

## **Digital See Saw FAQs**

### **How to join an online event**

For our online events we will be using a platform called Zoom. We will be using the Webinar function which means that you cannot see other participants. You will need to click on the link you are emailed, and you will be prompted to sign in with your email address.

### **Do I need to book in advance?**

Yes, the Box Office will close 1 hour before online events and tickets must have been purchased beforehand.

### **How much are online events?**

See Saw Explore sessions are free, but you do need to book.

### **How do I book?**

You can book [here](#).

### **What happens next?**

You will receive a confirmation email when you book your ticket, and then another email 24 hours before the event. This email will contain a link to the event. If you do not receive the email as expected, check your spam folder or the "Promotions" tab if you're using Gmail. If you are unable to find the email, please contact us for assistance on [artsinfo@richmondandwandsworth.gov.uk](mailto:artsinfo@richmondandwandsworth.gov.uk).

### **Do I need a zoom account?**

No, you can just click on the link up to 20 minutes before the event is due to start. The experience of attending a Zoom webinar is optimised if you have already downloaded the free desktop app. However, there will still be the option to open through your internet browser when you click on the link. When you click the link in the email you've been sent, Zoom will open into a waiting room and a host will let you in shortly.

### **Do I need a webcam?**

No, regardless of whether you have a webcam you will only be able to see the See Saw Explore facilitators. You will not see or hear yourself or any other audience members.

### **If I miss the start of the event can I still attend?**

Yes, just click the link in your email and you will be allowed into the event. The events will begin promptly at the advertised start time.

### **Can I ask questions?**

Of course! There is a Q&A box in every webinar where you can type and submit your questions for the team. These will be moderated by the Orleans House Gallery team and whilst we endeavour to ask as many questions as possible there may not be time to ask all questions and if we get lots of similar questions, we may condense them.