

Winter Clinics Technical FAQs

Conference Tech Support Before 3 PM February 25: Call 208-336-2930
Tech Support During Conference February 25-27:
TEXT (Don't Call) 208-901-8682 or 415-787-2267
Your call or question will be returned as soon as possible.

Do I need to sign-up for Zoom?

Yes. We are using authenticated accounts as a way of tracking participants for CME purposes and keeping unsavory Zoombombers out. If you are joining the meeting with somebody else for CME, we need to know you are both in attendance. Please rename yourself.

How do I sign up for Zoom?

You can sign up for a free Zoom account at zoom.us/signup.

Where do I download the latest version of Zoom?

You can download the latest version of Zoom from our [Download Center](#). [Learn more about downloading Zoom](#).

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID.

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.

Can I record the education sessions?

No, we will record them and post the link after uploading them to YouTube, probably the following week. You can revisit the Whova app and go to any of the sessions. Click on recorded video. They are available for 3 months in the web app or six months in the mobile app.

My audio is not working on iOS or Android

[My audio is not working on iOS or Android – Zoom Help Center](#)

No, we will record them and post the link after uploading them to YouTube, probably the following week. You can revisit the Whova app and go to any of the sessions. Click on recorded video.

Try these troubleshooting steps if you have microphone or speaker issues after joining a meeting on the Zoom mobile app for iOS or Android.

This article covers:

- [Troubleshooting Speaker Issues](#)
- [Troubleshooting Microphone Issues](#)

My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

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.](#)

Where do I go to watch the conference?

You must log-in to the whova app at https://whova.com/portal/webapp/acmsw_202102/

Click on Agenda on the left navigation panel, **select the date and session** and then **view live stream**

I cannot join a breakout room (during education)

We pre-assign you to breakout rooms and automatically send you there, but this doesn't always work. You may need to click JOIN when prompted, but shouldn't have to. If you cannot, you may stay in the main room and we'll allow unassigned participants to be their own breakout group.

I cannot join/*choose* a breakout room (during social/breakfast)

- You must be using Desktop client or mobile app: version **5.3.0** or higher.
- ChromeOS: version **5.0.0 (4241.1207)** or higher
- You cannot be viewing the virtual breakfast as an embedded video in the ACMS exhibitor hall. You must go out to Zoom app externally. Do this through the session link:
- Friday Breakfast: https://whova.com/portal/webapp/acmsw_202102/Agenda/1452448
- Saturday Breakfast: https://whova.com/portal/webapp/acmsw_202102/Agenda/1452449

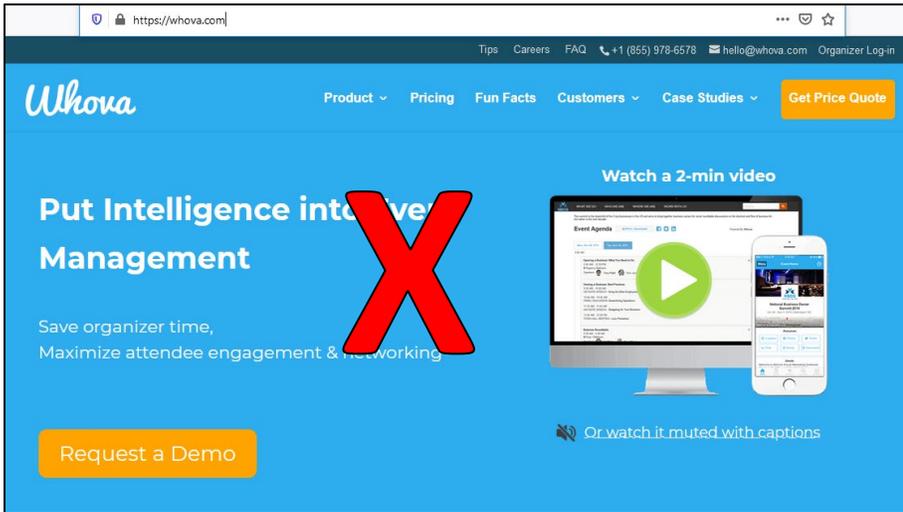
I cannot log into Whova

Have you created an account in Whova using the email address we've been sending all announcements too? We can verify the address with you.

- If not, go here https://whova.com/portal/webapp/acmsw_202102/sign_up If you have trouble and are asked for an invitation code, use "ACMSBoise" but do not provide it to anybody else. In the meantime, we can send you a direct link to the Zoom meeting but after that please use Whova to view the sessions.
- If you have already signed into Whova, you will need to go here https://whova.com/portal/webapp/acmsw_202102/sign_in/ and if you've forgotten your password, you can click on a link there. In the meantime, we can send you a direct link to the Zoom meeting but after that please use Whova to view the sessions.

I'm logged into Whova and it says I have NO events. What's going on?

Most likely you signed up at the whova.com page or clicked on the Whova Virtual Events link to be an event organizer. You would know if you answered questions like Event Name and Estimated Event Size and they confirmed an account. But this is NOT where you want to be.



You want to be here: https://whova.com/portal/webapp/acmsw_202102/



How will you know if we are participating in the meeting for CME credit purposes and not just logged in and doing something else with my camera off?

We have our ways.