

Follow these instructions to join the *AESO Market Efficiency – Pricing Framework Stakeholder Engagement Session #2* webinar using the Zoom video conferencing app.

You can participate using either a [Tablet/PC/MAC computer](#) or a [smartphone](#). Please join the webinar from one device only and follow the instructions for your preferred device below.

You were notified via the AESO Stakeholder Newsletter or via an email from AESO Stakeholder Relations with a request to register for the webinar. Once registered, you will get a **confirmation email** with a unique webinar link and password to join the session. The confirmation email also contains a webinar ID you can use if you wish to access the webinar by entering that information on the [Zoom](#) website instead of by clicking on the link in your email. You will then be asked to register again.

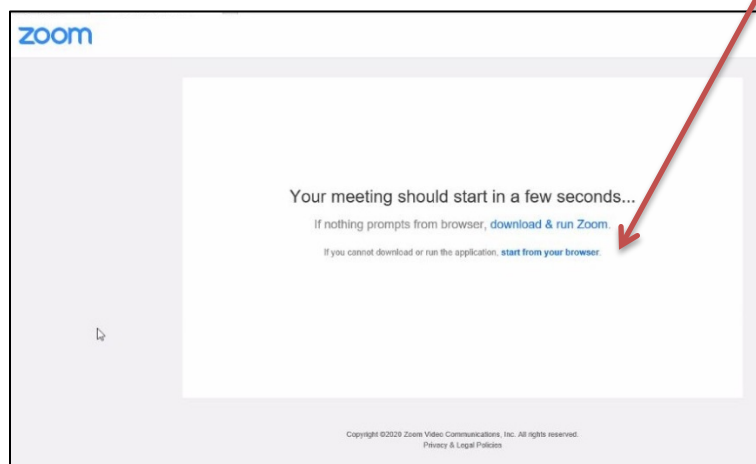
Topics: [Tablet/PC/MAC Computer](#), [Smartphone \(iPhone/Android\)](#), [How to ask questions in the webinar](#).
Zoom resources: [Zoom FAQ](#), [Zoom videos tutorials](#), [Download Zoom client \(app\)](#)

Tablet/PC/MAC Computer

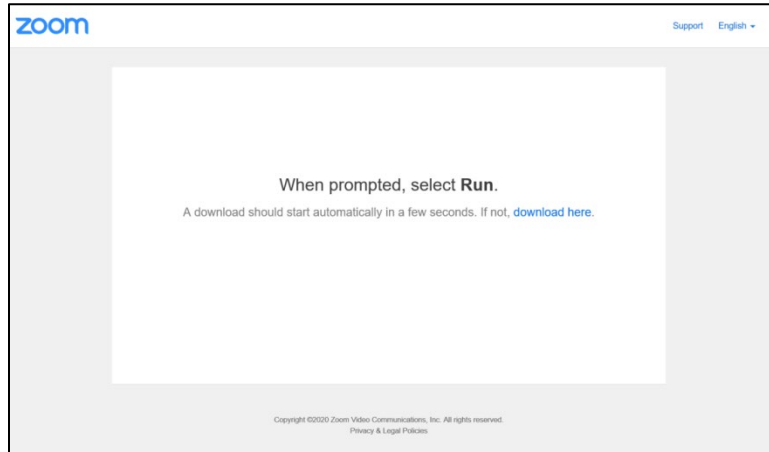
Tablet users can simply **click on the webinar link in the registration confirmation email** and follow the instructions below.

Important: PC/MAC users connected to office computers through VPN/Remote Desktop should **copy the link and paste it into a browser on your local computer** (i.e. don't access the webinar when you are logged in to your remote desktop or you will experience connection difficulties).

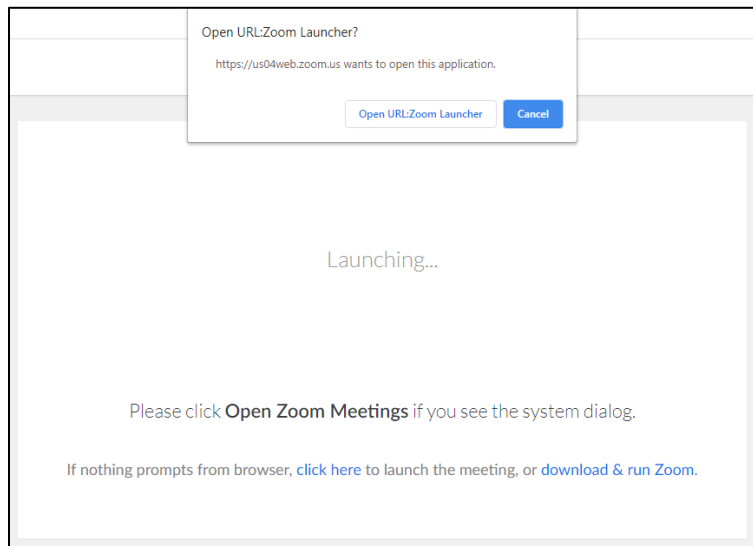
- You may be automatically connected to the webinar without installing the app if you see a screen like the one below.
- If you are not automatically connected and do not want to download the app, click **Start from your browser**.



- Alternatively, if you are not automatically connected, you may see a screen like the one below. Follow the instructions and run the Zoom app installer that downloads. You may have to click on the webinar link again, after the app installs.



- If you do have the Zoom app installed you will see a screen like the one below. Allow your browser to launch the Zoom app and follow the instructions.



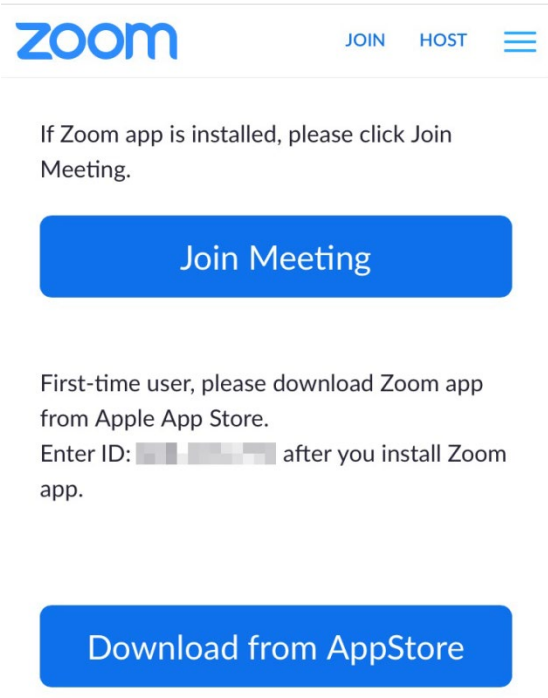
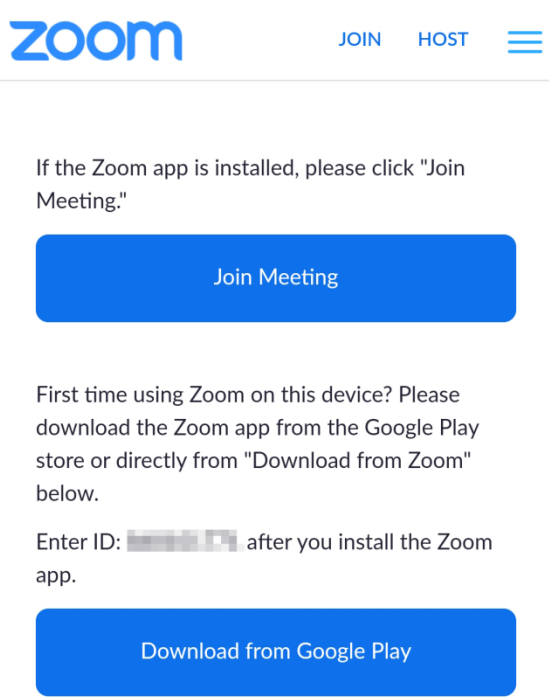
- You may be prompted to allow Zoom to have access to your device’s microphone. Allow access as you see appropriate.
- Please note, all attendees will join the webinar in listen-only mode and the moderator will have attendee cameras disabled and microphones muted.
- If you would like to ask a question in the Q&A portion, click the icon to raise your hand and the moderator will unmute your microphone. Your name will appear on the screen but your camera will remain turned off.

Zoom Article: [Testing computer or device audio](#)

Smartphone (iPhone/Android)

Click on the webinar link in your registration confirmation email.

You will see one of the following screens depending on your device. Follow the instructions to “Download” or if you already have the Zoom app installed, “Join Meeting”.

iPhone	Android
	

- You may be prompted to allow Zoom to have access to your device’s microphone. Allow access as you see appropriate.
- Please note, all attendees will join the webinar in listen-only mode and the moderator will have attendee cameras disabled and microphones muted.
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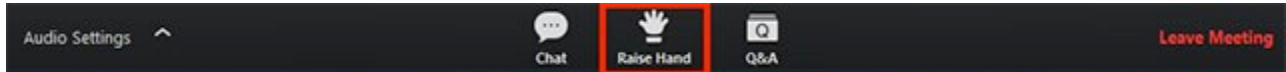
Zoom Article: [Testing computer or device audio](#), [My video /camera isn’t working](#)

Asking questions in the webinar

2-in-1/PC/MAC Computer

Hover your cursor over the bottom area of the Zoom app and the **Webinar Controls** will appear as shown below.

Click **“Raise Hand”** and the host will be notified that you would like to ask a question.



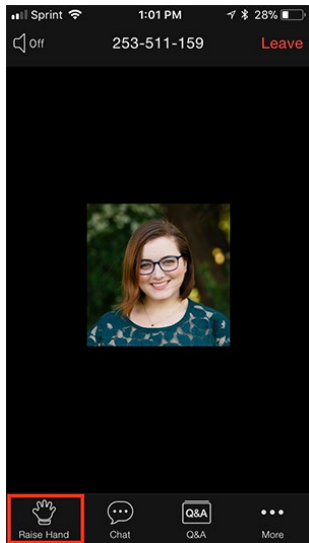
Click **“Lower Hand”** to lower it if needed.



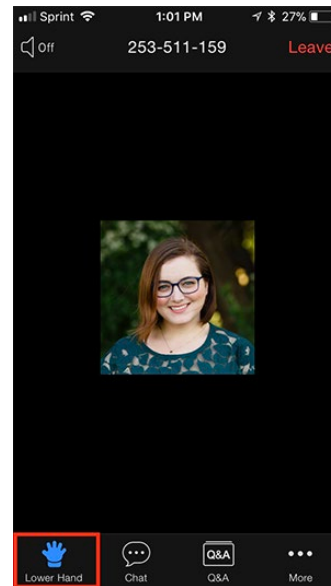
You can also ask questions by typing them into the Q&A window. Click the **“Q&A”** button next to **“Raise Hand.”** You’re able to up-vote questions that have been already asked.

Smartphone

Tap “Raise Hand.” The host will be notified that you've raised your hand.



Tap “Lower Hand” to lower it if needed.



You can also ask questions by tapping the **“Q&A”** button and typing them in. You’re able to up-vote questions that have been already asked.