

TECHNOLOGY GUIDE FOR ACADEMIC MENTOR TRAINING



PRE-TRAINING INFORMATION



BPIE will send you a webinar link through Zoom. Think of our virtual Zoom as walking into a classroom – you have to click on the training registration link through Zoom. View Zoom technical support here, too.

DAY-OF: SIGNING IN



Join the online training a few minutes early to make sure you have everything you need. If you don't already have the Zoom application, it will download automatically and place you into the online training. You'll need a few extra minutes to download the application, so please plan to get set up prior to the training start time.

IF YOUR AUDIO IS NOT WORKING



Check your headphones or computer sound. If your audio is still not working, follow the instructions in your email from Zoom or consult the control panel on how to call in using a phone. One tip is always to restart your computer. You can call in from a phone and listen while also watching the screen and visuals.

TECHNOLOGY SUPPORT

Email mentor@bostonpartners.org to chat with a member from our team. A staff member (named “Technology Support” on Zoom) will also be present 10 minutes before and after the training for any additional support.

