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 a 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?
Once you have registered for an event that uses Zoom, your email address will be added to a list of attendees who will receive an email on the day of the event with the Zoom link enclosed. For a typical evening lecture, the link will be emailed to participants around mid-day (noon) Eastern time.

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 into Zoom.

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 be

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 function 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 and a staff member will get back to you as soon as they can.

Thank you and enjoy the event!