



The Resistance Lab Tech Guide

This FAQ covers everything attendees need to know to prepare their tech, join smoothly, participate in breakout sessions, ask questions through Q&A, and troubleshoot common issues.

Special Note:

We will be renaming you so we can assign you into break out rooms. As soon as you enter the zoom, please let us know in the chat where you are from so we can rename you and assign you appropriately.

Before the Event

- [Do I need to register even if I already RSVP'd?](#)
- [Do I need the Zoom app? Can I just join from my browser?](#)
- [How do I download the Zoom app on my computer?](#)
- [How do I download Zoom on an iPhone or iPad?](#)
- [How do I download Zoom on an Android phone or tablet?](#)
- [How do I update the Zoom app?](#)
- [How do I know if I'm in the Zoom app or just using my browser?](#)
- [The event link keeps opening in my browser. What should I do?](#)
- [How do I join from the Zoom app instead of the browser?](#)
- [I can't hear anything after joining.](#)

During the Event

Being Renamed for Regional Breakout Rooms

- Please enter into the chat your state name, comma, your name as soon as you're in the Zoom.

Asking Questions

- [How do I ask a question?](#)



Breakout Sessions

- [Will there be breakout rooms?](#)
- [How do I join the breakout room?](#)
- [I don't see the breakout room prompt. What now?](#)

Troubleshooting

- [My video looks blurry or laggy.](#)
- [The audio and video are out of sync.](#)
- [Zoom kicked me out or keeps freezing.](#)
- [How do I rename myself?](#)
- [Can I turn captions on?](#)

Other Common Questions

- [Is the event being recorded?](#)
- [Will slides or materials be available later?](#)
- [How do I download the chat?](#)



Before the Event

Do I need to register even if I already RSVP'd?

- Yes. Even if you RSVPed elsewhere, you must register through Zoom to receive your personalized join link.
- We recommend registering at least 30 minutes before the program begins.

Do I need the Zoom app? Can I just join from my browser?

- Please download and use the Zoom app.
- If you only join from your browser, you may experience limited functionality and cannot fully participate in breakout rooms, Q&A, or other interactive elements.

How do I download the Zoom app on my computer?

1. Go to zoom.us/download.
2. Click **Download** under “Zoom Client for Meetings.”
3. Open the downloaded file.
4. Follow the on-screen instructions to install Zoom.
5. Once installed, open Zoom and sign in or create an account.

How do I download Zoom on an iPhone or iPad?

1. Open the App Store.



2. Search for **Zoom**.
3. Tap the Zoom app.
4. Tap **Get** (or the cloud icon) to download.
5. Wait for the app to finish installing, then open it and sign in or create an account.

How do I download Zoom on an Android phone or tablet?

1. Open the Google Play Store (or your device's app store).
2. Search for **Zoom**.
3. Tap **Install**.
4. Once installed, open the app and sign in or create an account.

How do I update the Zoom app?

On Computer:

1. Open the Zoom app.
2. Click your profile picture.
3. Select **Check for Updates**.
4. If an update is available, click **Install**.

On iPhone or iPad:

1. Open the App Store.
2. Search for **Zoom**.
3. Tap **Update** (or **Download** if not installed).

On Android:

1. Open the Google Play Store.
2. Search for **Zoom**.
3. Tap **Install** or **Update**.



How do I know if I'm in the Zoom app or just using my browser?

- **Zoom app:** Full toolbar (Mute, Stop Video, Participants, Q&A, Reactions), your name in the video tile corner, access **Settings** from your profile icon.
- **Browser:** Simplified interface, missing tools like Q&A or Breakout Rooms, browser tabs visible, prompts asking whether to open Zoom.

The event link keeps opening in my browser. What should I do?

1. Quit Zoom fully and click the link again.
2. Click **Open Zoom Meetings** or **Launch Meeting** when prompted.
3. Allow pop-ups in your browser.
4. Try a different browser if needed.

How do I join from the Zoom app instead of the browser?

1. Install or open the Zoom app.
2. Click the event link.
3. Choose **Open** when prompted by your browser.
4. Ignore any “Join from Browser” link.
5. If nothing opens, manually enter the Meeting ID and Passcode in the Zoom app.

I can't hear anything after joining.

- Turn up your device volume.
- Ensure **Join Audio** is activated.
- On mobile, tap **Call using Device Audio**.
- Test speaker: click arrow next to **Mute** → **Test Speaker & Microphone**.

During the Event



Asking Questions

How do I ask a question?

- Use the **Q&A** panel, not chat.
- Click the **Q&A** icon in the toolbar.
- Type your question and submit.
- If you don't see Q&A, you may be in the browser version of Zoom.

Breakout Sessions

Will there be breakout rooms?

- Yes. Midway through the program, attendees will move into breakout sessions.

How do I join the breakout room?

- **Phone:** Pop-up appears prompting you to join.
- **Tablet or Desktop:** A window appears with a **Join** button.
- Click **Join** — Zoom places you into your breakout room automatically.

I don't see the breakout room prompt. What now?

- Make sure you're in the Zoom app, not the browser.
- Leave and rejoin using the Zoom app if needed.
- Browser Zoom does not reliably support breakout rooms.

Troubleshooting

My video looks blurry or laggy.

- Move closer to your Wi-Fi router.
- Close other apps using bandwidth.
- Turn off webcam if not needed.
- Use the Zoom app, not browser.



- Connect via Ethernet if possible.

The audio and video are out of sync.

- Leave and rejoin the event.
- Close other browser tabs.
- Switch to a stronger network.

Zoom kicked me out or keeps freezing.

- Restart Zoom and your device.
- Update Zoom.
- Move closer to stronger Wi-Fi.
- Use phone dial-in if needed.

How do I get renamed and assigned to the right break out room?

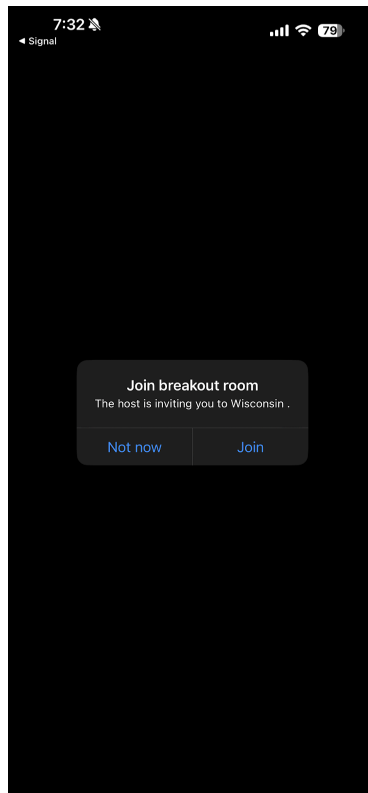
- We will be renaming you with your state so we can easily assign you to the right breakout room.
- **Please when you join the zoom put in the chat: “Full State Name, Your Name”, for example, “Tennessee, John Smith”**

How do I make sure I am assigned to the right break out room?

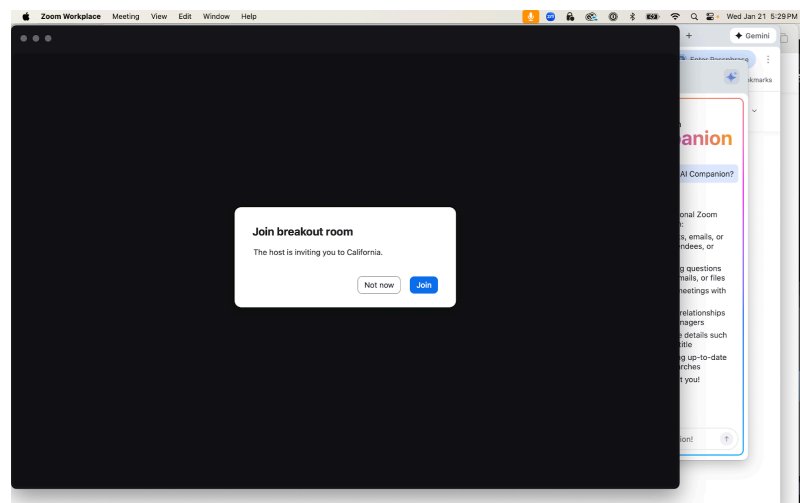
- **You will need to tell us where you’re from so we can put you in the right breakout room**
- **Please add to the chat once you join: “Full State Name, Your Name”, for example, “Tennessee, John Smith”**



- Our team will add you to a breakout room that corresponds to your state
- When the Breakout Sessions begin, you will see this (cellphone)



And this on a desktop computer:

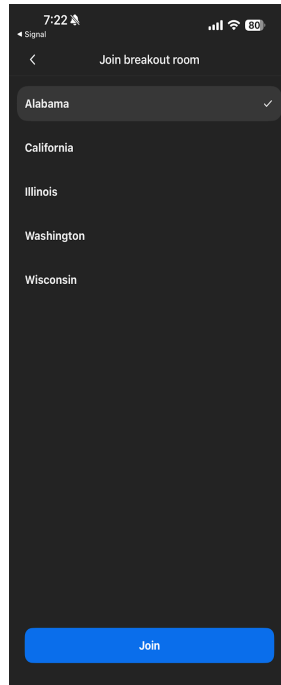


- Click “join” and you’ll be with people from your state.
- If you don’t name yourself for your state, you can pick your own break out room. When the Congresswoman signals that the Breakout



rooms are open, go to the lower right portion of your taskbar and click “breakout rooms”.

- Find the state you’d like to join, highlight it and click the blue “join” button



Can I turn captions on?

- **Desktop:** Click **Live Transcript** or **CC**.
- **Mobile:** Tap **More (...)** → **Captions**.

Other Common Questions

Is the event being recorded?

- Yes, the recording will be emailed to all participants after the event.

Will slides or materials be available later?

- Handouts: ResistanceLabResources.com.
- Slides will be emailed along with the recording after the event.



How do I download the chat?

On Computer

- Click **Chat**.
- Click the three dots (...) in the chat window.
- Select **Save Chat** or **Save to My Computer**.
- File saves to **Documents** → **Zoom**.

On Mobile:

- Mobile devices cannot save chat.