## **General Information for Online Programs at Smithsonian Associates**

## **About Our Online Programs**

- Smithsonian Associates uses Zoom.
- Most of our online lectures, seminars, courses, and series programming are Zoom webinars.
- Most of our online studio arts classes and workshops, select lectures and series, and camps are Zoom meetings and will have stricter capacity rules to ensure more hands-on interaction between participants and instructor/speaker(s).
- <u>Common FAQs</u> about our Online Programs on Zoom.

## **Registration for You and Your Guests**

- If you register multiple individuals, you will be asked to supply individual names and email addresses so they can receive a Zoom link email. Please note that if there is a change in program schedule or a cancellation, we will notify you via email, and it will be your responsibility to notify other registrants in your group.
- Unless otherwise noted, registration for online programs typically closes two hours prior to the start time on the date of the program.
- Once registered, patrons should receive an automatic email confirmation from CustomerService@SmithsonianAssociates.org.

## **Zoom Link Communications**

- Separate Zoom link information will be emailed closer to the date of the program.
- Zoom links will come from <u>no-reply@zoom.us</u>.
- For Zoom webinars: If you do not receive the Zoom link within 24 hours prior to the start of the program, make sure to check your spam/junk folder first. Otherwise, please <a href="mailto:emailto:
- For Zoom meetings: Zoom links are typically provided 7 days prior to the start of the program.