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Zoom Troubleshooting Guide

For SIEA CPD and RES Course Participants

A practical, step-by-step guide to joining and participating in online training sessions, resolving common technical issues, and ensuring your attendance is properly recorded.

1. Before Your Course

Complete these checks before the session begins to reduce the chance of delays.

- Install or update the Zoom Workplace app on your computer, tablet or phone. Using the app is generally more reliable than joining through a browser.
- Use a stable Wi-Fi connection. If possible, sit near your router or use a wired connection.
- Charge your device or connect it to a power source.
- Test your camera, microphone and speakers/headphones.
- Choose a quiet, well-lit place. Position the camera so your face is clearly visible.
- Keep your course confirmation email and Zoom joining link ready.
- We encourage you to join at least 15 minutes before the scheduled start time so you can resolve any issues early.

2. Registering and Joining the Zoom Session

Join using the course link

1. Open the course confirmation email and select the Zoom joining link.
2. If prompted, choose Open Zoom Workplace. If you do not have the app, follow the prompt to install it or join through your browser if that option is available.
3. Enter your name and other requested details accurately. Use the name that matches your course registration.
4. If prompted, allow Zoom to use your microphone and camera.
5. Select Join with Computer Audio or the equivalent audio option when prompted.
6. Remain in the waiting room until the host admits you.

If you cannot find the joining link

- Check your inbox, spam/junk folder and any email thread from SIEA.
- Search your mailbox for "Confirmation Email", the course title or "SIEA".
- If the link is still missing, contact SIEA using the contact details in your course email. Include your full name, course title and course date.

If the link does not work or the meeting ID is invalid

- Check that you are using the link for the correct course and date.
- Copy the complete link from the email and paste it into your browser.
- If entering a meeting ID manually, check every digit and ensure you have the correct passcode. The Meeting ID and Passcode can be found in the confirmation email from SIEA.
- Close and reopen Zoom, then try again.
- If the issue continues, contact SIEA and share the exact error message. Do not post meeting links or passcodes in public channels.

If you are stuck in the waiting room

Wait a short while and ensure you have joined the correct session. The host may be admitting participants in batches. If you remain in the waiting room after the course has started, contact SIEA through the channel provided in your course email.

3. Audio Troubleshooting

You cannot hear the trainer

- Select Join Audio or Join with Computer Audio if it appears.
- Check that your device volume is turned up and not muted.
- In Zoom, open the audio options beside the microphone icon and select the correct speaker.
- Use Zoom's test speaker function, if available.
- Disconnect and reconnect your headphones or try another audio output device.
- If necessary, leave the meeting and rejoin.

The trainer cannot hear you

- Check that the microphone icon is not muted. Select it to unmute when you are invited to speak.
- Open Zoom audio settings and select the correct microphone.
- Check that your device's microphone permission is enabled for Zoom.
- Speak briefly and check whether the microphone level responds.
- If the problem persists, reconnect your headset or rejoin the meeting.

There is echo, feedback or background noise

- Use a headset or earphones where possible.
- Mute your microphone when you are not speaking.
- Move away from other devices connected to the same meeting.
- Reduce speaker volume if your microphone is picking up sound from the speakers.

4. Camera and Video Troubleshooting

Your camera will not turn on

- Select Start Video on the Zoom toolbar.
- Check that the correct camera is selected in Zoom's video settings.
- Close other applications that may be using the camera.
- Check your computer or phone settings and allow Zoom to access the camera.
- If the camera remains unavailable, restart Zoom or your device and rejoin.

Your video is black, frozen or unclear

- Check that the camera lens is not covered and that the correct camera is selected.
- Improve the lighting in front of you and keep your face within the camera frame.
- Close unnecessary applications and check your internet connection.
- Turn the video off and on again, or leave and rejoin if needed.

Important: For SIEA online course attendance, participants are expected to keep their camera on with their face clearly visible throughout the session, subject to the course's stated attendance requirements. If a technical issue prevents this, inform the course administrator promptly.

5. Using Zoom's Main Controls

Control	What it does
Mute / Unmute	Turns your microphone off or on. Keep muted when you are not speaking.
Start Video / Stop Video	Turns your camera on or off. Keep video ON as required for attendance.
Participants	Shows who is in the meeting and may provide options such as raising your hand.
Chat	Let's you send messages or questions to the host, trainer or participants, depending on settings.
Reactions / Raise Hand	Signals that you have a question or would like to speak.
Share Screen	Shares your screen. Participants should only use this when the trainer or host permits it.
More (...)	May contain additional meeting options, depending on your device and Zoom version.

6. Changing Your Display Name

Use your registered name so the course administrator can identify you for attendance.

On a computer

- Open **Participants**.
- Find your name in the participant list and select **More** (or the equivalent menu).
- Choose **Rename**, enter your registered name and confirm.

On a phone or tablet

- Tap **Participants**.
- Tap your name, then choose **Rename** if the option is available.
- Enter your registered name and confirm.

If you cannot rename yourself, send a message to the host or course administrator with your correct registered name and ask for assistance.

7. Chat, Questions and Participation Etiquette

- Use Chat for course-related questions or to notify the administrator about a technical issue.
- Use Raise Hand or the agreed method to indicate that you would like to speak.
- When invited to speak, unmute your microphone and speak clearly.
- Avoid sending unrelated messages, sharing confidential information or posting meeting details publicly.
- If you need help, provide a concise description of the issue and your name.

Example messages you can copy

- "Hi, I'm [Full Name]. I'm unable to hear the trainer. Could you please assist?"
- "Hi, I'm [Full Name]. My camera is not working, and I'm troubleshooting it now."
- "Hi, I'm [Full Name]. I have been disconnected and am trying to rejoin."
- "Hi, I'm [Full Name]. I joined the meeting but may be using the wrong display name. Could you help me update it?"

8. Internet, App and Screen-Sharing Issues

You are disconnected or the connection is unstable

- Move closer to your Wi-Fi router or switch to a more stable network if available.
- Pause downloads, streaming and other activities that use substantial bandwidth.
- Turn off video temporarily only if necessary to restore connectivity; turn it back on as soon as possible and notify the administrator.
- Reopen the original joining link to rejoin the session.
- If you reconnect using another device, inform the administrator so your attendance record can be checked.

Zoom freezes or stops responding

- Wait briefly to see whether the app recovers.
- Close unnecessary applications.
- Quit and reopen Zoom, then rejoin using the course link.
- Restart your device if the issue continues and time permits.
- Notify the course administrator as soon as you are able.

You cannot see the trainer's slides or shared screen

- Check whether the trainer is currently sharing their screen.
- Look for a **View Options** or similar menu and select the shared screen or presentation view.
- If the screen is still blank, leave and rejoin the meeting.
- Send a message to the host explaining what you see.

You need to switch devices

If you must move from a computer to a phone or another device, use the original joining link and enter the same registered name. Tell the course administrator that you have switched devices. Avoid remaining connected on two devices at once, as this can create audio feedback and attendance-recording issues.

9. Attendance and Course Requirements

Please follow the attendance requirements stated in your course confirmation and course instructions. For SIEA online sessions, the following points are particularly important:

- Join on time and remain for the full required duration within the official stated timings.
- Keep your camera on and your face clearly visible throughout the session, as required.
- Screen attendance will be taken by the speaker or administrator during the session.
- Avoid being late after the session starts or after breaks, and do not leave early.
- Complete any mandatory assessment or course activity by the stated deadline.
- Remain until the trainer has concluded the session and any required Q&A or closing instructions are completed.
- For SFC-funded courses, follow the required SkillsFuture/SSG attendance process. Fully paid participants are still subject to the course's attendance requirements.

SIEA verifies attendance after the course. Please allow approximately 3–5 working days for attendance verification and the relevant completion or CPD record processing, where applicable. Attendance is subject to verification and the applicable course requirements.

10. When and How to Contact SIEA

Contact the course administrator at our phone lines @ 6702 1602 or email in immediately if you cannot join, are repeatedly disconnected, cannot keep your camera or audio working, have an attendance-related issue, or need help with your display name.

Include these details in your message

- Full name as registered
- Course title and course date
- The email address used for registration
- A short description of the issue and when it started
- The exact error message, if any
- Whether you have tried rejoining or switching devices

Sample Message template

Subject: Zoom Assistance – [Course Title] – [Course Date]

Dear SIEA Course Administrator,

I am [Full Name], registered for [Course Title] on [Course Date]. I am experiencing the following issue: [briefly describe the problem].

I have tried [steps already taken]. The issue started at approximately [time].

Could you please assist and advise if any further action is required for my attendance record?

Thank you,
[Full Name]

11. Quick Troubleshooting Checklist

- I am using the correct Zoom link for my course.
- My display name matches my course registration.
- My internet connection is stable.
- I have selected the correct speaker and microphone.
- My camera is on and my face is clearly visible.
- I have joined with computer/device audio.
- I know how to contact the course administrator if I need help.
- I understand the attendance and assessment requirements for my course.

12. Frequently Asked Questions

I joined late. What should I do?

Join immediately, keep your camera on, and notify the course administrator. Attendance will be checked against the applicable course requirements; joining late does not guarantee that the attendance requirement is met.

My internet dropped and I rejoined. Will I still be counted?

SIEA will monitor closely all log in and out timestamps for the entire duration of the course. You can notify the course administrator and explain the time and duration of the disconnection. Attendance is subject to verification against the course requirements.

Can I turn off my camera if my connection is weak?

Camera-on and face-visible requirements apply to SIEA online sessions as stated in the course instructions. If a technical issue prevents video, inform the administrator immediately and restore video as soon as possible. Alternatively you may use a second device to log in for your online session.

Can I use my phone instead of a computer?

Usually, yes, if your device supports Zoom and you can meet the course's participation and attendance requirements. Use your registered name and inform the administrator if you switch devices.

Can I record the session?

Participants should not record the session. SIEA does not provide Zoom recordings for these courses.

When will I receive my completion confirmation?

SIEA generally requires 3–5 working days after the session has concluded to verify attendance before issuing the applicable completion confirmation.