

## Online Web Conferencing Information

### Patient Navigation Level 1 Certificate

Sessions: Sept 23, 24, 30, October 1, 2020  
10:00am – 12:00pm EST.

You will need a computer with:

- High Speed Internet Connection
- A Web Browser (Safari, Firefox, Edge, Chrome, etc.)
- Headset for better audio clarity

We strongly recommend you attend from a quiet space. Please note: York University is not responsible for any long-distance charges or internet provider charges.

Please join the webinar using the following information. Below is a unique access code to join the webinar session.

#### **Step 1**

Join the meeting using the web browser on your computer. We recommend you use the VOIP option to connect your audio through using the link above to verbally participate. Follow the prompts

**Copy and paste the following into your browser:**

<https://yorku.zoom.us/j/4857810972>

Note: unless you have Zoom already installed on your computer, it will download a very small plugin. You will see a pop-up window asking you to download and run Zoom. Please accept.

Download/install time takes less than 15 seconds

#### **Step 2** – Select your audio option

When you enter the meeting, you will be asked to choose one of the audio options: Phone Call or Computer Audio. Please choose only one option. Use Computer Audio

only if you have a headset and a good internet connection. We highly recommend that you test the microphone and speaker function.

Otherwise, to link audio by phone, dial 1 647 558 0588, and enter Meeting ID 485 781 0972# (please note that you must include '#' at the end of the ID number). Enter your participant ID on the screen or press "#" for a participant ID if you do not have one, you will then be placed into the meeting. You will automatically be muted, press \*6 to unmute.

### **Step 3** – Comfortable audio levels

Please mute yourself unless you are speaking to reduce any background noises. The mute button is the microphone icon at the left-hand corner of the bottom bar in your browser.

If you are on your phone, you can either use the mute button (if you have one) or press “\*6” (asterisk/star and 6) on your keyboard to mute.

You may also ask questions using the chat feature – the chat bubble icon is on the bottom bar