



WebinarJam User Guide and Troubleshooting

Thank you for attending a program with the Mizel Museum! This program will be hosted on WebinarJam, a browser-based webinar event platform. This brief guide is intended to help you understand how to use this platform and provide troubleshooting tips.

Steps to View Program

1. You will receive a unique link and password for your organization's program. You may receive this in different ways, depending on how your organization booked with the Mizel Museum:
 - a. You may receive this directly from a contact person in your organization.
 - b. Or, if you individually registered through the Mizel Museum, you will receive this in an email from the Mizel Museum when you register, 1 week before the event, and 1 day before the event.
 - c. The URL will look like <https://event.webinarjam.com/channel/MM...> or it will be a TinyURL.
2. Click on the webinar link and you will be directed to a registration page.
3. Provide your first name, last initial, and email.
4. Enter the password for the room.
5. Click the "enter room" button.
 - a. If you sign into the room early, you will be taken to a waiting room page that includes a countdown of when the webinar will begin.
6. Once the webinar begins, you will be directed into the room. Click "Start Broadcast" to begin.

Tips for Using WebinarJam

- Internet Browser:
 - Google Chrome is recommended. Firefox is a good secondary option.
 - For iOS devices, you can also use Safari.
 - Microsoft Edge is not recommended.
- Internet Connection:
 - Run your stream from a hardwired internet connection instead of Wi-Fi, if possible.
 - Keep your internet connection clear of any other activity during the live broadcast.
 - Close all other applications, windows, tabs, music, etc. during the broadcast.
- WebinarJam does not allow attendees to turn on their videos or unmute themselves. You will be able to participate via the Chat Room.

Troubleshooting

- **Why is my link not working?**
 - Try changing your internet browser. Google Chrome is recommended. Firefox is a good secondary option. For iOS devices, use Safari. Microsoft Edge is not recommended.
 - WebinarJam can sometimes be blocked by company or government firewalls. Try accessing the link on a personal device.
 - If the above options do not work, try these tips:
 - Update your browser to the latest version
 - Clear your cache and cookies for "all time"
 - Restart your computer



- **Why is my password not working?**
 - The passwords are case sensitive. Check to make sure that you are copying the password exactly.
 - Sometimes, users accidentally copy a space when they copy the password. Check to make sure the number of characters match.
- **Why is the stream not working?**
 - Try refreshing the page.
 - Check to make sure you have a strong internet connection.
- If you need assistance during the program, you can contact Mizel Museum staff at VSR@MizelMuseum.org.

Tools for Online Interaction

- Chat Room
 - There is a live chat room to ask questions.
 - You can mark any questions with a “question” button (found to the right of the text box).
 - Mizel Museum staff will answer the question and mark it with an “answer” button.
- If attendees are being disruptive, we do have the ability to mute the chat as well as mute individual attendees. We also have the ability to block an attendee from the room, but we will only use this in extreme situations.

After the Webinar

- If you are unable to participate at the time the webinar is scheduled, you will have the ability to watch the webinar via a replay link which will be sent to you after the webinar has concluded.
 - This replay link will be provided in the same way you received your login link.
 - The replay link will expire after a certain amount of time (usually between 1-4 weeks); please confirm with your organization’s point of contact for details.

About the Mizel Museum

The Mizel Museum is dedicated to fostering cross-cultural understanding, combating racism, and promoting social justice. We encourage people of all ages and backgrounds to celebrate diversity and equality and to combat discrimination and hatred. Our programs, events, and exhibits address these and other social issues and encourage positive change in our communities.