enables you to ask questions to the webinar host and panelists. There will be ample opportunity given during webinars for all webinar attendees to ask questions.

When you click on the Q&A button, the following window will appear:



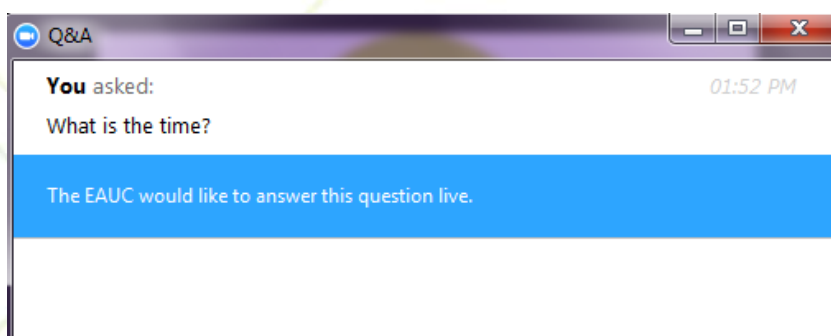


You can send your question publically so that all website attendees can see who has asked it or you can send it anonymously. To do this, type your question into the input box and then tick the 'Send Anonymously box'.

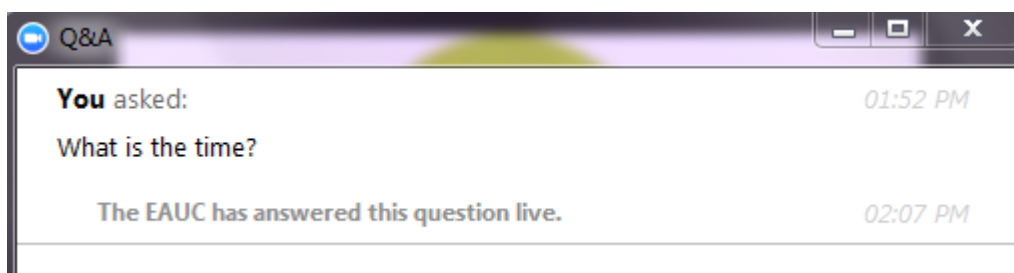


Once you have sent your question, the host/panelists have the option to either answer your question live or by text.

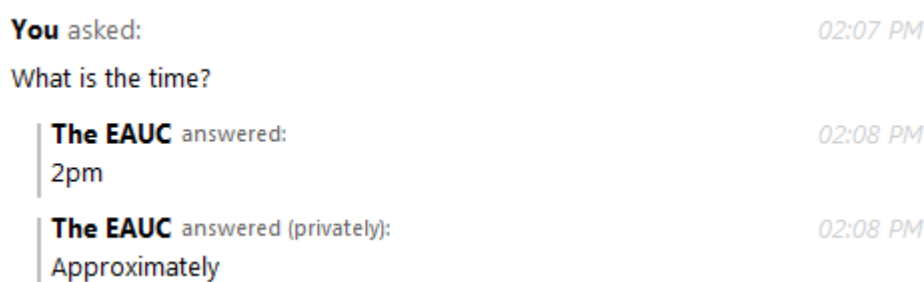
If they answer your question live, you will see the following message appear below your question and the host/panelist will answer your question out loud.



Once your question has been answered, a note will appear to let you know this has occurred.



If they answer your question by text, the answer will appear in text below your question. The host/panelist have the option to answer your question publically, so all attendees can see the response, or privately as outlined below.

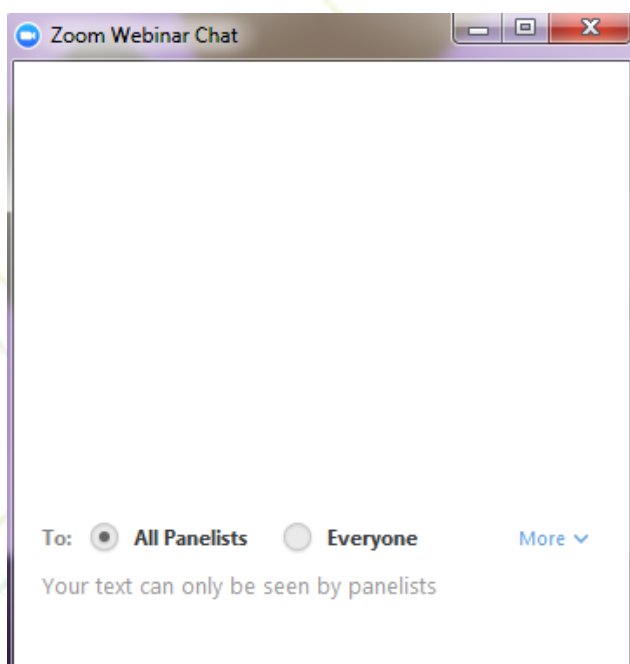


3. Chat

The chat box is a more informal way for you to ask questions to the panelists and should be used primarily if you are experiencing technical issues.

When you click the chat button, the following pop-up box will open.

You can type a message to all panelists (which includes the host - EAUC) or to Everyone.



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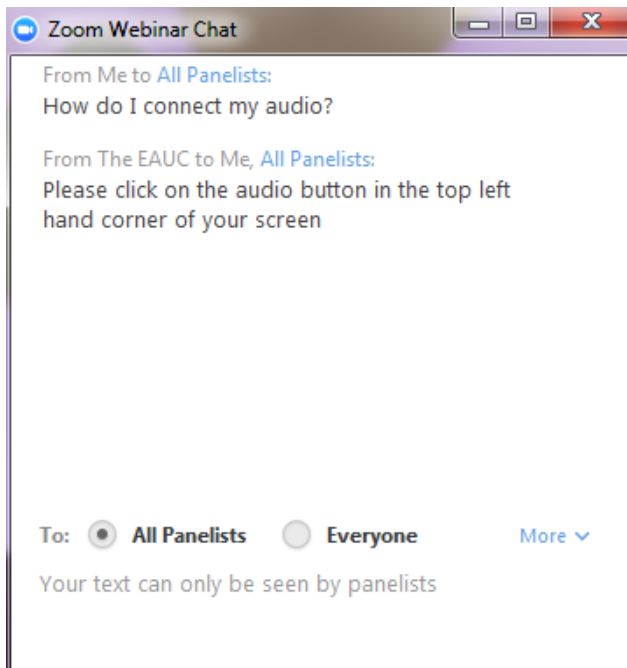
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Panelists then have the option to reply either just to yourself and panelists or to all webinar attendees.

The question and response will display as follows:

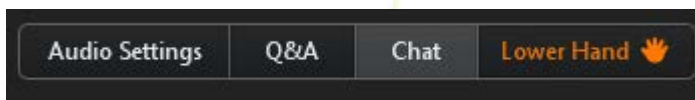


4. Raise Hand

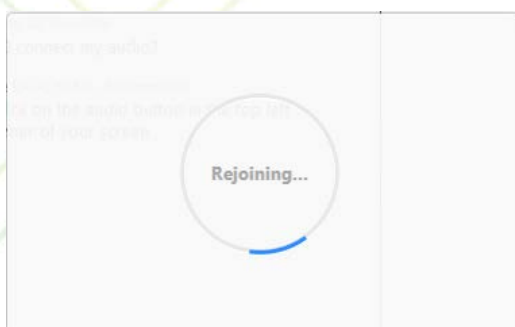
The Raise Hand button will alert the host and panelists that you would like to ask a question over the audio.

Clicking the Raise Hand button will turn it orange.

You can click it again if you change your mind and wish to lower your hand. The host and panelists can also lower your hand.



In order for you to ask your question over the audio, the host must promote you to be a panelist. When they do this, you will see this pop-up for around five seconds.



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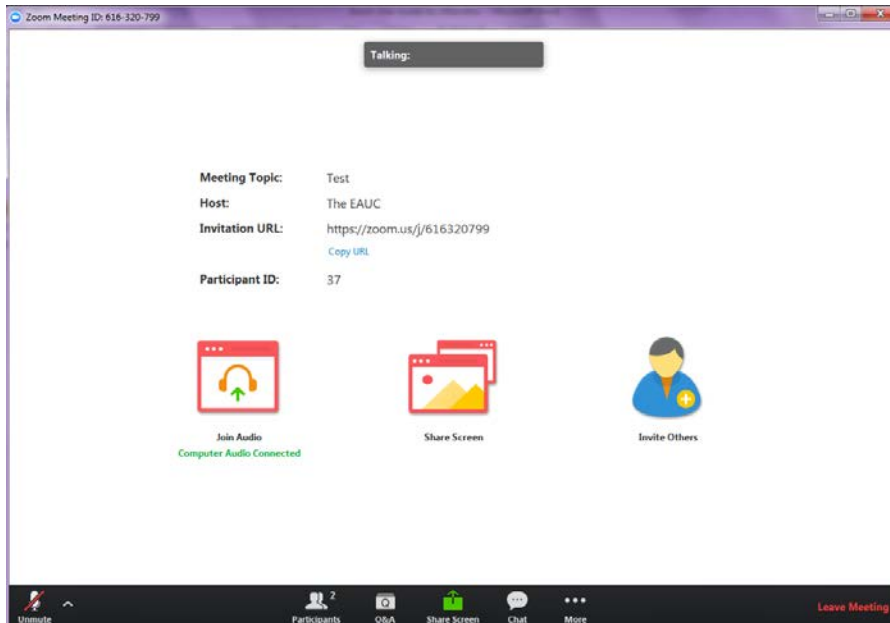
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Once this pop-up disappears, you will be in the webinar as a panelist, meaning your audio can be heard and video seen by all webinar attendees. At this stage, you will be able to ask your question.

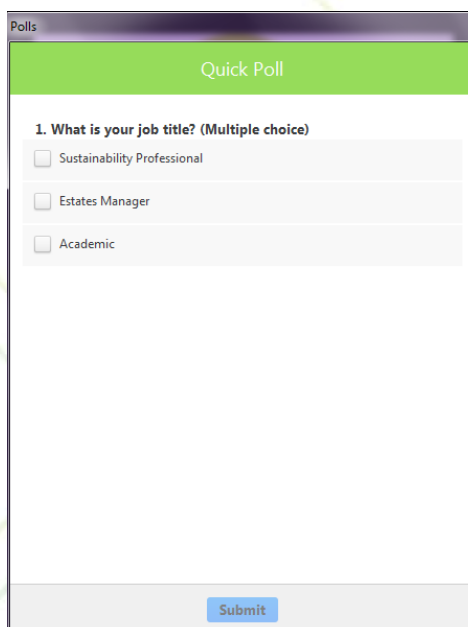
Your screen view will change to the following as a panelist:



Once you have asked your question, you will be returned to a viewer of the webinar and will temporarily see the rejoining box again before seeing your original screen.

Polling

During the webinar, panelists have the option to run a poll with attendees. If this happens a pop-up box similar to the following will appear on your screen. You can then select your choice and then hit submit.



The screenshot shows a "Polls" window titled "Quick Poll". The question is "1. What is your job title? (Multiple choice)". There are three options, each with an unchecked checkbox: "Sustainability Professional", "Estates Manager", and "Academic". At the bottom of the window is a blue "Submit" button.

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Allow time to check technical requirements

We recommend that before you sign in to the webinar on the appropriate date and time, **please spend 30 minutes** checking that you have the correct system requirements (see below).

You will waste time if you do not do this in advance of the webinar as they will start promptly at the time advertised. If this is a paid webinar, we will not be able to make refund due to system access unless they are in extreme cases.

Technical requirements

Detailed information about the systems required to run Zoom can be found [here](#).

The EAUC will be able to help you if you have any technical requirements whilst using Zoom.

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