

988 Crisis Jam

Registration Tips

I tried to register. It says I'm not an authorized user. What do I do?

Zoom authentication requires each attendee to have a Zoom account and you use that email to register.

I don't have a Zoom account.

If you have a Zoom account, you can sign up for a free basic account [here](#).

I have a Zoom account but I still receive the same error.

You may have a 'Zoom for Government' account. Those accounts are in an isolated infrastructure and won't be recognized for our commercially-hosted meeting. You can sign up for a free personal account instead.

I registered and it says that my registration is pending.

The Crisis Jam team will connect with you within 24-72 hours. Once completed, a confirmation email will be sent directly from Zoom.

I received my confirmation email. Now what?

The join information on the confirmation email will be needed to enter the meeting. Click on "Add to Calendar" for each access on the day of each episode.

I didn't click 'add to my calendar' and I can't find my confirmation email.

We will resend confirmation emails on the morning of each episode. If you do not receive it or need support, email us at crisisjam@crisisnow.com

It's the day of the 988 Crisis Jam and I clicked my Join Now link. It's not working!

Zoom authentication requires that you are logged into your Zoom on the device you are using to access the meeting. Go to zoom.us and Click 'My Account' to ensure you are logged into the same email address.

I missed the Crisis Jam!

See all the Crisis Jam recordings on YouTube at bit.ly/FiveLanes

Register at bit.ly/RegisterforCrisisJam