

家譜
Chinese Family
History Group
of Southern California

Troubleshooting Steps to Access
Chinese Family History Group
of Southern California
zoom Webinars

Page 1

The Chinese Family History Group requires webinar attendees to be **authenticated**.

1. To be authenticated you must have a Zoom account.

- 2. SIGN UP FOR A FREE ACCOUNT**

If you do not have a Zoom account, sign-up for one at <https://zoom.us/signup> Be sure to sign-up for Zoom with the same e-mail account that you are using to register for the CFHGSC webinar.

1. Disable your pop-up blocker for pop-ups from Zoom

After these have been done follow the steps on the next pages

Page 2

Thank you for registering for "Why Can't I Understand My Aunties?".

Please submit any questions to: admin@chinesefamilyhistory.org

Date Time: Aug 22, 2020 10:00 AM Pacific Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

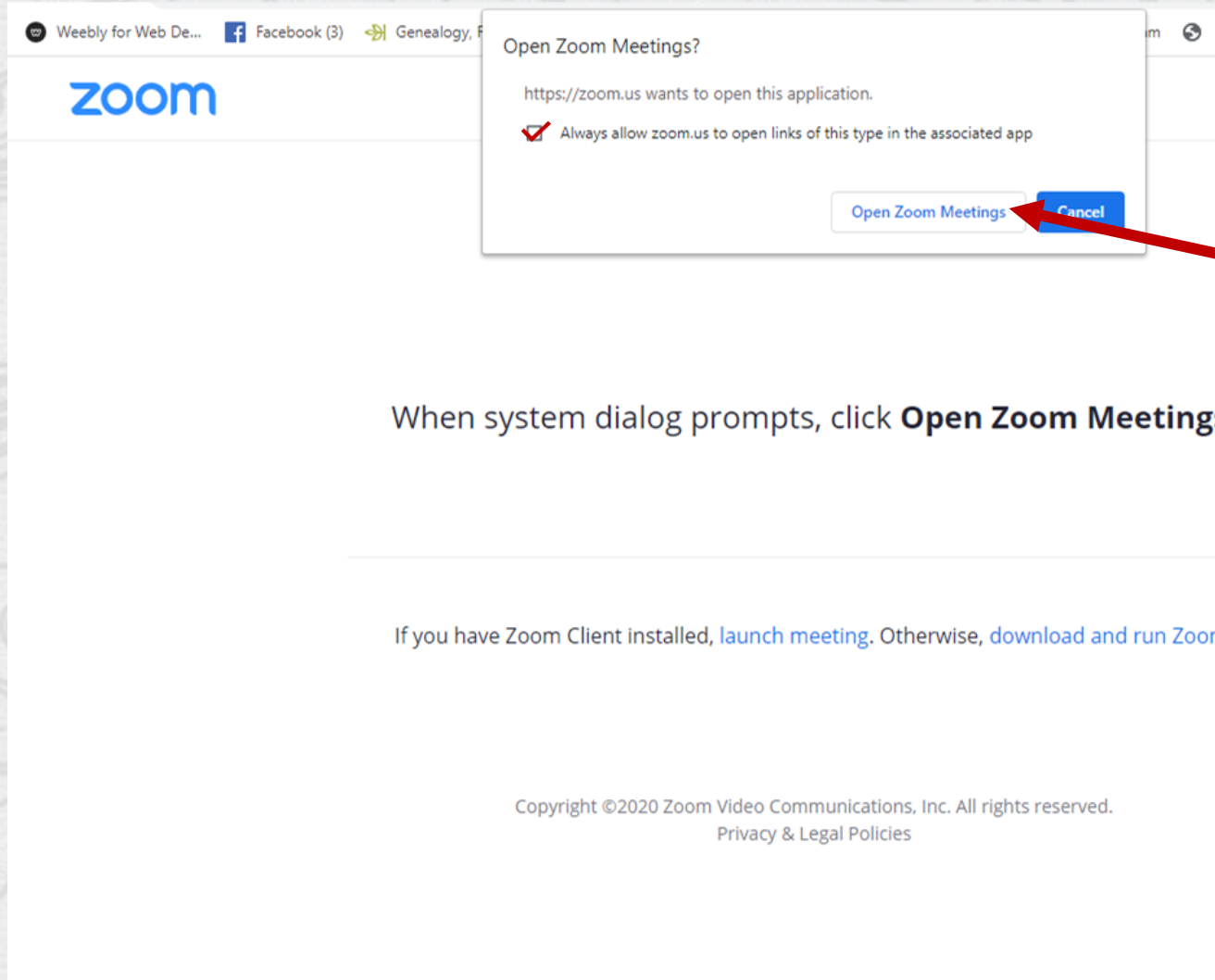
Note: This link should not be shared with others; it is unique to you.

Passcode: 625830

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

From your registration or reminder e-mail, click this link

Page 3



When system dialog prompts, click **Open Zoom Meetings**

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

Copyright ©2020 Zoom Video Communications, Inc. All rights reserved.
[Privacy & Legal Policies](#)

You should get this pop-over window if you have followed the previous instructions.

1. Check the box to avoid problems in the future.
2. Click Open Zoom Meetings

If you do not get a pop-over box, go to Page 5 of these troubleshooting instructions.

Page 4

Zoom

SOLUTIONS ▾ PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING ▾ SIGN IN SIGN UP, IT'S FREE

REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT

The webinar is scheduled for 2020/8/22

Start 10:00 AM

Why Can't I Understand My Aunties?

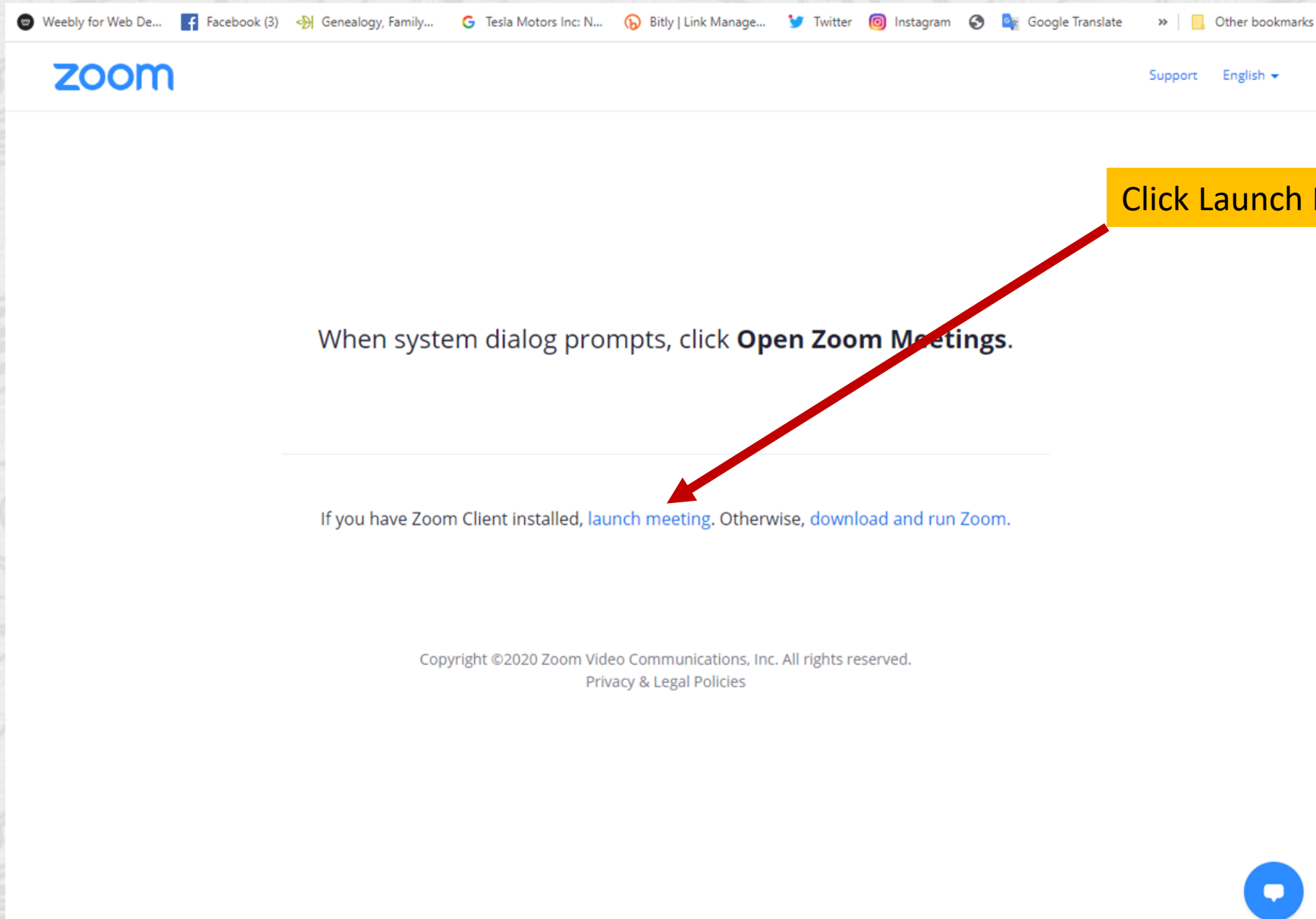
If you are the host, [sign in](#) to start this webinar

English ▾

US Dollars \$ ▾

Footer links: About, Zoom Blog, Customers, Our Team, Why Zoom, Features, Careers, Integrations, Partners, Investors, Press, Media Kit; Download, Meetings Client, Zoom Rooms Client, Browser Extension, Outlook Plug-in, Lync Plug-in, iPhone/iPad App, Android App; Sales, 1.888.799.9666, Contact Sales, Plans & Pricing, Request a Demo, Webinars and Events; Support, Test Zoom, Account, Support Center, Live Training, Feedback, Contact Us, Accessibility, Privacy and Security; Language, Currency.

If this works, you'll get a page like this. All you have to do is wait until the webinar starts.



The image shows a screenshot of the Zoom website. At the top, there is a browser address bar with several tabs open, including 'Weebly for Web De...', 'Facebook (3)', 'Genealogy, Family...', 'Tesla Motors Inc: N...', 'Bitly | Link Manage...', 'Twitter', 'Instagram', 'Google Translate', and 'Other bookmarks'. Below the browser bar is the Zoom logo and navigation links for 'Support' and 'English'. The main content area contains the following text:

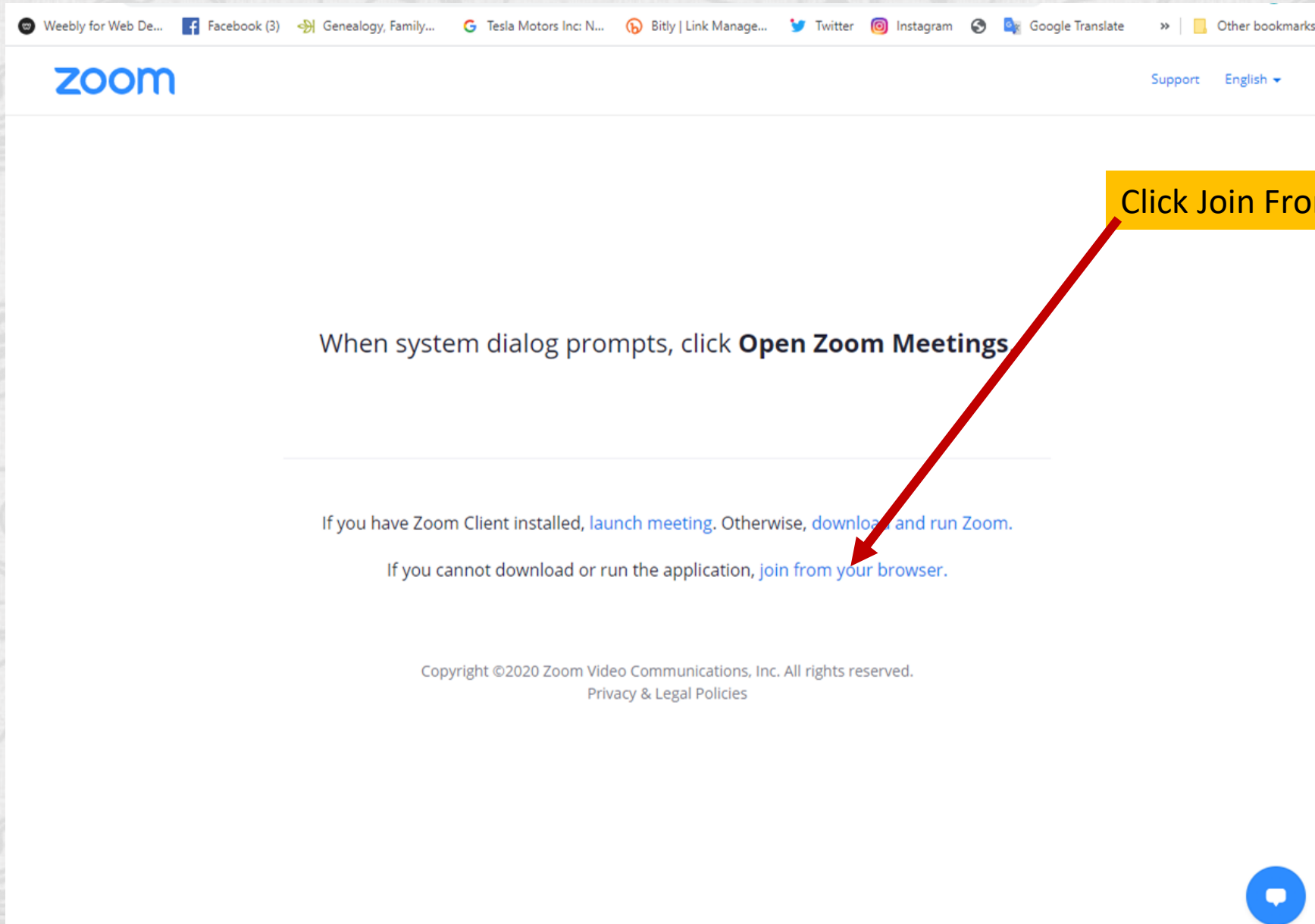
When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

At the bottom of the page, there is a copyright notice: 'Copyright ©2020 Zoom Video Communications, Inc. All rights reserved. Privacy & Legal Policies'. A red arrow points from a yellow callout box to the 'launch meeting' link.

Click Launch Meeting





The screenshot shows the Zoom website's landing page. At the top, there is a navigation bar with the Zoom logo on the left and 'Support' and 'English' on the right. Below the navigation bar, the main content area contains the following text:

When system dialog prompts, click **Open Zoom Meetings**

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download](#) and run Zoom.

If you cannot download or run the application, [join from your browser](#).

At the bottom of the page, there is a copyright notice: 'Copyright ©2020 Zoom Video Communications, Inc. All rights reserved. Privacy & Legal Policies'.

A red arrow originates from a yellow callout box on the right side of the page, pointing to the 'join from your browser' link.

Click Join From Your Browser



Page 7

The screenshot shows the Zoom website's 'Join a Meeting' page. At the top, there is a navigation bar with the Zoom logo, links for 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and a 'SIGN UP, IT'S FREE' button. Below this is a dark header with 'REQUEST A DEMO', '1.888.799.9666', 'RESOURCES', and 'SUPPORT'. The main content area is titled 'Join a Meeting' and contains a form with the following elements:

- A text input field labeled 'Your Name' with the placeholder text 'Type Your Name'. A red arrow points to the right side of this field.
- A reCAPTCHA box with a green checkmark, the text 'I'm not a robot', and the reCAPTCHA logo and 'Privacy - Terms' link.
- A large blue 'Join' button.

Below the form, a small text line reads: 'Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.'

At the bottom of the page, there is a dark footer with several columns of links:

- About:** Zoom Blog, Customers, Our Team, Why Zoom
- Download:** Meetings Client, Zoom Rooms Client, Browser Extension, Outlook Plug-in
- Sales:** 1.888.799.9666, Contact Sales, Plans & Pricing, Request a Demo
- Support:** Test Zoom, Account, Support Center, Live Training
- Language:** English (dropdown menu)

A blue chat bubble icon is located in the bottom right corner of the footer.

1. Type your name in the box
2. Click I'm not a robot
3. Click Join

Page 8

W Weebly for Web De... f Facebook (3) G Genealogy, Family... Tesla Motors Inc: N... Bitly | Link Manage... Twitter Instagram Google Translate Other bookmark

REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING ▾ SIGN IN SIGN UP, IT'S FREE

The webinar is scheduled for 2020/8/22

Start 10:00 AM

Why Can't I Understand My Aunties?

If you are the host, [sign in](#) to start this webinar

About
Zoom Blog
Customers
Our Team
Why Zoom
Features
Careers
Integrations
Partners
Investors
Press
Media Kit

Download
Meetings Client
Zoom Rooms Client
Browser Extension
Outlook Plug-in
Lync Plug-in
iPhone/iPad App
Android App

Sales
1.888.799.9666
Contact Sales
Plans & Pricing
Request a Demo
Webinars and Events

Support
Test Zoom
Account
Support Center
Live Training
Feedback
Contact Us
Accessibility
Privacy and Security

Language
English ▾

Currency
US Dollars \$ ▾

W in T Y f

If this works, you'll get a page like this. All you have to do is wait until the webinar starts.