

INNIS COLLEGE

VIRTUAL EVENT GUIDE

Tips, tricks & common questions answered.

WHEN DOES THE EVENT START?

We open doors early to let people get comfortable.

Enjoy the music and the welcome slide! Our events typically begin at 5 past the hour with an intro. Sometimes it may be a few minutes later--depending on our backstage needs!

KEEP ZOOM UPDATED

Use the latest version of zoom to avoid issues.

We recommend using the most up to date version of the Zoom app/program. The web browser version of zoom doesn't have as many view features as the app does!

ZOOM WEBINAR

It's different than a zoom meeting!

In a zoom webinar the audience is not able to turn on their mic or camera. This is normal. You can submit questions to the panelists into the Q&A box located in your zoom toolbar!

WHERE'S THE CHAT?

It depends on the platform!

We disable the chat for zoom webinars. Organizers may send messages in the chat about important info like the event start time. Chat on Vimeo is enabled only at the end of the screening to allow audience questions!

MAKE SURE YOUR CONNECTION IS SOLID

Slow internet can lead to issues.

If possible please make sure to use a desktop computer or a laptop with a wired internet connection for the best screening experience. If that's not possible make sure you are close to your wifi router and check to see that your internet speeds are ok! Slow internet means a poor connection and can result in a choppy, laggy screening experience!

I CAN'T HEAR ANYTHING!

Make sure the sound on your device is not set to mute

For most events we play music during the welcome slide as people enter the event. Make sure your device is not muted and have the volume turned up for the best experience.

VIMEO STREAM HAS STOPPED

Wait for an email with a new link!

If the Vimeo stream stops completely please wait for an email from us with a new link. Sometimes streams experience issues and the new link is required to keep watching the event.

WHERE'S MY VIMEO CHAT?

The chat on Vimeo is enabled only at the end of the screening.

You may need to refresh your browser window if the chat feature doesn't open after the credits have rolled.

Please use your name and not a user name so the moderator will know who has asked the question.

VIMEO STREAM LOOKS FUZZY

It's buffering and that's normal.

When you first hit play on a Vimeo stream it takes time to buffer (load). The stream may look fuzzy during this time but will improve quickly to a full resolution of 720P.

ZOOM WEBINAR

Extra features!

- Turn on Closed Captions by clicking the CC box in the zoom toolbar (app and program only) if available.
- Select "Hide non-video participants" to only see panelists that have their cameras on.
- Use fullscreen mode for the best viewing experience.
- Click the Q&A box and then type in your question for the panelists.
- The zoom app and program features available depend on your device and operating system. Please keep your app and program up to date as zoom makes changes frequently!

2/2

