

## Webinar and Hybrid Workshop FAQs

MMA and affiliate associations utilize the **Zoom Video Conferencing platform** for all webinar and hybrid trainings. If you're new to using Zoom, you may find it helpful to review the Zoom Support Center at <https://support.zoom.com/hc> to get acquainted with the platform and to troubleshoot common issues, such as those related to microphone, sound, camera, etc.

### ***What device should I use?***

The preferred device to attend a webinar is a computer with a reliable internet signal.

### ***How do I receive the Zoom Link to join?***

The Zoom link will arrive in an email from "MMA Zoom" sent to the email address used to register for the training. The zoom link will be distributed 2-3 days in advance of the webinar. If you are the only one using this link, you will need to have access to the email account and be able to retrieve the email and link when needed. The email from MMA Zoom can be forwarded to another email account for viewing in another location, if needed.

### ***Do I need a Zoom account to join the Webinar***

No, you do not. You do not even need to go to the Zoom website. Simply click on the link found in the MMA Zoom email and you will be allowed into the webinar.

If you do want your own Zoom Account, visit their website: <https://zoom.us/>

### ***Can I view a webinar together with one or more people?***

Yes. However, attendees must be registered for the webinar to receive credit and certifications of completion. Following each webinar, we ask that you email the names and email addresses of all viewers to [training@memun.org](mailto:training@memun.org) within 24 hours. Each viewer will then be registered and invoiced for the webinar if they are not already registered. We are unable to provide certificates or documentation of completion for a training or webinar for any unregistered attendees.

### ***When should I join the Webinar?***

This depends on your experience level with webinars. You will want to make sure everything is functioning properly beforehand, and it is suggested you give yourself time to access the email from MMA Zoom for the link and the separate email from MMA staff for the materials that were sent as attachments. Zoom may also prompt you to update Zoom when you join. This is an automatic process that you cannot avoid, and it does not take long. When you join a webinar before the start time, there will be a message stating the start time. There is no need to log off and join again, but just wait and the webinar will begin on its own.

### ***What should I do if I'm having trouble joining a webinar or my Zoom is not functioning correctly?***

If you are registered for a webinar and you're having trouble joining because you do not have the link, please first search your email for a message from "MMA Zoom" containing the link. If you are unable to find the link this way, email us at [training@memun.org](mailto:training@memun.org) and we will investigate. Please note that, around the time a webinar is scheduled to start, we usually receive many requests for help and it may take some time for us to respond to you. If possible, please check to make sure that you have the link well in advance. If you're unable to join the webinar because of some technical issue with Zoom, please refer to Zoom Support at <https://support.zoom.com/hc> to troubleshoot common issues related to the platform.

### ***Where are the materials for this webinar?***

The materials will have been emailed to you in an email that came from MMA staff. The materials will likely be attached as PDFs and can be downloaded and opened at any time. It is strongly recommended

that you print materials well before the webinar, unless you have multiple screens for your computer and can manage that process easily. The presentation slides are included along with all the other materials. These are the same slides that the presenters will be sharing during the webinar (in black and white for easy printing).

***What do I need to know during the webinar?***

- The chat tool has been disabled. Use the Q & A tool at the bottom of the screen if you want to ask a question during the presentation.
- Your camera and audio are disabled for the webinar; you can only see the presenter's screen and their small window. This happens for all webinars.

***What do I have to do after the webinar?***

- Make sure you are all set with your attendance. If you registered and viewed the webinar alone, you're all set, there is nothing you need to do.
- If you attended with a group, all names and emails need to be emailed in one email to [training@memun.org](mailto:training@memun.org) within 24 hours.
- If you attended by phone or forwarded the email to another address, make sure you email [training@memun.org](mailto:training@memun.org) and share the needed information so that we can verify your attendance.
- Expect the certificate and another copy of the materials within a week to your email.

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