



2026 General Assembly Tech Help FAQ

Missing Credentials

Question: I don't have/lost/never got any credentials, what do I do?

Answer: Email us at assembly@wssda.org with your name and district. We'll quickly work to verify you and send you your district's delegate links for:

1. The voting platform.
2. The Zoom webinar.

Zoom Issues

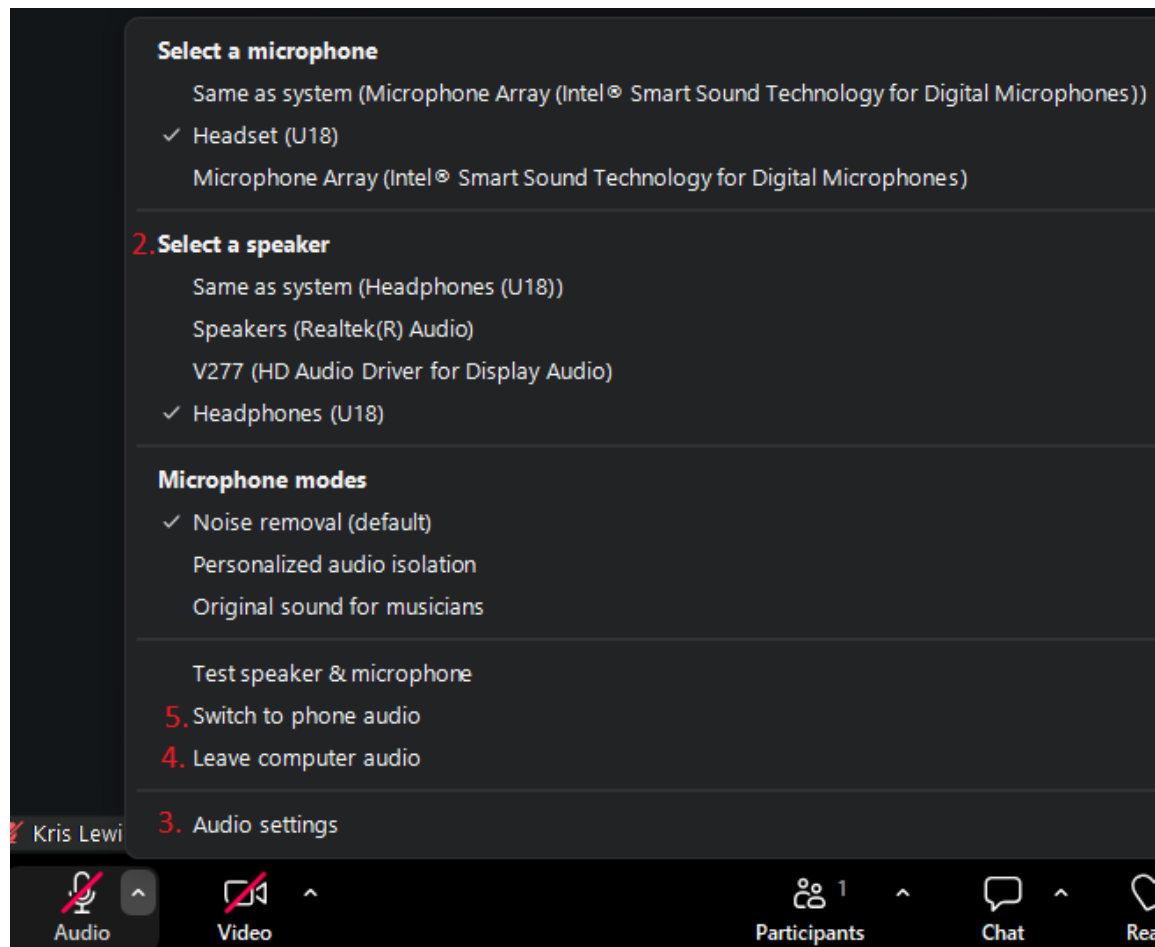
Audio Issues

Question: I can't hear anything in the Zoom meeting, what should I do?

Answer: Try the following in this order:

1. Check that your computer's sound isn't muted and is turned up loud enough. There should be a button on your keyboard to increase your volume.
2. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the microphone icon (see image below). Select the correct (or try a different) speaker/output device.
3. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the microphone icon (see image below). Select 'Audio Settings...' and ensure output volume is turned all the way up.
4. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the microphone icon (see image below). Try switching to 'Leave Computer Audio' and then returning here and re-joining audio.
5. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the microphone icon (see image below). If you have a smartphone, choose "Switch to phone audio" which will send sound through your phone as a last resort.

Figure 1 Select correct output device (2), check sound levels under Audio settings (3), leave computer audio and then rejoin (4), or switch to phone dial-in (5).

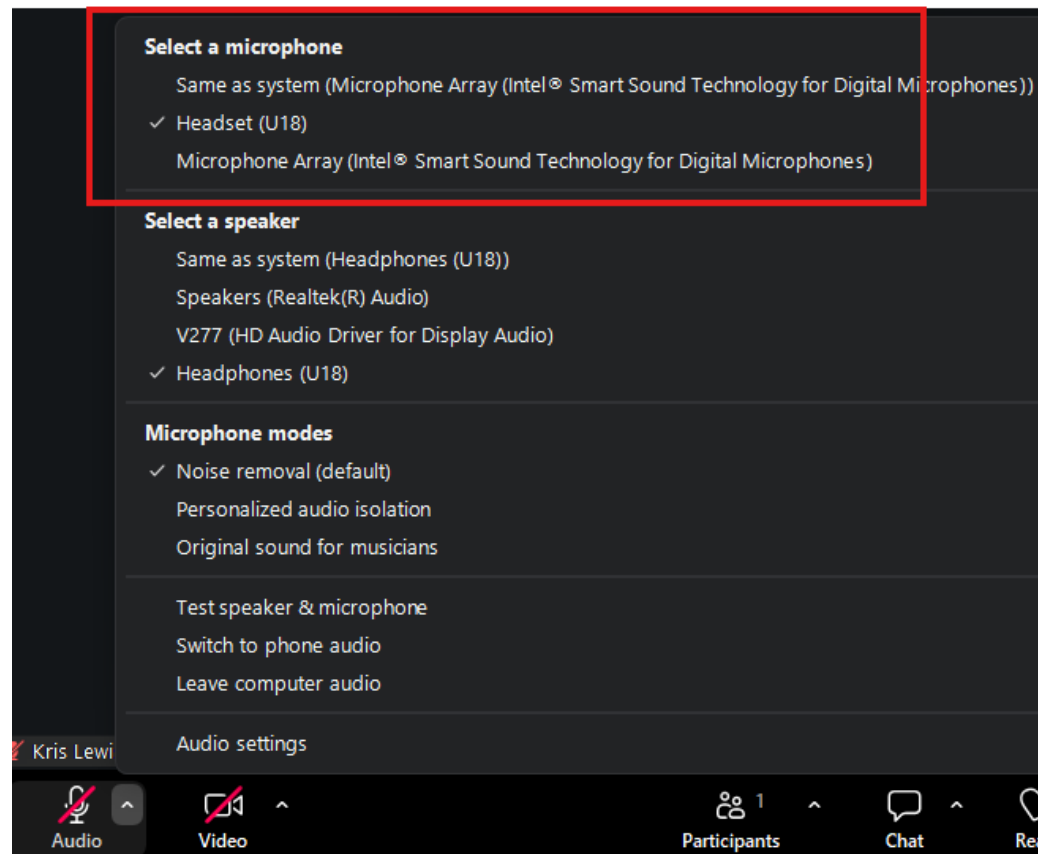


Question: I've been recognized to speak but am told no one can hear me, what should I do?

Answer:

1. Ensure you are unmuted in Zoom (Click the Audio microphone icon in the lower left if it has a red line through it).
2. Ensure any physical mute button for your mic is deactivated.
3. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the microphone icon (see image below). Ensure the correct microphone selected.
4. If you're using a Mac, ensure Zoom has permission to access your microphone in settings per these [instructions](#).

Figure 2 Select A different Microphone, if available.



Question: I'm hearing an echo or feedback when I'm addressing the assembly, what should I do?

Answer:

1. Check for other devices in the room that are connected to the Zoom or live stream of the assembly and disconnect or mute them.
2. If you have external speakers close to your microphone, try using a headset instead or turning down speaker volume.

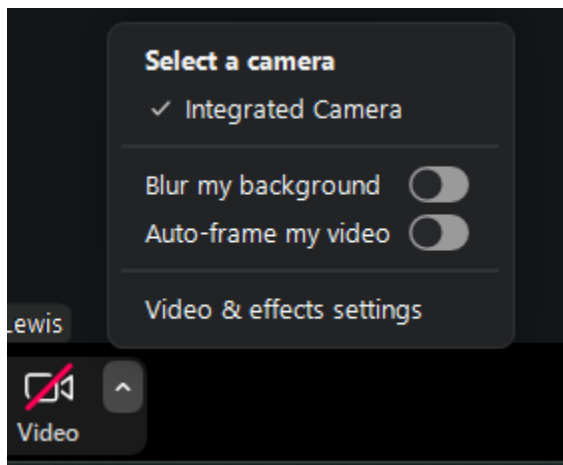
Video Issues

Question: I'm addressing the assembly and want to come on camera but they can't see me, what should I do?

Answer:

1. Ensure your camera lens isn't covered and your camera isn't turned off. If your camera appears on (usually on laptops and phones, a light will show next to the camera when it's turned on), try turning the camera off and back on again to see if Zoom will recognize it after a power cycle.
2. In Zoom, in the bottom left corner, you'll see a little ^ to the right of the Video icon (see image below). Click this and ensure the right camera is selected, or try changing cameras if you have more than one option.
3. If you're using a Mac, ensure Zoom has permission to use your camera in settings per these [instructions](#).

Figure 3 Check camera power status, change camera input if possible



Question: What should I do if I have poor video quality?

Answer:

1. Try connecting to the internet using a different network. Links to instructions on changing your Wi-Fi network for a [Mac are here](#), and for [Windows computers are here](#).
2. Try connecting to the internet using a different connection type such as a wired connection or Wi-Fi if you're using a hotspot.
3. Check if you have other apps or browser tabs streaming video right now and close them.

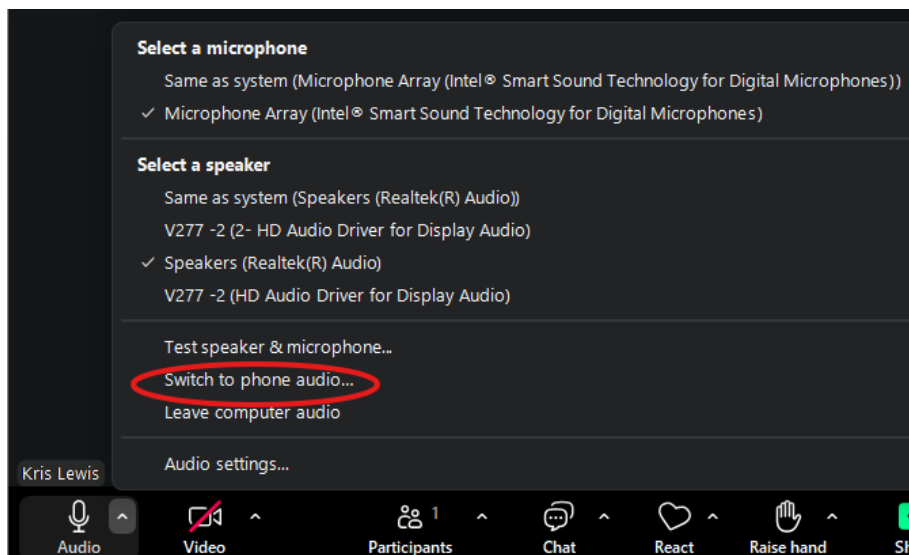
Connection Issues

Question: What should I do if I experience lag, freezing, or my connection being dropped?

Answer:

1. Try connecting to the internet using a different network. Links to instructions on changing your Wi-Fi network for a [Mac are here](#), and for [Windows computers are here](#).
2. Try connecting to the internet using a different connection type such as a wired connection or Wi-Fi if you're using a hotspot.
3. Check if you have other apps or browser tabs streaming video right now and close them.
4. Try leaving the Zoom webinar and re-joining using the link provided.
5. Try joining by phone for the audio (see Figure 4 below). Doing so might save bandwidth for video.

Figure 4 Switching to phone audio in Zoom



Joining Issues

Question: I can't get into the Zoom webinar, what should I do?

Answer:

1. Ensure you are clicking the link from the pdf in the email sent to your board. Contact assembly@wssda.org with your name and district and we'll resend your link to you after a quick verification.

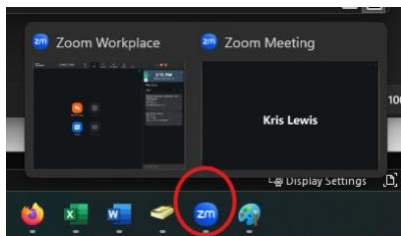
2. The Zoom link will open in a browser, ensure that you click 'ok' when it attempts to redirect you to the Zoom app. If no popup appears for this, choose the option to join through your browser instead.
3. Try [updating zoom](#).
4. Try using another device.

Question: What do I do if the Zoom meeting 'disappears' when I'm promoted to panelist to address the assembly?

Answer:

1. Being promoted to panelist closes the current Zoom window and opens a new one. Sometimes, the new meeting opens behind other windows, so ensure the new window isn't simply hidden behind something else. In Microsoft Windows, click the Zoom icon to reveal all open Zoom windows and select the meeting (see image below).
2. If nothing happens after 10 seconds, find the Zoom invite link from the pdf emailed to you and click to rejoin the meeting which will immediately elevate you to panelist.

Figure 5 In Windows, click the icon to see all open windows associated with an app



Question: What should I do if Zoom says I'm logged in on another device?

Answer: Only one device per district can connect to the Zoom webinar to ensure we can find you easily if you wish to address the assembly. The credentials went to the board chair and legislative representative we have on file, so check if anyone else on your board is intending to be the voting delegate today, and if they've logged in already. Come up with a plan with them for when to hand off attendance.

Last-Ditch Efforts with Zoom

Question: If nothing else seems to work, what are my options?

Answer: Our suggestions are below in the recommended order:

- Restart your device
- Close Zoom and retry the link in the pdf that was emailed to you, or contact assembly@wssda.org for your link
- Try connecting on another device
- If you're OK without being able to speak, you can watch the livestream at the link below but there may be a short lag and you'll have slightly less time to vote:
<https://wssda.org/events/general-assembly/broadcast/>

Voting Platform Issues

Login Issues

Question: I've received my two links, Zoom is working but the vvoter.com link isn't. What should I do?

Answer: Try the following troubleshooting steps in this order:

1. Copy and paste the link into your browser instead of clicking it directly
2. Try using a different browser, using a similar method of copying and pasting.
We recommend Chrome.
3. Contact us at assembly@wssda.org with your name and district asking for your vvoter.com credentials. Once you receive them, you can visit <https://vvoter.com> and enter the credentials we send rather than following a single link.

Question: vvoter.com says: "We're sorry but something went wrong," what should I do?

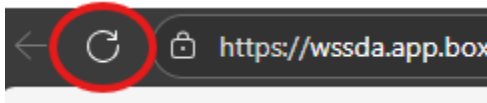
Answer: This happens when cookies aren't enabled. Enabling cookies differs depending on browser, it may be easiest to use another browser or device rather than googling instructions to change this.

Screen Reload Issues

Question: My screen does not update when vote is called, what steps should I take?

Answer: The voting screen will not appear until discussion around the motion has been completely closed. If that's closed, click the reload icon to refresh the page in your browser.

Figure 6 The reload icon is usually to the left of the input field that displays the website URL



Question: I'm not seeing a button labeled 'Speak' in the lower right, what should I do?

Answer: See the previous question, click the reload icon to refresh the page in their browser.

Last-Ditch Efforts with the Voting Platform

Question: If nothing else seems to work, what are my options?

Answer: Our suggestions are below in the recommended order:

- Try using a different browser.
- Contact assembly@wssda.org with your name and district asking for your vvoter.com credentials. Once you receive them, you can visit <https://vvoter.com> and enter the credentials we send rather than following a single link.
- Restart your device.
- Try using a different device. **Note:** If you use your phone, every time your screen goes to sleep you'll need to refresh the vvoter.com page afterwards to see any updates.