



Virtual Program Information – *What You need to Know*

REGISTRATION

This is a complimentary educational opportunity for GLAO doctors. The registration fee for other non-GLAO Doctors is \$95. Click on the following link to register:

https://aom.formstack.com/forms/glao_2020_virtual_annual_session_registration

CANCELLATION/REFUND POLICY

If a payment was provided, cancellations/refund requests MUST be in writing. A full refund, less a \$25 per person administrative fee, will be issued for cancellations received before September 19, 2020. No refunds will be issued for cancellations received after September 19th. Cancellation requests must be submitted to glao@assnoffices.com.

ZOOM INFORMATION

Zoom Login Information

Registrants will receive the Zoom login link via email to the email address(es) provided on the registration form, after September 15th

Prerequisites

It is recommended that you download the latest version of the Zoom Desktop Client prior to the webinar, click here to download Zoom: <https://zoom.us/support/download>

Wifi Connection and VPN Info

Please keep in mind for an optimal viewing experience, it is highly recommended that viewers watch directly from their WiFi connection and log out of any work terminal.

How do I join a Zoom meeting?

It is recommended you join the webinar via a computer so that we can track your participation. We cannot verify attendance if joining by phone. You can join a meeting by clicking the meeting link that was sent to you or going to join.zoom.us and entering in the meeting ID. Learn more about joining a meeting here:

<https://support.zoom.us/hc/en-us/articles/201362193>

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. Learn more about connecting your audio here:

<https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->

Can I Use Bluetooth Headset?

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join on Zoom?

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

ZOOM TROUBLESHOOTING

There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. Learn about common causes of audio echo here:

<https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

Audio isn't working on my mobile device.

Read tips on troubleshooting audio that isn't working on your iOS or Android device here:

<https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

If you are still having issues, please submit a request to zoom here: <https://support.zoom.us/hc/en-us/requests/new>

INTERACTION WITH THE SPEAKERS

Participants may submit questions in advance for our aligner panel. Please send them to glao@assnoffices.com by September 18th. During the live webinar participants are encouraged to participate using the chat feature within the Zoom platform.

EVENTS

GLAO Annual Business Meetings

All GLAO members are invited to attend the Annual Member/Business Meeting on Saturday, September 26, 2020 after the conclusion of the GLAO 2020 Virtual Annual Session. The meeting will begin at 11:45 AM.

TECHNICAL ASSISTANCE/QUESTIONS

Contact the GLAO office at 877/274-6420 or email GLAO@AssnOffices.com.