



Frequently Asked Questions

Boggs Center Trainings on Zoom



How do I register for a Boggs Center training on Zoom?

Visit the [Calendar of Events](#) or [Training Courses](#) on The Boggs Center Online Registration System web site. Review the course details and click the Register button. You will need to log in or create an account in order to complete your registration.

After you submit your registration request, you will receive a pending approval email. When your registration has been reviewed and approved, you will receive confirmation and reminder emails with the Zoom link and other details. All emails will be sent to the address listed on your Boggs Center Online Registration System account.

The Zoom link in the confirmation and reminder emails should not be shared with others. Each person who wishes to participate must register and join using their own device in order for their attendance to be recorded.

How do I join the training on Zoom?

Before the training is set to begin, click the Zoom link in your reminder email from your computer. You will enter the Zoom waiting room. The host will admit you to the training and you will see the trainers, other participants, and slides on the screen. The training may also use breakout rooms for small group discussions and activities.

If your name is listed incorrectly on the screen, such as with the name of your device or family member, please re-name yourself. Right-click the name, select "re-name" and enter your correct name.

Participants are encouraged to use their webcam (video) in order to fully participate in the training. Participants will be able to mute/unmute themselves during the training.

How do I connect to audio (sound)?

When you join Zoom through the link provided in your reminder email, you will be connected to audio using your computer's microphone and speakers. If you need to call in for audio, dial +1 646 558 8656. Use the meeting ID and password provided in the email.

Please note that if you call in for audio, you must also join Zoom on your computer to see the presentation and fully participate in the training. If you only call the phone number, you will just hear audio, your attendance will not be recorded, and you will not be eligible for a Certificate of Attendance.

How do I get handouts?

If handouts are available in advance of the training, a link to download the handouts will be provided in the 1-day reminder email. Handouts may also be posted in the Zoom chat box during the training for you to download.

How do I complete the evaluation survey?

A link to the online evaluation survey will be posted in the Zoom chat box at the end of the training. Click the link to open and complete the evaluation survey.

How do I get a Certificate of Attendance?

Certificates of Attendance will be emailed to all participants who meet the eligibility requirements a few business days following the training. To demonstrate completion and receive a certificate, you must be logged into the Zoom training from start to finish, participate in all activities and discussions, and complete the survey at the end of the course.

How do I request closed captioning or other accommodations?

If closed captioning or other accommodations are required for you to participate, please complete the Accommodations section in the My Profile section of your account. Please also email the staff contact listed in your confirmation and reminder emails with your accommodation request 2 weeks prior to the training.