



Thank you for registering to serve as a Team Leader and Team Member for NASW-CA Legislative Lobby Days. We are excited to provide virtual face-to-face interaction with your California Assemblymember / Senator in your District!

Let's make the most of this interaction!

We want to make sure you are prepared for your appointment on Monday, April 4. To prepare, please do a quick check of the items listed below:

Zoom Meetings & Appointment	<p><b>TEAM LEADER:</b> <a href="#">FIRST: Register with Zoom</a></p>
	<p><b>TEAM LEADER:</b> Create two (2) Zoom Meetings</p> <ol style="list-style-type: none"> <li>1) Team Meeting - Practice Session (email to Team Members <u>only</u>)</li> <li>2) Legislative Appointment #1 (email to Legislative Office Staff &amp; Team Members)</li> <li>3) Super Leader: Legislative Appointment #2 (email to Legislative Office Staff &amp; corresponding Team Members)</li> </ol> <p><b>TEAM MEMBER:</b> To participate, you will need to have received the Zoom meeting invitation link from your Team Leader. This would have been emailed to you on Saturday, April 2 or Sunday, April 3. It would have been sent to the email address you registered under for this event. Should you happen to be logged-out of your Zoom account, your Zoom Meeting invitation will contain a Zoom Meeting ID. You will be prompted to enter this Meeting ID.</p>
	<p>Please login 5-10 minutes before the start of your appointment time to ensure your audio and webcam are working properly, and to allow you to connect with your Team Leader and Team Members.</p>
Running Late?	Please be sure your PC/Laptop/Mobile is muted upon entering the meeting.
Zoom Meeting Login Issues	Should a tech issue arise, please refer to our <i>Zoom Troubleshoot Problem</i> document below or you may text (916) 442-4565 for response.
Equipment	Please try to use your desktop or laptop for the training and appointment.
WIFI	Your ability to have clear audio on Zoom depends on the strength of your wifi. Turn off wifi on devices that are not being used in the space where you are located to take/lead the appointment.
Webcam	If capable, we request everyone be on webcam during the 15-30 minute appointment so your Legislative Member and their Staff are able to hear and speak directly to you in this virtual setting.
Sunday: General Session Lobby Days Conference IT Assistance	Please direct tech assistance to Louis Libert in the Chat or text Louis at (916) 800-8452
Sunday: General Session Breaks NASW-CA Membership Qs & Benefits	During Sunday's breaks, please visit our Membership room at Zoom Meeting ID: 872 5476 2856   Passcode: joinnasw You may also email <a href="mailto:abrown.naswca@socialworkers.org">abrown.naswca@socialworkers.org</a> or text Alex at (916) 252-2958
Sunday/Monday 9am-5pm Leg Appointment Zoom Meeting ID Questions	Please email <a href="mailto:craynak.naswca@socialworkers.org">craynak.naswca@socialworkers.org</a> or text Cheryl at (916) 379-7598 or  text Tatyana at <a href="mailto:ttonichev.naswca@socialworkers.org">ttonichev.naswca@socialworkers.org</a> (916) 379-7610 for your meeting information.

<p>Sunday/Monday 9am-5pm LLD Priority Bill Questions</p>	<p>Please visit Zoom Meeting Room <a href="https://us02web.zoom.us/j/3043421244">https://us02web.zoom.us/j/3043421244</a>   Meeting ID 304 342 1244 or text Rebecca at (916) 379-7597</p>
<p>Social Media</p>	<p><b>TEAMS are encouraged to take a picture/screenshot of their meeting on Monday! Post to social media by tagging @naswca with #NASWLLD2022 or #LLD2022. You may also email <a href="mailto:membership@naswca.org">membership@naswca.org</a> or text pic to 916-252-2958</b></p>

**Zoom Troubleshooting  
Team Leader Zoom & Team Member Zoom**

---

**Problem: Webcam or Audio is not working**

Answer 1: On the pop-up that prompts for a meeting ID just before joining a call, leave the following settings unchecked:

- *Do Not Connect to Audio*
- *Turn Off My Video*

This allows you to join a call with your audio and video automatically enabled.

Answer 2: still having problems, take the Zoom audio Test <https://zoom.us/test>

**Problem: Echoes during a call**

Answer 1: Limit the input. Someone may have their PC audio and telephone audio on, it is relaying disruptive feedback. Please mute the call/participant by identifying their participant's name and active speaker icon in the Participant list and selecting *Mute*. Or if from you, exit the PC-based audio. You can remove the PC-based audio by selecting the Up arrow next to the microphone icon and choosing "*Leave Computer Audio*".

**Problem: Zoom lags or freezes during meeting**

Answer 1: Change the Connection

- On mobile: move to an area with better connection
- On PC: use a **wired Ethernet connection**, if possible (aka hard line). Or move your laptop closer to your router and use the 5GHz connection.

Answer 2: Check connection speed: <https://fast.com/> or <https://www.speedtest.net/>

Good Internet Speed: 25 Mbps is Fair, but 40-100 Mbps is Good

**Problem: No email message invitation from Zoom**

Answer 1: Invitations can take up to 30 minutes to arrive and may take longer. If it doesn't arrive, you need to make sure your email is configured accurately.

Work Email: This requires your IT department to whitelist Zoom email IP addresses.

Personal Email: check your Spam and junk mail accounts. Zoom emails come from [reply@zoom.us](mailto:reply@zoom.us).

**Problem: Zoom crashes, closes entirely with all members on it**

Answer 1: Zoom performs platform maintenance and addresses server issues, which could disrupt all meetings occurring within that server's parameters.

Answer 2.1: **\*\*Use the web version of Zoom.** As long as your internet connection is sufficient, using your web version minimizes disruptions.

Answer 2.2: If Zoom is using your webcam connection as an audio output, it may crash as a result. To avoid this, make sure your Video connection is routed to your webcam and Audio is routed to your speakers.