# ZoomGov Technical Assistance

The 2024 Substance Use Disorder Symposium Virtual Workshops will be held in the ZoomGov platform. All virtual workshop registrants will receive an email prior to the Training with instructions for accessing the Workshops based on your course selections during the registration process.
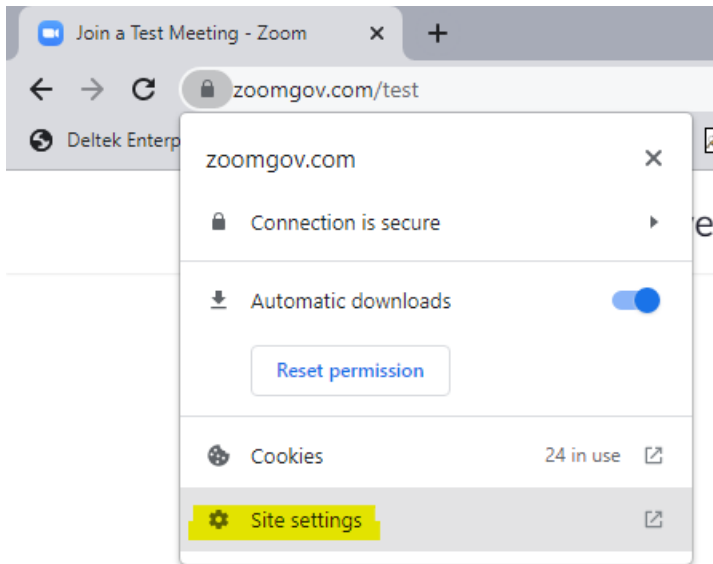
Troubleshooting:

- Test your internet connection, speakers, microphone, and webcam use this link: https://zoomgov.com/test

    o If your audio and video are not appearing, follow the steps below:

        1. To the left of the web address, click the icon: Lock 🔒
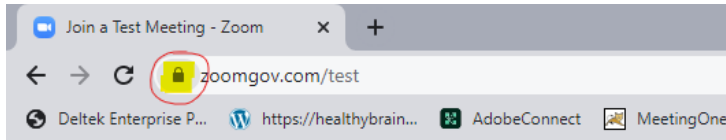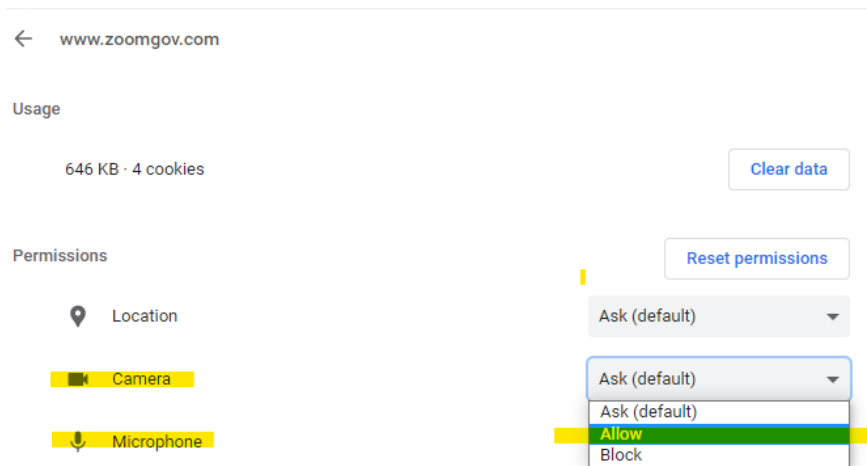

ZOOM for Government

        2. Click **Site Settings**

        3. Change camera and microphone permissions to **"Allow"**

- Preferred Browsers: Chrome, Firefox, Edge. Change browsers if the one you initially used is not working
- Close out of all unnecessary applications before joining your workshop
- Plan B: Dial into the workshop.
  - When you enter your virtual workshop, ZoomGov will email a meeting confirmation. Search your email inbox for "ZoomGov Confirmation" and open that email for dial-in instructions. Follow instructions under "**2. Join via audio**".
- Email Chanley Mash for assistance.

Best Practices:

- If you are using a personal computer, download the Zoom application to your computer for **maximum Zoom functionality**: https://zoom.us/download
- If you are using a government computer, you may not be able to download and install the ZoomGov client. Instead, you will join by browser:

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our Terms of Service and Privacy Statement

Launch Meeting

Don't have Zoom Client installed? Download Now

Having issues with Zoom Client? Join from Your Browser

- Hardwired internet connection if possible (Wi-Fi is less stable).
- Webcam: a built-in (laptop) or external USB webcam can be used.
- For audio, you may connect via computer audio using an internal or external computer microphone or via telephone.
- If you dial into the meeting using a phone, please mute your computer microphone and turn your computer speakers down to avoid feedback.

Helpful Zoom Tutorials:

- Joining a Zoom Meeting: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting
- Testing Computer or Device Audio: https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

Questions & Assistance:

- Chanley Mash, cmash@infinityconferences.com
- DHA Support Line: 800-600-9332