



Assessment & Research

How to Access your Zoom Training

There are two ways to access any zoom training

- Using a link from your computer or Zoom app
- Calling into Zoom at 1-669-900-6833 and entering in the Zoom ID#
- **When on your computer**
 - You will click the link listed in the session description from Frontline, or from any flyer you may have received.
 - This will launch the Zoom app on your computer
 - If you don't already have it, you may be prompted to download it.
 - You do not need to create an account to sign in.
 - Zoom will then prompt you to test your microphone and headphones.
 - For your privacy, we suggest you join WITHOUT video.
 - We will have you muted upon entry. **Please use the chat feature at the bottom right for any questions you may have**, and don't worry if you don't have a microphone.
- **When using your phone or tablet**
 - Click the link listed in the session description from Frontline, or from any flyer you may have received.
 - This will launch the Zoom app on your phone
 - If you don't already have it, you will be prompted to download it from your app store (it is free)
 - You do not need to create an account to sign in.
 - For your privacy, we suggest you join WITHOUT video.
 - We will have you muted upon entry. Please use the chat feature for any questions you may have (**use three dots at the bottom right to find the chat feature**).
- **Important notes:**
 - If you are hearing an echo, this is usually caused when two or more people in the same room have their microphones on. You should be on mute during the presentation to prevent this.
 - If your audio is not working
 - Make sure you're not connected to a Bluetooth audio player somewhere else (alternate speaker, headphones you're not using, etc).
 - Check your volume settings.
 - For other issues, see here: <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>