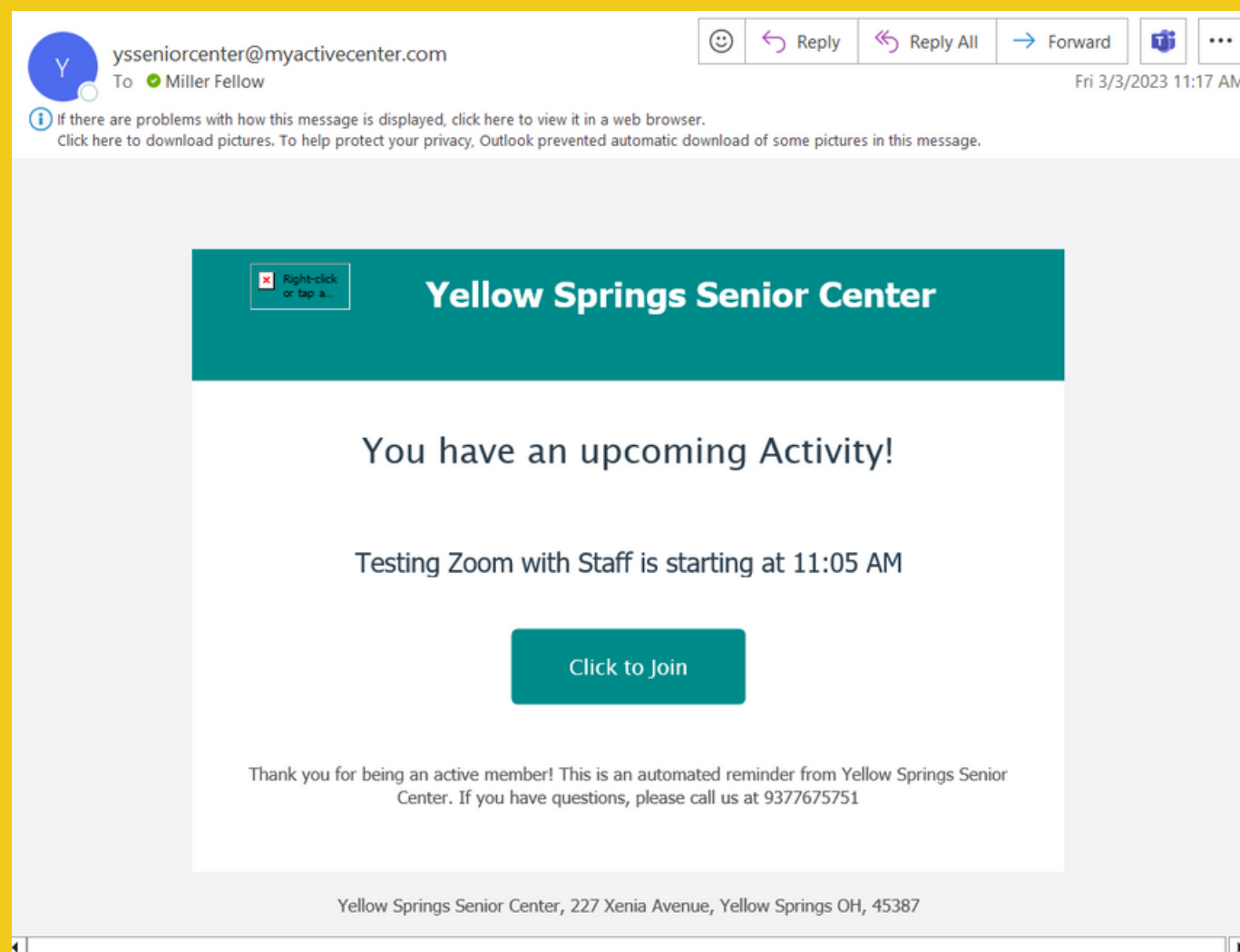# Virtual Meetings Troubleshooting
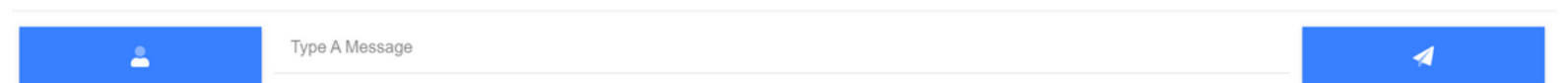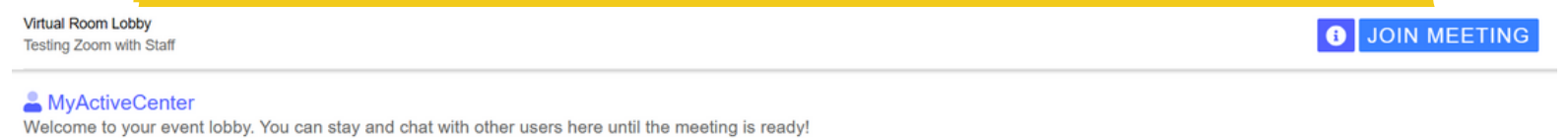
Why can't I get online??

Option 1: Email

Most people log in to their **Zoom Rooms** from their **email**.
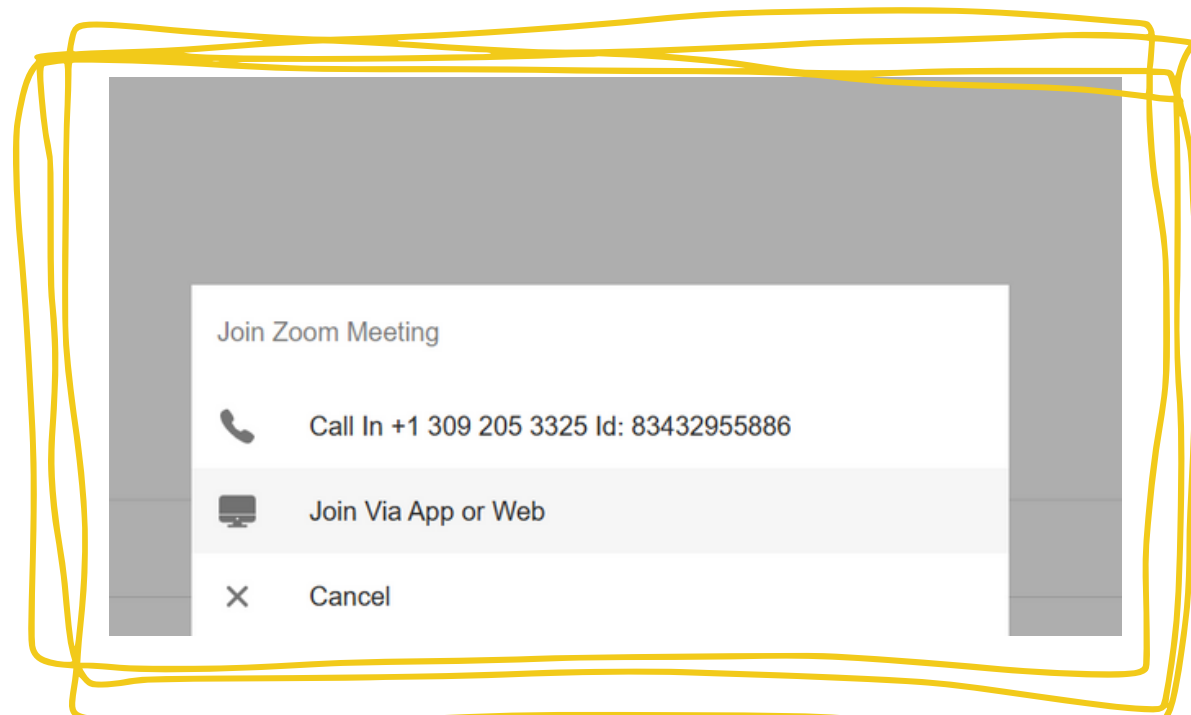

- This automatic email is sent to you shortly before your meeting begins.

- **Do not click the button** until **15 minutes or less** before the meeting is set to begin!

- The automated system **does not create the room** until **15 minutes** prior to the meeting start.

- Don't try to join the room when it **doesn't exist yet!**

- Following the link at the right time will bring you to this lobby screen.

- You can see a few blue buttons, but the **only one** you need to click is **"Join Meeting"** in the upper right.

- The box below will appear. Click on **"Join Via App or Web,"** and it will take you to your meeting!
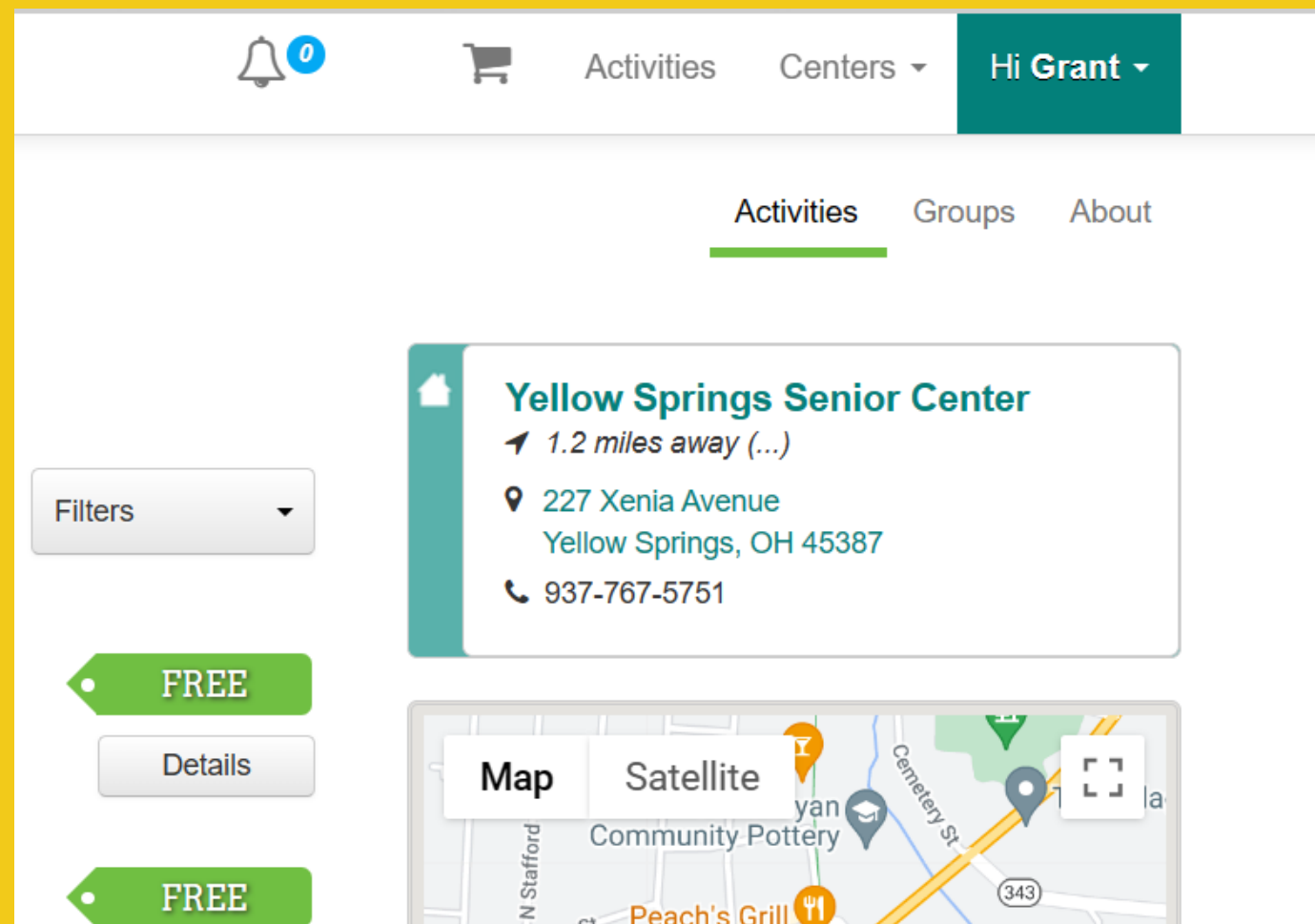

- Zoom shows you these necessary boxes by popping them up onto your screen. Make sure that any **ad** or **pop-up blocking** program that you have is not **preventing you from seeing them.**

Do **not** join with the **"Call In"** option, as it puts your phone number instead of your name and just generally causes problems!
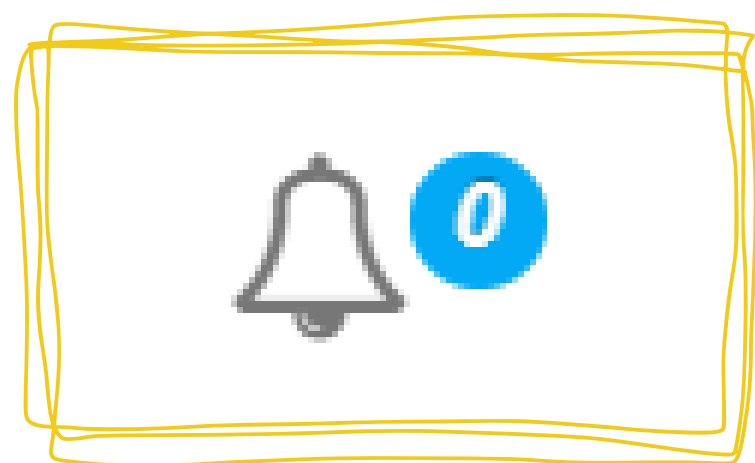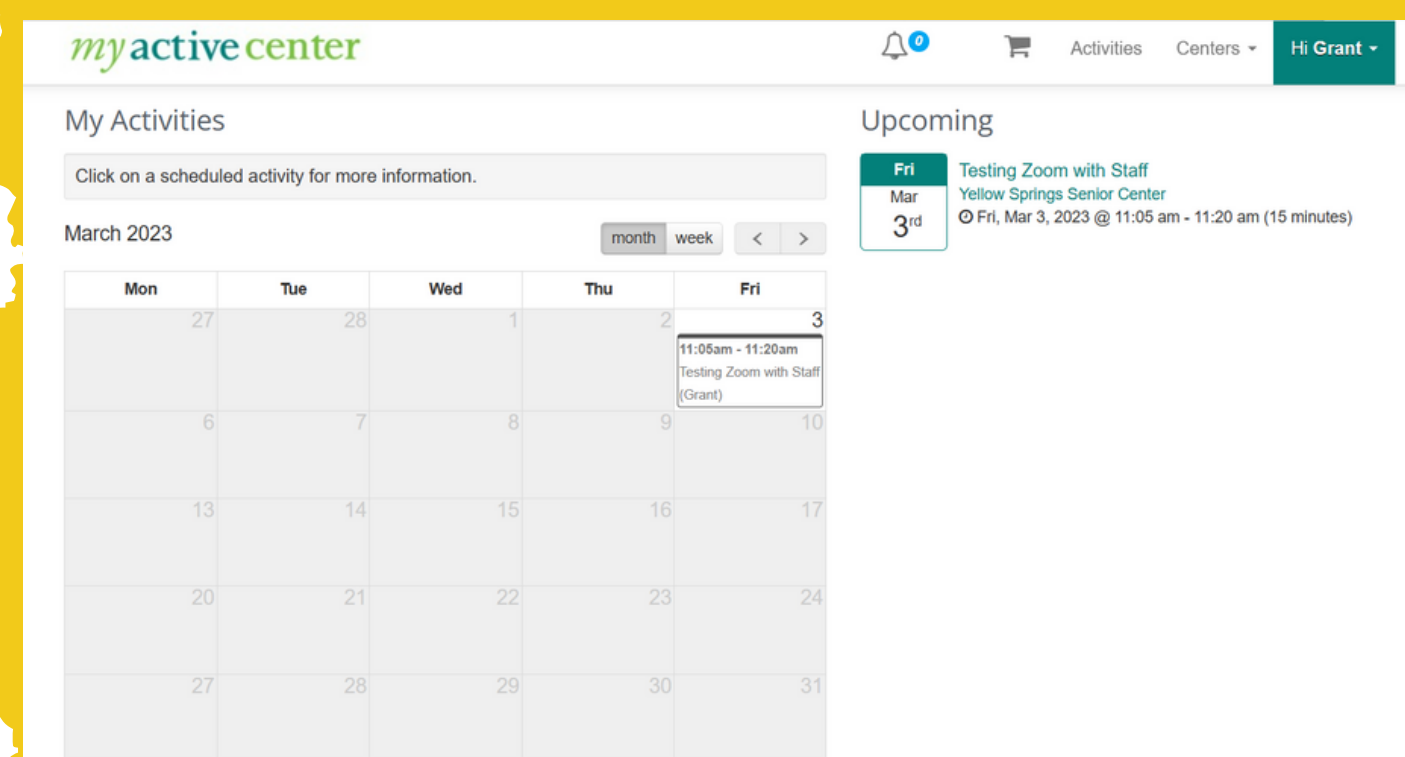
Option 2: MyActiveCenter

You can also log into your **Zoom Rooms** from the website that
we partner with, called **"MyActiveCenter."**

- If you already have an account on MyActiveCenter, then you're probably **already connected** with Yellow Springs Senior Center.

- Click on **"Activities"** to see the list of every activity we offer, and the ability to sign up for whichever ones you're interested in.

- Clicking on **your name** in the upper right, and then on "My Activities," will take you to your personal activity calendar. You can see exactly when the event will happen.

- You'll need to click on the **bell with the blue number on it** to receive the link to your room. From there, it works the same as joining via email!

- If you don't already have a MyActiveCenter account, **don't worry!** Setting one up is quick and easy.

- You'll be using the same email that you use to receive your meeting links, as well as connecting your physical keytag if you've gotten one from us.

- Keep an eye out for our "signing up for MyActiveCenter" tutorial, available soon.