SIXTH&I

virtual events: zoom faq

Where can I find the link to access the event?

In your ticket purchase confirmation email from Eventbrite, you'll see a large orange button that says "View Now." Click there to launch the event webpage, and click the large "Play" button to launch the event.

Do I need a Zoom account to access the event?

Nope! The event link allows you to join without creating an account, but you will need to download the Zoom video client to your computer. You will be prompted to do so the first time you join a Zoom meeting, or you can download it here.

What if I don't want to download Zoom?

There is an option to proceed to the event in your web browser instead of downloading Zoom to your computer. However, you will need to create a free Zoom account to do so.

I clicked the link to join the event, but Zoom is not launching. What do I do?

If you have Zoom downloaded:
You should see text at the bottom of the screen that says, "If nothing prompts from browser, click here to launch the meeting." If you click that link and nothing happens, you may need to disable your pop-up blocker.

If you do NOT have Zoom downloaded:
Either download Zoom and follow the prompts listed above as needed, or create a free Zoom account to join from your browser.

Can I unmute myself or turn my camera on?

No, event attendees will remain muted with their video off throughout the program. Wear comfy clothes, sit back, and relax knowing that no one can see or hear you!

How do I ask a question of the speaker(s)?

To submit a question, please click the Q&A button at the bottom of your Zoom screen. Our guests will be able to respond to some, but not all, questions at the end of the event. We also encourage attendees to continue the conversation on our social channels tagging us @sixthandi.

The video on my screen keeps freezing or seems slow. What do I do?

Sixth & I does everything in our power to ensure a clear stream from our end. If you're experiencing slow or frozen video, this may be a result of your personal Internet speed or bandwidth. It is helpful to turn off the Internet on any other devices in your home, such as smartphones and tablets, or to power them off completely. If you're able to plug directly into your internet source with an Ethernet cable, that may also solve this problem for you.

For more information about joining programs on Zoom, click here.