



ZOOM Troubleshooting Guide

Read this before your training



Purpose

To ensure all participants can successfully join and complete EHRS virtual trainings conducted via Zoom.

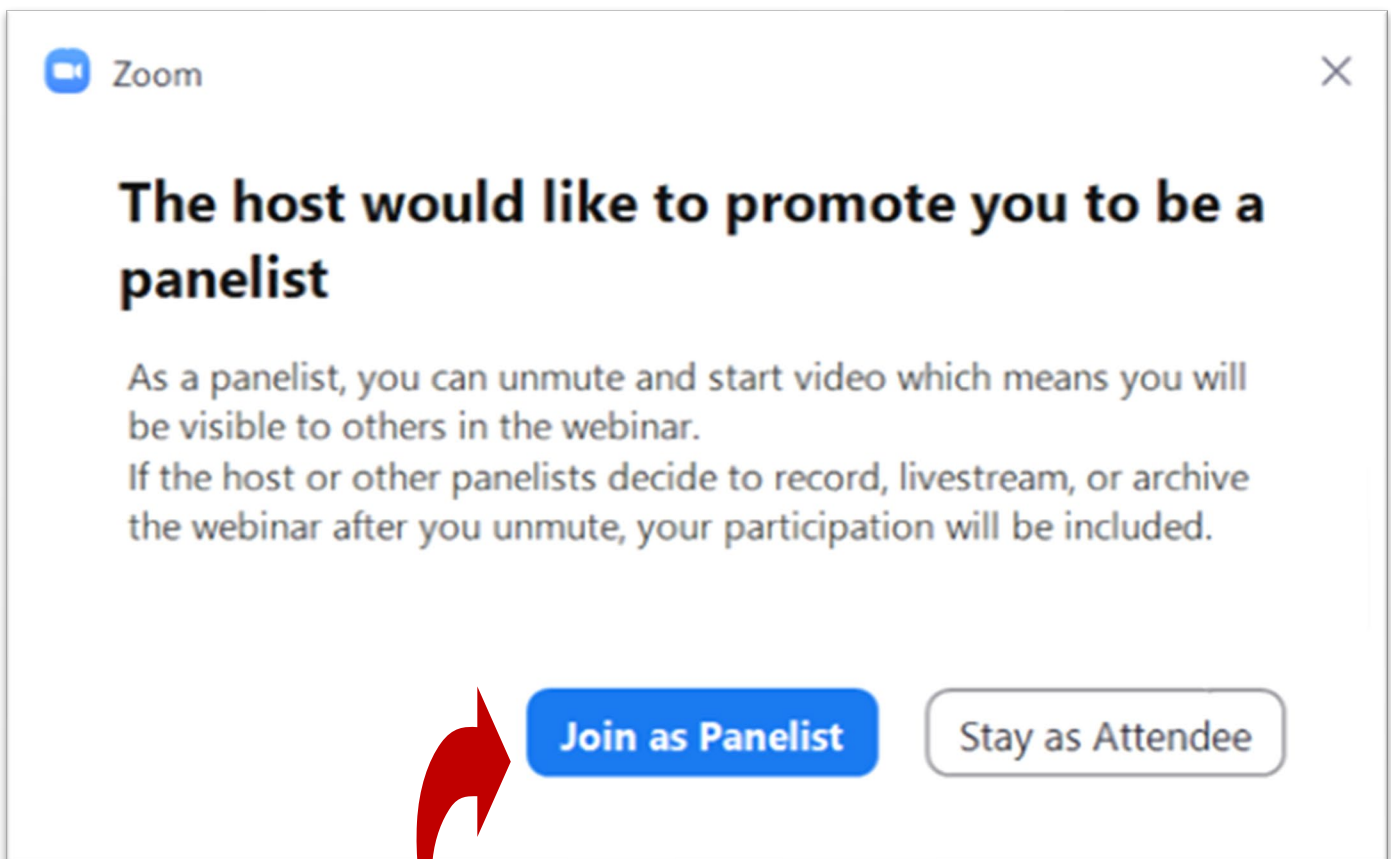
Required for Participation (Non-Negotiable)

To participate in EHRIS virtual training, you must:

- ✓ Click the **“Join as Panelist”** when promoted
- ✓ Have a **working camera and microphone**
- ✓ Be able to **communicate verbally** when prompted



Failure to click “Join as Panelist” will result in removal from the training and require rescheduling.



**This is what the message will look like.
Click **“Join as Panelist.”****

What to Expect During Training

1



You will be **called by name**

2



You will receive a message asking to be promoted to a panelist

3



Click the blue **“Join as Panelist”** button

You will be given:

- One initial prompt
- One final prompt

If you do not complete this step:

✗ Click **“Stay as Attendee”**

✗ Do not respond



You will be removed from the training and required to reschedule.

System Requirements (Recommended Setup)

For best performance:



Device: Laptop or desktop (recommended to ensure reliable participation)



Application: Zoom desktop app (not browser)



Account: Logged into your **Temple Zoom** account



Internet: Stable connection (hard-wired preferred over Wi-Fi). Test your speed at [speedtest.net](https://www.speedtest.net).



Mobile devices (iPads, tablets, phones) are not recommended for this training.

To ensure you can click “Join as Panelist” when prompted, participants must use a laptop or desktop with the Zoom application.

Participants who are unable to complete this step may be removed from the training.

If You Experience Issue

Before your session:

- Test Zoom on your device
- Confirm you are logged into your TU or TUHS account, not personal account.
- Test your camera and microphone



If issues persist:

- Contact the ITS Department (or school's IT)
- Resolve **BEFORE** attending training

Common Issues & Causes

Issue	Likely Cause	Solution
No panelist prompt appears	Using tablet/mobile device	Switch to laptop/desktop
Prompt missed	Pop-up blocked or minimized	Reopen Zoom window, stay active
Unable to register/join	Logged into personal Zoom account	Log out and use Temple account
Dropped connection	Unstable Wi-Fi	Use wired connection or stronger network

If have training-related questions, contact the EHRS Training Team at....



215-707-2520



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Thank you for helping EHRS create an effective training experience for all.