

# ICanCME Canadian Collaborative Conference on Myalgic Encephalomyelitis 2025

## *Attendee Guide for Zoom Webinars*

Thank you for joining us for this conference! We are looking forward to connecting with you all virtually.

This guide is designed to show you some features on the Zoom Webinars platform to help you get the most out of the event.

If you have any questions, please do not hesitate to reach out to us, through our email at [canadianmeconference@gmail.com](mailto:canadianmeconference@gmail.com) which will be monitored throughout the conference.

### **Joining the webinar**

Because you registered for this conference, through our ICanCME registration, we have sent you an email, with a Zoom link, to join the webinar.

#### ***Step 1***

This link will first bring to Zoom's quick and easy registration page where you can add in your first and last name, and your email. **NOTE:** Please ensure you complete this with a full name and valid email address to ensure that you can access the conference.

### Webinar Registration

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<b>Email Address *</b>	
<input type="text" value="join@company.com"/>	

Information you provide when registering will be shared with the [account owner](#) and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

## **Step 2**

From there, on the next screen, you should see a blue “Join Webinar” button...

OR...

You will receive a confirmation email and the blue “Join Webinar” button will be included. (If you don’t see anything in your email, please remember to check your spam or junk folders.)

Once you click on this, it may open a screen that allows you to join using the Zoom app or you can choose the “join from your browser” option and follow the instructions provided.

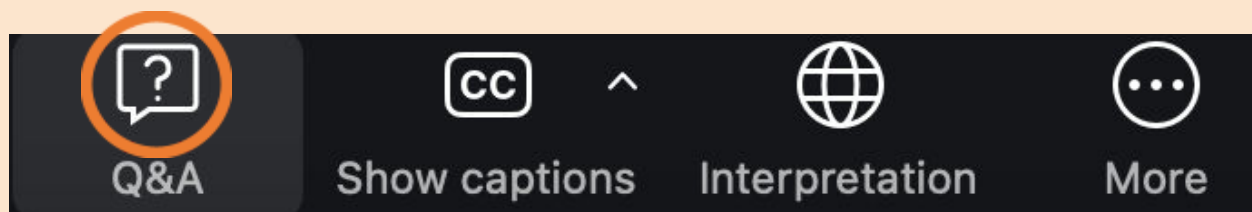
### ***Once you’ve joined:***

You will be joining Zoom Webinars as an **attendee**. This means that other people joining the call will **not** be able to see or hear you.

However, you will be able to see the video and sound for our event panelists and speakers.

## **Engaging with us**

1. We encourage you to use the **Q&A** box, for questions to the event speakers. These will be addressed during the end of day panels, rather than after each presentation. (You may receive a typed or verbal response, if your question is selected.)



2. You can share **reactions** in real-time using a range of emojis on the bottom menu.
3. You can share **highlights** and **insights** from the sessions on social media using #ICanCME2025. You can find us on [Twitter](#) and [BlueSky](#). We do ask that you respect the expectations set for the conference, when sharing on social media. These expectations can be found in your conference program.

## Captions and Translated Captions

Zoom provides the option for **automated captions** (subtitles at the bottom of the screen that can be read), for attendees that might find that easier than listening to the audio from the sessions. Captions are provided by Zoom and not ICanCME and they can be imperfect at times.

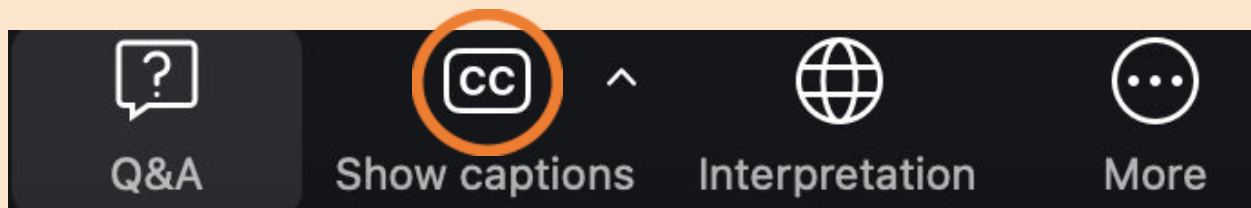
ICanCME has upgraded this feature to include **translated captions** for the conference.

It is up to each attendee to choose their settings for this feature, if they are interested in accessing it.

- Closed Captions and Translated Captions can be accessed on the bottom menu in Zoom.
- To turn on Closed Captions, please click on the CC icon (orange circle below).
- To adjust settings, please click on the small up arrow next to the CC icon.
- This will open a menu, including a list of **36 languages** which can be accessed as live captions. These automated captions with translation are provided by Zoom and not ICanCME, and like all translations they too can be subjective and imperfect at times. We hope nonetheless that it will help our Canadian and International attendees follow along more effectively.

### *Adjust Caption Settings*

- To adjust Caption Settings (font type and size), please click on the small arrow next to the CC icon (orange circle) on the bottom menu and then select **Caption Settings**.
- A window will open which will allow you to adjust the font type and size.



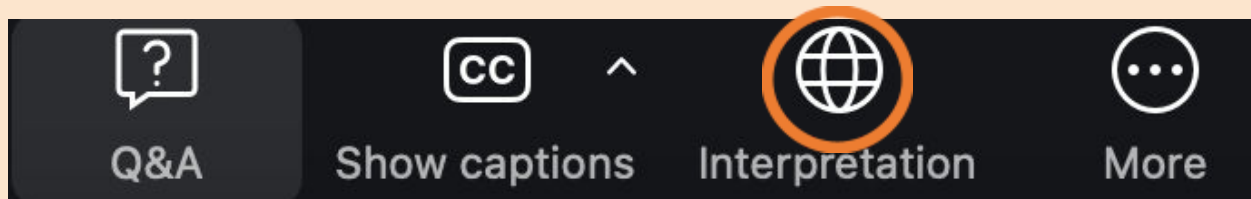
## Live Interpretation

ICanCME Research Network has hired a Quebec-based company to provide live interpretation (simultaneous translation) for this event.

They have been provided with a list of key terms used in our ME community, to increase the accuracy of the information, but translation can be subjective and imperfect, so please be patient with them and us, as it is the first time we are adding this service to our meetings.

### ***How to Access Live Interpretation as an Attendee:***

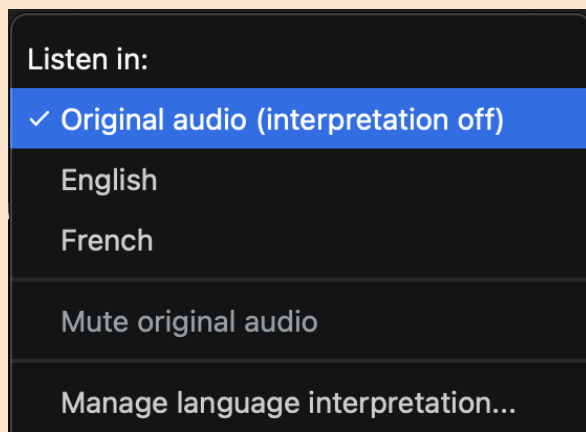
Live interpretation (English > French) will be available for the conference, by clicking the interpretation button on the bottom menu of your Zoom screen.



The screen below will pop up with options for you to choose the original audio (with no interpretation), or the French audio so that you can hear the live interpreters.

You may also have the option of muting the original audio, so that you don't have to hear both audios running at the same time.

Please choose the settings that best meet your needs.

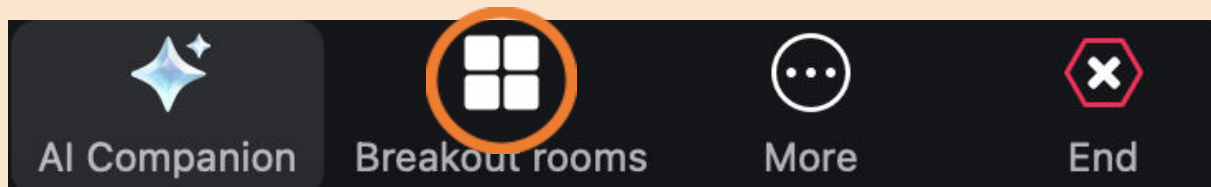


## Zoom Breakout Rooms - Poster Presentations

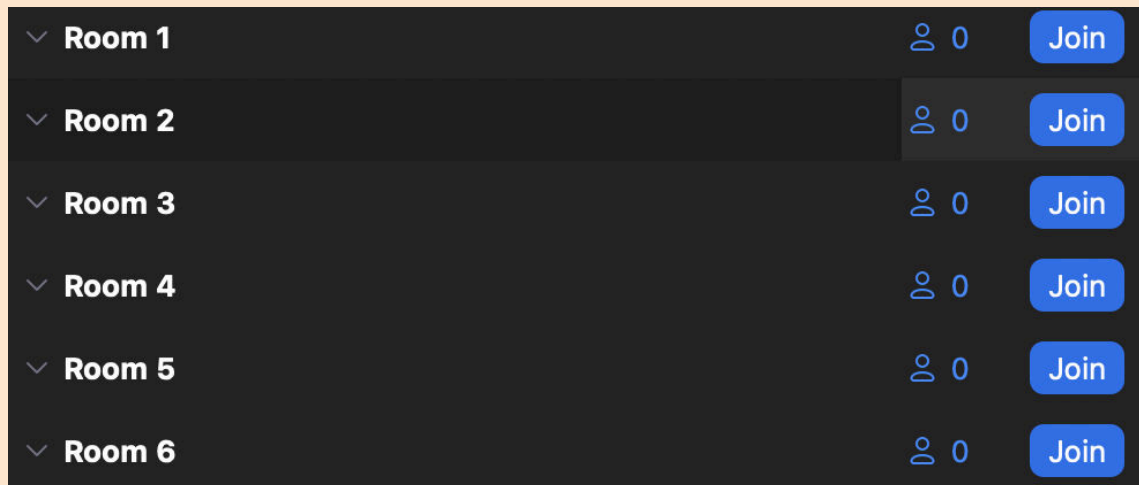
On the morning of Day 2, (Wednesday November 5, 2025) from 11:30 am - 12:30 pm Eastern Time, we have a poster presentation session with ICanCME's Stars of Tomorrow awardees. This will be an opportunity for us to learn more about their research projects and for them to get a chance to network with some of our attendees.

For this session, we will be using a meeting format with breakout rooms. This will have a separate link from the main conference. (You will find the registration link for the main conference and the poster presentations in the email that this guide was attached to.)

Once you enter the meeting, you will see at the bottom of your screen a button called 'Breakout Rooms'.



Once you click that, you will see a window pop up (as seen below) with options to join each of the breakout rooms.



You will be able to move between the rooms over the course of the hour, to hear from as many of the speakers as possible.

Our team may initially choose to move attendees into different rooms at the beginning of the session, so that each speaker has an even distribution of the audience. From there,

you'll be able to move to the next room in the rotation (so if you're in room 4, you go to room 5, for example).

Our team will broadcast a message into the rooms to ask everyone to switch to the next room in the rotation every 10 minutes or so, so that all speakers get to present to those interested.

Each speaker will be prepared with a short presentation (1-2 minutes explaining their research) and then you can read their poster/slide and ask questions related to their research.

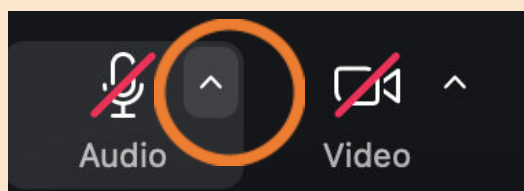
## Technical Difficulties

If there are problems with the event sound, here are a few things you can try:

- If there is **no sound coming through your speakers**, check that the 'mute' button on your computer keyboard (usually found at the top of most computer keyboards) is not turned on. (See below.)



- If you are joining from a mobile or tablet, the location of the sound controls will vary but can often be found on the side. Try turning up the volume.
- You can also find **Audio Settings** for Zoom in the bottom left hand corner of the window.



- Clicking on Audio Settings will open a window with audio options for your computer or device. Make sure that the correct Speaker option is selected from the menu. You can also try testing the speaker using this menu.
- You could also try using headphones if these are comfortable for you, and you have a pair on hand.

## **Changing the Language of Your Zoom**

**Please note:** The language settings of your computer and your Zoom application cannot be changed or managed by ICanCME. The link below may help you adjust your settings: [Changing The Language of Your Zoom](#)

Please be assured that you can enable captions and/or interpretation to attend the conference, even if the Zoom language is incorrect. Additionally, please note that we will record the sessions, and they will be available for later viewing.

For additional help regarding your Zoom software, please contact Zoom Support directly.

## **Other Useful Resources for Zoom Webinars**

### ***Downloading Zoom:***

<https://support.zoom.us/hc/en-us/articles/201362233>

**Note:** A Zoom account is **not** needed to join the ICanCME conference. You can join as a participant without creating an account. However, you may need to download the Zoom software.

### ***Joining a webinar:***

<https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-Zoom-Webinars>

### ***Sound issues on your mobile device:***

<https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>