



## **Continuing Education Zoom Webinar FAQ**

### **DURING LIVE-STREAMING**

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

**You will have to contact The Alumnae voicemail or email service to convey the problem to the Help Desk. This problem has any number of causes that would have to be addressed by a Help Desk team member.**

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

**You will have to contact The Alumnae voicemail or email service to convey the problem to the Help Desk.**

### **RECORDED SESSIONS**

1. **How do I access the recorded session?**

**You will receive a separate link and passcode from Norris Box Office once the recording is available. (Within 24 hours after the live-streaming.)**

2. **How soon after the livestream session can I access the recording?**

**Zoom controls the timing, but you should be able to see the recording within 24 hours of the livestream.**

3. **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.**

4. **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.**

### **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.**

**Voicemail: (847) 604-3569**

**Email: [alumnae@u.northwestern.edu](mailto:alumnae@u.northwestern.edu)**

**Remember, if you experience a problem live-streaming, you will have access to each session as a recording.**