Title IX & Beyond
Zoom Webinar Help Guide

Can't find your issue in this document? Check out the [Zoom Help Center](https://support.zoom.us/hc/en-us/articles/206175806) at https://support.zoom.us/hc/en-us/articles/206175806
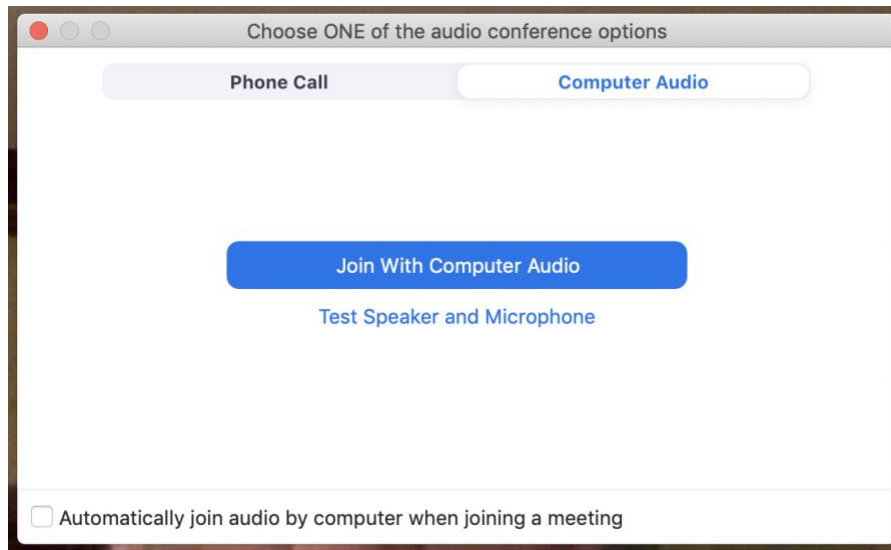
If you are unable to join the Zoom Webinar:

1. Check your internet connection.

2. Make sure your internet browser is not blocking Zoom. To do this, [check your browser's permissions](). See Zoom's help guide on launching zoom from your web browser:

   https://support.zoom.us/hc/en-us/articles/201362593-Launching-Zoom-from-a-web-browser#h_745585b7-d297-47f2-aa60-65f063381012

3. If you cannot determine if your internet browser is blocking Zoom or do not know how to find this information, attempt to connect through a different internet browser (for example, if you attempted with internet explorer and were unable to join, attempt in Google Chrome, Firefox, or Safari).

If you cannot hear the Zoom Webinar Host or Speaker:

1. Leave the Zoom Webinar

2. Locate your link to join the Zoom Webinar

   a. If you cannot locate your link to join the Zoom Webinar, email

      adrienne@titleixsolutions.com immediately. She will resend your link.

3. Click on the link to re-join the Zoom Webinar

4. When the following window pops up on your screen, select "Join with Computer Audio"

5. Selecting this option should resolve the issue.

6. If this does not resolve the issue, keep the video on thrugh Zoom Webinar and use a landline or cell phone to dial in to the Zoom webinar using the telephone numbers listed in the registration confirmation email. If you cannot locate the registration confirmation email, contact adrienne@titleixsolutions.com. She will resend the registration confirmation.

7. If you are still unable to hear the Zoom Webinar, contact TIXS support via private message in the Zoom Webinar.

If you are not receiving email message from Zoom (which will contain the link to join the Zoom Webinar):

1. This is typically an email configuration issue.

2. Check your spam filter. Emails will come from no-reply@zoom.us

3. If you are a member of an institution, contact your IT department to whitelist Zoom's email IP addresses.