Pre-Session Instructions for Hawai'i HomeOwnership Center Orientation Webinar Participants

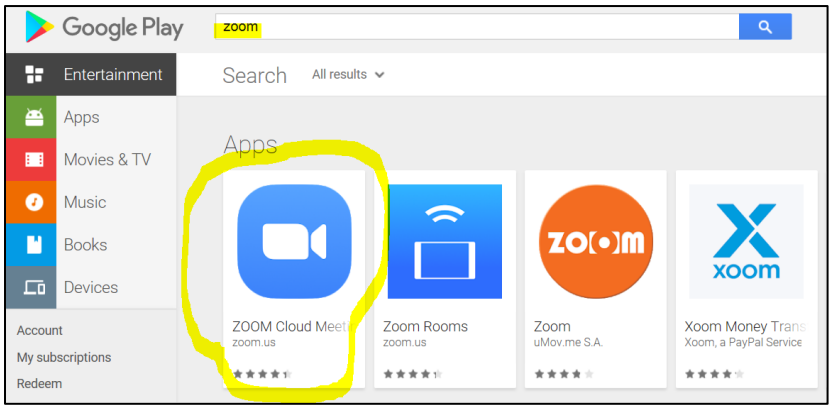
Congratulations! You've taken the first steps toward home ownership by reserving your spot with our upcoming live online Orientation session.

Our live online orientation session use a platform know as Zoom. You can connect to this live session using either a computer (desktop or laptop, Windows or Apple based), a tablet (iPad or Android based) or a smartphone (iPhone or Android based). In order for you to get the most out of this session, we recommend that you take the following steps, before the scheduled orientation to make sure you can connect without problems.

What to do BEFORE the online orientation: **Try to complete this at least several hours before the scheduled session.**

- **If you are using a computer (either a PC or a Mac, desktop or laptop):** Use this link to test your connection: https://zoom.us/test.

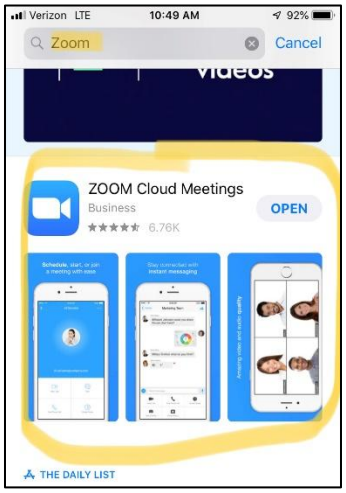
- **If you are using an Android based mobile device (either a tablet or smart phone), do this before the orientation session.**
  - Go to the Google Play store. Enter Zoom in the search box and hit the search button.



  - Install the ZOOM Cloud Meeting App on your tablet or smartphone.

- **If you are using either an iPad or an iPhone, do this before the orientation session.**
  - Go to the Apple App store. Enter Zoom in the search box and hit the search button.

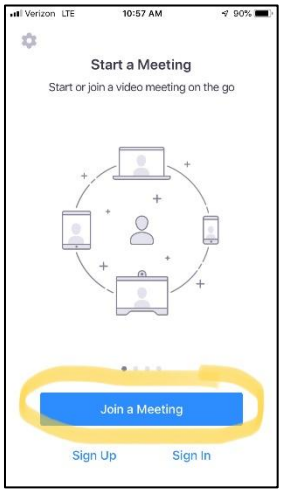
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- Install the ZOOM Cloud Meeting App on your iPad or iPhone.

To Join the Online Orientation Session:

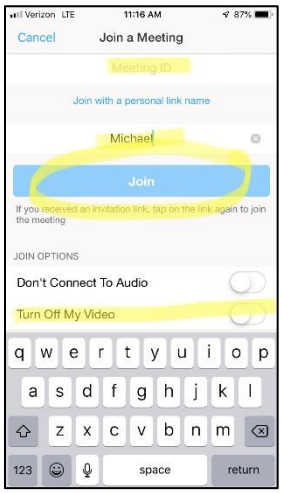
- **If you are using a computer (either a PC or a Mac, desktop or laptop)**, simply click the link that was e-mailed to you.
    - The video feed from attendees (you) is disabled for all orientations to protect your privacy. Audio is enabled but all attendees will be muted until the end for questions.
- **Joining the online orientation session from either an Android or Apple mobile device**
    - To join the orientation, open the ZOOM Cloud Meeting app.
    - Hit the **Join a Meeting** button at the bottom.



    - Type in the **Meeting ID** that is contained in this e-mail.

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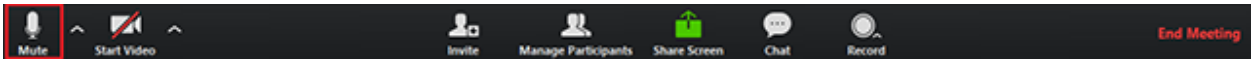
- Type in the personal name that you would like to use. Please remember that the name you enter is what the other attendees will see so it's OK to not include your last name.
    - You can also select the **Turn Off My Video** option but realize that the video feed from all attendees has been disabled when the session was set up so this is not necessary.



Controls Available During the Online Orientation Session

During the online orientation session, you will be able to ask questions either vocally or by typing in a question. The best way to ask a question or to report a technical problem is to use the chat function and to type in your question or problem.

- **To mute or unmute your microphone:** By default, all attendees' microphones will be muted at the start of the orientation.
    - Click on the microphone icon on the far left of the menu bar. A red bar through the microphone (like on the video icon to the right of the microphone) indicates your microphone is muted and you can't be heard (nor the keiki or the dog).



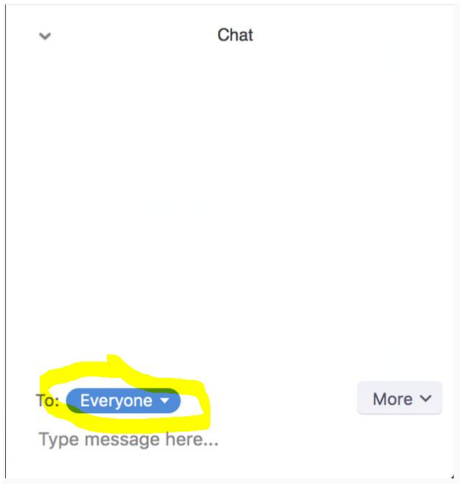
- **To use the Chat function to type in a question or report a problem:**
    - **From a desktop or laptop computer:**
        - While in a meeting, click **Chat** in the meeting controls.



        - This will open the chat on the right. You can type a message into the chat box or click on the drop down next to **To:** if you want to send a

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message to a specific person. You can send the chat message to everyone or you can use the **To:** drop down to select the Orientation Session host.



- **From a mobile device:**
  - While in a meeting, tap the screen to make the screen to make the controls appear.
  - Click on **Participants.**



  - At the bottom of the participants list, click on **Chat.**



  - You can type your chat message and click **Send** or if you want to change who it is being sent to, click the arrow next to Send to: and choose a different person or group of people.
  - Incoming chats will be displayed at the bottom of your screen and you can click on Participants then Chat to view them.

If you have any questions, please contact us at 808-523-5900 (on O'ahu) or 866-873-4998 (Neighbor Islands).

Mahalo