



# LancasterHistory

## **Guide to Using Zoom & Frequently Asked Questions (FAQ) Virtual Events at LancasterHistory**

### **What do I need to join a virtual event? Do I need a Zoom account to participate?**

To join a virtual event, you will need a reliable internet connection and computer, tablet, or smartphone with a speaker or headphones. To attend a Zoom-hosted event/tour you will need to have previously downloaded and installed the Zoom Desktop Client (for PC or Mac) or Zoom App (for tablets, iPhones, and Android devices). Links to download these items are available on [Zoom's website](#) or by visiting your [Apple App Store](#) or [Google Play Store](#). You can also call in via telephone (which does not require a Zoom program or account), but please note that LancasterHistory does not offer any toll-free dial in options. Should you choose to call in, you may be charged by your phone carrier for the call based on your phone plan.

### **How do I get my link to join the event?**

If you've purchased your "ticket" in-person or over the phone, one of our staff members will have emailed your Zoom web link (or connection) to you to the email address we have on file. If you've purchased your "ticket" online, our system will have automatically sent you an email with your Zoom web link (or connection) included. If you do not get your link within 1-2 business days, please contact [info@lancasterhistory.org](mailto:info@lancasterhistory.org). Please check your junk and spam folders in your email as well.

### **How will I know the event or tour has started?**

We recommend joining the webinar via your Zoom web link (or connection) 5 minutes before the event/tour start time so that you can make sure you are logged in and connected to audio. You will be placed in a "waiting room" until LancasterHistory officially starts the event. At that time, you will be admitted in.

### **When joining for audio, should I join using computer audio or join via telephone?**

When connecting to Zoom, attendees may have two options: to use their computer audio (hear the presentation via their computer or device) or dial in via telephone to hear the presentation. To learn more about these two options, please [view the Zoom help article here](#). Please note that LancasterHistory does not offer any toll-free dial in options. Should you choose to call in, you may be charged by your phone carrier for the call based on your phone plan.

### **Are your online events recorded?**

Should LancasterHistory choose to record the event, Zoom will play an automated message when recording is started and will require all participants to opt-in and consent to being



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recorded to stay in the event. Viewers can opt-out to be recorded but will be removed from the program. Should an event be recorded and publicly accessible afterward, it can be found on [LancasterHistory's YouTube Channel](#). Events are only recorded at LancasterHistory's and the featured speaker(s) discretion.

## Other Housekeeping Notices

1. All attendees are automatically muted and not visible. You will be able to hear and see the panelists or guides. This is to eliminate distractions and ambient noise during the event or tour.
2. Attendees are welcome to use the Q&A box to ask questions of the panelists or guides. Questions can be asked anonymously or publicly. LancasterHistory panelists or guides will do their best to answer audience questions but cannot guarantee all questions will be answered.
3. LancasterHistory staff will be unavailable to help you troubleshoot your audio or video during the presentation or tour.
4. LancasterHistory staff will do their best to moderate the chat during an event or tour. We encourage all to be polite and respectful in virtual conversation and towards other attendees. LancasterHistory will not tolerate vulgar, abusive, offensive, threatening, or harassing language, and reserves the right to expel an attendee from the virtual event or tour if such behavior is exhibited.
5. When registering for an event, all attendees consent to LancasterHistory's [Admission & Program Terms and Conditions Policy](#).

If you have additional questions, please email [info@lancasterhistory.org](mailto:info@lancasterhistory.org) and a staff member will get back to you as soon as they can.

**Thank you and enjoy the event!**