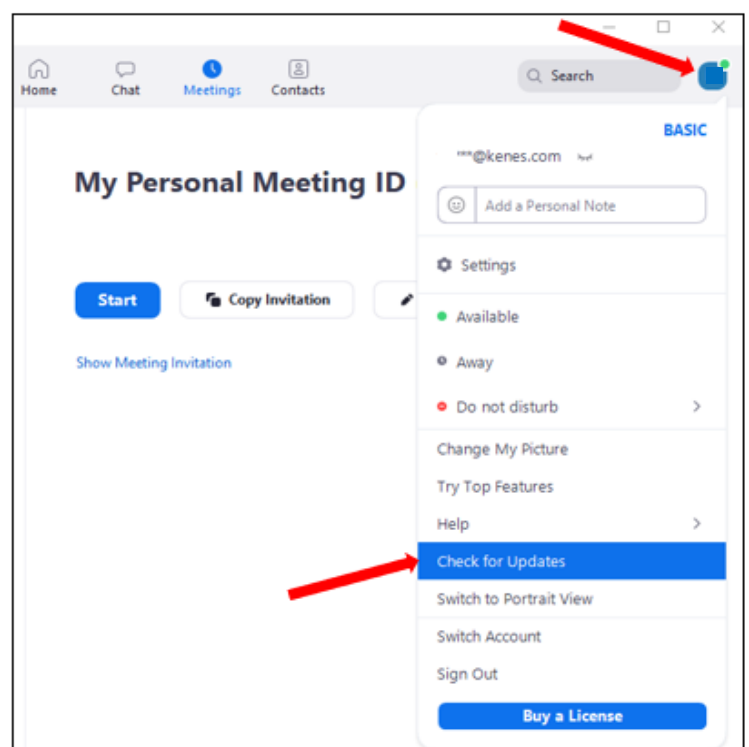
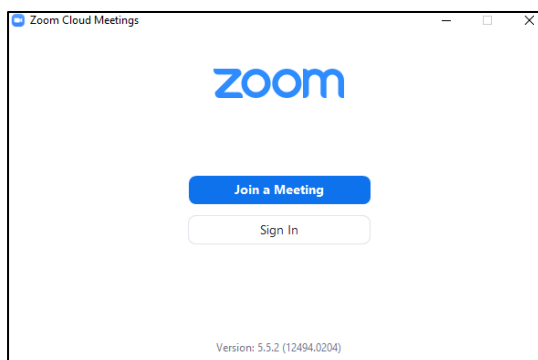


## HOW TO JOIN A LIVE/LIVE Q&A SESSION

### 1. Please make sure to have:

- a. **A headset/earphones** with microphone connected to your computer, is highly recommended for the best quality recording. You may use wireless earbuds if the sound test is successful. If necessary, you may use the internal microphone of your laptop.
- b. **A computer with a functional webcam** (the laptop internal webcam will work). Camera height should be positioned directly in front of you at eye level, about a full arm's length away.
- c. **A stable internet connection**, we recommend using wired internet if possible. If you use WiFi please make sure that you sit near the WiFi router. 4G cellular should not be used.
- d. **A quiet environment** to avoid interruptions while speaking (eg. pets, phone, doorbell, etc.)
- e. **A neutral background**, white, uniformly colored wall, or similar is recommended. Avoid bright backlight by making sure that the main source of light (such as a window) is in front of you. Please do not use virtual backgrounds.
- f. Zoom software installed on your computer in advance. (To download the zoom software, [click here](#)). If you have used "Zoom" on your computer in the past, please make sure you **have the latest version** with updates installed.

To install the updates: **Sign In**, enter your Email and Password, open the menu, select **Check for Updates**.

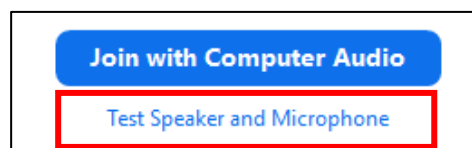


## 2. Join the live/live Q&A session

Reminder: the zoom link to join the live/live Q&A session can be found in the e-mail and calendar invitation sent to you a few days before the Conference.

Please make sure to enter the zoom link in advance of your live/live Q&A session. The calendar invitation you received should be for approximately 30 minutes before the live session starts to allow time for preparation. Once you enter the live/live Q&A session zoom link, a technician will be there to assist.

- a. Click the zoom link and enter your **Full name**, then click **Join Meeting**.
- b. Click **Test Speaker and Microphone**

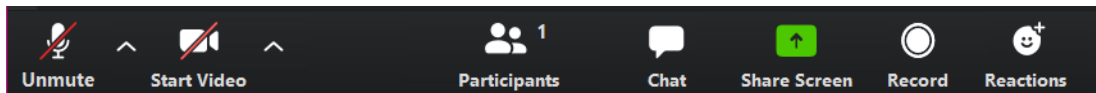


If you do not hear any sound, check that the correct speakers and microphone have been selected.

When both tests are completed, please click **Join with Computer Audio**.

### 3. During the live/live Q&A session

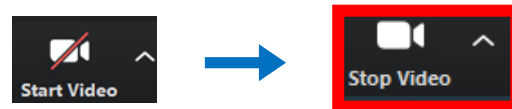
In the zoom window, at the bottom of the screen you will see the following icon menu:



- **Audio:** When you speak, please make sure that your microphone **is not muted** (when you speak you will see a green indicator on the microphone icon)



- **Video:** Enable your video camera so you will appear on the screen



**Very important!** When someone else is speaking, please mute your microphone to prevent background noise

