

Zoom Webinar Q&A Guide – attendees

Before you join

You do not need to have a Zoom account to join our online Zoom webinar Q&A events. However, if you would like to register for a Zoom account before an event, you can do so by clicking [here](#).

Whether you join an event, with or without a Zoom account, we recommend you download the Zoom Client (Zoom app) onto your device. The app provides an improved experience and a quicker click-through from the link to the Q&A event.

Please ensure your audio and video is already set up on your device before you join the Zoom webinar Q&A so that you can hear and view the Zoom webinar Q&A panellists. If you have not used Zoom/video conferencing software previously, we recommend you run through this process in good time before the Zoom webinar Q&A, as you may need to configure your local device settings.

To join - with Zoom account

Please click on the Zoom webinar Q&A link for the session you would like to join, available on our website.

The link will take you through to the Zoom platform and you will be prompted to join by either the Zoom Client (Zoom app) or the Zoom browser. We recommend joining via the Zoom Client (Zoom app). If the Zoom Client (Zoom app) is already installed on your device, you can select either of the following:

Select > Open Zoom Meetings (pop up box).

Select > 'If you have Zoom Client installed, launch meeting' on the webpage > Open Zoom Meetings (pop up box).

If you are already signed into your Zoom account, you will join the webinar.

If the webinar has not yet started broadcasting, you will see a pop-up saying > please wait for the host to start this webinar.

Once the Zoom webinar is broadcast, you will join the webinar.

A pop-up box may appear. If prompted, select > Join with Computer Audio.

To join - without Zoom account

Please click on the Zoom webinar Q&A link for the session you would like to join, available on our website.

The link will take you through to the Zoom platform and you will be prompted to join by either the Zoom Client (Zoom app) or the Zoom browser. We recommend joining via the Zoom Client (Zoom app).

If Zoom Client (Zoom app) is not already installed on your device, you will not be able to select > launch meeting. Instead, please select > download and run Zoom.

A Zoom.exe file will appear in the bottom left of your screen. Click to open this and the Zoom Client (Zoom app) will install on your device.

You will be prompted to enter your email address and name. Once entered, select > Join webinar.

If the webinar has not yet started broadcasting, you will see a pop-up saying > please wait for the host to start this webinar.

Once the Zoom webinar is broadcast, you will join the webinar. A pop-up box may appear. If prompted, select > Join with Computer Audio.

During the webinar

Once you have joined the Zoom webinar Q&A as an attendee, you will be invisible on the screen to panellists and other attendees. Attendees will also be automatically muted, to ensure a good quality audio experience for all.

You will find two functions in the toolbar at the bottom of your screen when you hover over your screen: the Q&A tool and the Raise Hand tool. You will not see a Chat function, which is familiar to many Zoom users, as we will be reviewing and responding to written questions via the Q&A function.

To post a question, simply click on the Q&A function and write your question. Your question will be read out and answered live by the webinar panellists.

By default, your written questions will be displayed to panellists and other attendees with the name you entered when you set up your Zoom account, or when you installed the Zoom Client (Zoom app) onto your device. If preferred, you can post written responses anonymously. To do this, tick the box next to 'post anonymously' in the bottom left of the Q&A box.

Please note, no written Q&A questions appear in the recording of the Zoom webinar Q&A event.

At the end of the Zoom webinar Q&A event, you will receive an invitation to complete a survey, should you have any feedback or recommendations about how we can improve the future Q&A events. We value your feedback.

Privacy statement

Before joining our online Zoom webinar Q&A events, please note that the Zoom platform is a third-party platform, separate to the Greater Cambridge Shared Planning Service (GCSPS) website, and we recommend you read the [Zoom privacy statement](#) available on its website to satisfy yourself that you are in acceptance of how Zoom manages its data. The GCSPS has no control over how the Zoom platform manages any data it collects. The GCSPS does not require any prior online registration through its own platform or collect and store any participant/attendee personal data or email addresses to take part in the online Zoom webinar Q&A events.

The online Zoom webinar Q&A events will be recorded, with the videos made available on the Cambridge City Council and South Cambridgeshire District Council YouTube channels following each Q&A event. This will enable attendees to view back the Q&A event answers as well as provide a record for members of the public not able to attend the Q&A event. Please note, no personal data is captured or shared by GCSPS in making and sharing these recordings. The video does not capture names of attendees and does not record the written questions asked.

Further support

If you require further support with using the Zoom platform, there is a [support](#) facility on the Zoom website.

Thank you in advance for your interest in our online Zoom webinar Q&A events. We hope you find these useful and we look forward to your questions.

Document updated 27 July 2020