

## Technology Frequently Asked Questions

Q: Which Internet Browser is best for viewing this listening session?

A: We recommend using Google Chrome for the best viewer experience.

Q: What must I do to join the FHA Stakeholder Listening Session?

A: Once you are logged in and see the title slide and hear on-hold music, that is a sign that the session will begin shortly. If you log in after the session has started, you will view it from that point forward.

Q: I don't hear anything.

A: Click on the Test Speaker & Microphone option in Audio Settings, follow directions.

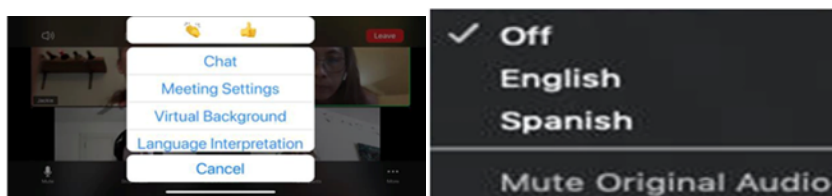
Q: How can I listen to the Stakeholder Listening Session in my Preferred Language on my Computer?

A: Click on the "Globe" Language Interpretation icon on the bottom of your screen. Select your preferred language from English or Spanish.



Q: How can I listen to the Webinar in my Preferred Language on my Smart Phone?

A: Click "Language Interpretation" and then select your preferred language from English or Spanish.



Q: Can I change my Audio Settings?

A: Yes, you can test speakers and choose a different Audio source, i.e., Computer/ Smart Phone or standard telephone, by selecting the desired option in the Audio Settings as found on the left side of the toolbar at the bottom of the screen.

Q: Where can I find the documents for the listening session?

A: Presentation-related documents/materials are available in the “Chat” feed during live session and are found in the Documents/Materials box on the Landing Page.

Q: How can I print the supporting Documents/Materials?

A: To print the presentation Documents/Materials, you must download the PDF version of the PowerPoint slides or supporting Documents/Materials by clicking on the Chat icon on the toolbar located at the bottom of the screen. Select the desired document(s) and once downloaded, follow standard print protocol.

Q: How do I activate the Closed Caption option?

A: Click on the Closed Caption (CC) icon displayed on your toolbar at the bottom of the screen. You can toggle on or off based on your personal preference.

Q: Will a transcript of the Stakeholder Listening Session be available?

A: Yes. When viewing the listening session, an audio transcription will be available in real time by clicking the Closed Caption - CC button.

Q: How can I ask a question about Zoom technology-related issues during the listening session?

A: If you have a technology-related question during the live session, you may submit the question by clicking on the Q&A button, type your question, then click Submit. A technical support team member will respond directly to you inside the Q&A field.

Q: Can I share my comments or submit questions by typing them into the Q&A tab?

A: This stakeholder listening session is focused on the experiences and perspectives of our valued participants, and we'd like you to voice your thoughts during the open forum. Due to limited resources, we will not be available to respond to typed comments submitted through the Q&A tab.-

Q: How can I join the conversation during the Stakeholder Open Forum?

A: If you are on Computer/Smart Device, click on the Raise Hand icon on the Toolbar. You will then be placed in the queue. When it's your turn, you will be prompted on screen to Unmute Yourself to be heard. You will be asked to provide your name and organizational affiliation before sharing your comments.

If you're on a standard Telephone, press \*9 ("Star" symbol and 9) to be placed in the queue. When it's your turn, you will hear an automated voice message, "You are unmuted." You will then be asked by the moderator to provide your name and organizational affiliation before sharing your comments.

Q. Who do I contact if I have questions or concerns following today's Stakeholder Listening Session?

A. Unanswered questions or comments should be directed to Elayne Weiss at: [Elayne.B.Weiss@hud.gov](mailto:Elayne.B.Weiss@hud.gov)

Additionally, FHA maintains a searchable database of over 2,300 frequently asked questions (FAQs) that is accessible 24/7/365 at: [www.hud.gov/answers](http://www.hud.gov/answers)

Q: Will the Stakeholder Listening Session be available for viewing after its conclusion?

A: No, the Stakeholder Listening Session is not being recorded.