

## 2020 Annual Legal Update

### Technical/ZOOM FREQUENTLY ASKED QUESTIONS

#### »» How do I attend KMK Law's live interactive webinar?

1. Click on the link in your calendar appointment or in the most recent email reminder sent on December 9<sup>th</sup> at 11:00 a.m. from [no-reply@zoom.us](mailto:no-reply@zoom.us).
2. Enter the webinar ID, and click **Join** or tap **Join Meeting**.
3. If prompted, enter your name and email address, then click **Join Webinar** or tap **Join**.

NOTE: There are two ways to join meeting audio: [joining via computer](#) or [joining via telephone](#). You can follow these sections to test your audio before or after joining a meeting.

#### »» I did not add the event to my calendar and I cannot find the reminder email. What now?

Please check your Spam folder and confirm that [no-reply@zoom.us](mailto:no-reply@zoom.us) is permitted or email [legalupdate@kmklaw.com](mailto:legalupdate@kmklaw.com).

#### »» How do I reset my Zoom password?

Click [here](#) and type in the email address used to create your Zoom account. Zoom will send an email with instructions on how to reset your password to this email address.

#### »» I didn't receive a confirmation email when I tried to reset my password. What do I do?

Please check your Spam folder and confirm that [no-reply@zoom.us](mailto:no-reply@zoom.us) is permitted. If you still do not receive the password reset email, please visit the [Zoom Support Center](#).

#### »» My video/camera isn't working. Can you help?

For webinars, participants join in "listen only" mode and do not need access to a webcam. You will have the ability to interact via the Q&A/Chat feature.

#### »» How do I fix an echo in my webinar?

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back. Click [here](#) to access instructions for resolving this issue.

#### »» Why can I see the presentation, but I can't hear it?

You can access your audio settings and test your audio. Click [here](#) for help.

#### »» How do I ask a presenter a question?

The Q&A and chat feature allows webinar attendees to ask questions. In your controls at the bottom window, click or tap **Chat**. Type your message and press **Enter** to send it. Click [here](#) for more information.