

## Follow these instructions to join the AESO session using the Zoom video conferencing app

Important | For those stakeholders who have policies against the use of Zoom, please note that you can also join the session via conference call with no requirement to connect via your computer or smartphone.

For those who wish to join the session using Zoom, you can participate using either a [Tablet/PC/MAC computer](#) or a [smartphone](#). Please follow the instructions for your preferred device below.

For the Zoom session, you will be required to pre-register to participate in the session. Once registered, you will get a **confirmation email** with a unique link and password to join the session. The confirmation email also contains a webinar or meeting ID you can use if you wish to access the session 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 session](#)  
**Zoom resources:** [Zoom FAQ](#), [Zoom videos tutorials](#), [Download Zoom client \(app\)](#)

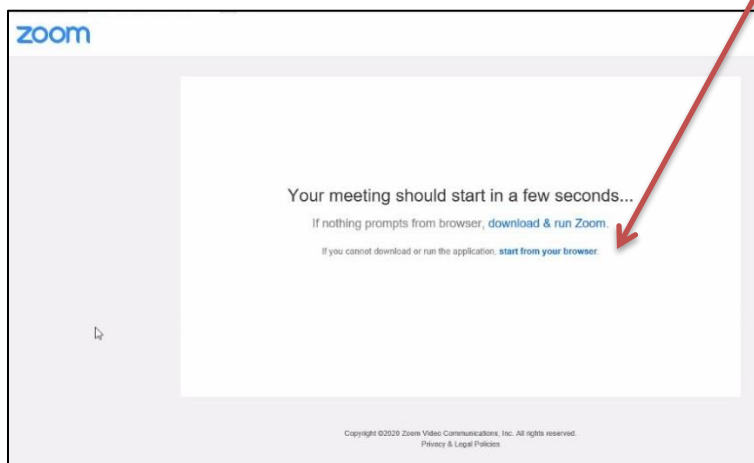
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## Tablet/PC/MAC Computer

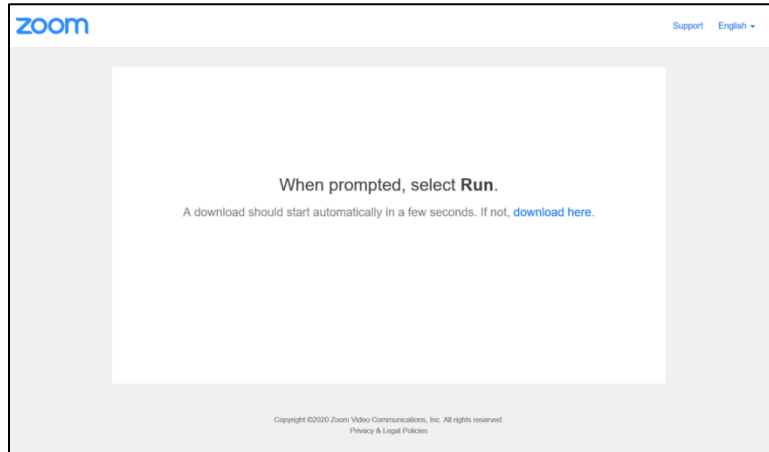
**Tablet users** can simply **click on the webinar or meeting link in the registration confirmation email** and follow the instructions below.

**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 or meeting when you are logged in to your remote desktop or you will experience connection difficulties).

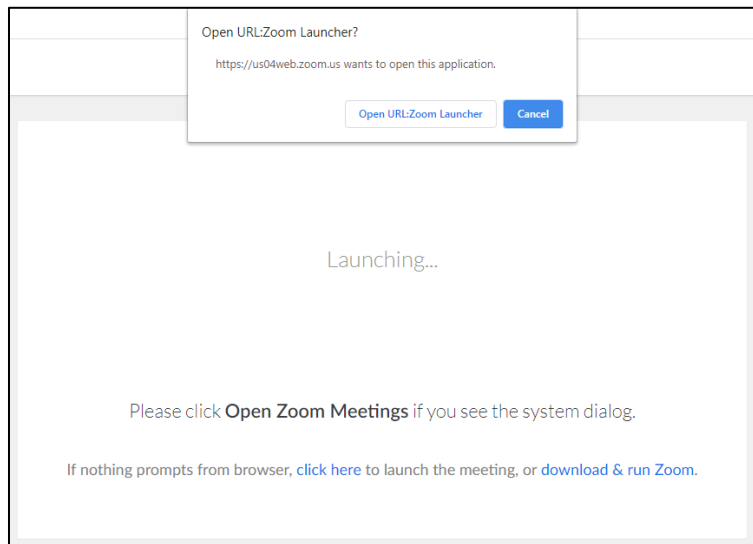
- You may be automatically connected to the session without installing the app if you see a screen like the one below.
- If you are not automatically connected and do not want to download the app, click **Start from your browser**.



- 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 or meeting 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 or meeting 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 or meeting 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 or meeting 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.

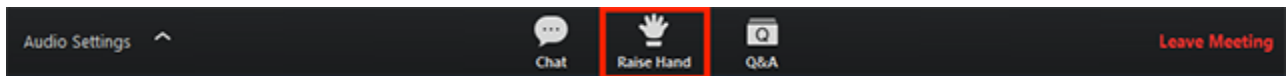
**Zoom Article:** [Testing computer or device audio](#), [My video /camera isn’t working](#)

## Asking questions during the session

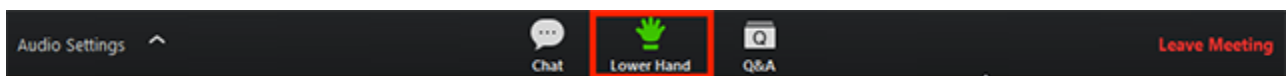
### 2-in-1/PC/MAC Computer

Hover your cursor over the bottom area of the Zoom app and the **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.