

Attending Governance Day, 30 November 2021

<https://us02web.zoom.us/j/84155314687?pwd=c0xtU1BaQ1lPcXdCVm5hZWxxZmRWdz09>

Joining the forum

To join the Governance Day Zoom room, use the link in the confirmation email. (It is also at the top of this sheet.)

The Zoom room will be open 30 minutes before start time, from 7.30am (AWST) so you are welcome to join early to test your technical setup.

Before then, the room will be available for a 30-minute technical check the day before Governance Day – on Monday 29 November at 8.00 am AWST (WA). If you would like to test your access to Zoom then, email training@oric.gov.au so we know to expect you.

Problems and solutions

Zoom is a robust platform, however you may run into some of these problems depending on your computer or phone, internet connection and software.

1. I can't join the Zoom meeting

Do not try to type the link... Clicking or tapping on the above link should take you directly to Zoom. You can also copy and paste the link into your browser.

If you already have the Zoom app installed on your computer or phone, click '**Open Zoom Meetings**' to continue.

If you do not have Zoom installed on your computer, you can choose to either:

- download the Zoom client software or
- run Zoom in your internet browser.

To run Zoom in your internet browser, follow the link to '**Join from Your Browser**'.

To install the Zoom software on your computer or phone, follow the link to '**Download now**'.

(You will need administrator rights to install software on your device. Allow a few minutes for the installation.)

2. Can't hear anything? Audio problem

For clear sound, and to help you talk to others during the breakout sessions, it is a good idea to use a headset with a microphone.

When you are in Zoom, there are audio settings under the microphone symbol (usually bottom left of your screen).

Zoom will automatically choose a microphone and speaker for you. However, if you have more than one option you may need to select the microphone and speaker you are using.

We recommend that you use the feature to '**Test Speaker and Microphone**' to confirm that your speaker and microphone are working correctly.

3. No-one can hear me? Audio problem

When you join the meeting, your microphone will be blocked ('mute') by default. Your microphone will remain muted while speakers are presenting. When muted, a red line is displayed on the microphone icon.

You will be able to speak during the workshops.

Unmute your microphone by clicking on the microphone icon.

Tip: to avoid contributing unwanted noise, keep your microphone muted until you speak.

4. Can anyone see me? Video problem

When you join the meeting, your video camera will be 'off' by default.

You can turn on your camera by using '**Start Video**' button, which has a camera icon.

If you have more than one camera, you can select the camera you want to use from the menu beside the camera icon.

Tip: Choose a location where you are facing some light. People won't see your face if you sit with your back to a window.

Consider what is behind you that people will see. You can choose a virtual background if you like.

If you have trouble on the day, free call ORIC on 1800 622 431 and we'll do our best to help.