



Welcome and thank you for your interest in a virtual program at Olbrich Botanical Gardens!

Most virtual programs are held on the Zoom platform. Zoom is available on any device with an internet connection. We suggest joining from a desktop, laptop, or tablet. **You do not need to purchase a Zoom account to participate in a Zoom Meeting or Webinar.** The following information is intended to guide you towards a successful Zoom experience as a Zoom participant.

- 1. Check your receipt for Zoom program login information:** Details about Zoom programs, including Zoom login information, is included in the highlighted portion of your receipt. You can join webinars or classes you've signed up for by clicking the link beginning with 'https://cityofmadison.zoom.us/...' or by opening Zoom and typing in the Meeting ID and Passcode listed in the highlighted portion of your receipt.
- 2. Check your equipment:** For Zoom Webinars, such as the Virtual Lecture Series, all you need is a device such as a desktop, laptop, tablet, or smartphone with internet connection to see the presentation. For Zoom Meetings, such as virtual classes and workshops, you will need a device with a front-facing camera, speakers, and microphone if you wish to speak and be seen in class.
- 3. Plug in your device:** Running the Zoom platform can drain your device's battery more quickly than you are used to. If possible, we recommend keeping your device plugged in to a power source for the duration of the session.
- 4. Do your own tech check:** For Zoom meetings, you may wish to test your camera and speakers. Here is a helpful video: How to join a Zoom meeting and test your audio <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- 5. Close all programs running in the background:** Many technical difficulties, including low volume and broken video feed, are caused by the device not having the bandwidth to support the Zoom presentation. Closing out of all background programs usually resolves these issues.
- 6. Set yourself up for success!** Zoom runs smoothest if your device is connected to a hard-wired internet source. However, high-speed Wi-Fi generally works very well too.
- 7. Patience is key:** This is a new technology for many of us and takes some getting used to. Please reach out to us if you have any questions or concerns about using Zoom. We are always happy to help!

Questions? If you have any questions before class, feel free to contact Rebecca Benedict, Education Registrar and Programs Assistant, at rbenedict@cityofmadison.com.

Please share Your Feedback! A class evaluation survey will be emailed to you after class; please fill out the survey with any feedback. Thank you!