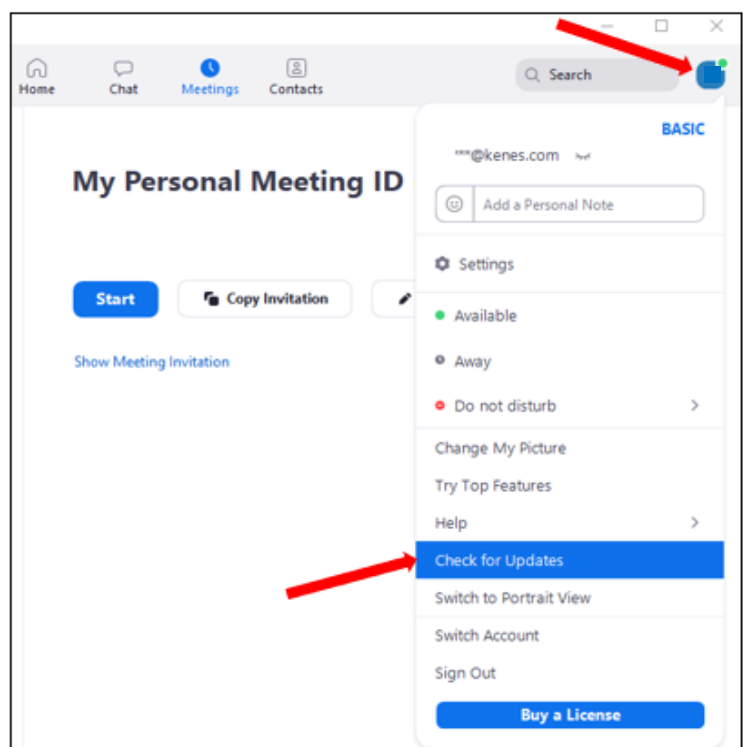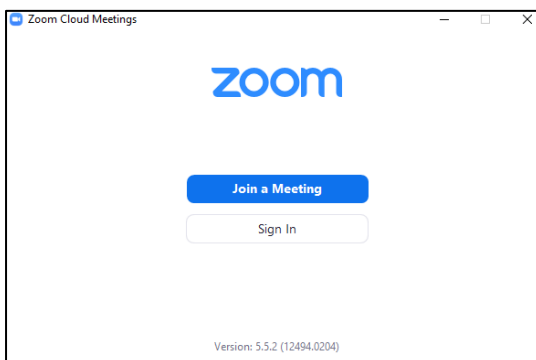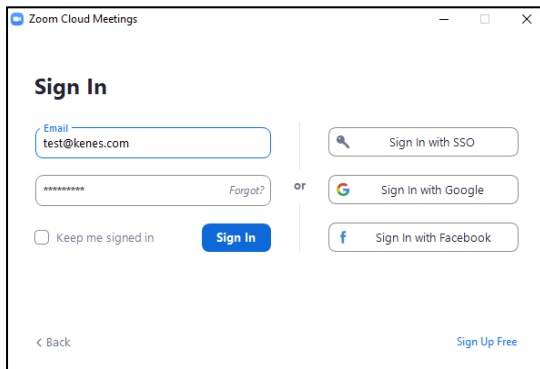# HOW TO JOIN A LIVE Q&A SESSION

1. **Please make sure to have:**

   a. **A headset/earphones** with microphone connected to your computer, is highly recommended for the best quality recording. You may use wireless earbuds if the sound test is successful.
   If necessary, you may use the internal microphone of your laptop.

   b. **A computer with a functional webcam** (the laptop internal webcam will work). Camera height should be positioned directly in front of you at eye level, about a full arm's length away.

   c. **A stable internet connection**, we recommend using wired internet if possible. If you use Wi-Fi please make sure that you sit near the Wi-Fi router. 4G cellular should not be used.

   d. **A quiet environment** to avoid interruptions while speaking (eg. pets, phone, doorbell, etc.)

   e. **A neutral background**, white, uniformly colored wall, or similar is recommended. Avoid bright backlight by making sure that the main source of light (such as a window) is in front of you.

   f. **If you are sharing a presentation during your live session, please have your PowerPoint presentation** (16:9 format) ready and open on your screen.

   g. Zoom software installed on your computer in advance. (To download the zoom software, click here).
   If you have used "Zoom" on your computer in the past, please make sure you **have the latest version** with updates installed.

   To install the updates: **Sign In,** enter your Email and Password, open the menu, select **Check for Updates.**
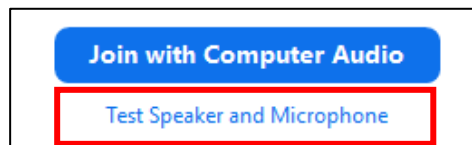
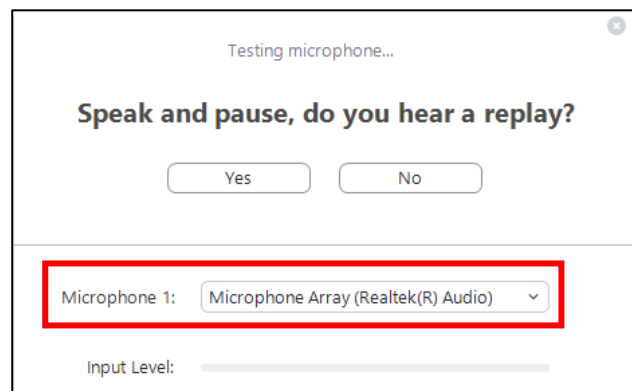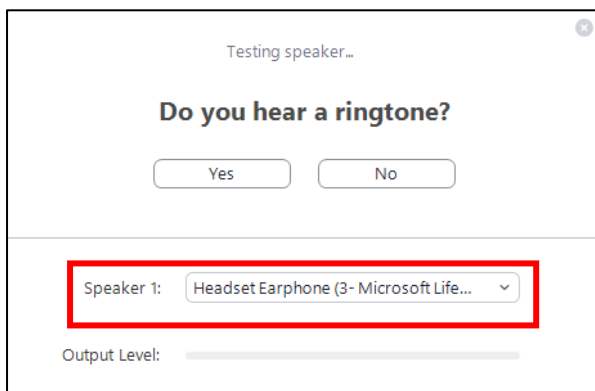**2. Join the live/live Q&A session**

Reminder: the zoom link to join the live/live Q&A session will be send to you via email a few days before the start of the Conference.

Please make sure to enter the zoom link in advance of your live/live Q&A session. The calendar invitation you will receive should be for approximately 30 minutes before the live session starts to allow time for preparation. Once you enter the live/live Q&A session zoom link, a technician will be there to assist.

    a.   Click the zoom link and enter your **Full name,** then click **Join Meeting.**

    b.   Click **Test Speaker and Microphone**

If you do not hear any sound, check that the correct speakers and microphone have been selected.

When both tests are completed, please click **Join with Computer Audio**.
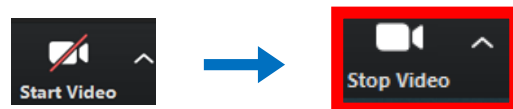
3. During the live/live Q&A session

In the zoom window, at the bottom of the screen you will see the following icon menu:
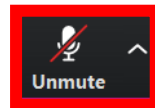
- **Audio:** When you speak, please make sure that your microphone **is not muted** (when you speak you will see a green indicator on the microphone icon)

- **Video:** Enable your video camera so you will appear on the screen

Very important! **When someone else is speaking, please mute your microphone to prevent background noise**
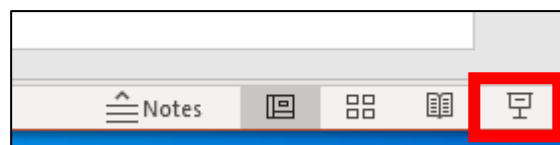

If you are sharing a presentation during the live sessions, you will need to share your screen.

- **Share Screen:** Click the '**Share Screen'** icon, select the screen with your PowerPoint presentation and then click the blue **'Share'** button.
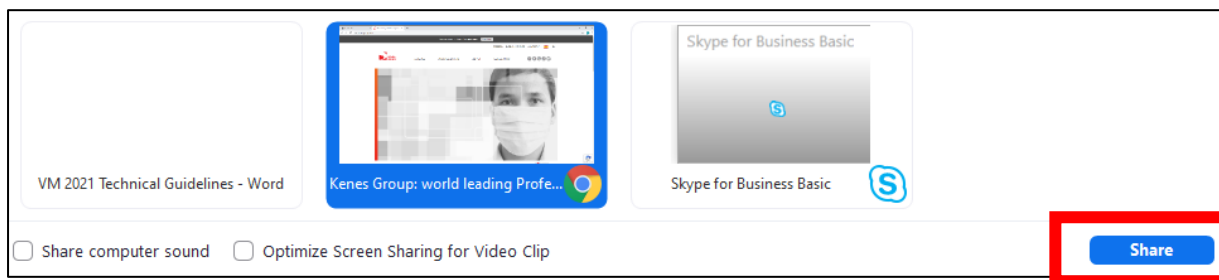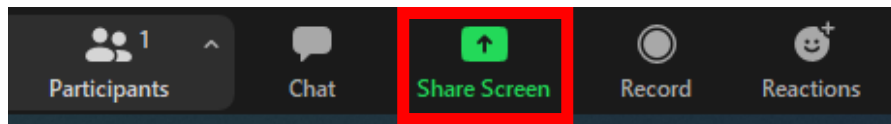
Be sure to use slideshow mode to start your presentation.

Note if you have a video to share, it is recommended to embed the video in your .PPTX file.
If you have issues with the video sharing, it is possible to share it directly via the **'Advanced'** tab**,** then select '**Video**', blue **Share** button and open the video file you wish to share.