

SIXTH&I

virtual events: zoom faq

Where can I find the link to access the event?

The Zoom access link will be sent to you via Eventbrite three times: 2 days, 2 hours, and 10 minutes before the event begins.

OR In your ticket purchase confirmation email from Eventbrite, you'll see a large orange button that says "View Event." Click that button (you'll first need to log in to your Eventbrite account), and then click the "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 on my computer?

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 on my computer, 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 watch the event on my phone or tablet instead of on a computer?

Yes—you'll first need to download the Zoom app to your device. Please note that Chromebooks and tablets may not offer the best viewing experience.

Tips for better video and audio quality:

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 local Internet speed or bandwidth.

- Close all other programs and tabs to reduce the number of sources pulling from your internet connection.
- Plug directly into your internet source with an Ethernet cable instead of relying on a WiFi connection.
- Turn other devices in your home from WiFi to data so there is less stress on the WiFi connection you're using to watch the event.
- Restart your computer to clear out programs that may be operating in the background and putting stress on your internet connection.
- Make sure the audio on your computer/device is unmuted and turned all the way up.
- Try playing sound from another web page to see if that works.

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 toward the end of the event. We also encourage attendees to continue the conversation on our social channels tagging us @sixthandi.

For more information about joining programs on Zoom, [click here](#).