

# Participant

## Troubleshooting Guide

### Microphone

All participants will have their microphones automatically muted when they login to the Zoom platform. To view the microphone status, see the bottom left hand side of the task bar. Your microphone should be enabled only when prompted by OLS - North staff or the presenter.

### Video

All participants will have their video feed automatically disconnected when they login to the Zoom platform. OLS – North staff or the presenter will enable your video feed at the appropriate times. Please see the bottom left hand side of the task bar to view the status of your webcam or mobile device camera connection. For the purposes of today’s program, we recommend keeping your video disconnected unless prompted to join to support stronger bandwidth for Paths – A Virtual Conference.

### Connectivity

If you are experiencing slow connections, please ensure you have closed all other applications on the device you are using to stream Paths – A Virtual Conference to minimize the drain on your bandwidth. Please ensure you are connected to the internet using a hardwire connection. Wi-Fi connections may be unreliable.

### Asking Questions

OLS - North staff or the presenter will receive questions at appropriate times during the presentations. Please wait for cues from the presenter or OLS - North staff before enabling any audio or video connections during the program.

### Using Chat

Use the chat function at the bottom of your menu bar or access on the far right of your screen to post a question or communicate with the program presenters or OLS - North staff. Type your comments or questions in the chat at any time during the session and OLS - North staff will relay them to the presenter.

### Still having issues?

Contact the OLS - North Technology Team  
1-800-461-6348 X 504  
technology@olsn.ca

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### Zoom Info

**Topic:** Main Conference Program

**Time:** Sep 23, 2020 09:30 AM Eastern Time (US and Canada)

**Join Zoom Meeting**

<https://us02web.zoom.us/j/85101895788>

**Dial by your location**

+1 204 272 7920 Canada

**Meeting ID:** 851 0189 5788

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Le 23 septembre 2020, à compter de 11:15 h (heure de l'Est)

**Hyperlien à la conférence Zoom**

<https://us02web.zoom.us/j/88080724009>

**Numéro à composer**

+1 778 907 2071 Canada

**Numéro de réunion (meeting ID) :** 880 8072 4009