

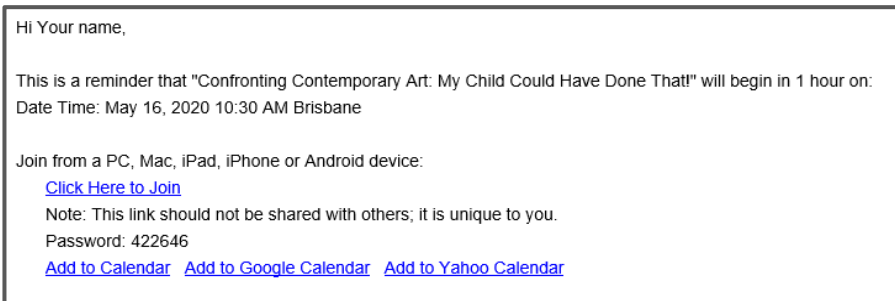
HANDY TIPS

How to join a virtual QAGOMA event via Zoom

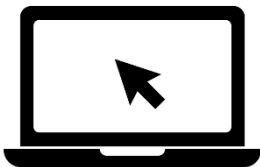
INSTRUCTIONS

1. Register for the event and follow the registration details included in the 'BOOK NOW' link
2. Once you have registered for the event, you will receive an email confirming your booking. The confirmation email will outline more information about the program.
3. One hour prior the event commencing, you will receive a reminder email from QAGOMA Online Events (sent via a Zoom, Eventbrite or QAGOMA email address, e.g. no-reply@zoom.us, no-reply@eventbrite.com or members@qagoma.qld.gov.au).

This email will provide you with the link and details on how to join the online Zoom event. The email will look something like this:



4. 5 minutes prior to the event start time, click the 'CLICK HERE TO JOIN' link to join the event. The link will launch a new window.
5. How to join:



VIA INSTALLED ZOOM SOFTWARE: DESKTOP COMPUTER OR LAPTOP

If you have the Zoom software already installed on your computer or laptop, the window will prompt you to open the Zoom software and automatically connect you to the session

VIA WEB BROWSER: DESKTOP COMPUTER OR LAPTOP

If you do not have Zoom installed on your computer or laptop, simply click the 'If you cannot download or run the application, start from your browser' text at the bottom of the screen. This will launch the Zoom session via your computers web browser.

When prompted, select Yes.

If nothing prompts from browser, [download & run Zoom](#).

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



SMARTPHONE OR TABLET

Once you open the 'CLICK HERE TO JOIN' link, you will be prompted to download the Zoom app via your devices app store. The app is free. Follow the prompts to install the app. Full instructions are available [here](#).

6. You may be asked to wait in a virtual waiting room for the event or receive a message saying that the event has not started yet. Do not close the software, app or web browser until the event has commenced.
7. At the start of the event, QAGOMA Staff will run through the entire event interactivity options available to you and how to use them (e.g. enabling your mic and webcam or voting in polls).

FAQs

Why haven't I received an email with a link to join the event?

- An email with the link to join the event, will be sent 1 hour prior to the program commencing (AEST)
- Check your Junk E-Mail inbox, sometimes the confirmation email might end up here
- Still no sign of the email? Please email online.events@qagoma.qld.gov.au and we will re-send you the link

I'm having technical issues during the event. How can I fix them?

- For technical issues relating specifically to your video camera, microphone or computer – please visit the [Zoom technical support webpage](#)
- For other issues - email online.events@qagoma.qld.gov.au or message QAGOMA Online Events in the Zoom chat window for support

How do I report another user for inappropriate behaviour?

- All QAGOMA virtual events are monitored live by QAGOMA staff to ensure the safety and wellbeing of all attendees
- To report another user, please email online.events@qagoma.qld.gov.au or message QAGOMA Online Events in the Zoom chat window for support

For in-depth articles, tips and instructional videos on how to use Zoom, please visit the Zoom support webpage:
<https://support.zoom.us/hc/en-us>