

Observer template

Hello *[Observer's name]*,

Here are the instructions for joining our upcoming research study on *[Session date and time]*.

- Please join 5 minutes before the session start time, using this link (using Google Chrome/Firefox on your desktop/laptop): *[Observer's link]*
- Join as an Observer.
- You will then be in the waiting room until the Moderator admits the Participant into the session.
- Make sure you can hear the music!
- Once the session starts, you will see Session Controls for Chat in the upper right of your screen.

Things to Know:

- Observers won't hear any discussion until the Participant joins the session.
- Observers are not seen or heard by anyone, but they can chat with Moderators, Note-Takers, and fellow Observers.
- Troubleshooting Tips (try them in this order):
 1. Join from your Desktop/Laptop using the Google Chrome/Firefox browser.
 2. Try opening a New Incognito window and copy/paste the link again.
 3. Try joining from outside of your secure VPN connection.
 4. In Google Chrome:
 - Clear the browser cache & cookies.
 - Close and Restart Google Chrome.

If that doesn't help, send an email to Support@UserZoom.com.

