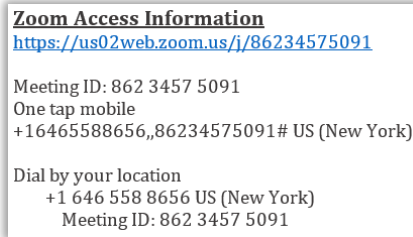
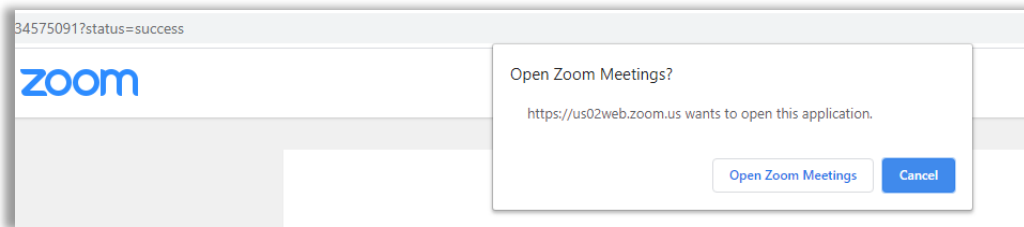


## ArchCare Webinar (Zoom) Troubleshooting Guide

- To Join a Zoom meeting or training webinar, please refer to your calendar invite. In the calendar invite you will see the meeting information such as,




- Clicking the link will launch Zoom. You will then be asked to click “Open Zoom Meetings”:



- Selecting “Open Zoom Meetings” will bring you into the meeting where you will be able to test your audio and video on your computer.
- If your computer doesn’t have video, or if you run into audio and video trouble, you can easily access the meeting via smartphone. Run the meeting via computer for a bigger screen, and run your audio and video through your smartphone. Download the Zoom app:



- Once downloaded, open up Zoom and select “Join”.  From here, type in the Meeting ID number to access the meeting. Make sure to have “Join Options” unselected to enable your audio and video:

