AHP Research and Innovation Strategy Anniversary Event Wednesday 25th January 2023
Zoom FAQs

What happens if I can't access the webinar?

1. Are you connected to the internet?
2. Is the internet signal strong or is it intermittent?
3. Have you entered in the correct webinar details?

Meeting ID is normally comprised of an 11 digit number in the format of XXX XXXX XXXX.

The *Passcode* will be in the description of the invitation in the format of a word or six digit number.

Please see the email sent on 23rd January for the Zoom passcode for the AHP R&I Strategy Anniversary Event.

https://csp-org-uk.zoom.us/j/95101305976
Meeting ID: 951 0130 5976
Passcode: _____

One tap mobile: United Kingdom: +442034815240,,95101305976# or +442039017895,,95101305976#

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4. Does your organisation's firewall prevent any Zoom webinars or access to the CSP webinar link in particular? You could check with your respective ICT Departments.
5. If you can't access the weblink, try the following:
   a. Manually enter in any shortcuts provided by the CSP.
   b. Use the Network and Internet Troubleshooter.

What do I do if I can't hear anything when I have joined the Zoom webinar?

1. Check your volume settings on the PC/laptop are turned up or not on mute.
2. Check that in the webinar the host may have muted you and the delegates upon arrival by default.
3. Managing audio echo in a meeting – Zoom Support
4. Troubleshooting speaker or microphone issues on your mobile device – Zoom Support

What do I do if no one can hear me when I have joined the Zoom Webinar?

1. Check your microphone is not muted.
2. Check that your microphone is not disabled in your device settings.
3. The wrong microphone or speakers are selected in Zoom.
4. The host has muted everyone including yourself.
5. Interference from other programs. Close them down leaving only the webinar running.
6. Problem with your microphone hardware. Try using an alternative microphone if you have one.
7. Outdated device drivers. You may need to update these.

What do I do if I can't see anything when I have joined the Zoom webinar?

1. Check that the camera icon on your Zoom webinar toolbar doesn't have a diagonal line through it. This means your camera is off. Simply click on it to toggle it on/off.
2. Check that the camera that you are using is not closed (manual lens slider) or obstructed in anyway.
3. Check that the camera is not being used in another video call.
4. Troubleshooting Zoom video crashes – Zoom Support

For other general "How To…" in joining and participating in Zoom Webinars please use the link below:

Joining and participating in Zoom Webinars – Zoom Support