



Harris County Elections Division

Zoom Webinar Election Training Guide

Thank you for serving as an election worker for Harris County!

All election worker training is conducted through ZOOM.US.

Follow these simple guidelines to help you get the most out of your Zoom webinar training experience.

Preparing For The Elections Training Webinar

First time using Zoom

- For PC/MAC: Visit the Zoom website at zoom.us/download to download the application.
- For mobile devices: Visit the iOS App Store or Google Play and search for **Zoom Cloud Meetings** to download to your mobile device.
- You are not required to have a Zoom account to participate in any Zoom meeting, including the election worker training webinars.

Set up your equipment

- Find a location where distractions are minimal.
- Using a headset will help to reduce background noise. If using a Bluetooth device, prior to the training session make sure it can connect to the PC/mobile device you are using to participate in the webinar.
- Test your audio/video prior to your training session. You can join the webinar 15 minutes before your start time to troubleshoot any issues you may have.
- Visit HarrisVotes.com/Training to download and print the handouts for the training to easily take notes.
- To join the webinar, **utilize the email sent to you from Harris County Elections Training** with subject line "Elections Training Class Confirmation." It includes the Zoom login/call-in information and links to handouts. This email link is unique to you; please do not share.

For landline or phone users with no video

- You can join a Zoom meeting via teleconferencing/audio conferencing (using a traditional phone). The email sent to all participants confirming training class registration will include a phone number to call to join the class.
 - Call the number provided.
 - Enter the meeting ID, followed by the # number sign.
 - Enter your participant ID, followed by the # number sign.
- To get the most out of listening to the webinar, prior to the class, download and print the handouts from HarrisVotes.com/Training in the Handouts/Manuals section.

Features of a Zoom Webinar

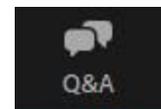
Zoom webinars are designed so that the host and panelists can share their video, audio, and screen. Attendees join the webinar in listen-only mode; they can view the panelists and screen, but cannot see/interact with other attendees.

- Attendees have the ability to ask questions via the Q&A function. Chat will be disabled.
- Attendees can also “raise your hand” to ask a question verbally once the host has unmuted the attendee.

Participating in the Elections Training Webinar

Sign on 10 to 15 minutes prior to the webinar to ensure you can connect and that your audio/video are operating correctly.

- You will be muted when you join the webinar. The webinar manager will welcome participants into the training session and explain the features of Zoom.
- Once you are connected, please make sure your name is listed as you are registered with Harris County. If not, please rename your participant name. If you are participating with another person, please rename to include everyone participating with your login. As you enter the webinar, the manager will explain how to rename.
- Short question breaks are scheduled throughout the webinar to allow live instructors to answer your questions. The instructors will stay available after the class has ended to answer any additional questions. You can submit a question during the training either by using the Q&A link or the Raise Your Hand links.
 - Participants can submit a question through the Q&A function at any time during the training webinar. Questions will be addressed during the question breaks.
 - Using the Raise Your Hand link lets the webinar manager know you would like to voice your question rather than typing it in the Q&A section. Please note that during the Q&A break, the manager will unmute you only after specifically addressing you to ask your question. When asking your question, make sure you speak into your microphone.



Troubleshooting

- ▶ You cannot access the class.
 - Make sure you are using the email sent to you from Harris County Training after you registered through Zoom. The subject line will be “Election Training Confirmation.”
- ▶ You hear an echo from the panelists.
 - Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same room. Learn about reducing echo by visiting: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>.
- Audio isn't working on my mobile device.
 - For tips on troubleshooting audio that isn't working on your iOS or Android device visit <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>.
- If after troubleshooting your issue you still need help
 - For Zoom's online Help Center visit: <https://support.zoom.us/hc/en-us>.
 - Contact Harris County Tech Support at: (713) 755-1617.