TECH CHECK REGISTRATION SCRIPT

Hey [INSERT NAME],

Welcome to **[EVENT NAME]!** We're really excited to have you be part of this amazing experience with us. Let's get started.

First, it looks like you're muted. If you look at the bottom left-hand corner of your Zoom window, press the microphone button so that you can unmute yourself.
[ATTENDEE PRESSES UNMUTE BUTTON]

[IF USING A COMPUTER...]
Great, thank you. Now before we begin, can you please confirm what type of computer you will be using?

[IF CHROMEBOOK...]
Please note that, unfortunately, Chromebook does not support breakout rooms. If possible, we encourage you to attend the event on a different device, so you are able to join breakout rooms for group exercises. If you cannot use another advice, don't worry! You will remain in the main room and can work with anyone else who may also be in the main room with you.

The next thing we want to go over is keeping your camera on. If you look next to the microphone button in the bottom left corner of Zoom, you'll see a video icon to turn your camera on and off. We highly encourage you to keep you video on during the event, as this will allow **[HOST]** and the speakers to see and interact with you, so we encourage you to keep your video on the whole time!

Now if we keep moving along the bottom section of Zoom, you'll see a chat button. If you press that, a sidebar will appear on the right. Could you please click the chat button and then send me a quick hello to ensure everything is working properly?

[ATTENDEE CHATS]

Great, thank you. Now next you'll see a Reactions button. During the event, **[HOST]** and the speakers may instruct you to raise your hand. When they do, they sometimes mean to physically raise your hand, but other times they may ask you to raise your digital hand. If you click the Reactions button, you'll see a Raise Hand option. Could you please click the Raise Hand option now?

[ATTENDEE PRESSES RAISED HAND BUTTON]

Perfect, thank you. If you press it again, that will allow you to lower your hand.

[ATTENDEE PRESSES LOWER HAND BUTTON]

Awesome, stick with me here -- we're almost done!

We are going to be starting **[DAY]** morning, bright and early at **[TIME AND TIME ZONE]** with our virtual door opening up at **[TIME AND TIME ZONE]. [HOST]** and speakers will be taking the stage right on time, so much like at a live event where we open the doors a few minutes early and music's playing and you get to come in and interact with the folks around you, same thing is true at

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[EVENT NAME]. So make sure you show up early because to show up early is to be on time!

Do you have any questions for me [INSERT NAME] or are you good to go?

I am going to complete your check-in process.
[PRESS COMPLETE CHECK-IN ON AGENT VIEW]

Now, please go back to the web page you were on, where you clicked the button to come see me in tech check and refresh that page. This will take you to your event dashboard. Do you see your dashboard now?

[ATTENDEE CHECKS WEB BROWSER FOR DASHBOARD]

Great. The dashboard is where you're going to be able to access the event by clicking the main stage button. On the dashboard, you can also find downloadable resources, interact with our team, and see updates about the live event. You'll want to come back to the dashboard every day to access the event. When you go to the dashboard web address, **[DASHBOARD URL],** you will enter your email and the password you set in step 1 of check-in to log in.

When you log into the dashboard and join the event on **[DAY]** morning by clicking **[BUTTON NAME],** be sure to click yes when asked to give consent for the host to unmute you. This allows for **[HOST]** and the speakers to communicate with you easily.

Now there's one last thing to keep in mind: you may be wondering if you can you log in from two different devices or switch from one device to another during the event. You can do that, BUT you can't connect to the main stage on both devices at the same time. So if you want to move from your computer to your iPad or something similar, you'll have to leave the meeting on your first device before joining it on your second. Super easy to do, just know that the system won't let you join from two different devices simultaneously.

You're all set, **[FIRST NAME]!** We have now completed your check-in. I just want to thank you, welcome you once again and say, have an amazing experience!
[ATTENDEE PRESSES LEAVE MEETING BUTTON]

[IF THEY DO NOT LEAVE...]
[INSERT NAME], I see that you are still in the Zoom meeting. Can you please press the "Leave Meeting" Button on the bottom right hand corner of the Zoom window?
[ATTENDEE PRESSES LEAVE MEETING BUTTON]

KEY:
YELLOW= REGISTRATION LEAD ACTION
PINK = ATTENDEE ACTION