



Frequently Asked Questions

Why Zoom?

Zoom offers features that enable us to have a virtual experience most like a live training, such as breakout rooms so students can have a place for doing exercises just like in a live training. We have done extensive testing of online webinar, meeting, and classroom platforms for over 10 years. Presently, Zoom is the most advanced platform to best serve and empower our students. If there were a better platform, we would be using it. Empowerment Inc. has worked with one of the top distance education experts in the world as well as the architect of the world's first distance education platform. We are experts in this technology.

What platforms are supported?

We recommend an Apple Mac, Windows PC, or Apple iPad. These platforms support Zoom with the features necessary to have a great learning experience. Your computer must have a webcam and microphone. These hardware features are built-in to most laptops and all-in-one computers.

What other hardware requirements are there?

You must have a webcam and microphone. These hardware features are built-in to most laptops and all-in-one computers. Any computer or iPad that supports the latest version of Zoom will work.

Can I use my Chromebook?

No. Zoom on the Chromebook currently does not support all the features necessary to meet our requirements for the learning experience our students expect from us.

I have the "Zoom client". Will that work?

No. The Zoom client for browsers does not support all the functionality of the Zoom app so we cannot deliver the full experience.

Where do I get Zoom?

How do I install the Zoom app?

For PC, download and install Zoom from [Download for Windows - Zoom](#)

For Mac, download and install Zoom from <https://zoom.us/support/download>

New Apple Silicon Mac:

If you install the old version of zoom for a new Apple Silicon Mac, the app will suggest you update to the new version. You can get to it directly here. <https://zoom.us/client/latest/Zoom.pkg?archType=arm64>

For iPad, get the Zoom app from the Apple App Store.

One more way to get the zoom app is to simply click on your class/meeting invitation.

PC/Mac: On the invitation, locate this part: "Don't have Zoom Client installed? Download Now." Clicking on the "Download now" link should download and install the app.

Ipad: "Don't have Zoom Client installed? Download from App Store" Clicking on the "App Store" link opens the App Store and takes you to the page to download the "ZOOM Cloud Meetings" app.

After installing the app, go back to the web page launched by the email link, and click on the "Launch Meeting" button on the web page.



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Why do I need the latest version of Zoom?

Because we want to make sure you have all the features that empower you to have the best virtual training experience possible.

Why does Zoom make it so hard to find and download the correct client application?

Why do people shoot themselves in the foot and to choose to be disempowered? We don't know, and here you are choosing empowerment. Great choice! We are here you support you, and grateful for the opportunity. The empowered perspective on Zoom is that Zoom is doing all they can to make using Zoom as easy and reliable as possible.

Does Zoom have an FAQ?

Yes. <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions>

How do I know I have the latest version of Zoom?

Because you just installed it from the app store or the installation links above. The Zoom apps are updated quite frequently. Before taking an Empowerment Inc. virtual training, it is a good idea to check if there is an update available for the Zoom app to ensure you have the best experience.

What is the best lighting for attending the class?

This is important, so the more you can follow the guidelines the better your experience will be. Our virtual NLP Practitioner training is a very interactive experience and we ask that you have your camera on during the entire training. This way the other online students can see you and you can see them. The best lighting is to have lighting that is primarily *in front* of you. If you have lighting from behind you then you will be hard to see in the video and you won't have the sense of connection which supports having the best experience.