

IATI Virtual Community Exchange 3 will be hosted on Zoom Events, Please familiarize yourself with the Zoom Events platform in advance of the live event days to ensure you are able to log in and access our event. If you are unable to log in to Zoom Events, please contact sander.hees@undp.org and kelly.hedgecock@zoom.us as soon as possible.

Please note: you must have the latest version of the Zoom Desktop Client installed to attend a Zoom Event.

[Download Here](#)

REGISTERING FOR THIS EVENT

1. Click here to go to [the VCE3 Zoom Event page: \[https://bit.ly/3xxvaoc\]](https://bit.ly/3xxvaoc)
2. If prompted, log into Zoom with the email you previously registered with
3. Click “Register” and follow the prompts
4. On the confirmation page you can now add this event to your calendar
5. Congratulations - you are now registered!

ATTENDING THIS EVENT

1. Go to [the VCE3 Zoom Event page: \[https://bit.ly/3xxvaoc\]](https://bit.ly/3xxvaoc)
2. Log-in with your correct email / Zoom-account;
3. From there, you will see your ticket listed for this event and can click **Join Lobby**

TROUBLESHOOTING

1. **Error Message: “Unable to Join Lobby”**
 - This is most likely due to a mismatch between the Zoom account you registered with and the Zoom account you are currently using.
 - **Solution:** Open your Zoom Desktop Client and log out. Log back in with the Zoom account you registered with.
2. **Error Message: “Update Required”**
 - **Solution:** Click the top right of your Desktop Client and click “Check for Updates.” Zoom will automatically update the client and relaunch.

If at any time you need assistance, please contact sander.hees@undp.org and/or kelly.hedgecock@zoom.us.

Or call the VCE3-troubleshooting hotline on 28 June from 12:30-13:30 UTC at **US (773) 232-7499 / UK 44 113 526 6977**