

# Alumnae Continuing Education -Zoom Guide



We look forward to sharing this virtual learning space with you and hope this guide helps in navigating our hybrid format.



Courses will run nine weeks and consist of live streamed lectures on Tuesdays and Thursdays, followed by temporary recordings of each session.

Access to each will require a unique link and passcode. Plan on receiving multiple emails each week.

## Topics:

- [Live-Streaming Lectures - Zoom Links & Passcodes](#)
  - [Day of the Live Stream Lecture](#)
    - [Testing Your Speaker](#)
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# Live Streaming Lectures - Zoom Links and Passcodes

To receive weekly links to the live stream, you must take the additional step of registering for Zoom Webinar.

Use the link(s) provided in your payment confirmation email from [no-reply@audienceview.com](mailto:no-reply@audienceview.com)

Scroll down to find the link(s). Each course has its own registration link.

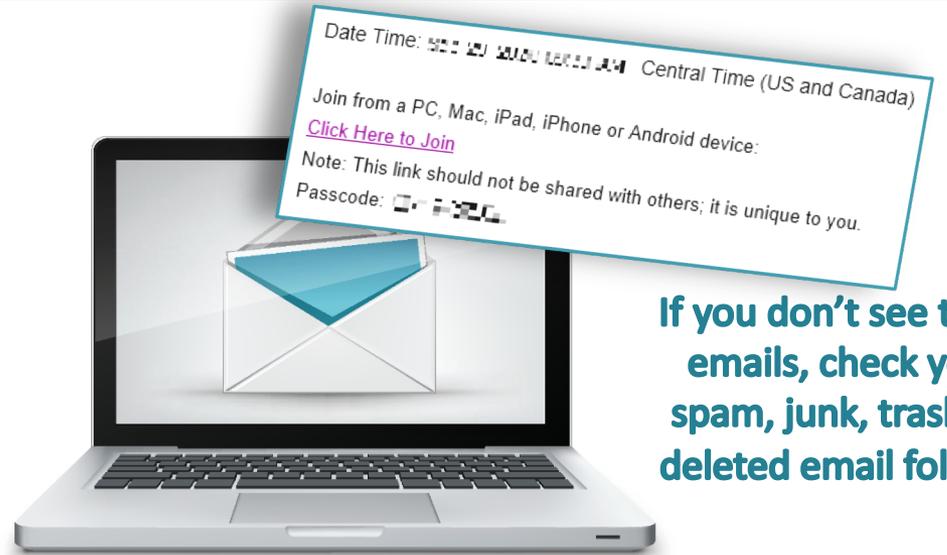
Zoom will ask you to confirm your name and email. You only have to do

this once each quarter. You will receive a confirmation email from [no-reply@zoom.us](mailto:no-reply@zoom.us)

Reminder emails will be sent from **Norris Virtual** both 24 hours and also one hour before each session to the email address used when enrolling for the course.

Plan on “arriving” at the session 10 minutes early to adjust your viewing preferences.

**Please remember that your Zoom link is specific to your email address and may not be shared.** Sharing your links may void your registration without refund.



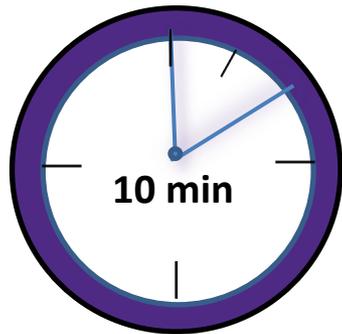
**If you don't see these emails, check your spam, junk, trash, or deleted email folders.**



# Day of the Live-Stream Lecture

## Preparation

Locate the email for the day's lecture well in advance of the scheduled start time. With so many attendees, there is very little that can be done to help shortly before or during the session.



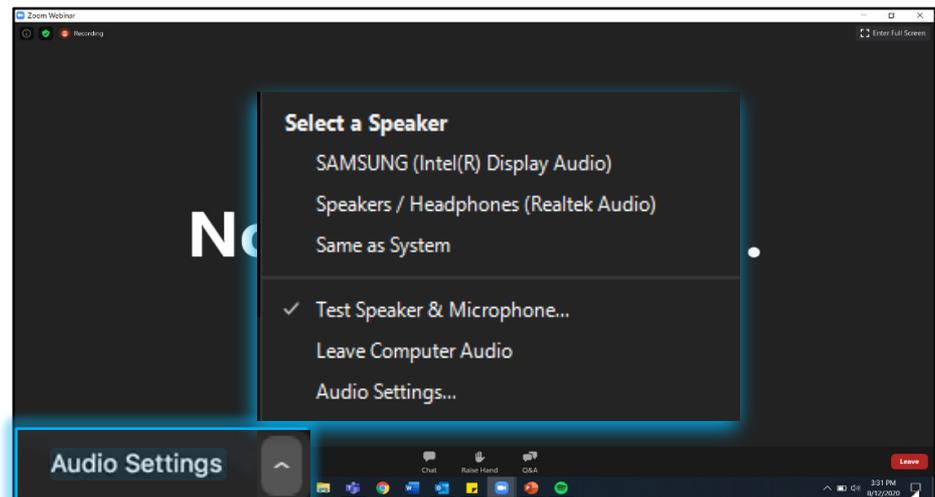
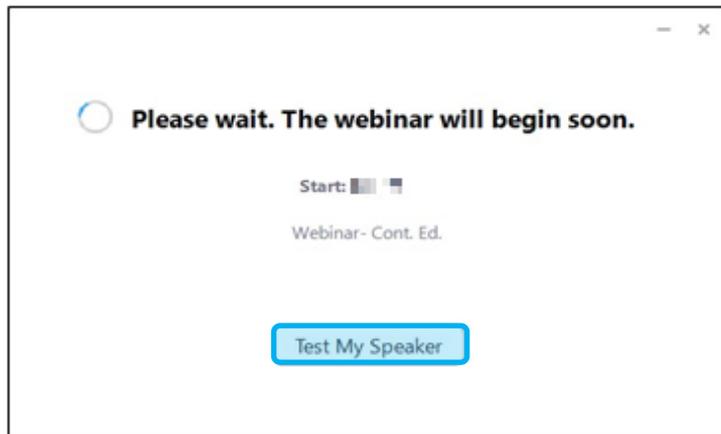
Click on the link within the email at least 10 minutes before the session is scheduled to begin. You will either see an intermediate “wait” window (left image) or the full lecture screen (right image).

Ensure you will be able to hear the lecture by testing your speakers. Depending on your screen, click [Test My Speaker](#) or [Audio Settings](#).

Date Time: 5:00 PM 10/12/2016 Central Time (US and Canada)

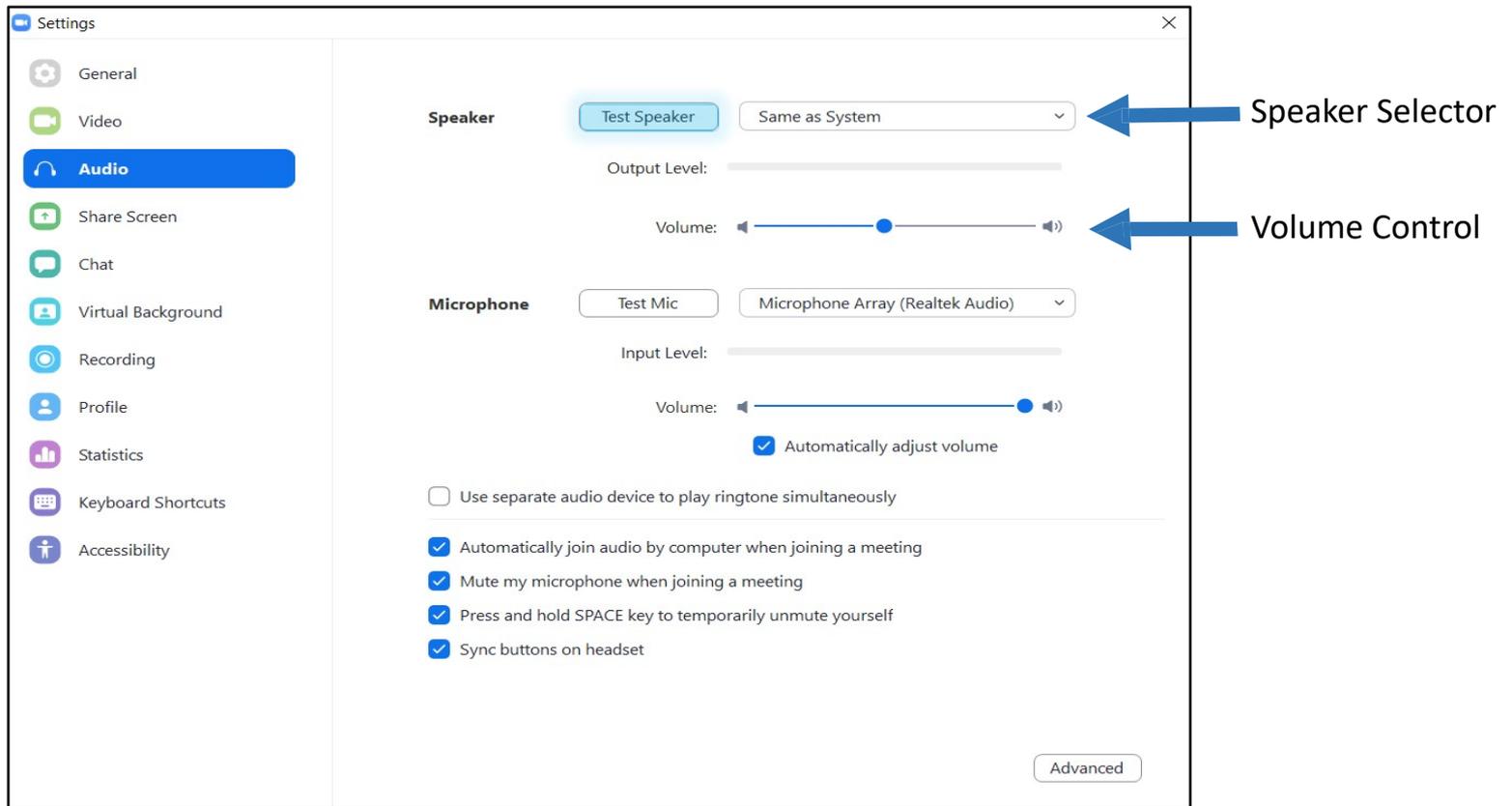
Join from a PC, Mac, iPad, iPhone or Android device:  
[Click Here to Join](#)

Note: This link should not be shared with others; it is unique to you.  
Passcode: 123 456 789



# Testing Your Speaker

From the Audio Settings menu, click the **Test Speaker** button at the top of the screen. If you hear a ringtone, your speaker is working. If you cannot hear the ringtone, move the volume control to the right and verify that the correct speakers are selected from the dropdown menu.



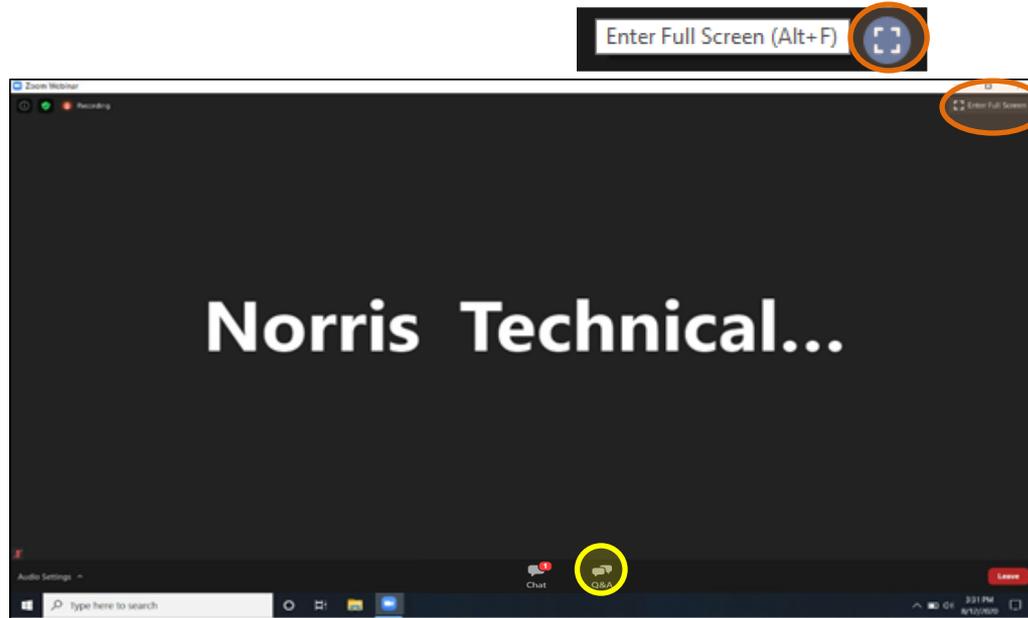
**NOTE:** Your microphone will be disabled during the webinar.

# Zoom Features – 1 of 3

## Overview

During the webinar, the video image of the presenter or lecture slides will be displayed in the center of the screen in place of **Norris Technical...**

Click **Q&A** (at the bottom of the screen) to ask the presenter questions. Your questions are only visible to the presenter and the Continuing Education Lecture Coordinator.



**Full Screen** allows you to enjoy the webinar with the screen at its largest size.



Our lectures use Zoom Webinar to live stream and record. If you're familiar with Zoom Meeting, you will notice that some features will be missing. Though still visible, the Chat feature is disabled.



# Zoom Features – 2 of 3

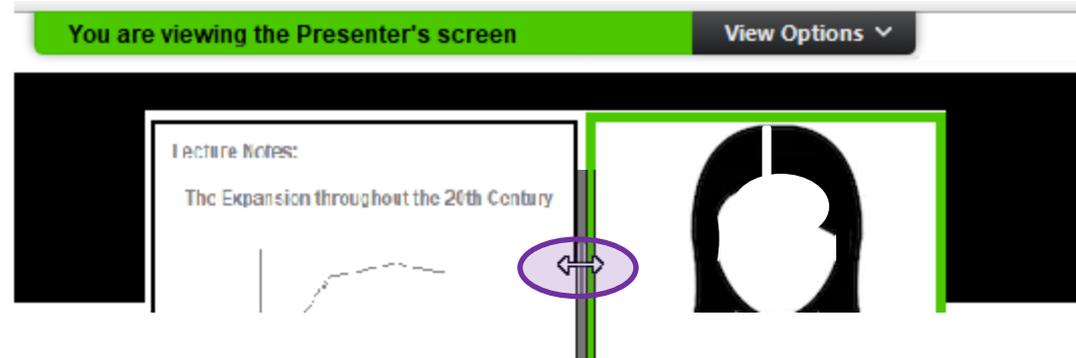
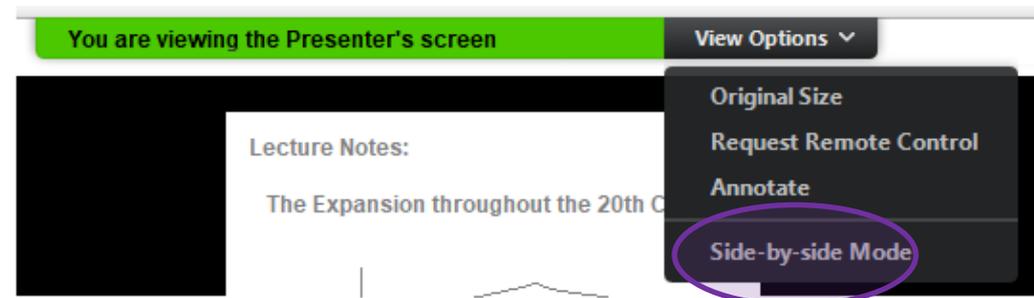
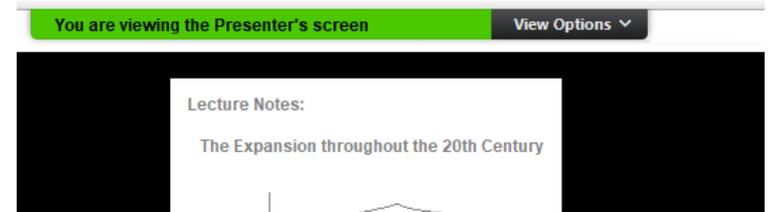
## Side-by-side Mode on a PC or Mac (not available on iPad)

When the presenter shares slides, *Side-by-side Mode* allows you to see the shared screen alongside the presenter's video image.

From your view of the presenter's screen, exit Full Screen. Click on **View Options** and then on **Side-by-side Mode**.

To adjust the size of each view, hover your cursor over the boundary between the shared screen and presenter's video until your cursor changes to a double arrow and you see a gray line separating both views.

Click and drag the separator left or right as needed.



To return to full screen, click **View Options** and **Side-by-side Mode** again.



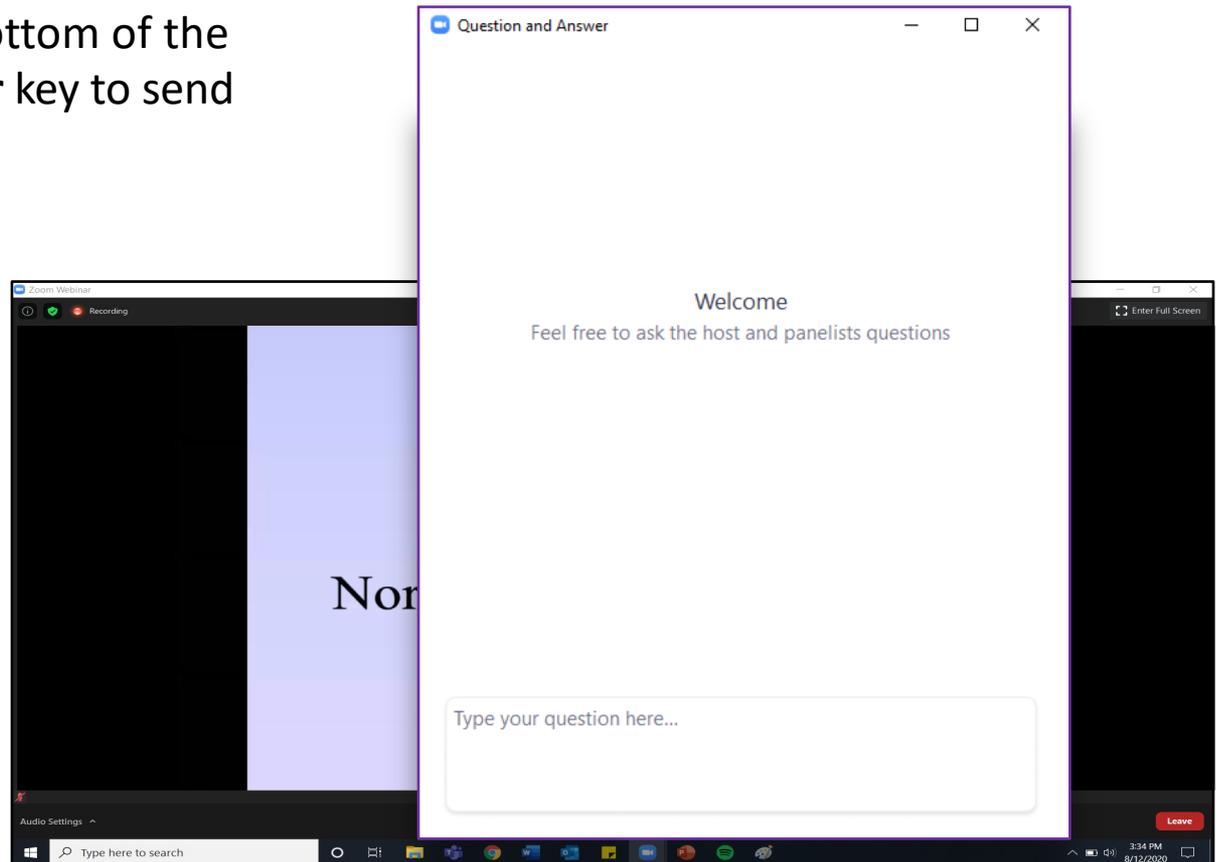
# Zoom Features – 3 of 3

## Q&A

If you have a question for the presenter, click  to open a *Question and Answer* window.

Type the question at the bottom of the window and press the **Enter** key to send it to the presenter.

The Continuing Education Lecture Coordinator will review your question and place it in a queue for the presenter to address at an appropriate break in the lecture.





# Resources for Information and Troubleshooting

## New Technologies



Technology-based changes always provoke questions and sometimes frustration. But know that we are ready to help.

We can only arrive at the solution by working together. Prior to calling, please know:

- If you have a firewall that may be blocking your access to the Zoom websites
- How to perform searches within your email program (e.g., Gmail, Hotmail, Comcast, AOL, Outlook, etc.)

Since Zoom-compatibility is a common issue, please also be sure that your web browser meets the minimum requirements:

- Internet Explorer 10 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 76 or higher

Note: Mobile web browsers are not supported.

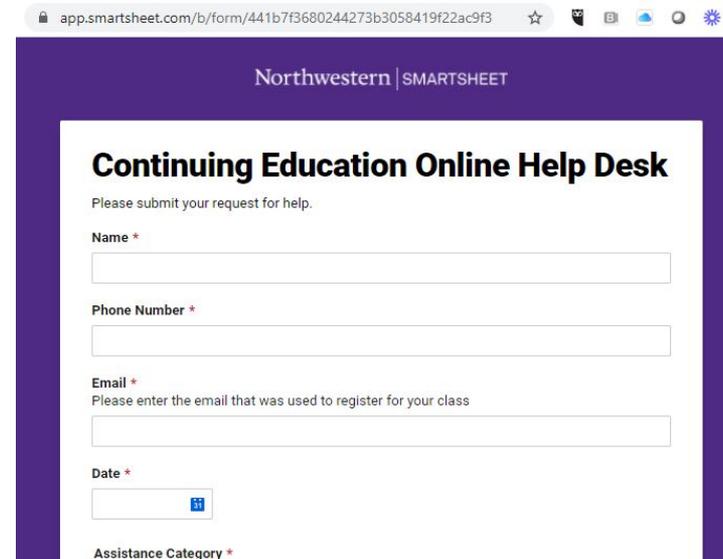
Because computer configurations, especially emails, are highly variable and customizable, registrants should be familiar with their particular setup, including email filters and browser-enabled security features.

# Getting Help / Reporting an Issue

## Customer Service

At this time, assistance is primarily delivered electronically. During the academic term, staff is available 9:00am-3:00pm, Monday - Friday.

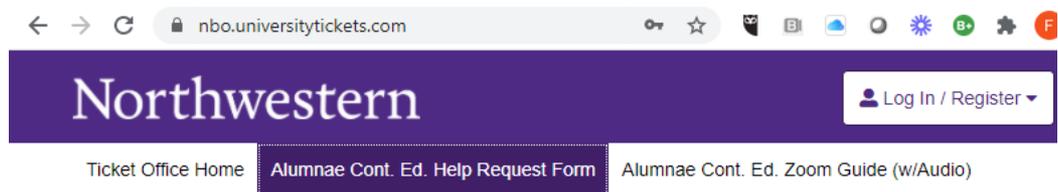
To ask for assistance or report a problem, please use our online form: <https://app.smartsheet.com/b/form/441b7f3680244273b3058419f22ac9f3>



The screenshot shows a web browser window with the URL [app.smartsheet.com/b/form/441b7f3680244273b3058419f22ac9f3](https://app.smartsheet.com/b/form/441b7f3680244273b3058419f22ac9f3). The page title is "Northwestern | SMARTSHEET". The main heading is "Continuing Education Online Help Desk". Below the heading, it says "Please submit your request for help." The form contains the following fields: "Name \*" with a text input box; "Phone Number \*" with a text input box; "Email \*" with a text input box and a sub-label "Please enter the email that was used to register for your class"; "Date \*" with a date picker; and "Assistance Category \*" with a dropdown menu.

Please remember that **details matter** and help us determine what an issue may be. Simply indicating that something is not working without describing what you did and what error messages you see, draws out the time needed to arrive at a solution.

For your convenience, access to the form is available at the registration website, [nbo.universitytickets.com](https://nbo.universitytickets.com)



The screenshot shows the navigation bar of the website [nbo.universitytickets.com](https://nbo.universitytickets.com). The header features the "Northwestern" logo in white on a purple background. To the right of the logo is a "Log In / Register" button. Below the header, there are three navigation links: "Ticket Office Home", "Alumnae Cont. Ed. Help Request Form" (which is highlighted with a dark purple background), and "Alumnae Cont. Ed. Zoom Guide (w/Audio)".



# Alumnae Continuing Education - Zoom Guide



Happy  
Learning!

CONTINUING EDUCATION  
THE ALUMNAE OF NORTHWESTERN UNIVERSITY  
54 YEARS

