

At Action for Pulmonary Fibrosis (APF), our webinars are run via Zoom. You do not need a Zoom account to join our webinars, but you will need to download the Zoom app if you're joining from a phone or tablet. This guide is designed to help you access our webinars more easily and help solve some of the problems you might come across.

Frequently Asked Questions:

- How do I access the webinar?
- I've never used Zoom before. How do I join the webinar?
- I don't know what type of device I have – how do I know if my phone or tablet is an Android?
- I'm clicking the links, but nothing is happening. What do I do?
- I've joined the webinar, but I keep seeing a holding screen. Have I done something wrong?
- I've joined the webinar, but my mic and camera aren't working (I can't see myself and no one can hear me)
- I've got into the webinar, but I can't hear anything.
- How do I join in with the webinar?

How do I access the webinar?

Once you've registered for a webinar by completing the registration form, you should receive a confirmation email from education@actionpf.org, with the subject line: **[Title] – Thank you for registering**. This email will contain the details of the webinar and a zoom link to join the webinar.

If you don't receive this email, please check your junk / spam folders as it might have been filtered out of your main inbox.

If you've still not received a confirmation email after 24 hours, please get in touch with education@actionpf.org, and we'll be able to check your registration and send the zoom link to you.

I've never used Zoom before. How do I join the webinar?

We've put together a guide for joining webinars from different devices:

www.actionpf.org/information-support/webinar-faqs-and-joining-guides

- Joining from an Android phone or tablet
- Joining from an iPhone or iPad
- Joining from a laptop or desktop computer

Please note that due to Zoom and operating systems being regularly updated, what you see on your screen may not be exactly the same as the images below, but the steps involved will be the same.




I don't know what type of device I have – how do I know if my phone or tablet is an Android?

You don't need to know what specific device you're using, but if it is not an iPhone or iPad, then follow the instructions for Android devices. You'll know it's an iPhone or iPad if it has the Apple logo on it somewhere.



I'm clicking the links and following the instructions, but nothing is happening. What do I do?

If you're pressing the links and nothing is happening, this is normally a sign that the Wi-Fi connection isn't working properly.

You can check your Wi-Fi signal on your device by looking for this symbol: .

- On a laptop/computer, this symbol is usually on the bottom right of the screen, as part of a longer toolbar.

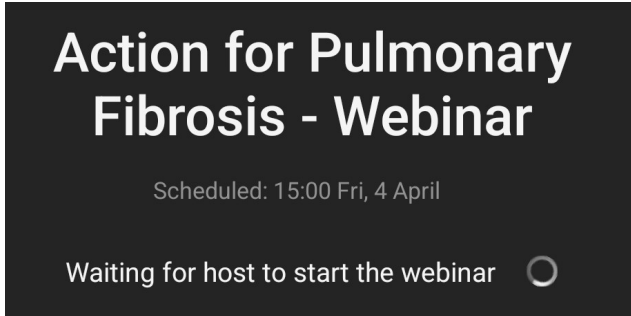


- There are lots of different symbols that may be on this toolbar, but usually there is the date, time, battery health, volume and Wi-Fi.
- If the Wi-Fi symbol isn't here, try clicking the up arrow, which will show additional symbols.
- If the symbol looks like this  with all the bars full, then your Wi-Fi is working fine.
 - If your Wi-Fi signal is weak, this symbol may look like it's half full or empty.
 - You should try to move closer to the router to increase your signal strength.
- If there is an exclamation mark next to the Wi-Fi symbol, then you will need to check your router to see if there are any error lights showing.
 - If there are, you'll need to check with your internet provider as all routers are different.
 - Most internet providers have a guide to fixing basic router problems on their website.
 - You can try turning it off and on again (but allow 5 minutes for your router to reset) but only do this if you're confident you know how to do this.
- If you have this symbol  on your toolbar, this means that your device is not connected to the Wi-Fi.
 - Click this symbol and it will give you the option to connect to your Wi-Fi.
 - If this doesn't work, use the search bar to search 'Wi-Fi settings', and it will show you a list of available networks that you can connect to.
 - Click your Wi-Fi option to connect. You may need your password to do this.



I've joined the webinar, but I keep seeing a holding screen. Have I done something wrong?

No, you've not done anything wrong! Whilst we will always endeavour to start our sessions on time, there may be slight delays with starting the webinar. If you're still seeing a holding screen a few minutes after the scheduled start time, don't worry you've done everything right, the session just hasn't started yet. Stay on that screen and wait for the webinar to start.



Action for Pulmonary Fibrosis - Webinar

Scheduled: 15:00 Fri, 4 April

Waiting for host to start the webinar



I've joined the webinar, but my mic and camera aren't working (I can't see myself and no one can hear me)

Our webinars are set up so that only the speakers and host have working cameras and mics. Attendees' mics and cameras are disabled when they enter the webinar. This partly for online security reasons, and partly to ensure that we are providing the best quality webinar that we can, with minimal interruptions, background noise and technical issues.

We usually have over 150 people joining our webinars live, so unfortunately we can't offer the opportunity to speak to everyone who is attending. Instead, you can participate by adding comments and questions in the Q&A box, or by using the reactions feature.

If you are looking for discussions about specific PF topics, you can use our [search tool](#) to find a support group near you – support groups are a great venue for discussing PF, sharing tips and meeting other people on the same journey. You can also [call our support line](#), which is available 9-5 Monday to Friday on **01223 785 725**, and our team will be happy to talk to you.

We're also always looking for volunteer speakers to get involved in our webinars, so if you have a topic that you're particularly passionate about and would like to get involved in our education programme, please email education@actionpf.org.



I've got into the webinar, but I can't hear anything.

Make sure that your device volume is turned up.

- Every device is different but check that you haven't got your device on mute and then try turning up the volume.
- When you turn the volume up, you should hear a volume tone. Once you hear that, the volume on the webinar should work.

Make sure you check that your device isn't connected to any Bluetooth speakers or headphones.

- Try turning off your Bluetooth completely. Go to settings > connections > Bluetooth.
- On most phones, from the home screen, you can swipe (either up or down) and make sure the Bluetooth symbol is turned off (on most phones, this symbol is grey or more translucent when it's off and coloured in or blue when it's turned on).
- Please note that this varies from device to device.



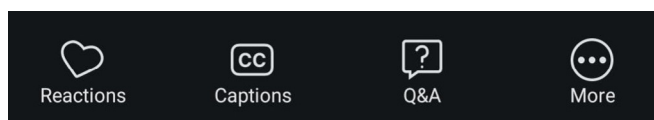
If it doesn't work after checking both your volume and Bluetooth settings, it's likely to be either a problem with your device or the Zoom app.

- You can either try joining on a different device or try restarting your phone / tablet and see if that resolves the issue.
- You can also try uninstalling the Zoom app and reinstalling it.
- To do this on a phone or tablet, click and hold on the app icon until a menu pops up, then click 'uninstall'.
- Once you've done this, follow the steps in the relevant guide to download the app again.



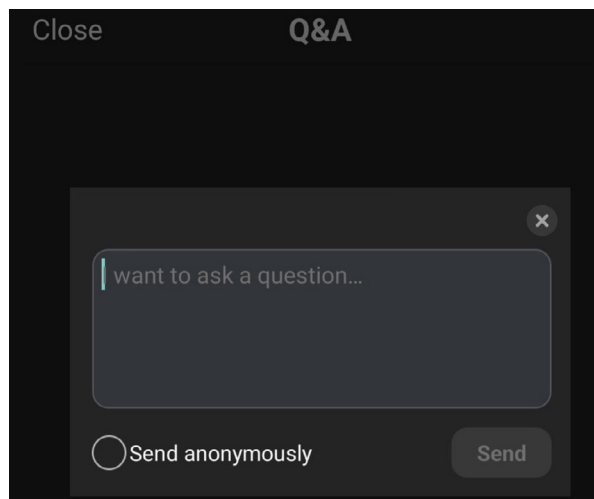
How do I join in with the webinar?

At the beginning of the webinar, the host will explain how to submit questions via the Q&A box. However, if you missed it or want to know before the webinar starts, you can follow the steps below: When the webinar has started, you'll see a tool bar on your screen (this is normally at the bottom of the screen, but it might be at the top or to the side).



This toolbar will have a few options (left to right):

- **Reactions** – you can share emojis to respond to the content of the webinar. These will temporarily appear on the screen for everyone attending and the panellists.
- **Captions** – if you find following the content with captions, you can click this button and Zoom will auto-generate captions for you.
 - These may not be 100% accurate, but they should help give a good idea of what's being said.
 - If you need the speakers to speak more slowly to help with the captions' accuracy, please just let us know via the Q&A box.
- **Q&A** – this is where you submit your questions for the panel to answer during the webinar.
 - Click on the Q&A button and Zoom will open the Q&A box
 - It might look something like this (it might look different depending on the type of device you're using)
 - You can submit your questions here, and the host will see a list of questions to ask the panel.
 - You can also see a list of questions that have already been asked and see if the panel have provided a written reply to your question.



If you have any further questions or would like some more help, please email education@actionpf.org.

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