

**Enterprise  
Singapore**

# **Enterprise Singapore Webinar Pre-Session Admin Guide**

May 2022

[www.enterprisesg.gov.sg](http://www.enterprisesg.gov.sg)



# Accessing Zoom Platform

# Install Zoom for Best Experience

## Zoom Cloud Meetings App

**\*Preferred\***

\* for mobile devices (Tablets & Phones)

Download and install the latest App version on your mobile devices



Download in  
App Store



Download in  
Google Play

## Zoom Desktop Client

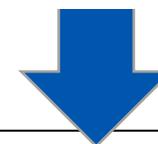
\* for laptop and desktop computers

Download the latest [Zoom Desktop Client Installer](#) via your browser (Google Chrome preferred) and follow on-screen instructions to install and launch

We have developed resources to help you through this challenging time. [Click here](#) to learn more.

We're now downloading Zoom ...

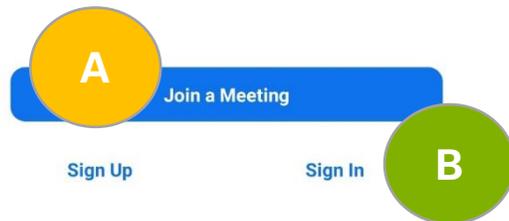
Your download should automatically start within seconds.  
If it doesn't, [restart the download](#)



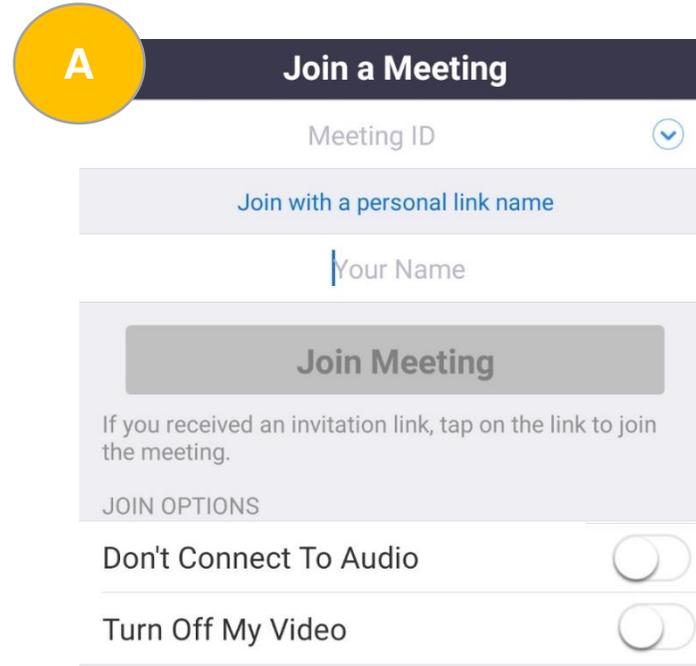
# Accessing Zoom via Zoom Cloud Meetings App



1) Click on the Zoom App after installation

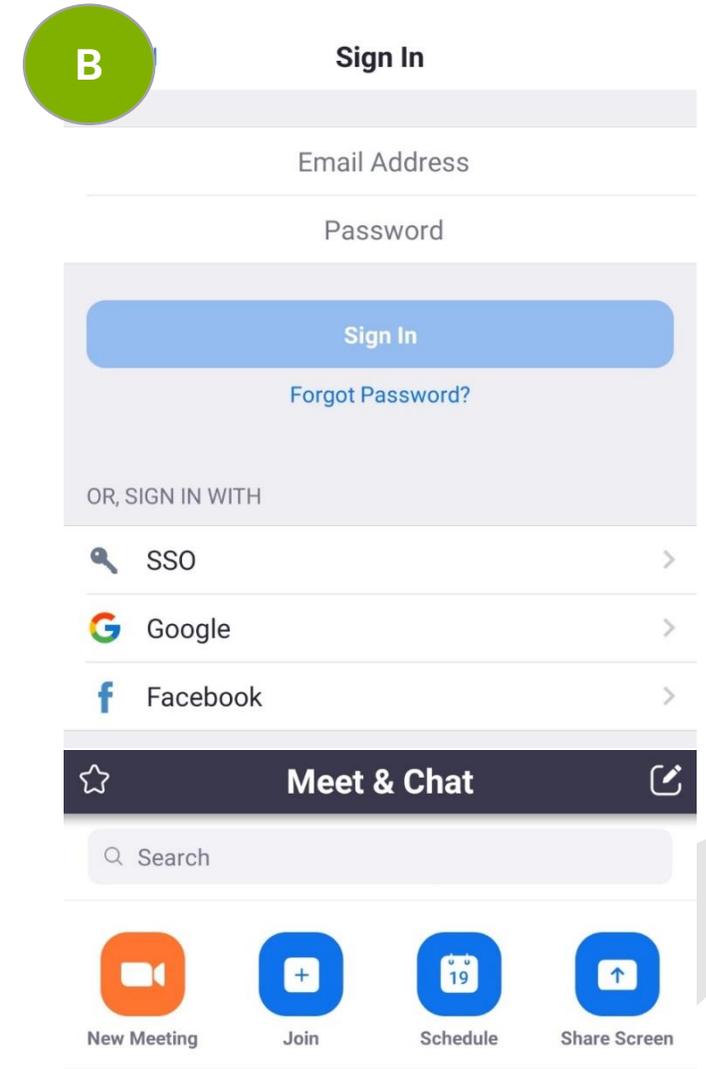


2) Choose to either  
a. Join a Meeting OR  
b. to Sign In



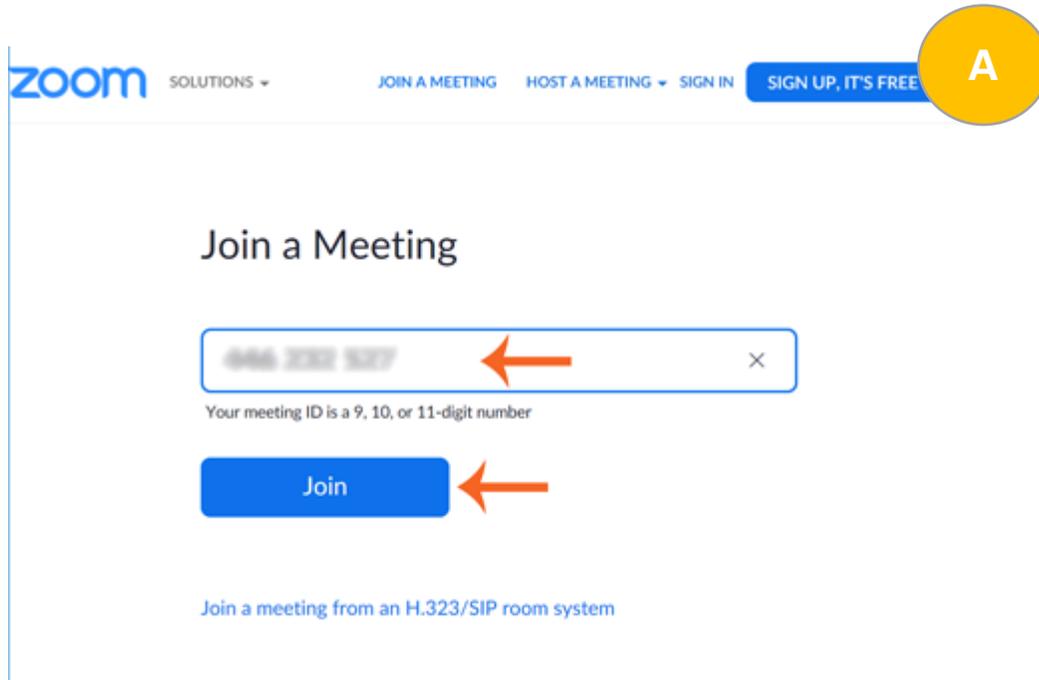
A. Insert Webinar/ Meeting ID and Password, and your name as prompted

\* Remember to switch off your Video, but connect your audio

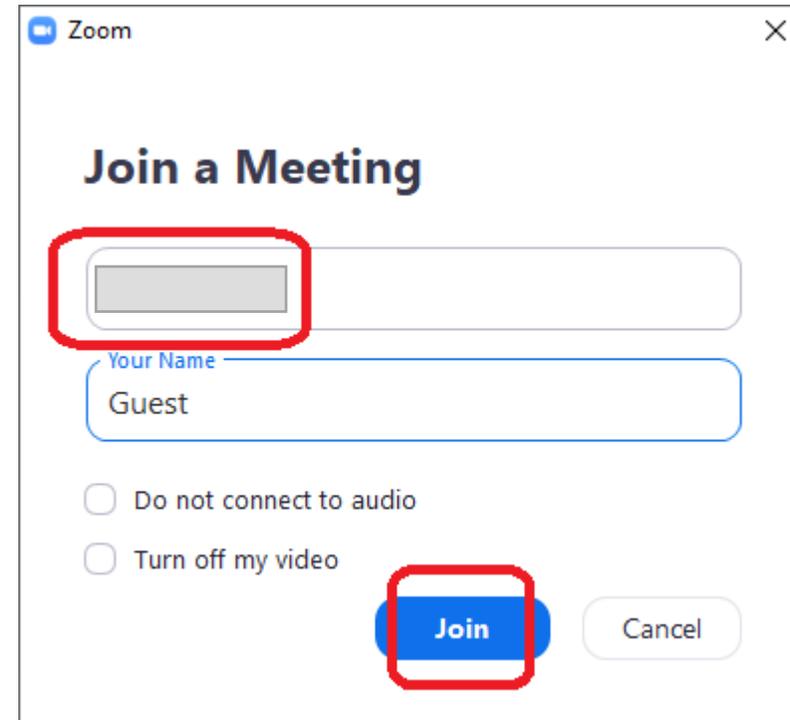


B. Sign in with your Registered Email Address and personal Password, and Join a Meeting

# Accessing Zoom via Desktop Client



- 1) Choose to
  - a) Sign Up for an account or Login to existing account
  - b) Join a Meeting



- 2) Follow on-screen prompts to enter the following details as indicated
  - Meeting/ Webinar ID (from Confirmation Email)
  - Meeting/ Webinar Password (from Confirmation Email)
  - Your Name
  - Click JOIN

# Audience Participation Using Zoom Features

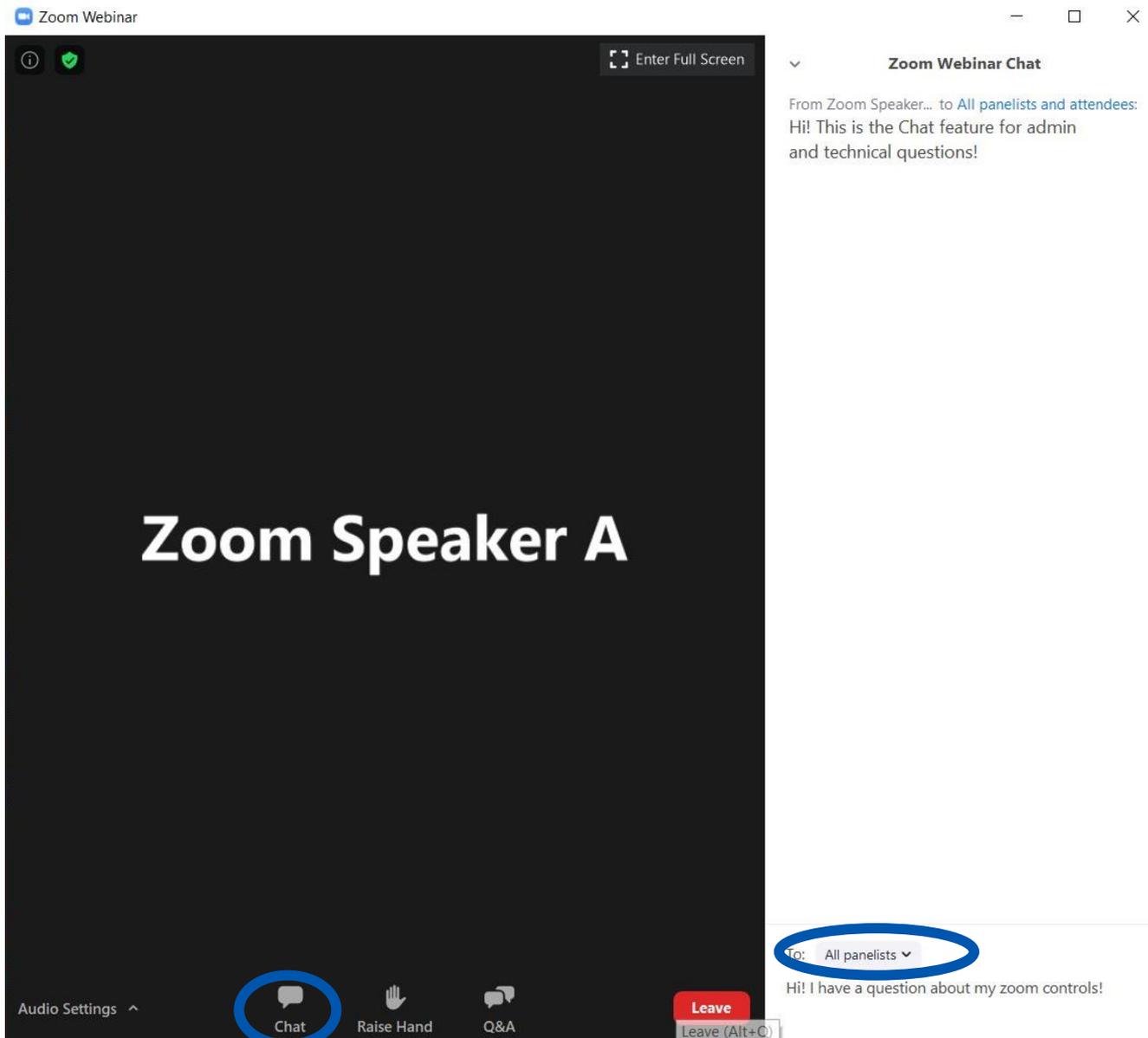
# Attendee Interactive Features



- 1) **AUDIO SETTINGS:** If you have technical difficulties viewing or hearing the webinar, click on [AUDIO SETTINGS](#) and follow on screen instructions to configure your microphone and/or audio device
- 2) **CHAT:** [Chat](#) with 'Panelist only' or to 'All' to... **Ask technical or admin questions**
- 3) **RAISE HANDS:** A co-host will cue when it's your turn to ask the question verbally, **please use an earpiece with connected Mic**
- 4) **Q&A:** Type Questions in [Q&A](#) to... **Ask Panelist questions about Content and subject matter**
- 5) **LEAVE:** Click on [LEAVE](#) when the session has ended to exit the Webinar

\* We seek your understanding that not all questions may be answered due to time constraints and relevancy.

# Send Admin/Technical Questions using Chat



The screenshot displays a Zoom Webinar interface. On the left, a large black area contains the text "Zoom Speaker A". At the top left of this area are icons for information and a green checkmark, and at the top right is an "Enter Full Screen" button. At the bottom left is an "Audio Settings" button. In the bottom center, the "Chat" button is circled in blue. To its right are "Raise Hand" and "Q&A" buttons. At the bottom right is a red "Leave" button with the text "Leave (Alt+C)" below it.

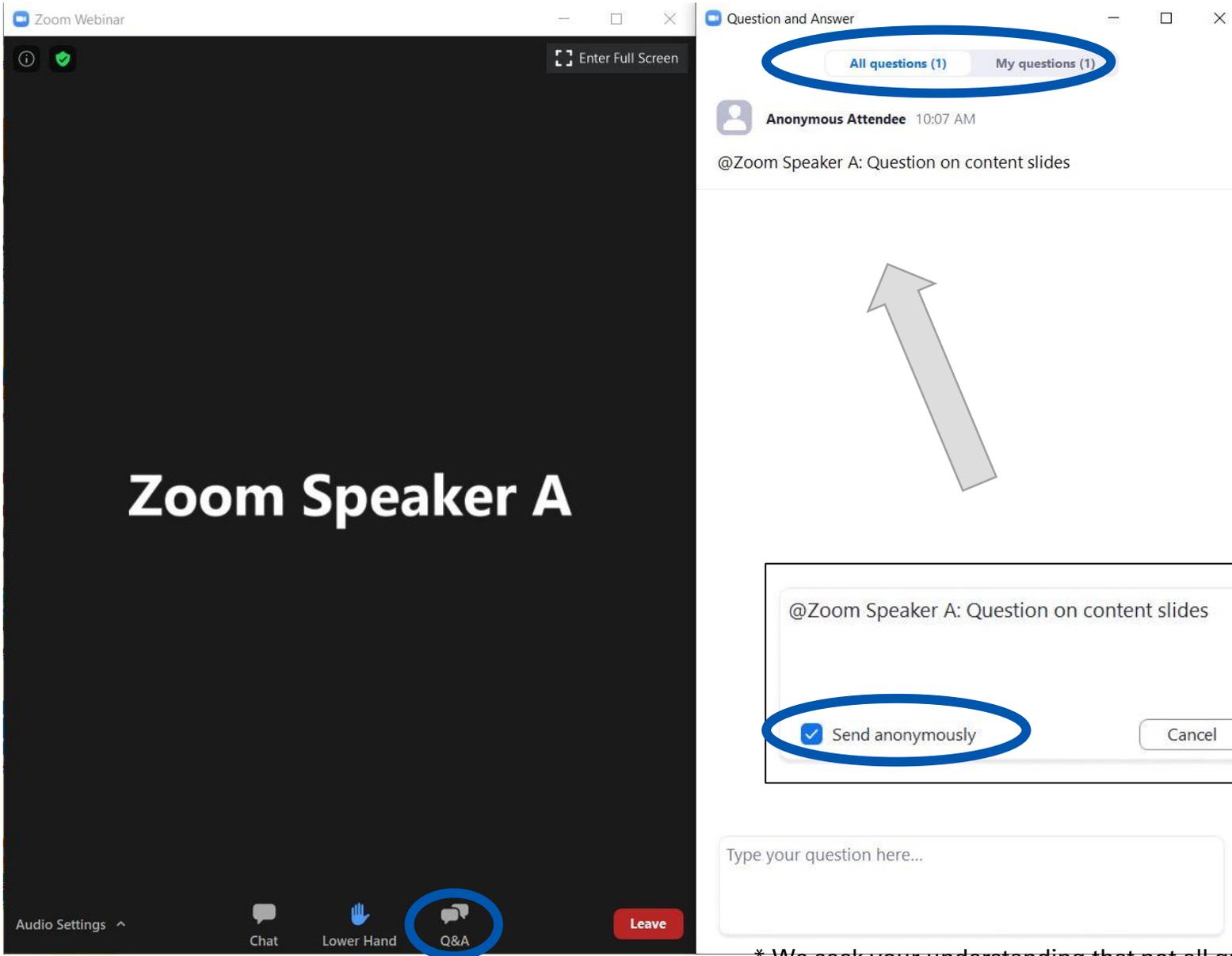
On the right side, a "Zoom Webinar Chat" window is open. It shows a message from "Zoom Speaker..." to "All panelists and attendees" with the text: "Hi! This is the Chat feature for admin and technical questions!". Below the message is a "To:" dropdown menu with "All panelists" selected, which is also circled in blue. Below the dropdown is a text input field containing "Hi! I have a question about my zoom controls!".

**For admin and technical questions only,**

Click on the '[Chat](#)' feature and the Chat window will pop out.

Use the 'To' dropdown list, to post the question to the hosts or to everyone

# Send Admin/Technical Questions using Q&A



**For content and subject matter,**

Click on the '[Q&A](#)' feature and the Q&A window to pop out. You may choose to send your question anonymously by selecting the option where available. Panellist may choose to answer your question verbally or via typed reply. You can view all 'answered' questions under 'All Questions'.

\* We seek your understanding that not all questions may be answered due to time constraints and relevancy.

# Raise Hands to Verbalise Your Questions



## Verbalising Questions by Raising Hands,

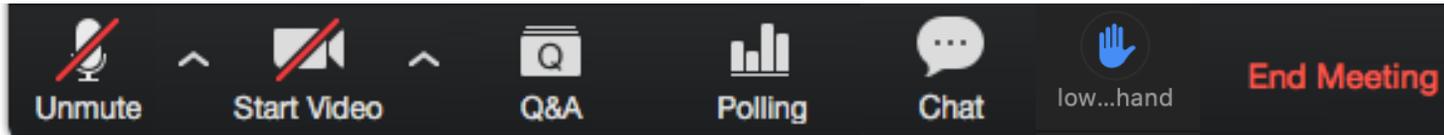
Click on the '[Raise Hand](#)' feature to alert the Panellists that you would like to verbalise your questions.

The host will alert you on your turn, so please do prepare your earpiece and microphone, and switch off any speakers to ensure there is no feedback echo.

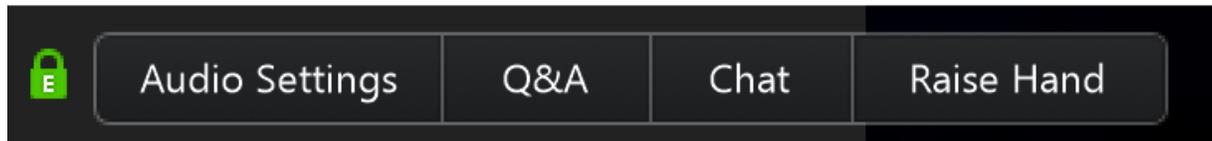
You may '[Lower Hand](#)' if you no longer wish to verbalise your questions.

# Task Bar Icons and Features

## Zoom Cloud Meeting App



## Zoom Desktop Client



Q&A, Polling and Chat icons will flash when there are live messages or live polls available

- Ensure you are on Mute and Video is disabled (Audio settings) to prevent disruption to fellow attendees
- Use the Q&A button to post Content questions to the Panellist
- Use the Chat button to post Technical or Admin questions to the Host/Co-host
- Join the Polling when there is a live poll
- Raise or Lower your Hand if you would like to ask a Verbal question (Host will unmute you when it's your turn)
- End Meeting or Close Window when Event ends

# Frequently Asked Questions

# FAQ – Joining in the Webinar/ Meeting

Questions	Answers
<b>How do I join a Webinar/ Meeting?</b>	<p>Upon registration, an automated confirmation email will be sent to you with the following details</p> <ul style="list-style-type: none"><li>• Webinar/ Meeting ID and URL</li><li>• Webinar/ Meeting Password</li><li>• Your Registered Login Email Address</li></ul> <p>With the information provided in the email, please use the App or the Desktop Client to access Zoom. Please contact the event organiser if you have not received the email within 3 working days upon registration.</p>
<b>Why can't I login on &gt;1 device with my login id?</b>	<p>Each Login ID will only allow 1 login on a single device at any one time. Thus you will be unable to use it on both your iPad and your mobile phone at the same time. This is to ensure adequate slots are available in the Webinar/ Meeting for fellow participants.</p>
<b>I got logged out. How can I re-join the Webinar/ Meeting?</b>	<p>Simply re-join using the Webinar details in your confirmation email.</p>
<b>What is the best way to join the Webinar/ Meeting?</b>	<p>We will highly encourage you to use the latest Zoom Cloud Meetings App on your mobile device to join in. Please use a earpiece with connected microphone to join in.</p>

# FAQ – Audio/ Visual Help

Questions	Answers
<b>Why can't I hear anything?</b>	<p>Follow the steps below to ensure that your device's audio facilities are working properly.</p> <ul style="list-style-type: none"><li>• Step 1: Check that your Desktop/ Mobile Device's speakers are not muted</li><li>• Step 2: When prompted to join using 'Internet Audio', please agree</li><li>• Step 3: Conduct an Audio Test by selecting the "Speaker/Microphone Audio Test" option</li></ul>
<b>Why can't I see anything on the screen?</b>	<ul style="list-style-type: none"><li>• Ensure that the presenter is not currently presenting either the presentation slides or the presenter's video.</li><li>• Check that the screen is on the 'Presenter Screen' instead of other feature tabs</li><li>• Expand the screen to full view mode</li><li>• Re-join Webinar/Meeting if issue persists</li></ul>
<b>Why can't I speak?</b>	<p>Speaking rights are controlled by the Host (Event Organiser) and allocated only for Panelists or Attendees upon their speaking turns to prevent disruption. By default, all Attendees will be on Mute upon joining the event, unless otherwise indicated.</p>
<b>Why can't I present?</b>	<p>Presenter rights are controlled by the Host (Event Organiser) and allocated only for Panelists upon their presenting turns to prevent disruption. By default, all Attendees will have their video cameras 'switched off' upon joining the event, unless otherwise indicated.</p>

# FAQ – Features

Questions	Answers
<b>How do I post my <u>private</u> questions to Host/Co-host on technical/ admin issues?</b>	Please use the 'Chat' feature and indicate to Host/Co-host.
<b>How do I post my questions to the Panellists on the content and subject matters?</b>	Please use the 'Q&A' version and type your question. If you have a question for a specific panelist, please indicate “@Panellist Name: Question”.
<b>How can I view my messages?</b>	<ul style="list-style-type: none"><li>• App: There will be a badge (red icon) indicator on the specific features, when not in expanded full screen mode. The indicator will be present for any new messages.</li><li>• Desktop: On the side bar you will see both the Chat and Q&amp;A function where applicable. Simply expand the corresponding function to view more.</li></ul>
<b>Why is my Q&amp;A question not answered?</b>	Due to time constraint, we may not be able to answer all Q&A questions. Please send in your questions to the Event Organiser indicated in your confirmation email. The relevant officers will get in touch with you as soon as possible.

# FAQ – General

Questions	Answers
<b>Can I get a copy of this presentation / recording?</b>	Please keep a lookout for the follow-up emails from us. Where possible, we will send a summary of the webinar together with the collaterals which may include presentation slides and recordings.
<b>Where can I send my feedback?</b>	At the end of each Webinar session, the link to fill up the Post Event Survey form will appear to consolidate your feedback. Otherwise you will receive an email.
<b>I have more questions, can I get in touch with an officer or the panellist?</b>	Please send in your questions to the Event Organiser indicated in your confirmation email. The relevant officers will get in touch with you as soon as possible.
<b>Where can I join more Enterprise Singapore Webinar/ Events?</b>	Please join Enterprise Singapore’s mailing list at <a href="https://subscribe.enterprisesg.com.sg/subscribe/index.html">https://subscribe.enterprisesg.com.sg/subscribe/index.html</a>

# Contact Points

## For technical issues

- Check [Zoom Website](#) or [Twitter @zoom\\_us](#) for latest information
- Reach out to [Zoom Live Chat](#) for information

## For Admin issues

- Reach out to your event organiser, found in your confirmation email

## For other issues

- Visit Zoom Website for the [Zoom Support Center](#)

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Singapore**

Growing **Enterprises** <sup>SG</sup>

**THANK YOU**

[www.enterprisesg.gov.sg](http://www.enterprisesg.gov.sg)

