



Continuing Education Zoom Webinar FAQ

EMAILS WITH LINKS

1. What if I don't receive the email with the link from Norris Tech Services the day before the live-streaming session?

First, check your Spam, Junk or Deleted Messages folders for a message from Norris Tech Services no-reply@zoom.us

Also, check the email address you used for course registration. If you did not receive a confirmation email when you enrolled, it could be that your email address is listed incorrectly. Please check your profile on nbo.universitytickets.com to determine if this is the case. Unfortunately, any corrections made within 48 hours of a live session may result in a missed link.

If you do not see an email from Norris Tech Services no-reply@zoom.us, please contact Norris Box Office NorrisBoxOffice@northwestern.edu

2. What if I don't receive the email within 24 hours of the live-streamed session with the link and passcode to that week's recorded session from Norris Box Office?

First, check your Spam, Junk or Deleted Messages folders for a message from Norris Box Office.

Then, if you do not see an email, please contact NorrisBoxOffice@northwestern.edu

LIVE-STREAMING

1. What if I am not admitted to the Zoom session?

Sometimes it takes more than one attempt clicking on the link.

2. What do I do if my live-streamed session is interrupted?

First, try going back to the email with the link, and clicking again for re-entry.

In either case, if these attempts fail, please contact our voicemail or email (see below). While you may not get an immediate reply, you will always have access to a recording for 6 days following the live-streaming.

RECORDED SESSION

1. How do I access the recorded session?

You will receive an email with a separate link and passcode from Norris Box Office within 24 hours after the live-streaming

2. How long will I be able to access each recorded session?
The recording will be available until midnight of the Monday before the next session.

2. How many times can I view the recorded session?

There is no limit to the number of times you can view the recorded session within the six days.

3. Can I get the side by side view of the speaker and slides in a recording?

Yes, but first you must be in non-full screen, and then you can hover over the division between the slides and the speaker to have the arrows appear so that you can adjust the size of both windows.

Alumnae Voicemail: (847) 604-3569

Email: alumnae@u.northwestern.edu

DEVICES AND BROWSERS

1. Is a Zoom session available on all devices (*i.e.*, laptop, desktop, iPad/tablet, smartphones)

Yes, but Smartphones are not optimal for Zooming.

2. Does it matter which browser I use?

Zoom supports all browsers.

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