

Click [HERE](#) for Help Registering for RI Zoom Meetings

Online Meeting Support FAQs

This document provides detailed assistance for the most common Zoom issues.

Temporary options if you have the confirmation email but the Zoom link isn't working

- **Use the Join Option**

Go to <https://zoom.us/join>. Enter the meeting ID and passcode manually or by using copy and paste.

- **Attend as a Dial-in Caller** ([Instructions](#))

Use *6 to mute/unmute. Use *9 to raise hand/lower hand.

ISSUES

(click an issue to go directly to that section in this document)

[I didn't receive \(or can't find\) the Zoom link for a meeting I registered for](#)

[I received the Zoom link for the first meeting only](#)

[I get the error message "This Meeting ID is Not Valid"](#)

[I joined the meeting, but no one else is there](#)

Additional Zoom Resources

[How to join a Zoom meeting without an account](#)

[Other ways to join a Zoom meeting](#)

[My audio isn't working in Zoom](#)

[My video isn't working in Zoom](#)

[My Zoom video keeps freezing/crashing](#)

IF YOU'RE NOT ABLE TO RESOLVE YOUR ISSUE WITH THE INFORMATION PROVIDED IN THIS DOCUMENT

Email Online Meeting Support at OMS@RecoveryInternational.org. Please include the following in your email:

- A description and screenshot of the issue, including any error messages ([Resource: How do I take a screenshot on my device?](#))
- The name and email address used when registering for the meeting
- The date, time, and leader name for the meeting
- The actions you've tried to resolve the issue
- Whether you experience the same issue for other Zoom meetings using the same device

ISSUES

ISSUE I DIDN'T RECEIVE (OR CAN'T FIND) THE ZOOM LINK FOR A MEETING I REGISTERED FOR

SOLUTION Check the Promotions, Spam, and Trash folders of your email inbox for the confirmation email. If you can't find it, [re-register for the meeting](#) making sure that the email address you enter (or that auto-populates) is correct.

Note: After you register, you'll receive a confirmation email with the Zoom link for the meeting.

Due to a limitation in Zoom, the link is not automatically resent via email each week.

Take Action to Prevent Lost Zoom Links

1. Do not delete the confirmation email.
2. Choose an option for quickly finding the Zoom link for each meeting:
 - Move the email to a dedicated folder in your inbox ([Outlook](#)) ([Gmail](#)) ([Yahoo](#))
 - [Add the Zoom meeting to your Google calendar](#)
 - [Bookmark the Zoom link in your browser](#)
 - [Create a shortcut for the Zoom link on your desktop](#)
 - [Add the Zoom link to a Word document](#)

ISSUE I RECEIVED THE ZOOM LINK FOR THE FIRST MEETING ONLY

SOLUTION The Zoom link in the confirmation email is valid for the rest of the calendar year. Due to a limitation in Zoom, the link is not automatically resent each week. Use the link provided in the confirmation email. If you can't find the confirmation email, follow the steps for [I didn't receive \(or can't find\) the Zoom link for a meeting I registered for above](#).

ISSUE I GET THE ERROR MESSAGE “THIS MEETING ID IS NOT VALID”

SOLUTION Go to <https://zoom.us/join>. Enter the meeting ID and passcode manually or by using copy and paste. If the issue persists, address these possible causes.

CAUSE	SOLUTION
You are logged into Zoom on more than one device	Log out of Zoom on all other devices
An outdated browser	Update your browser and try again
Your internet connection is unstable	Unplug your router, wait at least 30 seconds, and then plug it back in. If this is not successful, review this article for more steps to take. As a temporary measure , you can go to a location with a stable internet connection, such as a library, coffee shop, community center, or a friend’s home.

ISSUE I JOINED THE MEETING, BUT NO ONE ELSE IS THERE

SOLUTION Confirm that you are using the Zoom link on the correct day and time. (Note that all Zoom meetings are listed in **Eastern time** on the [Meetings](#) page.)

Important Notes about Registering for RI Zoom Meetings

You can register for Zoom and Zoom webinar meetings on the [Meetings page](#) of the Recovery International website. All Zoom webinar meetings (and some Zoom meetings) require registration. **Only 1 registration form is required for each meeting per calendar year.**

How It Works

After you register, you'll receive a confirmation email with the Zoom link for the meeting. **Due to a limitation in Zoom, the link is not automatically resent via email each week.**

What To Do

1. Do not delete the confirmation email.
2. Choose an option for quickly finding the Zoom link for each meeting:
 - Move the email to a dedicated folder in your inbox ([Outlook](#)), ([Gmail](#)), or ([Yahoo](#))
 - Add the Zoom meeting to your [Google calendar](#)
 - Bookmark the Zoom link in your [browser](#)
 - Create a shortcut for the Zoom link on your [desktop](#)
 - Add the Zoom link to a [Word document](#)

If You Didn't Receive the Confirmation Email

1. Check the Promotions, Spam, and Trash folders of your email inbox.
2. If the search is not successful, **[re-register for the meeting](#) making sure that the email address you enter (or that auto-populates) is correct.**
3. If you don't receive the confirmation email at the address entered, contact Online Meeting Support at OMS@RecoveryInternational.org. In your email, let us know:
 - The date, time, and leader name for the meeting
 - The name you entered on the registration page
 - The email address you entered on the registration page