



# Frequently Asked Questions for Zoom Meetings

Thank you for enrolling in your webinar with the Real Estate Board of Greater Vancouver.

Please refer to the topics in this document if you have any questions about your online course.

If you can't find your question answered here, contact us at [education@rebgv.org](mailto:education@rebgv.org) or 604-730-3087.



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## About your online class

The online class will use the “*Meeting*” format in Zoom. In this format, you participate by using your microphone and webcam, in addition to posting messages into the *Chat* box.

## Email link to the webinar

### When will I receive my link to the webinar?

On the day before the scheduled course date, you will receive an email message containing a link to your webinar.

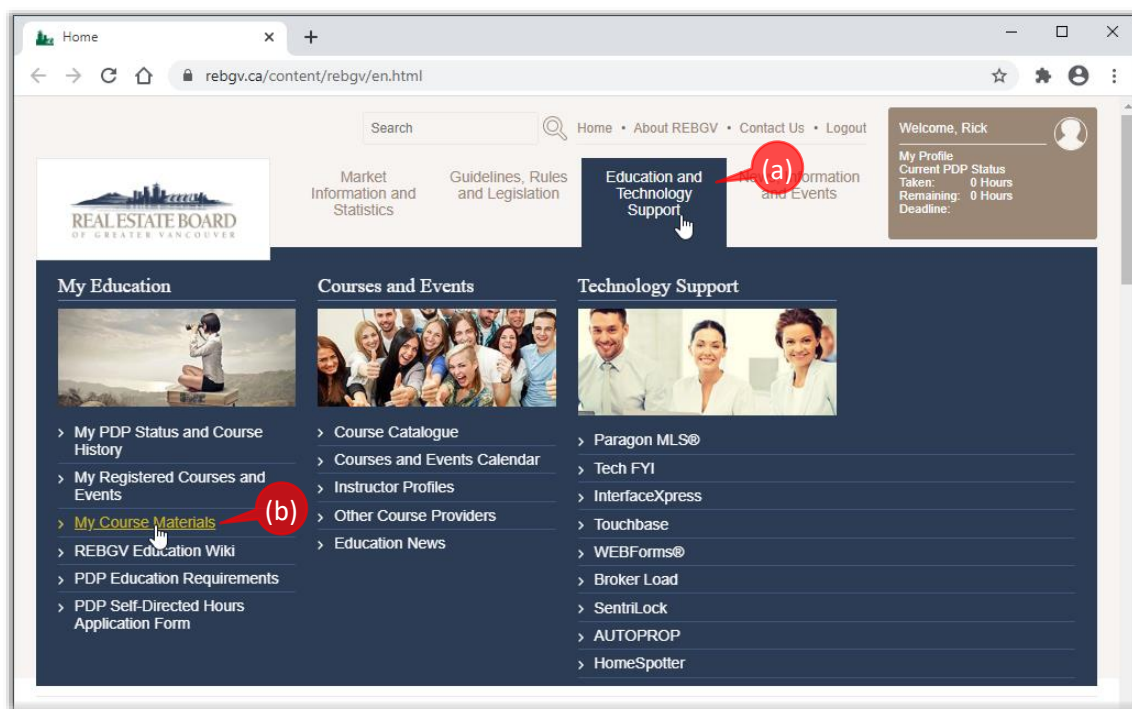
### I didn't receive the email with the webinar link.

You should receive your email message on the day before the scheduled course date. If you haven't received it by 1pm, please check your junk/spam folder.

Contact us at [education@rebgv.org](mailto:education@rebgv.org) or 604-730-3087 if you can't locate the email.

Alternatively, you can access a link to the webinar at *My Course Materials* on the REBGV member portal at <https://rebgv.ca>, as explained below (applies to REBGV members only).

- Hover your mouse pointer over **Education and Technology Support** (a).
- Then click **My Course Materials** at the left (b).



- The **My Course Materials** page will open, listing your upcoming (and recent) courses. A link to the associated webinar will be available one week before the scheduled course date.

## Preparing for the webinar

### What should I do to prepare for my webinar?

You are advised to download the course materials and have them available during the webinar. A link to the course materials is provided in the email message that is sent the day before the course date.

During the webinar, it would be helpful if you can view the course materials on another device (e.g. a tablet, second monitor or second computer). That way, you can refer to them without interrupting your view of the webinar.

Note that the course material documents are quite lengthy—consider this if you are contemplating printing hard copies. We regret that we are not able to provide hard copies of course materials at this time.

### What equipment will I need to participate in my webinar?

We advise you to use a computer, if available. A tablet is the next best choice. You can use your smart phone as a last resort.

For best results, we recommend that you use a “wired” connection to your router, instead of using Wi-Fi.

You will also need a webcam, microphone and speakers/headphones/headset to participate. Most laptops and tablets have these built-in, although external webcams and microphones tend to be of higher quality than the built-in versions.

### Can I use my smart phone instead of computer?

We strongly advise against using your smart phone to participate in the class, as participants have experienced difficulties when doing so. Instead, we recommend that you use a computer. If a computer is not available, a tablet is the next best choice.

Note that if you intend to use your tablet (or smart phone), you will need to install the free Zoom Cloud Meetings app from the App Store or from Google Play.

### Do I need to have speakers to attend the course?

Yes, you will need to be able to hear the Instructor and other attendees, using your device’s speakers, or using a headset or headphones/earbuds.

### Do I need to have a microphone and webcam to participate?

Yes. A microphone is necessary to participate in the class. A webcam is strongly recommended, but not essential.

## Do I need to enable my microphone and webcam?

Yes, please enable your microphone and webcam so that you can fully participate in the class. Note that you can temporarily turn off your webcam during the class, as required for privacy. You can also mute and unmute your microphone, as appropriate.

## Will people be able to see me?

Yes, class participants will be able to see each other. You can temporarily turn off your webcam during the class, as required for privacy.

## Will people be able to hear me?

Yes, class participants will be able to hear you when you unmute your microphone. Please make sure to keep your microphone muted until you are ready to speak, to help reduce background noise. Note that you can press the space bar to temporarily unmute your microphone.

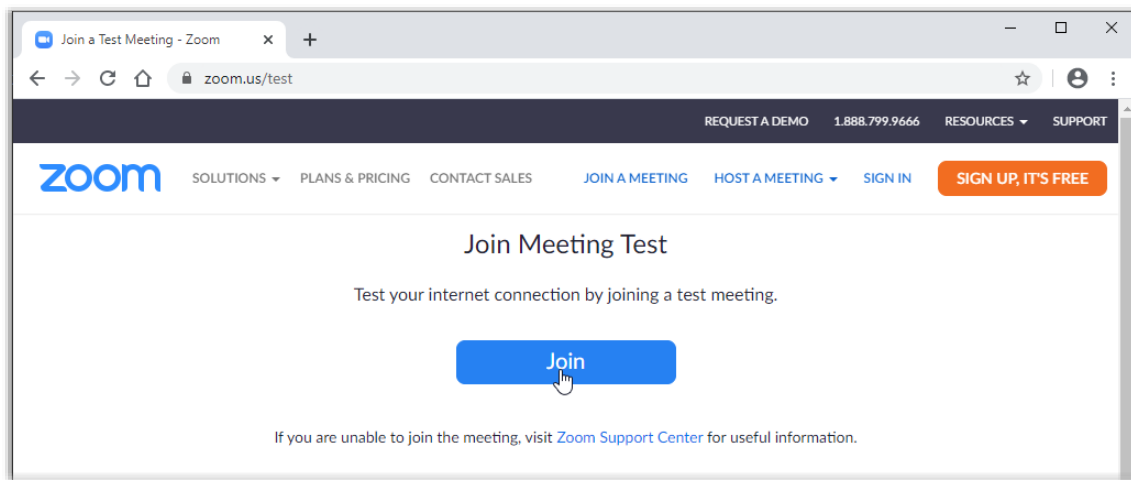
## How can I confirm that my speakers, microphone and webcam are working?

Before the scheduled course date, you are encouraged to check your speakers, microphone and webcam by joining a test meeting, as explained below.



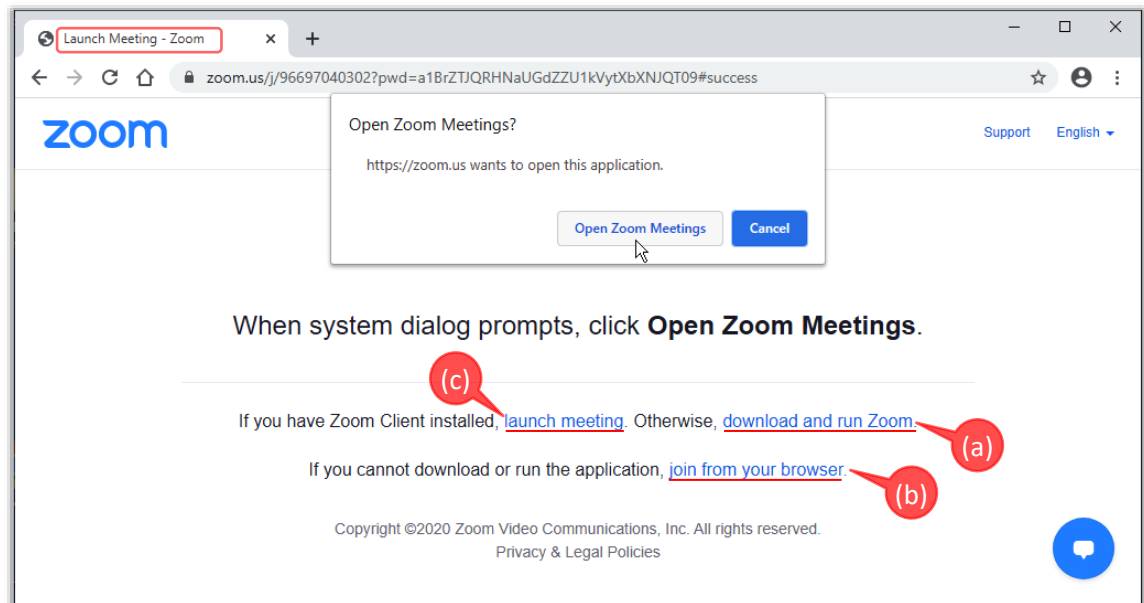
### ► To test your speakers, microphone and webcam:

1. Open your web browser and go to <https://zoom.us/test>.
2. The **Join Meeting Test** page will open in your browser, as shown below.



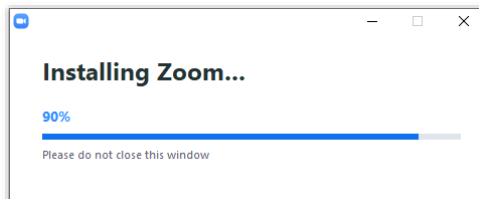
3. Click  to continue.

4. A page, titled **Launch Meeting - Zoom**, will appear, as shown below.

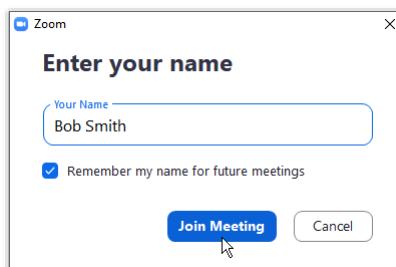


5. If this is your first time using Zoom on your device, you will need to install the application, as explained below:

- Download and install the Zoom application, if prompted.  
Or click [download and run Zoom](#) (a) if no prompt appears.
- An **Installing Zoom** dialog box will appear. The download will take a few moments to complete.



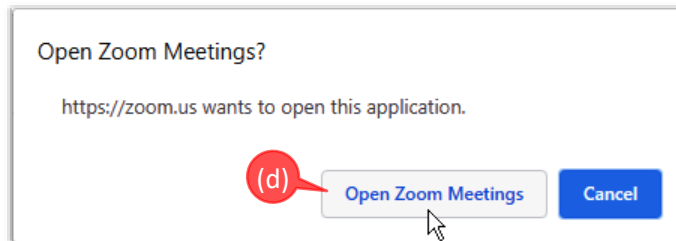
- If the **Enter your name** dialog box appears, enter your full name, and then click **Join Meeting** to continue.



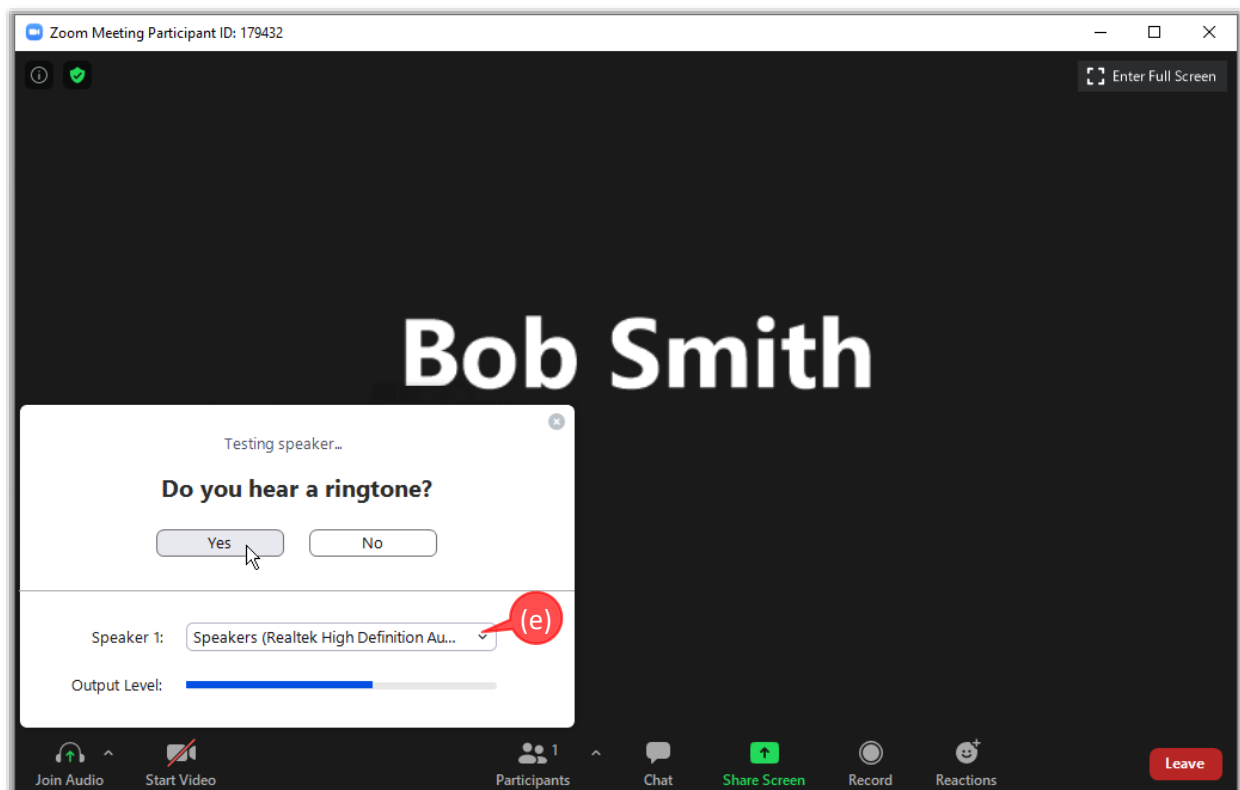
- If you are unable to download or install the Zoom application, click [join from your browser](#) (b) to continue.

6. If Zoom is already installed on your device, the **Open Zoom Meetings?** dialog box should appear, as shown below.

If it doesn't appear, click [launch meeting](#) (c) to display it.



7. Next, click [Open Zoom Meetings](#) (d) to continue
8. The test meeting will open in a new Zoom window, as shown below.  
(You can now close your web browser, if desired.)



9. You may see a **Testing speaker...** dialog box appear, as shown above.  
Click [Yes](#) if you hear the ringtone.  
If not, click the **Speaker 1:** drop-down (e) and try selecting other speakers, if available.

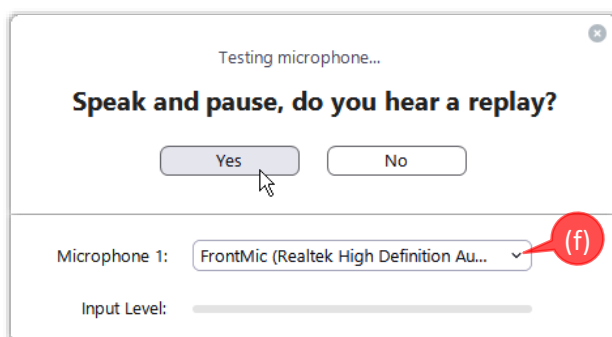


10. This may be followed by a **Testing microphone...** dialog box, as shown below.

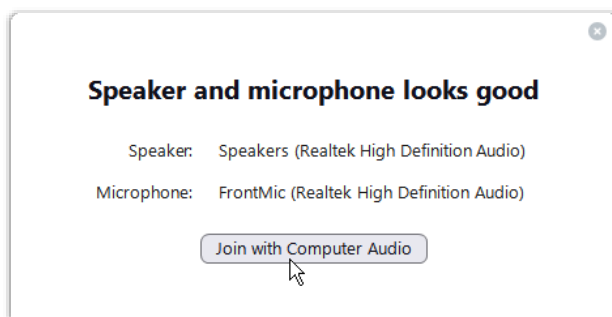
To test the microphone, first speak into your microphone, and then pause and listen for a replay.

Click  if you hear the replay.

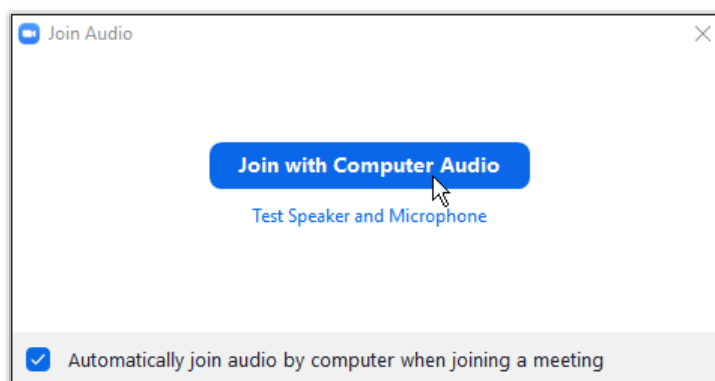
If not, click the **Microphone 1:** drop-down (f) and try selecting another microphone, if available.



11. If the following dialog box appears, click .



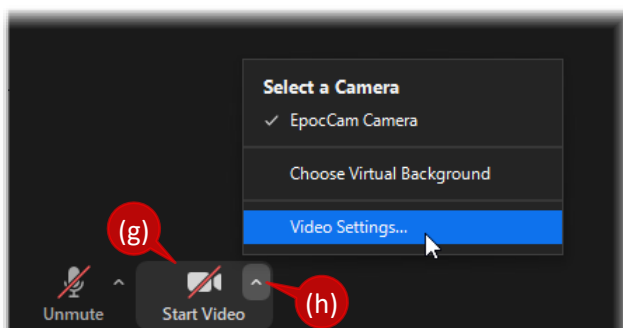
12. The **Join Audio** dialog box may appear, as shown below.



13. Make sure that the **Automatically join...** checkbox is checked.

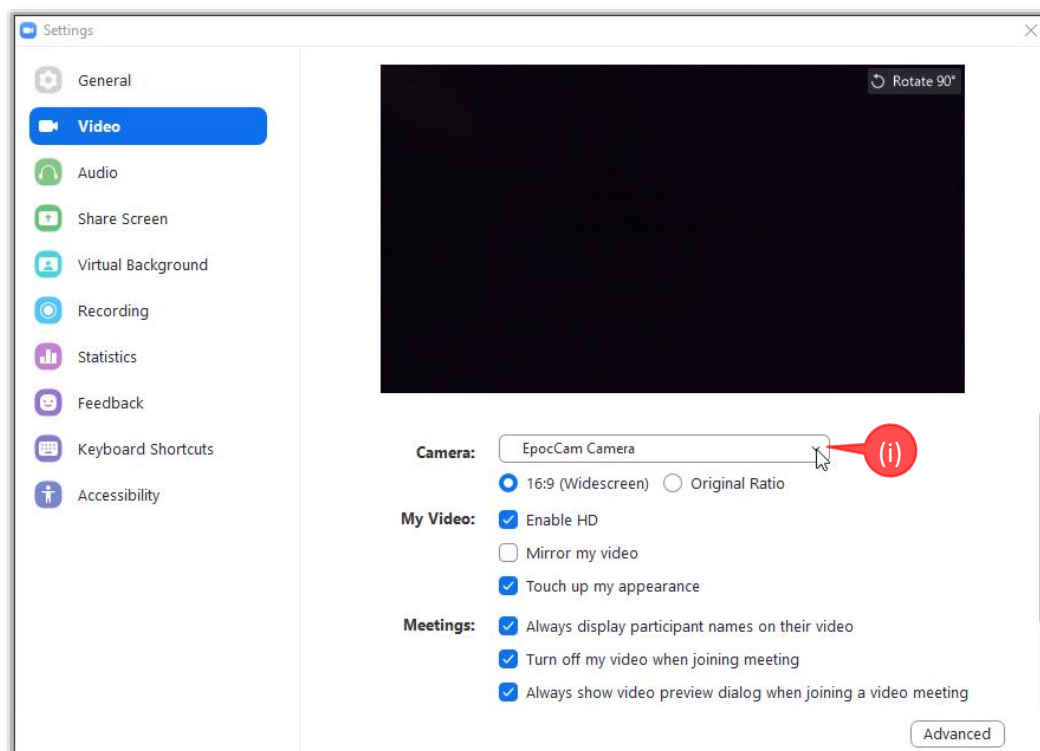
14. Then click .

15. You can test your webcam by clicking **Start Video** (g) near the lower-left corner of the window.



16. If you are having difficulties with your webcam, click ^ (h) next to the camera icon, and then choose **Video Settings...** in the menu that appears.

17. The **Settings** page opens, as shown below.



18. If you have more than one camera available, select the desired one from the Camera drop-down menu (i).
19. When your camera is working, you should see the camera image filling the black rectangle in the image above.
20. Adjust any other settings, as desired.
21. You can leave the test meeting at any time, by closing your Zoom window or by clicking **Leave** at the lower-right corner of the window.

## Joining your webinar

### How do I join my webinar?

You join the webinar by clicking a link in the email that you should receive on the day before the course date.

Alternatively, you join the webinar using a link at My Course Materials on the REBGV member portal, as explained [here](#).



#### ► To join your webinar:

1. Open your webinar invitation email and click on the course link (a) within in the email.

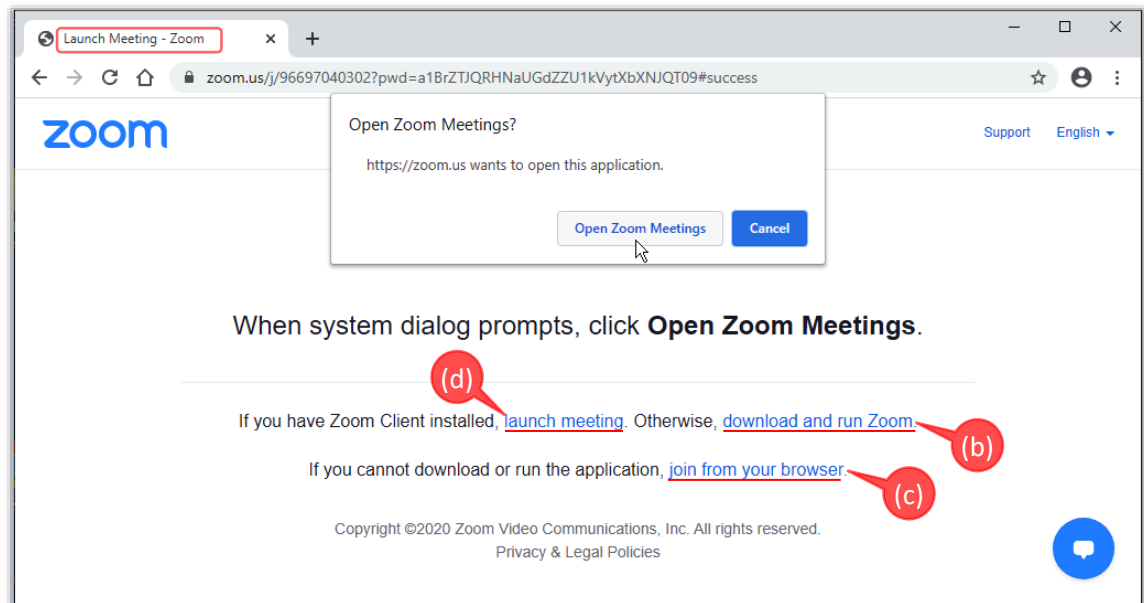
Dear Member,

You're receiving this email as you are registered for the [Trends and Issues in Real Estate](#) course on **Friday May 8** from 9:30 a.m. - 3:30 p.m. In light of current COVID-19 health concerns, this course is not currently being hosted in-person. Instead, we have converted this course into a live webinar.

**How to join a webinar**

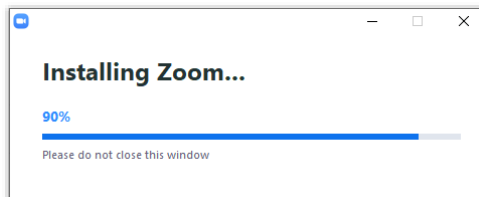
1. Click on the webinar link: <https://us02web.zoom.us/j/84503587643?pwd=dk1XUGpGa0NoM3NFSEszRnZXTHQ4dz09> (a)
2. You will be asked to enter your name. Please enter your full name so we are able to take your attendance.
3. Click [here](#) to access the Course workbook in PDF format which can be read with Adobe reader or preview on a mac. The workbook will be used throughout the class. You may wish to have an additional writing pad to take notes.
4. Before the webinar begins please check that your sound is working properly. You will need to be able to hear the instructor throughout the day. Please ensure that you have your microphone & camera turned on if possible. You can test your set up prior to the class here <https://zoom.us/test>.
5. This link explains how to join a Zoom Meeting <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>.

2. A page, titled **Launch Meeting - Zoom**, will appear, as shown below.

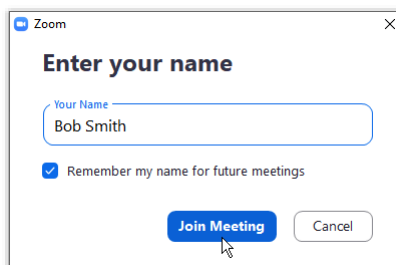


3. If this is your first time using Zoom on your device, you will need to install the application, as explained below:

- Download and install the Zoom application, if prompted.  
Or click [download and run Zoom](#) (b) if no prompt appears.
- An **Installing Zoom** dialog box will appear. The download will take a few moments to complete.



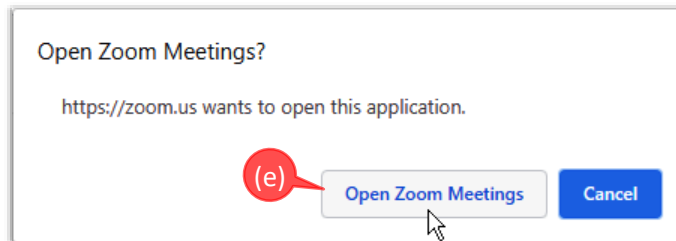
- If the **Enter your name** dialog box appears, enter your full name, and then click **Join Meeting** to continue.



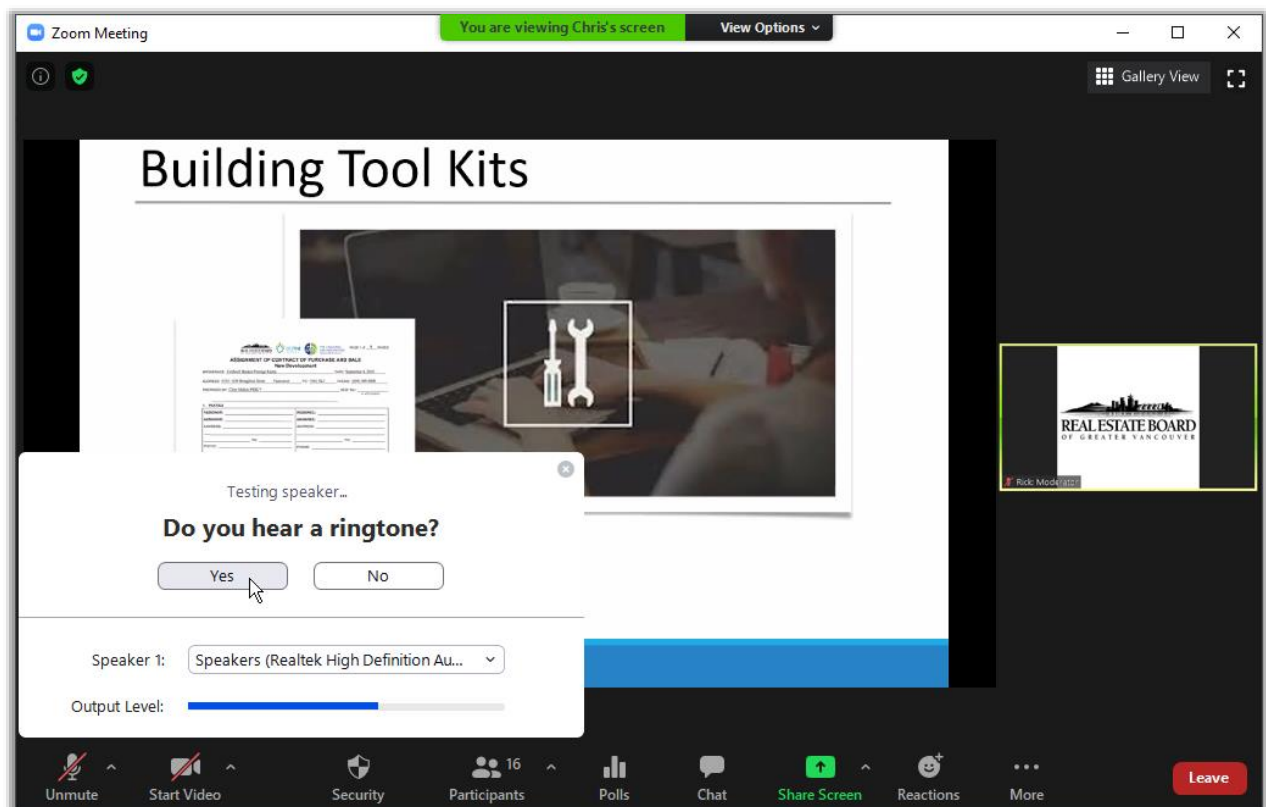
- If you are unable to download or install the Zoom application, click [join from your browser](#) (c) to continue.

- If Zoom is already installed on your device, the **Open Zoom Meetings?** dialog box should appear, as shown below.

If it doesn't appear, click [launch meeting](#) (d) to display it.



- Click [Open Zoom Meetings](#) (e) to continue
- The meeting will open in a new Zoom window, as shown below.  
(You can now close your web browser, if desired.)



- You may see a **Testing speaker...** dialog box appear, as shown above.  
Click [here](#) for more instructions on testing your speakers, microphone and webcam.

## When should I join the webinar?

Please join the webinar at least 20 minutes prior to the start time, to ensure that you are able to access it without any technical issues.

Contact us at [education@rebgv.org](mailto:education@rebgv.org) or 604-730-3087 if you have any difficulties.

## I have joined the webinar, but I don't hear anything.

You probably won't hear much going on until shortly before the class starts.

However, you may want to confirm that your speakers are working, as described [here](#).

## I have joined the webinar, but my screen name is not correct.

Zoom often remembers the name of the last person that joined a webinar on your computer or device. In that case, it is helpful to change your screen name in Zoom, to reflect the name that you used to register for the course.

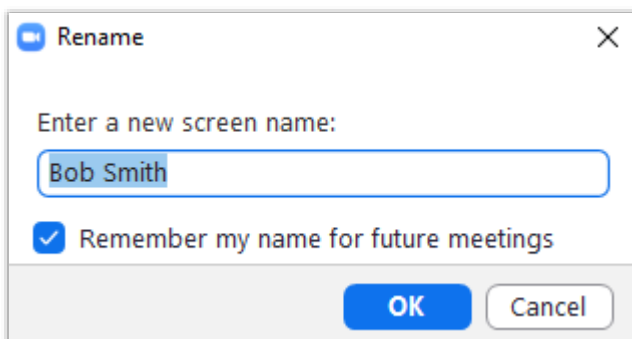


### ► To change your screen name in Zoom:

1. Right-click on your webcam image. If your webcam is turned off, right-click on your name in the black rectangle, as shown below.



2. Click **Rename** in the menu that appears.
3. The **Rename** dialog box will appear, as shown below.



4. Enter your new screen name, and then click **OK** to continue.

## Attendance

### Do I need to attend the entire class?

Yes, in order to successfully complete the course (or earn your PDP hours), it is necessary for you to attend the entire class. We will periodically check for attendance during the class.

### How will you confirm my attendance?

After joining the webinar, you will be asked to sign in by entering your full name into the Chat box. During the class, you will occasionally be asked to post your name into the Chat box, to confirm your ongoing attendance.

Note that is helpful to join the webinar using the same name that you used to register for the course, so that we can confirm your identity and attendance. See the preceding page for instructions on changing your screen name in Zoom.

## Breaks

### Will we have breaks during the webinar?

Yes, your class will include occasional short breaks.

For all-day courses, there will also be a 30-minute lunch break.

You will be asked to confirm your attendance after returning from breaks, by posting your full name into the Chat box.

## Participating in the webinar

### Will I need my webcam and microphone to participate?

Yes. A microphone is necessary to participate in the class. A webcam is strongly recommended, but not essential.

### How do I ask a question or make a comment during the webinar?

You will be able to ask questions and make comments using your microphone.

You will also be able to post a comment or question by using the Chat feature:

- Move your mouse near the bottom of the window to display a tool bar.
- Click **Chat** to open the Zoom Group Chat box. You can adjust the size and position of the Chat box according to your preferences.

### I can't see the Chat box.

Move your mouse pointer toward the bottom of the window and click **Chat** in the tool bar that appears. Or press **Alt+H** on your keyboard.

### Who will be able to see my Chat message?

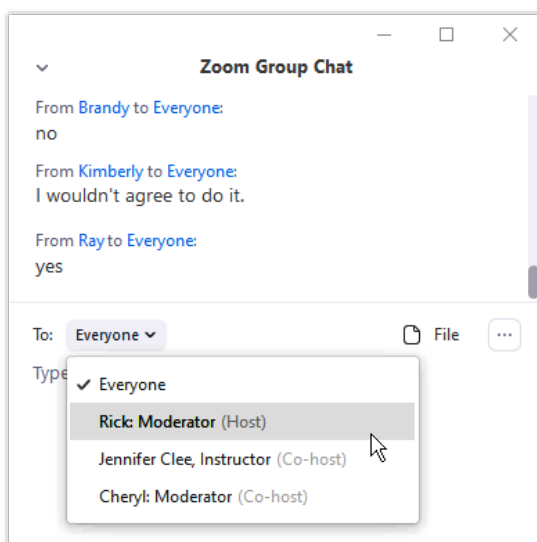
It depends who you send it to. You can send your message to:

- **Everyone** (everyone attending the webinar)
- Individual attendees privately

See the following topic for more information on Chat postings.

### How can I send a message to the Instructor or Moderator, or another attendee?

In the **Zoom Group Chat** box, click **To:**, then select the desired recipient from the menu that appears.






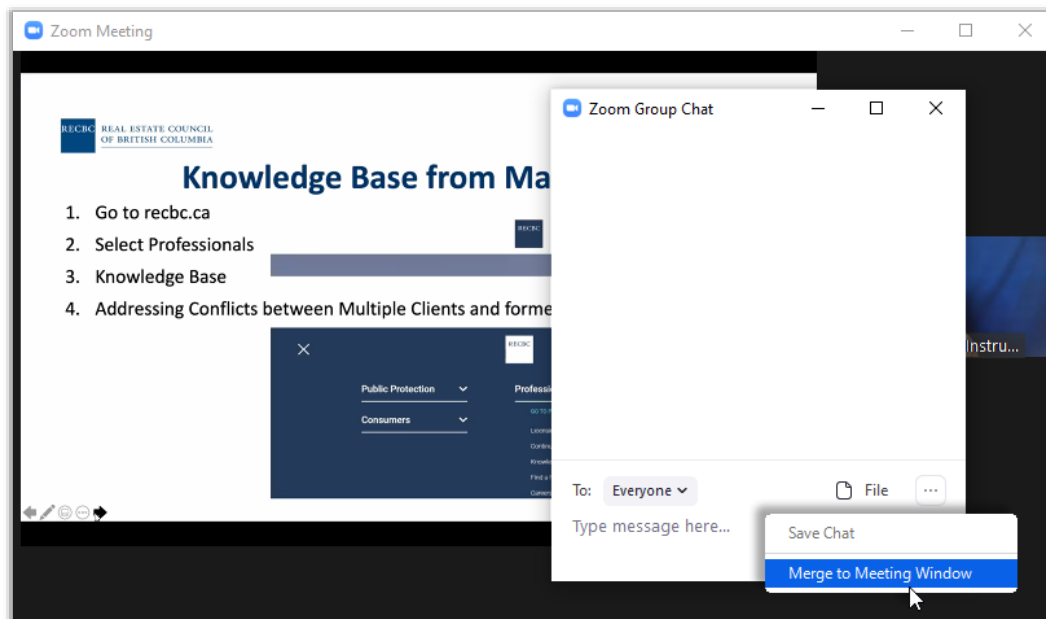
## The Chat box covers the presentation

When you open the Chat box, it may appear as a floating box that covers part of the presentation or other content. You can optionally merge the Chat box to the Zoom window to make sure it doesn't cover any content.

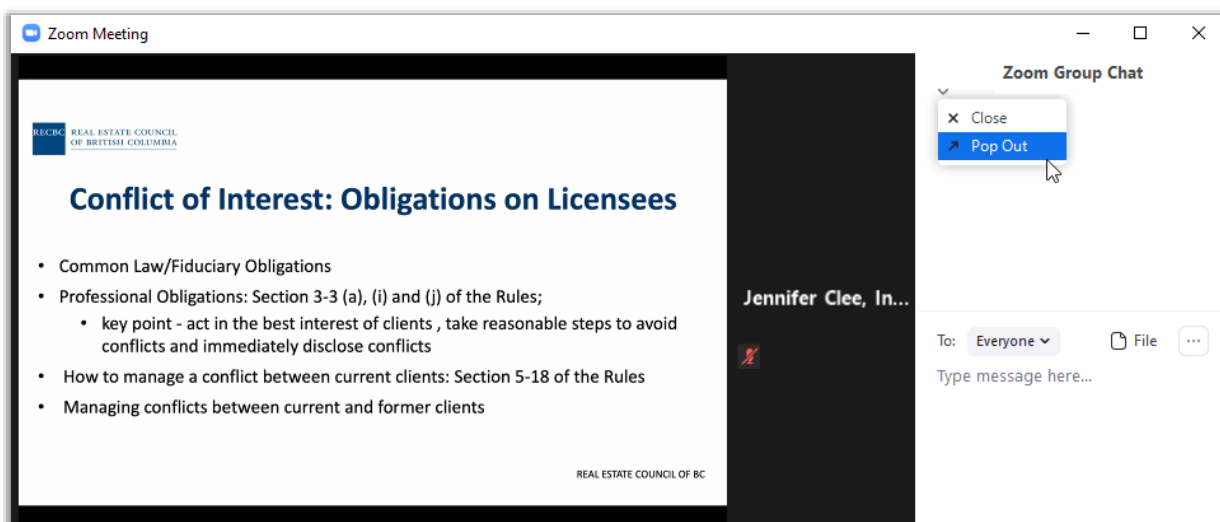



### ► To merge the Chat box to the meeting window:

1. Make sure that the Chat box is visible, as described on the preceding page.
2. Click  near the lower-right corner of the Chat box to display a menu.



3. Select **Merge to Meeting Window** in the menu that appears.
4. The Chat box will appear to the right of the presentation, as shown below.



5. Note that you can optionally unmerge the Chat box by clicking  and selecting **Pop Out** in the menu that appears, as shown above.

## Troubleshooting

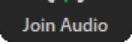
### I can't hear the instructor.

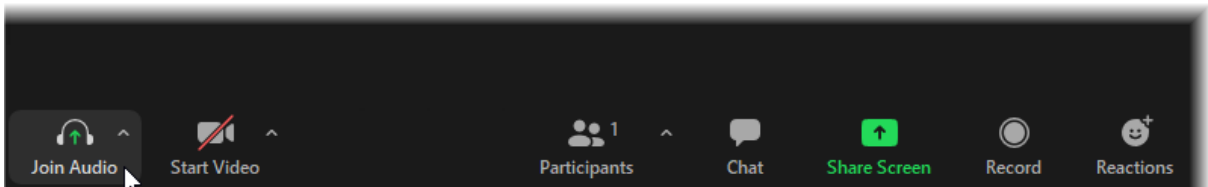
First, make sure that you have joined the meeting with your audio, as explained below.

Then if you still can't hear anything, make sure the appropriate speakers are selected, as explained on the following page.

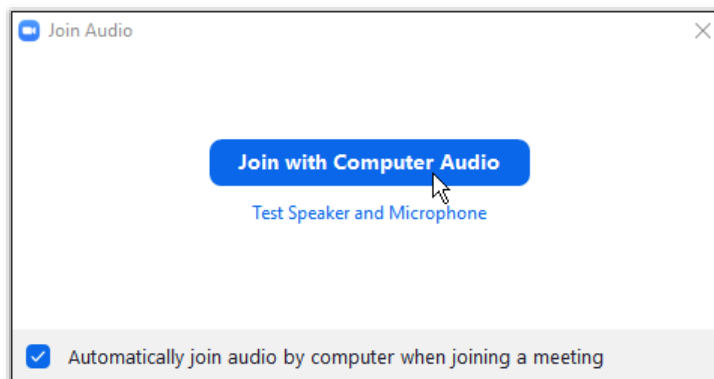


#### ▶ To join with your audio:

1. If you see the **Join Audio** icon  at the lower-left corner of the window, click on it.



2. The **Join Audio** dialog box will appear.

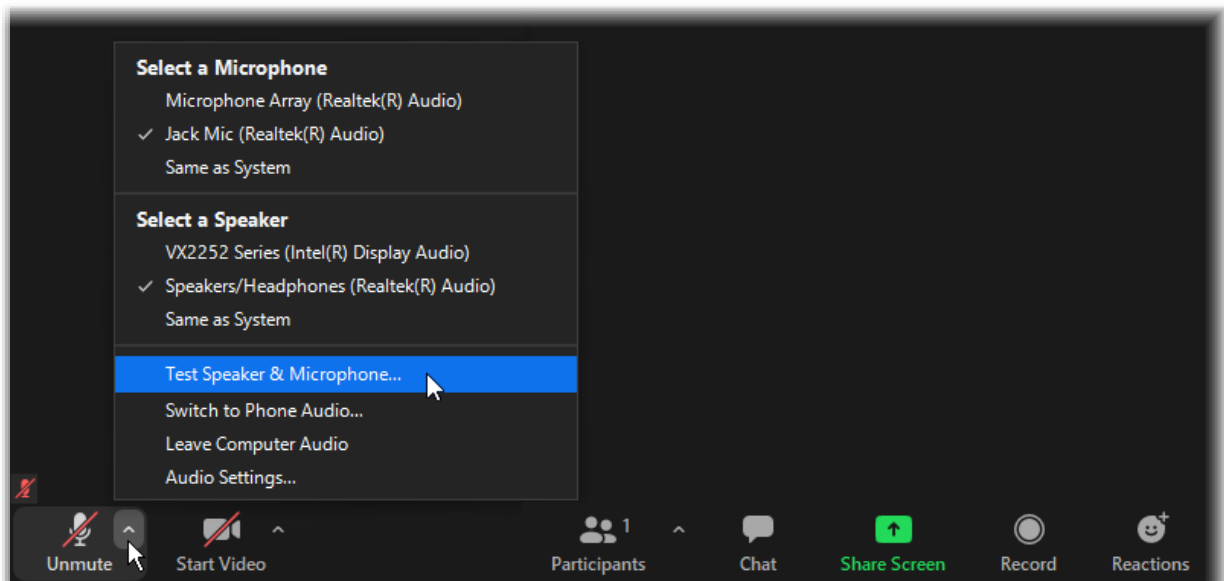


3. Make sure that the **Automatically join...** checkbox is checked.
4. Then click **Join with Computer Audio** to continue.
5. If you still can't hear the instructor, proceed with the instructions on the following page.



► To select the appropriate speakers:

6. Click  next to the microphone icon at the lower-left to display a menu.



7. Make sure that the correct speaker is selected in the **Select a Speaker** section.
8. You can also click **Test Speaker & Microphone...** to test your audio settings.
9. Click [here](#) for more instructions on testing your speakers, microphone and webcam.

### My microphone is not working (no one can hear me).


If no one can hear you, it's usually because your microphone is muted.

You can unmute your microphone by clicking **Unmute** at the lower-left corner of the window—click it again to mute.

However, the preferred method is to press and hold your space bar while you are speaking. Then release it when you have finished speaking and you will be muted again. This helps to prevent background noise from intruding on the webinar.



► To test your microphone:

10. Make sure you have joined with your audio, as explained on the preceding page.
11. Next, make sure that your microphone is not muted, as explained above.
12. Click  next to the microphone icon at the lower-left to display a menu, as shown in the image above.
13. Make sure that the correct microphone is selected in the **Select a Microphone** section.
14. You can also click **Test Speaker & Microphone...** to test your audio settings.
15. Click [here](#) for more instructions on testing your speakers, microphone and webcam.

## I can't see the presentation (or the main Zoom window has gone away).

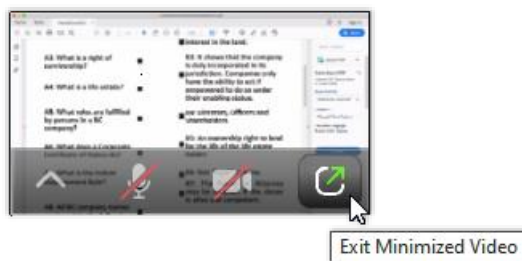
First, make sure that the Zoom app is running on your device:


- On a computer, check that the app is listed in your taskbar/dock at the bottom of your screen.
- If Zoom isn't listed, open the Zoom app by clicking the link you received by email.

If the Zoom app is listed in the taskbar/dock but you can't see it, it might be minimized.

To locate the Zoom app on your desktop:

- First minimize any other apps you have open so that you can see your desktop.
- Look for a small window on your desktop, resembling the one shown below.



- Click the **Exit Minimized Video**  button at the lower-right corner.
- The Zoom window should now be restored to its normal size.

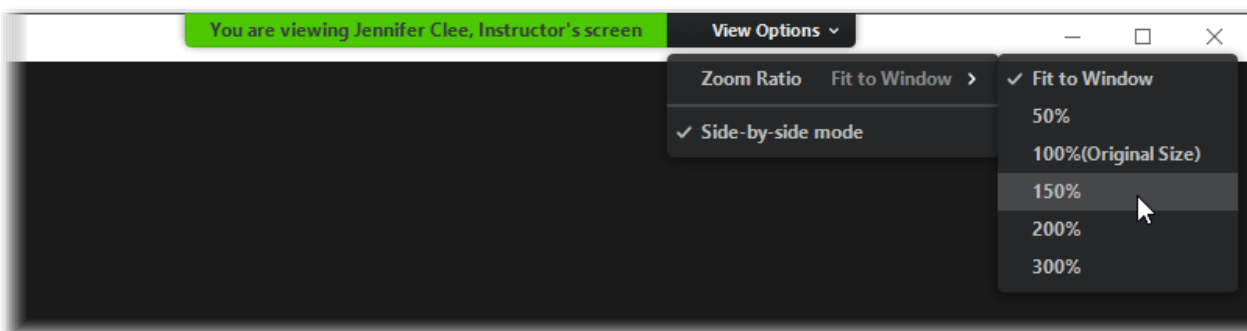
## The presentation is too small—I can't read it.

By default, Zoom tries to fit the presentation to your window. Depending on your device, the presentation might be a bit hard to read. Zoom provides two methods to increase the size of the presentation.

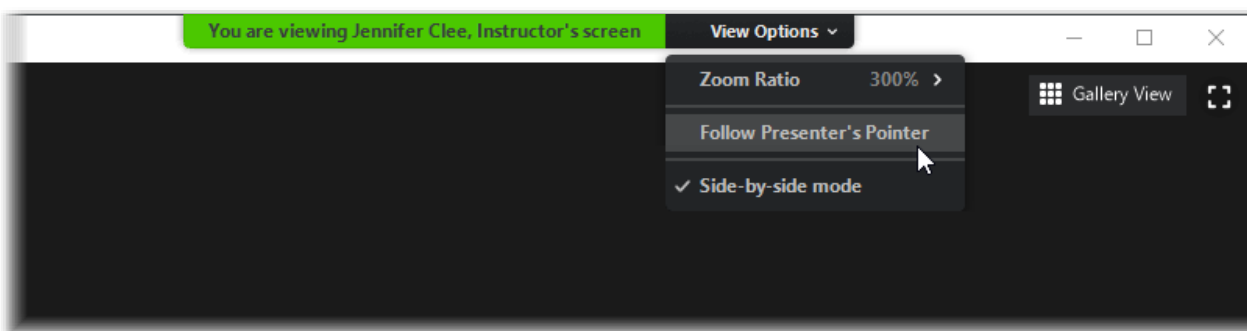


### ► To adjust the size of the presentation.

1. Click **View Options** at the top of the window to display a menu.



2. Hover your mouse pointer over **Zoom Ratio** and choose a suitable percentage from the menu that appears.
3. Depending on your selection, the presentation might not fit the window any longer. In that case, hold your mouse pointer over the presentation and a hand icon will appear. You can now drag the presentation to view the desired content.
4. As an alternative to manually scrolling the window, you can instead select the **Follow Presenter's Pointer** option in the **View Options** menu. That way, the presentation will automatically scroll as the presenter moves their pointer, so you can see the relevant content.

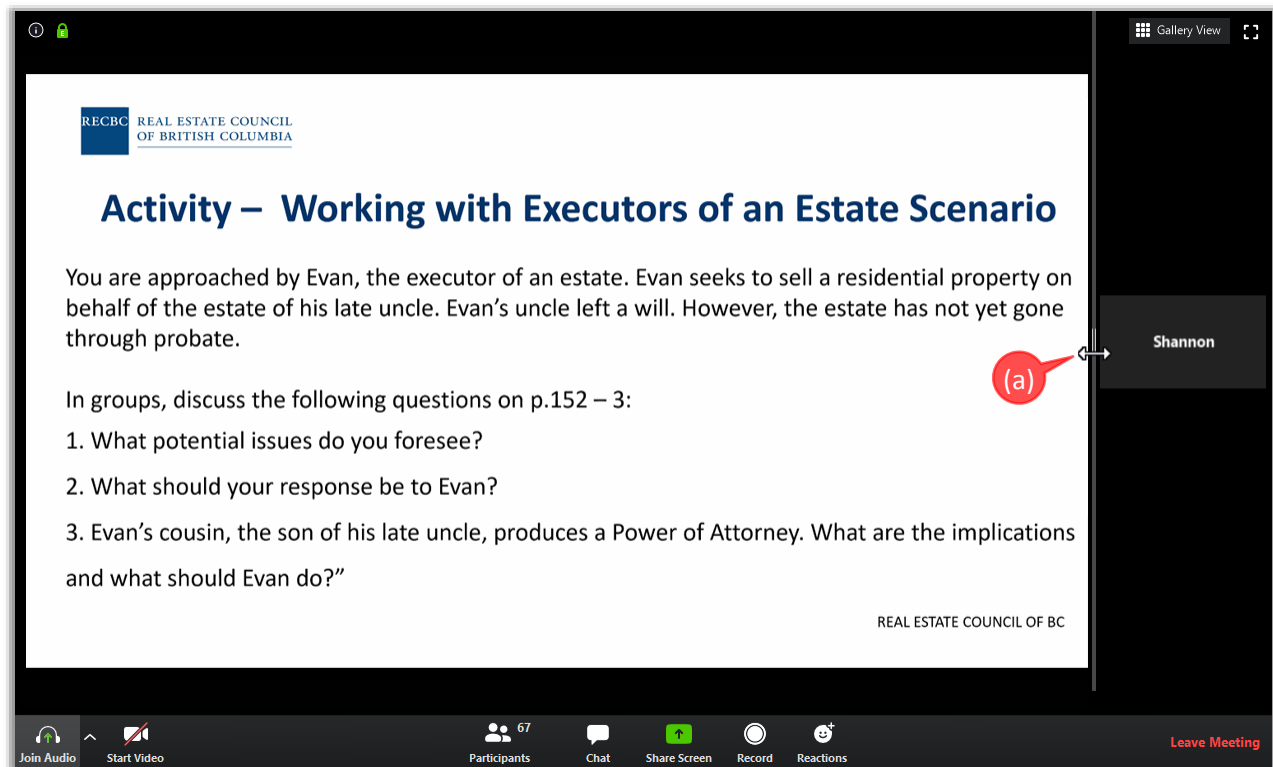


5. You can also change the relative sizes of the presentation and the speaker's image by dragging the vertical bar (a) between them, as described on the following page.

## I find it distracting to see all the other attendees.

If you find it distracting to see the other attendees, click **Speaker View** near the upper-right corner. That way, you'll see only the person that is currently speaking. You can switch back to **Gallery View** at any time if you want to see the other attendees again.

You can also change the relative sizes of the presentation and the speaker's image by dragging the vertical bar (a) between them, as shown below.



## When I speak into my microphone, I'm told that I'm breaking up or otherwise inaudible.

This may occur if there are too many apps running on your device or if there's too much traffic on your Internet connection or Wi-Fi.

Try the following:

- If available, connect to your router using a cable, instead of Wi-Fi.
- Close any non-essential apps on your device.
- Ask others in your household to avoid using Wi-Fi or the Internet for the duration of the class.
- Turn off your webcam, as the video stream from the camera can use up a lot of your Internet speed.
- Try joining the webinar on a different computer or device, again using the original link in the email.
- You could also try leaving, and then re-joining the meeting.  
Re-join by clicking the original link in the email you received.

## Leaving the webinar

### How do I exit the webinar?

When the webinar has finished, you can click **Leave Meeting** at the lower-right or simply close the Zoom app. Or you can wait for the Moderator to end the meeting.

Please make sure to sign out in the Chat box to confirm that you attended until the end of the class.

## Other questions

### Can I get a copy of the Instructor's slide show presentation?

Sorry, we are not able to make the slideshow presentations available to attendees.

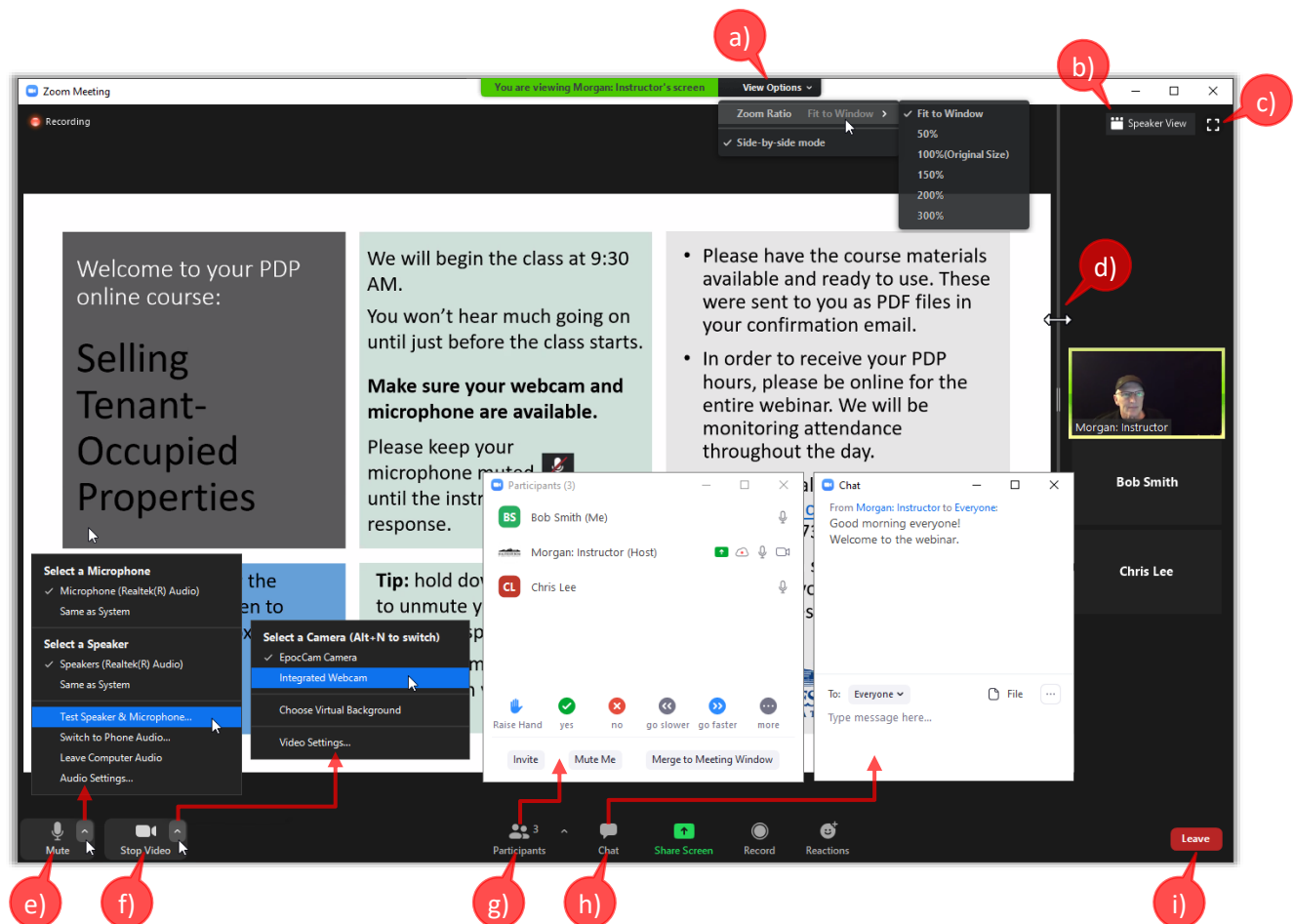
### Can I get a hard copy of the course manual/workbook?

We regret that we are not able to provide hard copy manuals at this time.

### Will a recording of the webinar be made available?

We are not able to make recordings of the webinars available at this time.

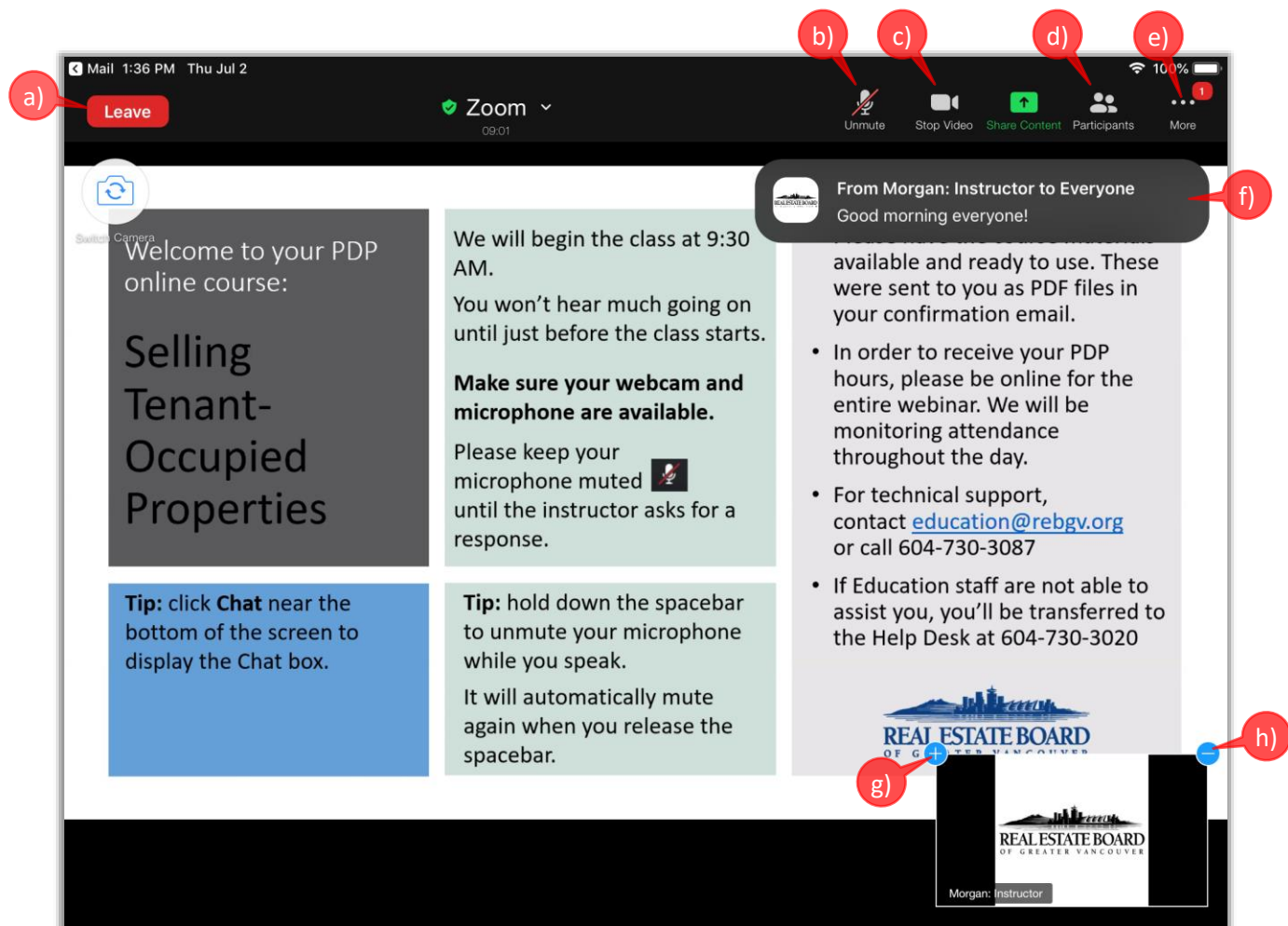
# Cheat Sheet for Zoom on Computers



- a) **View Options:**
  - Choose your **Zoom Ratio**.
  - Enable **Side by side mode**.
- b) Switch between **Gallery View** and **Speaker View**.
- c) Enter/exit **Full Screen** mode.
- d) Drag the vertical bar to change the relative sizes of the presentation and attendee images.
- e) Microphone and Speaker settings.
- f) Video (webcam) settings.
- g) Click to display the **Participants** box.
- h) Click to display the **Chat** box.
- i) Click to leave the webinar.



## Cheat Sheet for Zoom on iPad



- a) Tap to exit the webinar.
- b) Tap to **Mute/Unmute** your microphone.
- c) Tap to **Enable/Disable** your camera.
- d) Tap to display the **Participants** box.  
This allows you to mute/unmute your microphone.  
You can also rename yourself, to change your screen name in Zoom.
- e) Tap to display a menu that includes an option to display the **Chat** box.  
The small number in red indicates how many unread Chat messages are present.
- f) When a new Chat message is received, it is briefly displayed here.  
Display the Chat box (as explained above) to see the message and optionally respond to it.
- g) Tap to increase the number of participant webcam images visible ("Gallery View").
- h) Tap to reduce the number of participant webcam images visible ("Speaker View").  
Note that you can hide all webcam images, if desired.