Even though Zoom meetings are common these days, we realize that not everything may go smoothly. Consequently, we offer these tips in case you experience a snag that keeps you from signing in to the Whidbey Gardening Workshop.

**Ahead of Workshop Day**:

1. Sign-up for your own Zoom account. It can be a free Basic account.
2. Download the Zoom application onto your desktop or PC computer. This will allow you to use Zoom directly rather than using your browser to access it. That will result in fewer problems. Download it from <https://zoom.us/support/download>.
3. Do #2 especially if using a phone or tablet (either Android or IOS ). Download the Zoom app instead of accessing Zoom through a web browser.
4. If you have difficulty hearing with your computer’s audio, invest in a pair of earphones connected to your computer to enhance the sound.

**On the Day of the Workshop:**

1. C**onnect early** to test your connection, sound, and video out to ensure that your computer is working properly. [Keynote Session](https://Zoom.com) will be open **starting at 8:30 AM** for you if you want to test your connection. When the Keynote Session begins at 9am, the technical crew will be busy running the workshop classes, and will be unavailable to assist.
2. Have your Class Schedule printed and located where you can find it. It contains all the links you’ll need to access your classes, solve any issues, and find the free mini events during lunch time.

**Solving Problems:**

If you cannot connect properly, try these tips from WSU/Zoom out. These tips will solve most issues:

1. Use a different internet browser.  Chrome seems to work best. Do not use Microsoft Edge or Explorer!
2. Enable cookies in your browser.
3. Uninstall and reinstall Zoom on your device. Try this If you are encountering Zoom “Error: 3000”.
4. Log into Zoom (<https://zoom.us/signin>) in your browser and in your Zoom app, prior to clicking on the link
5. Update the Zoom client on your device
6. Completely log out of Zoom (both on your device’s Zoom app., and on the Zoom website), log back in, and try again
7. Flush the cookies and cache (available from your browser menu) from your web browser, close the browser and then restart.
8. Try accessing the webinar on a different computer/device.

**Finding Your Class:**

Your class will be in the Class Schedule. Click the link for your class slightly before the scheduled time.

1. If you run into problems please review these **Tips for Getting Connected**. Most problems can be resolved by following those steps.
2. If you cannot connect and have tried the Solving Problems tips, please contact ??? before 9:00am.