

## Zoom Frequently Asked Questions

1. Click on the Zoom link that you received in your reminder email.
2. This will take you to a Zoom registration form that looks like this:

**Topic** Webinar Event - Part A2.2 (4) Provisions including using the New ABCB Performance Solution Process Handbook

**Description** Present by Dr Darryl O'Brien  
12pm - 2PM AEST

**Time** Jun 9, 2021 12:00 PM in [Canberra](#), [Melbourne](#), [Sydney](#)

\* Required information

First Name \*

Last Name \*

Email Address \*

Confirm Email Address \*

3. Complete the Zoom form using the name and email address that we have on file, eg the email address that you used to register that is linked to your AIBS account and then click 'Register. You may also need to tick 'I'm not a robot' but this depends on the internet browser that you are using.

**Register**

4. If you receive an error from Zoom advising 'authorised users only', it is informing you that it does not like the format of the email address you are using, eg @yourstate.gov.au or @yourcouncil.gov.au. Consider using a different email address.

Another reason could be that the email address has been used numerous times without having a Zoom account created. If this happens, please complete the form using a different email address, for example your personal email address then click 'Register'. If you do use a personal email address, please send an email to [training@aibs.com.au](mailto:training@aibs.com.au) to advise of this so we can allocate your CPD correctly.

5. Once you click on register you will receive an email directly from zoom:

Thank you for registering for "Webinar Event - Part A2.2 (4) Provisions including using the New ABCB Performance Solution Process Handbook".

Please submit any questions to: [training@aibs.com.au](mailto:training@aibs.com.au)

Date Time: Jun 2, 2021 12:00 PM Canberra, Melbourne, Sydney

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

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Description: Present by Dr Darryl O'Brien

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Or Telephone:

Dial(for higher quality, dial a number based on your current location):

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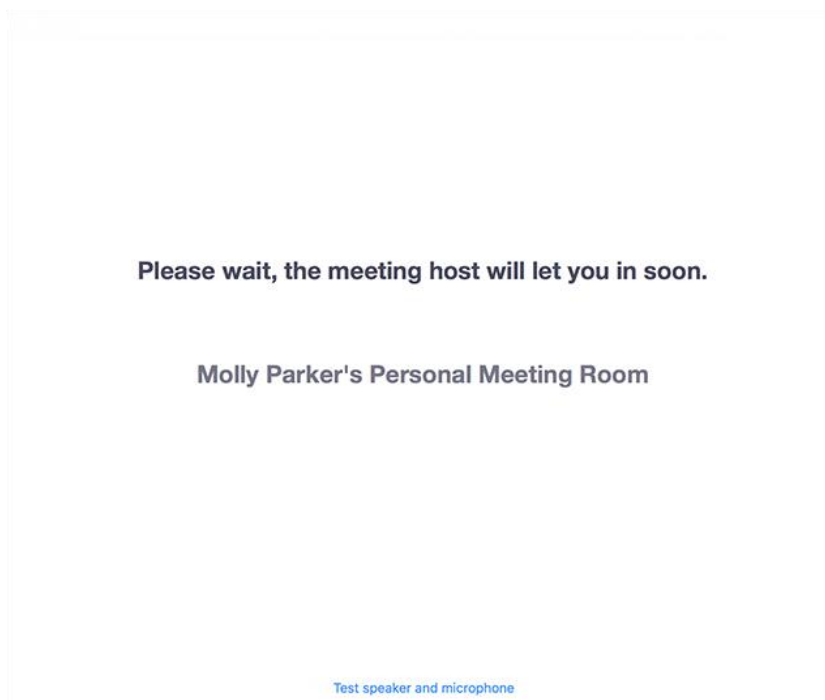
International numbers available: <https://us02web.zoom.us/j/kwfN8cQJs>

6. Click on the hyperlink:

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7. You will then sit in a waiting room until the webinar has gone live. The waiting room will look like:



Once the webinar has gone live you will be able to see the speaker/s

If you still have issues accessing the webinar, you can join the meeting manually by:

1. Going to the Zoom homepage:  
<https://zoom.us/>
2. On the top right-hand side of the home page there is the option to 'Join a Meeting'

**JOIN A MEETING**

3. Once you click on this you can manually type in the Meeting ID that is in your reminder email

## Join Meeting

Meeting ID or Personal Link Name

899 6091 2112

Join

8. You will then sit in the waiting room until the webinar has gone live.
4. Again, if it asks for a password, it will be your Zoom account password being requested.

If you receive any errors asking you for a password, the password that it is asking for is your **own Zoom account password**.

If you are new to using Zoom, please try the above steps the day before the webinar. If you experience any errors/issues that are not detailed above please contact [training@aibs.com.au](mailto:training@aibs.com.au). **Provide screenshots of any error messages and details of any issues that are not listed above. We will look into why you are receiving these errors/issues.**

The link that you have received to attend this AIBS Webinar will not allow users to view from multiple devices. If you use a different email address from your AIBS account when logging in to the Zoom platform, please advise the AIBS training team so your attendance can be matched to that email address so you do not experience issues when claiming your CPD points.