



Tips for Connecting to your Zoom Proceeding

(Disponible en français)

This guide provides tips on what you can do to prepare for your Zoom video proceeding, and how you can troubleshoot technical issues you may have during your proceeding.

Before Your Proceeding

Download and install the Zoom application. You can find it at: zoom.us/download. It is recommended that you download the application for full functionality. You can download it to your computer or Smartphone. You can also use Zoom in your web browser as another option to connect.

Check the Zoom app for updates. Zoom provides regular updates to release new features and fix bugs, which can help improve your video and audio experience. Check if updates are available by logging into Zoom, clicking on your profile picture in the top right-hand corner of your screen and select “Check for Updates”.

Use a computer. If you can, use a computer because it may provide a more stable connection and better video viewing experience than a smartphone. However, a smartphone will also work.

Conduct a Zoom test. Visit zoom.us/test to test your internet connection and video, microphone and audio.



Test your internet speed. Slow internet speed can affect Zoom’s performance causing issues like audio cutting out and frozen video. You can test your internet speed in advance at free websites such as fast.com. A speed of at least 6MBPS is ideal for using Zoom. If your internet connection is slow, try the tips below to improve the speed:

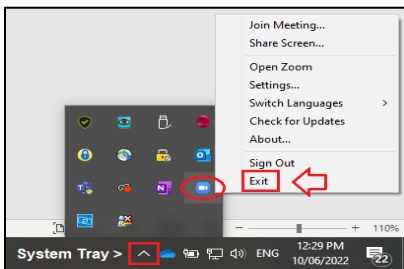
- **Close other open applications** that you are not using on your device, like Netflix or YouTube, to speed up your connection.
- **Move your computer closer to the router/modem** if your computer is connected to your router wirelessly.
- **Turn off the Wi-Fi on other devices** to reduce the number of devices on Wi-Fi at the same time. Having many devices on the same Wi-Fi connection will slow internet speed.
- **Use a network cable** to connect your computer to the router, if possible.
- **Temporarily turn video off**, until you are asked to turn it on during your proceeding. Video uses more data and may slow your connection.
- **Call your internet service provider** to check on whether they can fix any issues on their end to improve your internet speed.

During Your Proceeding

If you can join the proceeding but start having technical issues (for example, you cannot hear anyone or your screen starts freezing), try these steps:

- 1. Improve your internet speed.** Try some of the tips under “Test your internet speed” to improve your internet speed, like closing other applications or temporarily turning off video.
- 2. Leave and rejoin.** Leave the proceeding and rejoin. If possible, let the adjudicator or moderator know you are having technical issues before you leave.
- 3. Restart Zoom.** If you still have issues, try restarting Zoom:

- a) On your computer, click the up arrow  located in the system tray in the bottom right corner of the screen, right click on the Zoom icon  and select Exit.



- b) If you are using your Smartphone, close the application.
 - c) Relaunch Zoom by clicking the link in the notice or email you received from your tribunal.
- 4. Restart your computer/smartphone.** As a last step, try restarting your computer.

What to do if You Cannot Connect to Your Proceeding

If you are unable to join by video conference or if you are disconnected and cannot immediately reconnect:

- 1. Contact the tribunal** immediately, and:
- 2. Dial-in by phone** if you cannot rejoin by video conference.

The notice or email from your tribunal about your proceeding will include a phone number to dial-in and any other information you need to join the proceeding by phone.