

## **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).
- **Common FAQs** 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 **no-reply@zoom.us**.
- **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 **email Customer Service** for assistance.
- **For Zoom meetings:** Zoom links are typically provided 7 days prior to the start of the program.